

RESORTS WORLD AT SENTOSA PTE LTD

SUPPLIER ONBOARDING GUIDE



Welcome Message

As part of our Digital Procurement transformation journey, RWS implemented *Ariba S2P Source to Pay system* in Apr 2019 to improve operational efficiency and effectiveness by fundamentally changing the way Proposals, Purchase Orders and Invoices are exchanged with our suppliers.

Existing suppliers, as well as new suppliers who wish to establish a business relationship with RWS are required to adopt the Ariba Network for their business transactions with us by registering for an account (Standard / Enterprise) in the Ariba Network.

This document serves as a Supplier Onboarding Guide and contains detail step by step instruction on how to transact with us.

RWS would like for each of their valued suppliers to be a part of this important initiative to realize the benefits of increased efficiency by transacting electronically. We thank you in advance for your support of this change.

Vice President, Procurement



RWS would like for each of our suppliers to transact electronically via the network in order to bring maximum efficiencies to our mutual Source to Pay process as follows:

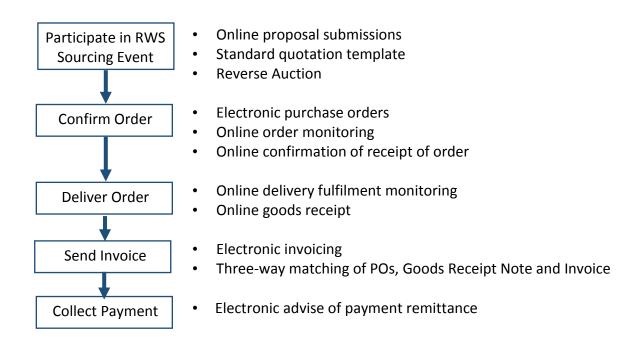




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Part 1 e-Sourcing



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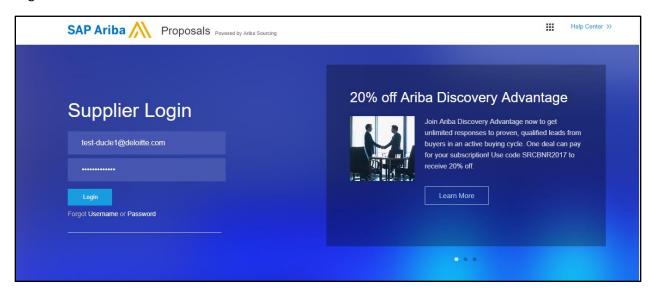
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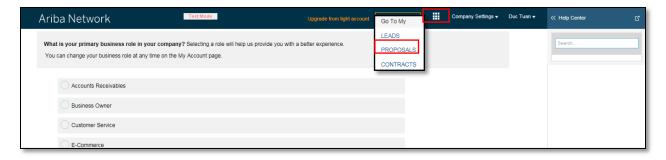
1. How to Participate in a Request for Information (RFI) Event

URL: https://supplier.ariba.com

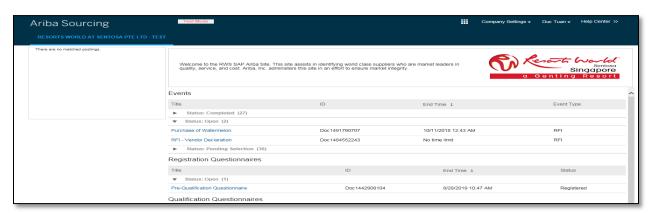
Login screen:



After logging in, participant navigates to the Grid Icon at the top and click on "Proposals".

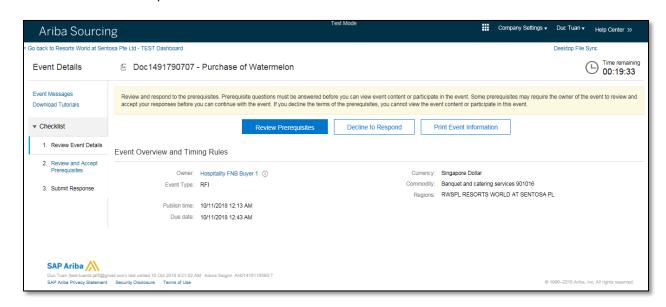


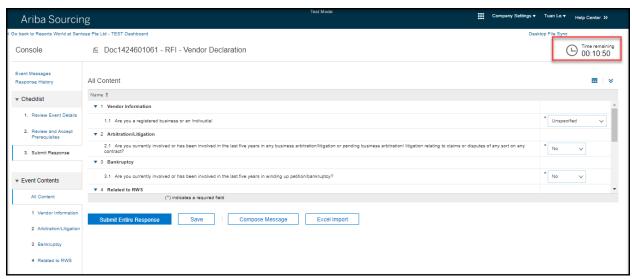
Event is visible with Status: Open/Preview, select the RFI event.





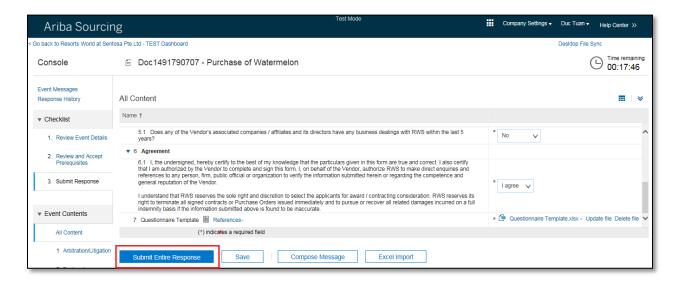
Participant will be able to view summary of event i.e. Terms and condition and event overview. Click on "Review Prerequisite".



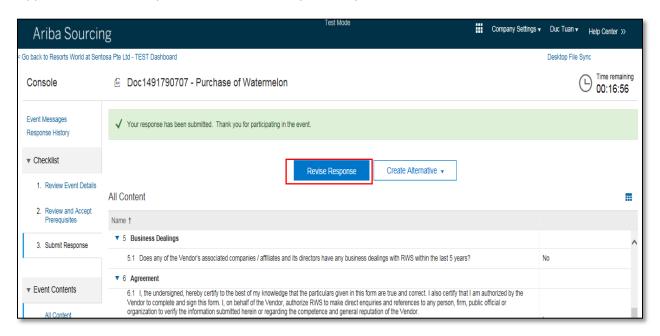




Supplier fills up responses and click on "Submit Entire Response".



Supplier can make multiple revisions to their response any time before event closes.

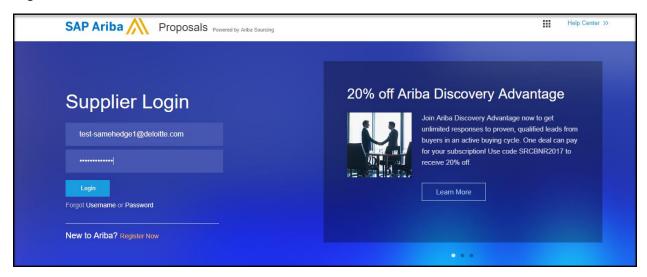




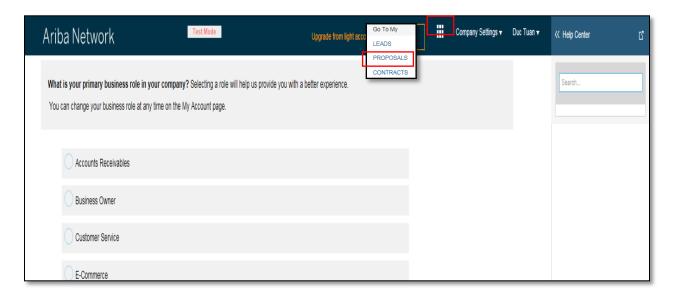
2. How to Participate in a Request for Proposal (RFP) / Request for Quotation (RFQ) Event

URL: https://supplier.ariba.com

Login screen:

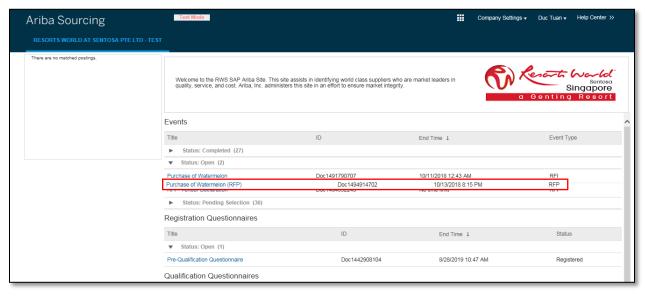


After logging in, participant navigates to the Grid Icon at the top and click on "Proposals".



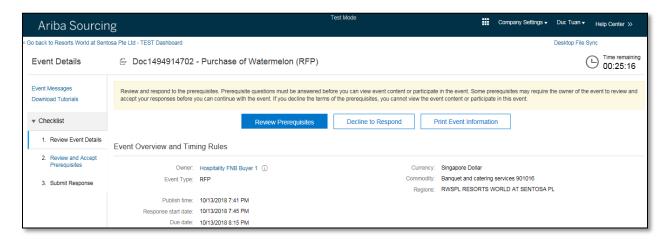


Event is visible with Status: Open/Preview, select the RFP event.



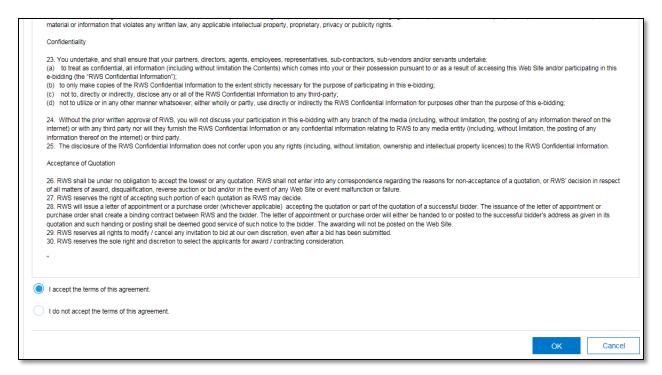
Participant will be able to view summary of event i.e. Terms and condition and event overview.

Click on "Review Prerequisite".

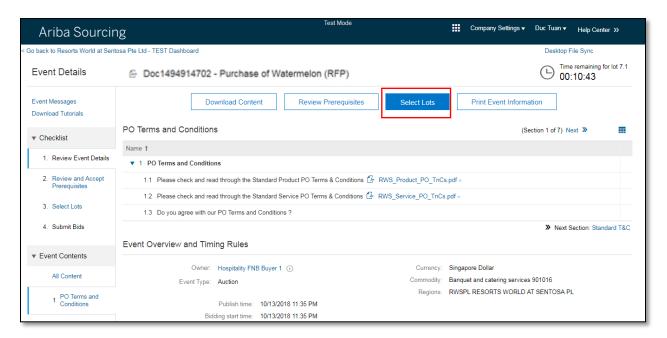




Accept the terms of this agreement and click on "OK".



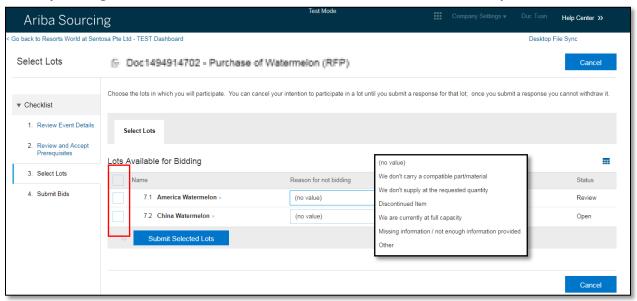
Click on "Select Lots" to select the lot/line item that the participant will be bidding.



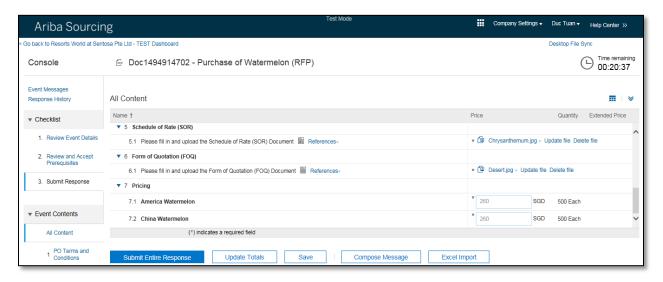


Select the participating lots and click on "Submit Selected Lots".

Note: A reason will have to be provided if the participant decides not to bid for any lot/line by leaving the checkboxes unchecked, else he/she will not be able to proceed.

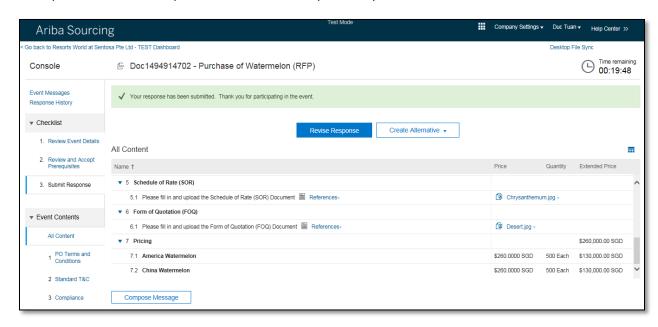


Participant fills up responses and click on "Submit Entire Response".





Participant can make multiple revisions to their response any time before event closes.

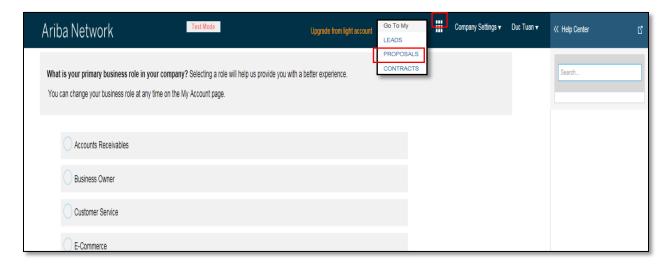




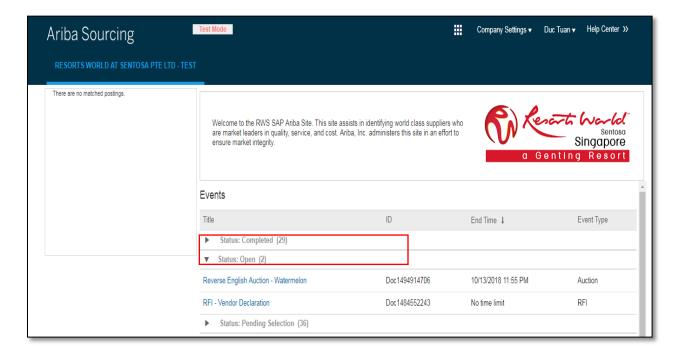
3. How to Participate in a English Reverse Auction Event

URL: https://supplier.ariba.com

After logging in, participant navigates to the Grid Icon at the top and click on "Proposals".



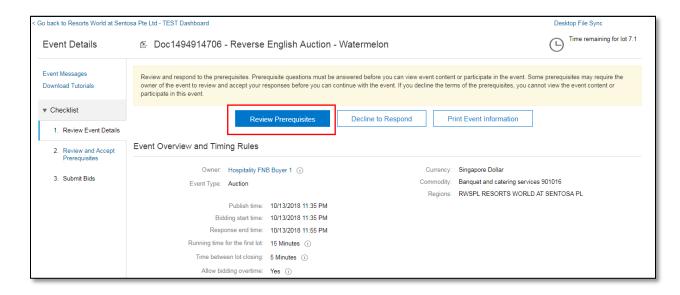
Event is visible with Status: Open/Preview, select the Reverse Auction event.



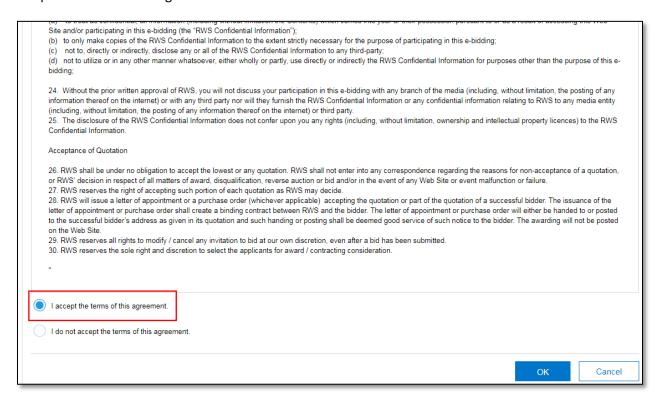


Participant will be able to view summary of event i.e. Terms and condition and event overview.

Click on "Review Prerequisite".

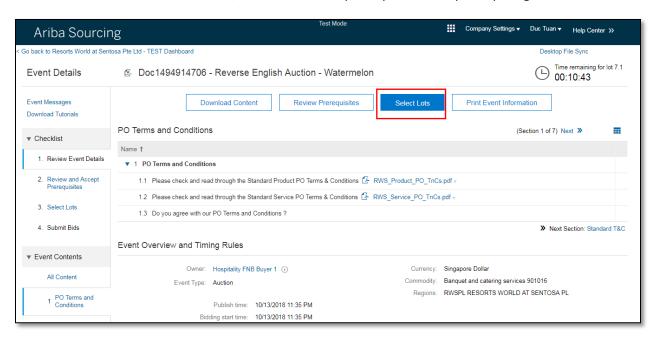


Accept the terms of this agreement and click on "OK".



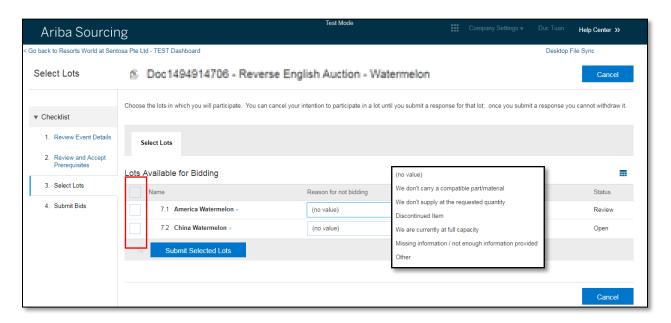


Click on "Select Lots" to select the lot/line item that the participant will be participating in.



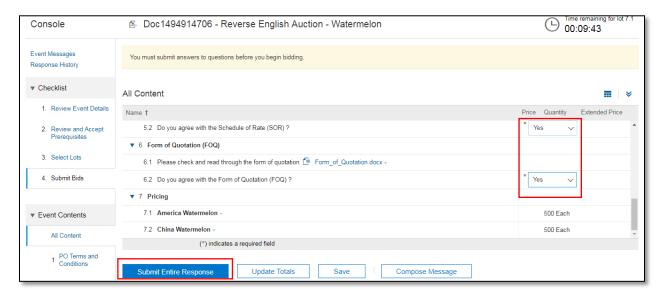
Select the participating lots and click on "Submit Selected Lots".

Note: A reason will have to be provided if the participant decides not to bid for any lot/line by leaving the checkboxes unchecked, else he/she will not be able to proceed.

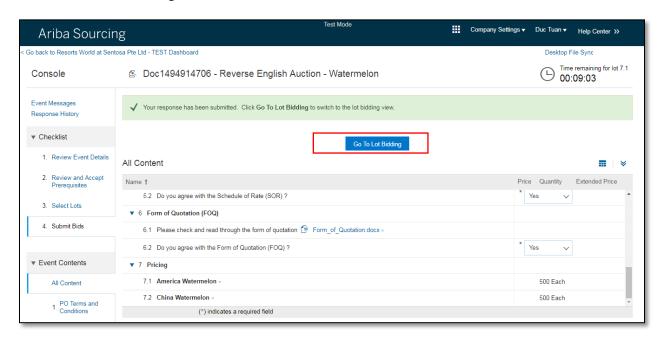




Participants will have to fill up their responses for the mandatory questions before they can proceed with the auction. Click on "Submit Entire Response".



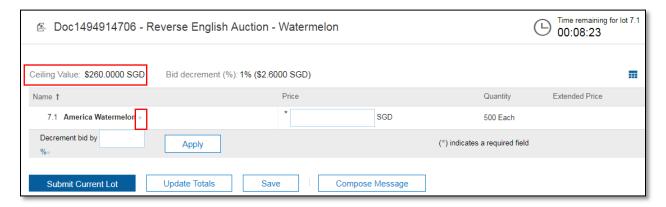
Click on "Go To Lot Bidding".

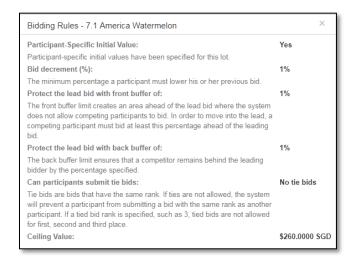


Participant may proceed with the auction to submit their price bid.

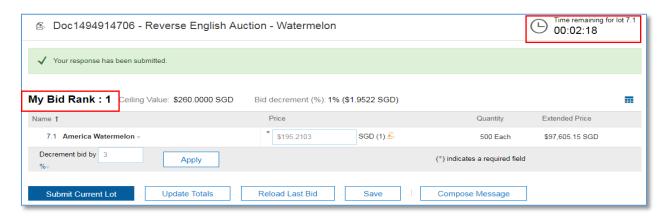


Click on the small arrow button to view the Bidding Rules for this lot. Ceiling value refers to the initial starting price pre-determined by buyer (based on last submission price). Participant will not be able to bid anything above this value.





Participant will be aware of their current bid ranking.



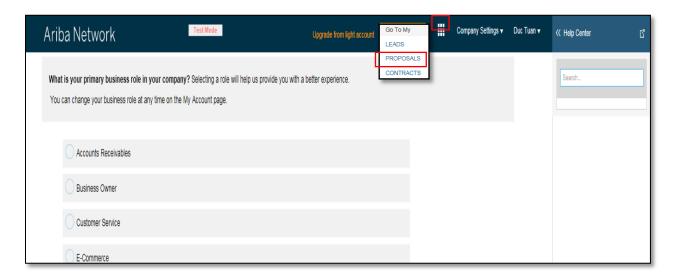
Auction ends when the countdown timer ends.



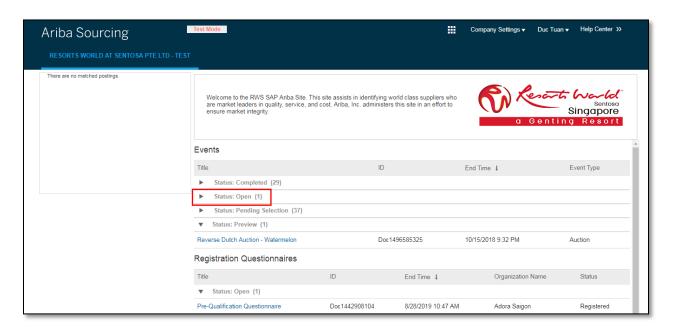
4. How to Participate in a **Dutch Reverse Auction Event**

URL: https://supplier.ariba.com

After logging in, participant navigates to the Grid Icon at the top and click on "Proposals".



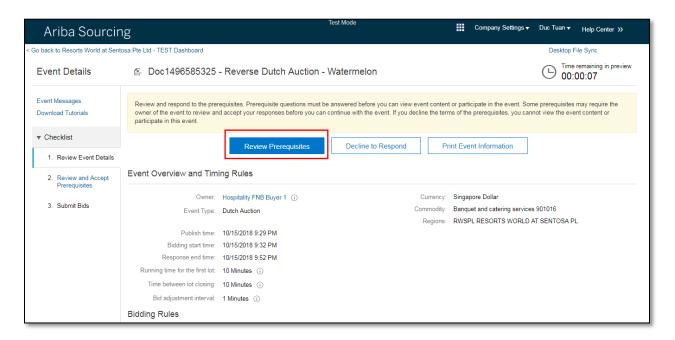
Event is visible with Status: Open/Preview, select the Reverse Auction event.



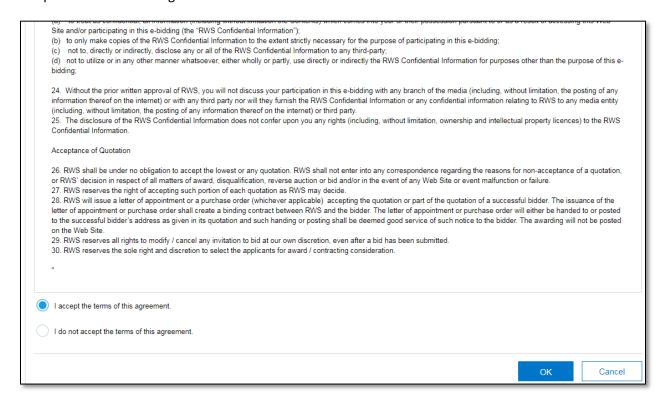
Participant will be able to view summary of event i.e. terms and condition and event overview.



Click on "Review Prerequisite".

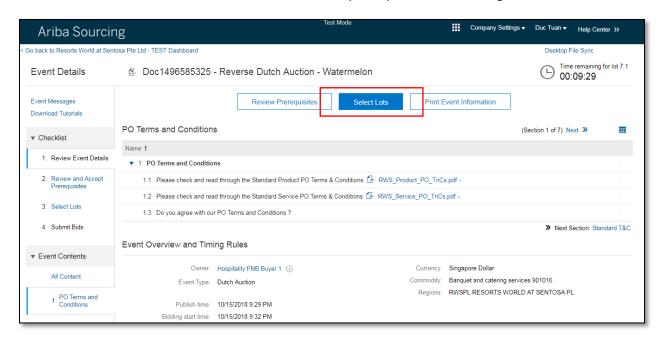


Accept the terms of this agreement and click on "OK".



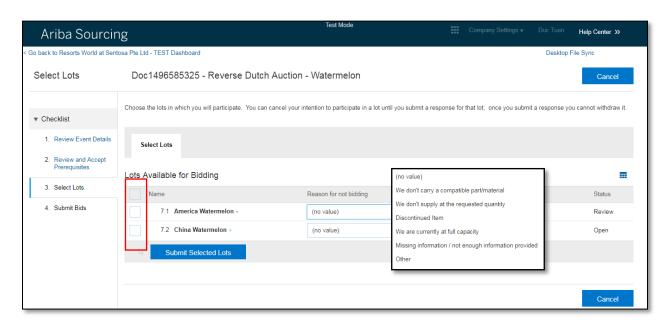


Click on "Select Lots" to select the lot/line item that the participant will be bidding.



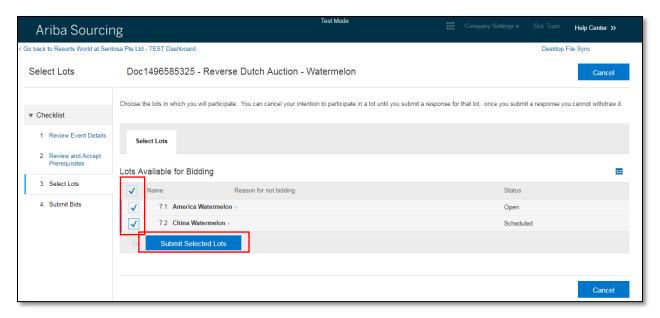
Check on the boxes for the lots/line that that the participant will be participating in.

Note: A reason will have to be provided if the participant decides not to bid for any lot/line by leaving the checkboxes unchecked, else he/she will not be able to proceed.

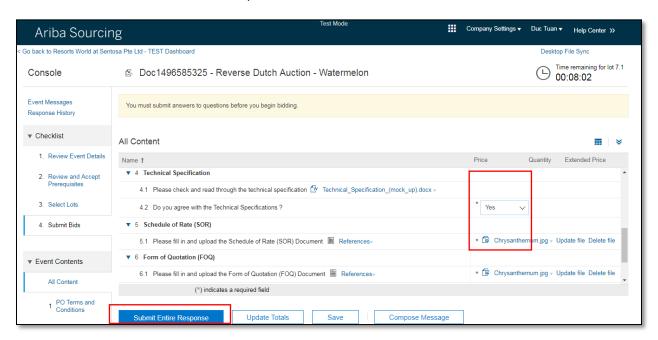




Select the participating lots and click on "Submit Selected Lots".

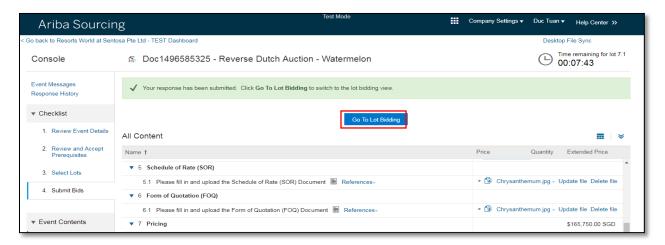


Participants will have to fill up their responses for the technical questions before they can proceed with the auction. Click on" Submit Entire Response".

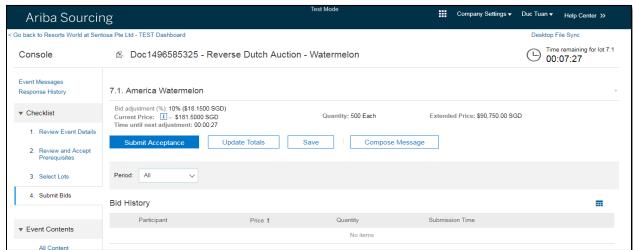




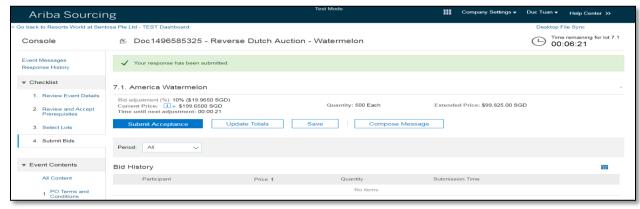
Click on "Go To Lot Bidding".



Participant may now proceed with the auction.



Auction ends when one bidder submit his/her bid acceptance or when the bid reaches the ceiling price with no bid acceptance from any bidder.





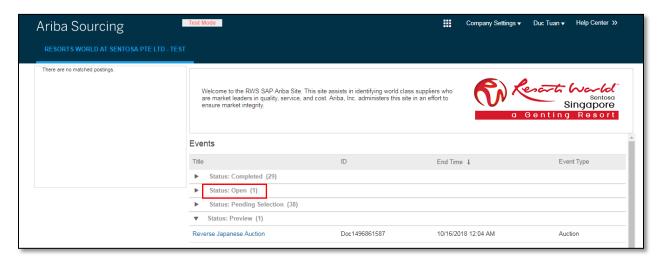
5. How to Participate in a Japanese Reverse Auction Event

URL: https://supplier.ariba.com

After logging in, participant navigates to the Grid Icon at the top and click on "Proposals".



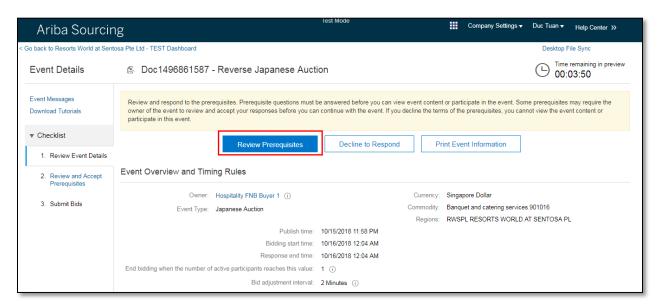
Event is visible with Status: Open/Preview, click on the Reverse Auction event.



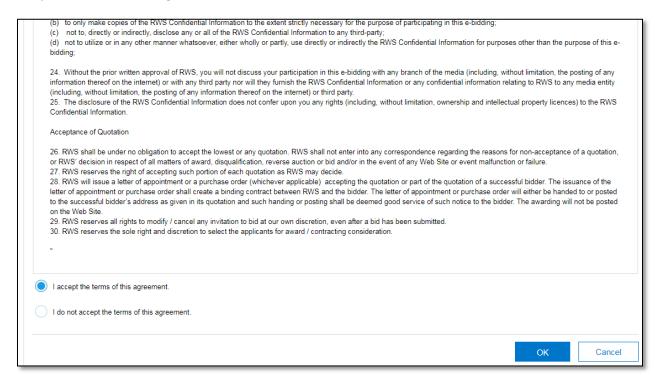
Participant will be able to view summary of event i.e. terms and condition and event overview.



Click on "Review Prerequisite".

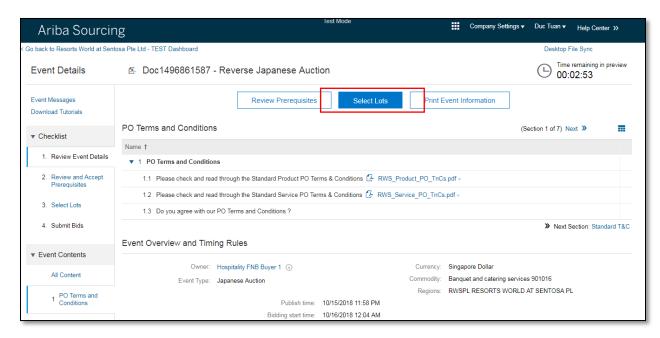


Accept the terms of this agreement and click on "OK".



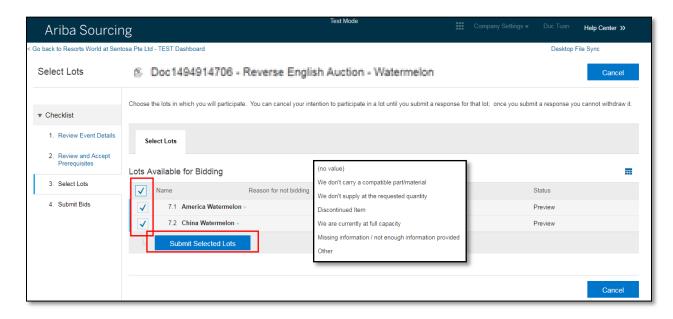


Click on "Select Lots" to select the lot/line item that the participant will be bidding.



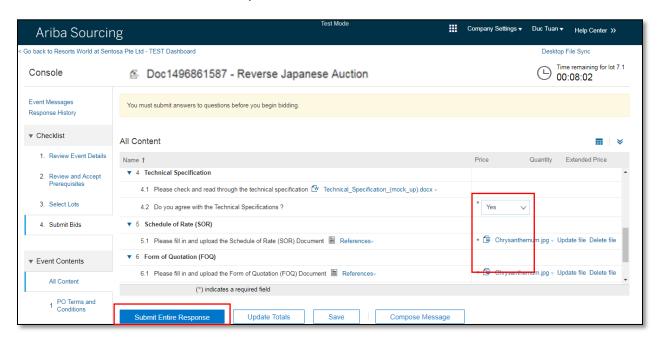
Participant will have to provide reason for not bidding on any specific lot.

Note: A reason will have to be provided if the participant decides not to bid for any lot/line by leaving the checkboxes unchecked, else he/she will not be able to proceed.

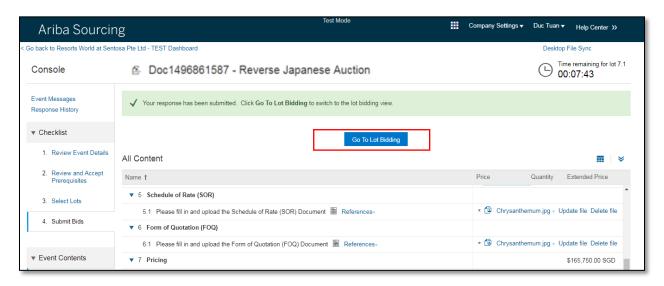




Participants will have to fill up their responses for the technical questions before they can proceed with the auction. Click on "Submit Entire Response".



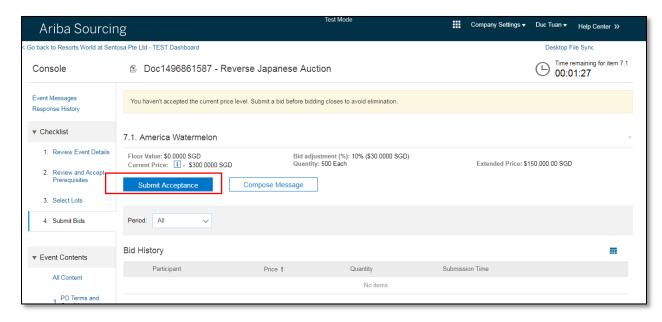
Click on "Go To Lot Bidding".



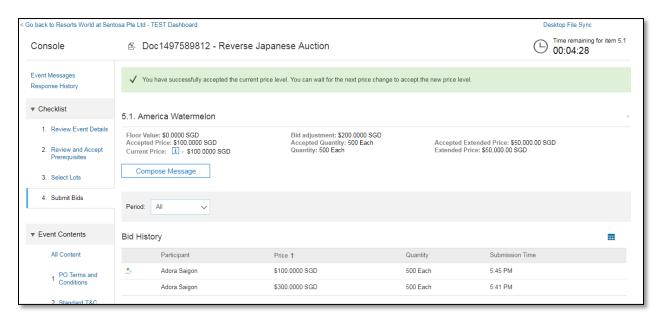
Participant may now proceed with the auction.



Click on "Submit Acceptance" to accept bid based on current price.



Auction ends when a bid interval conclude with no bid acceptance from any bidders.





6. How to Participate in a Collaboration Request

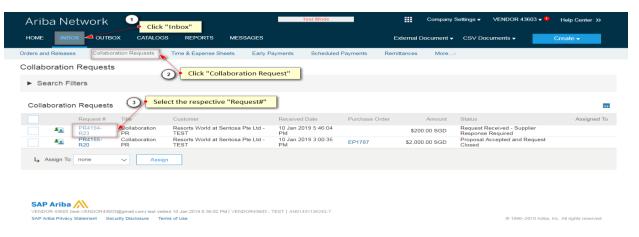
A Collaboration Request is the document by which RWS works with you as a Supplier to find, evaluate and obtain goods and/or services. During the collaboration process, RWS sends information about collaboration requests to Supplier online Inbox on the Ariba Network. The Quick Links panel on your Home Dashboard indicates you have received a new collaboration request. In your online Inbox, you can view collaboration requests, assign collaboration requests and search for specific collaboration requests.

Supplier log-in to submit quote:

https://service.ariba.com/Supplier.aw/125003089/aw?awh=r&awssk=yyAY0hte&dard=1



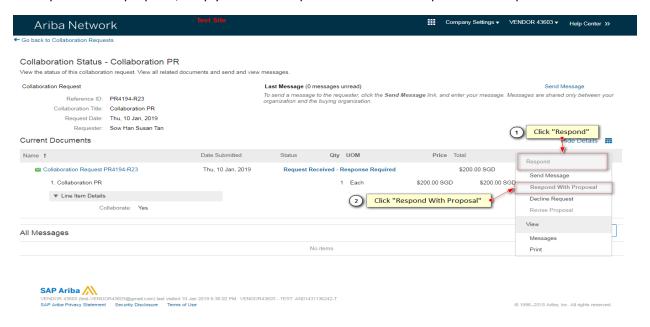
From the Home page, click on "Inbox" and you can see under the Collaboration Requests to view the collaboration requests needing your attention.



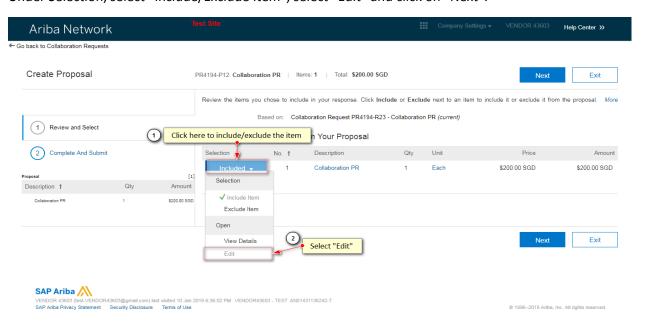


Respond with Proposal

To respond with a proposal, simply click on "Respond" and select "Respond with Proposal".

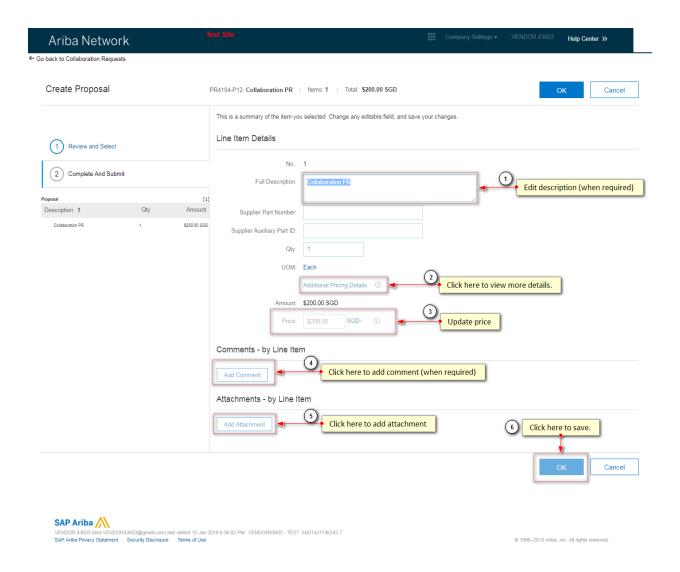


Under Selection, select "Include/Exclude Item", select "Edit" and click on "Next".



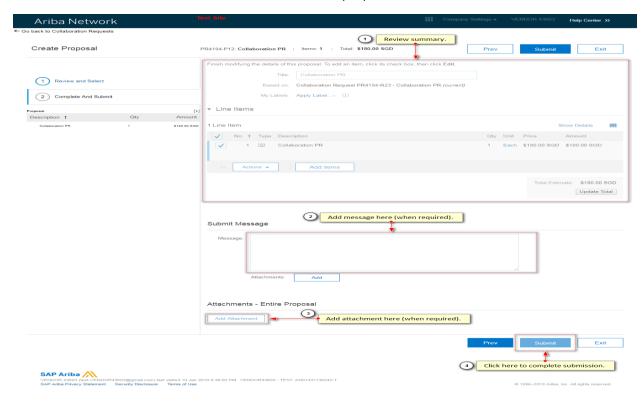


Enter or update the fields accordingly. To proceed, click "OK" to save.

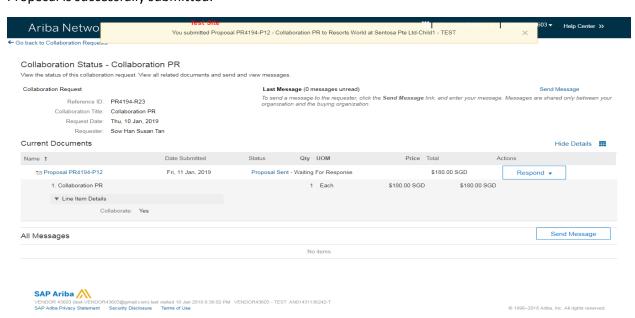




At the summary page, review details entered. You may enter message or attach attachments if required. Once details have been verified, click "Submit" to send proposal.



Proposal is successfully submitted.



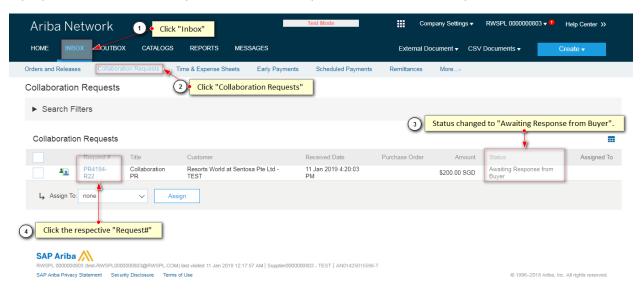


Respond with Proposal - Edit

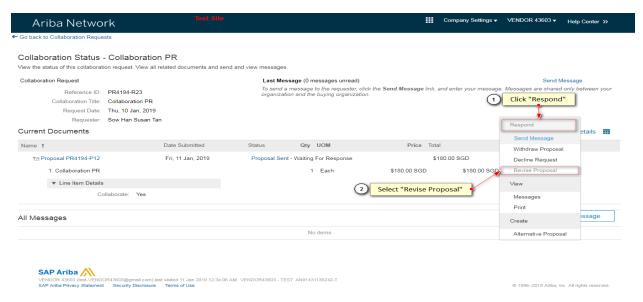
In the event that you want to make changes to the proposal that you have submitted, go to "Inbox", under "Collaboration Requests", click on the Request that you want to amend.

Note:

A proposal can be revised only if RWS has not accepted the collaboration request.

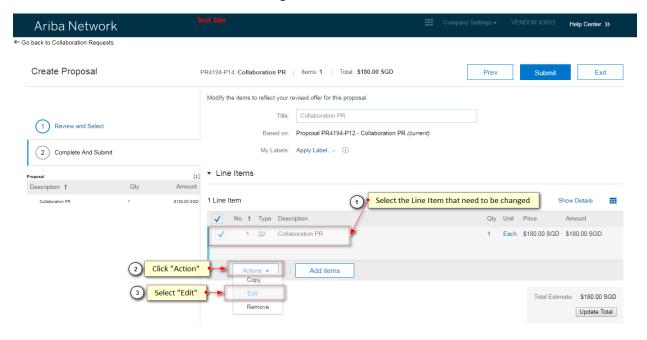


At the Collaboration PR page, click "Respond" and select "Revise proposal".

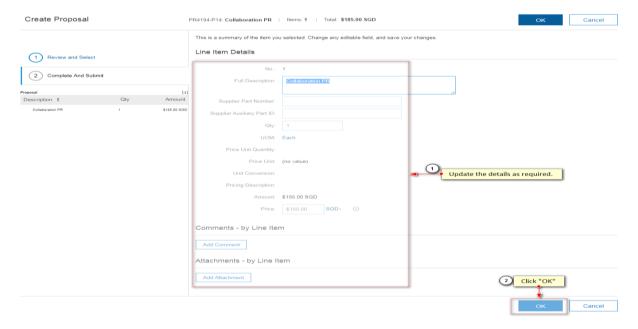




Select on the line item that needs to be changed, click on "Action" and select "Edit".



Make the required changes and click on "Ok" after changes are done. Add messages or attachments if applicable. Click "Submit" to complete the resubmission.



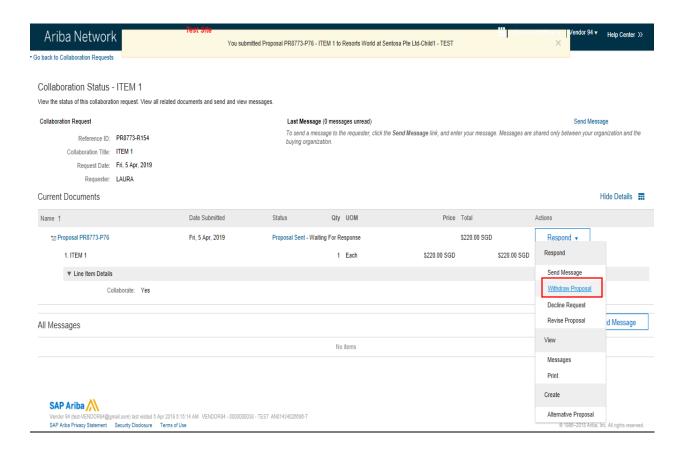


Respond with Proposal - Withdraw

After a proposal has been submitted to RWS, it can be withdrawn by you.

Click "Withdraw Request" from the Respond Menu.

Enter a withdraw reason and comments. Click "OK".

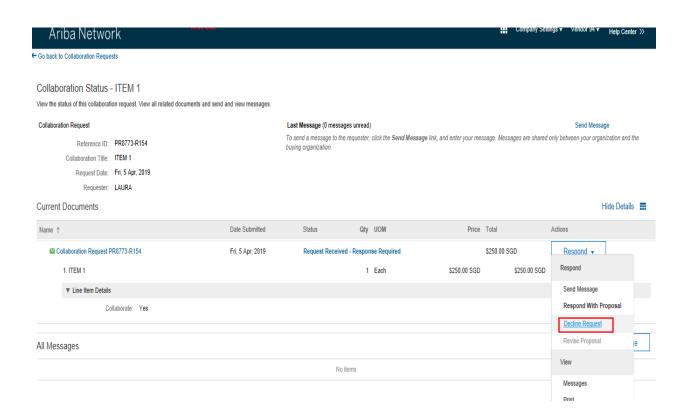




Respond with Proposal – Decline

To decline a proposal, click on "Respond" and select "Decline Request".

Enter a decline reason and a comment. Click "OK".





Transaction Status

Status	Description
Request Received – Supplier Response Required	A new Collaboration request is in your Inbox. The Buyer is awaiting your response.
Awaiting Response from Buyer	The Buyer is reviewing the proposal submitted.
Proposal Accepted By Buyer	The Buyer has accepted all line items on the proposal submitted. Note: Proposal Accepted may require additional approval within the buying organization. This indicates an intent to pursue the proposal, but is not finalized.
Proposal Rejected By Buyer	The Buyer has rejected the entire proposal submitted. The supplier may choose to resubmit a revised proposal until the request has been closed.
Proposal Withdrawn By Supplier	You have decided to withdraw a proposal which you had submitted. You declined to submit a proposal to the Buyer's request.
Request Declined By Supplier	You declined to submit a proposal to the Buyer's request.
Request Canceled By Buyer	The Buyer has decided to cancel the request. No further action is allowed.
Request Closed	The request has been closed through the Buyer's selection of an alternative proposal. No further action is allowed.
Proposal Accepted and Request Closed	The Buyer has accepted your proposal and therefore closed the request. No further action is allowed.



Part 2 Order Confirmation

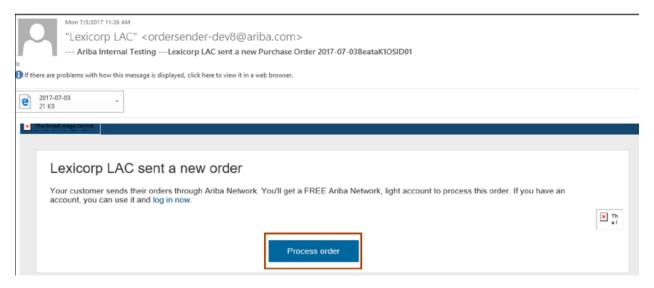


Order Confirmation

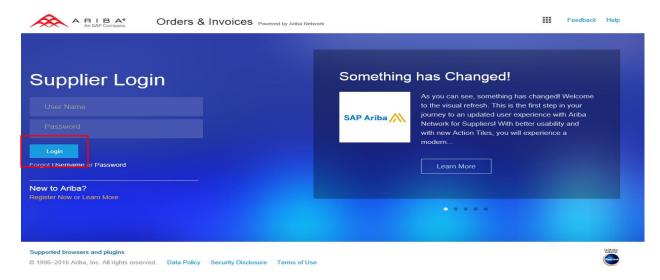
This functionality allows Suppliers to perform order confirmation through the network on all orders from RWS. Overseas Suppliers are highly encouraged to send order confirmation for orders received.

(STANDARD Account Log-In)

- 1. Receive PO via email.
- 2. Click on "Process Order" button.

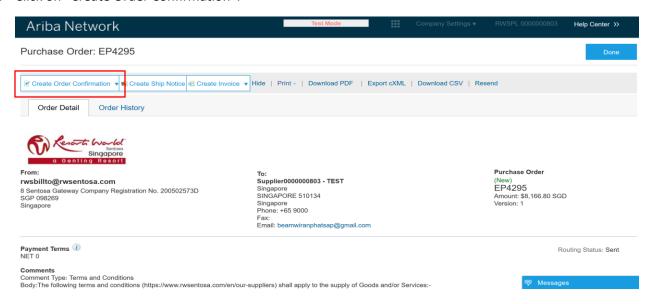


3. You will be directed to the Ariba Supplier login page. Enter your existing username and password and click "Login".



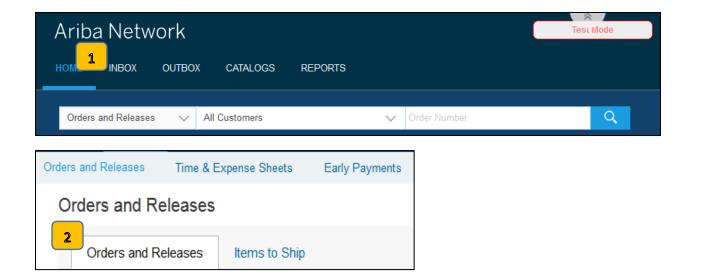


- 4. You will be directed to the Ariba Network, where you can view your Purchase Order.
- 5. Click on "Create Order Confirmation".

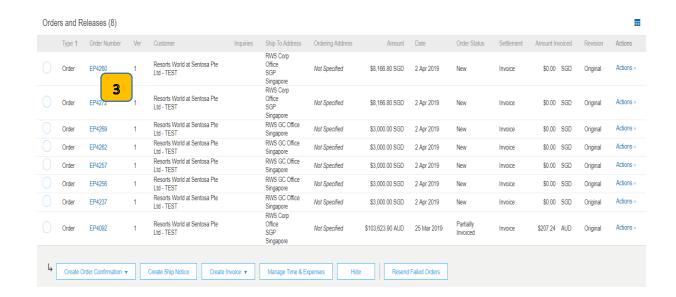


(ENTERPRISE Account Log-In)

- 1. Click the "Inbox" tab to manage your Purchase Orders. Inbox is presented as a list of the Purchase Orders received by Customer.
- 2. Click "Orders and Releases" to view the purchase order details.
- 3. Search filters allow you to search using multiple criteria.



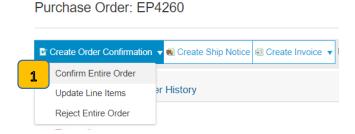




Step-By-Step

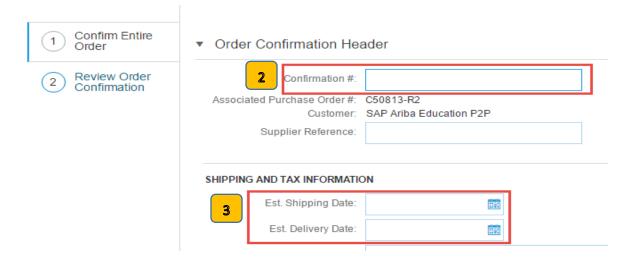
Order Confirmation using "Confirm Entire Order"

1. Select "Confirm Entire Order".

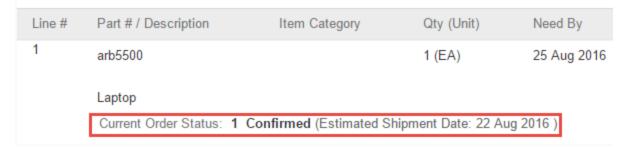


- 2. Enter "Confirmation Number" which is any number you use to identify the order confirmation.
- 3. It is mandatory to enter the Est. Shipping Date it is applied for all line items.
- 4. When you confirm entire order, you will not be able to edit the line item details like Quantity. All the line items and quantities will be selected by default.
- 5. Click "Next" when finished. Review the order confirmation. Click "Submit".





4 Line Items



Note:

Once the order confirmation is submitted, the **Order Status** will display as **"Confirmed".** When viewing documents online, links to all related documents are displayed. Click "Done" to return to the Inbox.



Order Confirmation by using "Update Line Items"

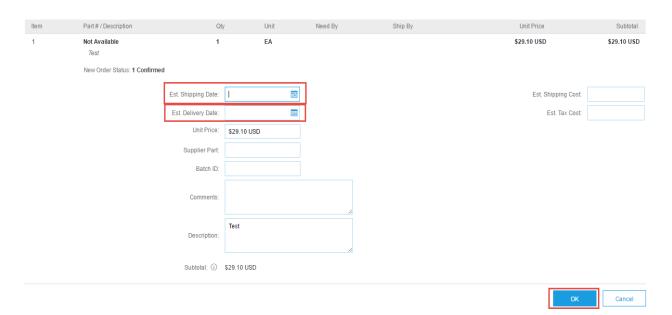
1. Select "Update Line Items", to set the status of each line item. (Scenario : Partial Confirm & Back order)



- 2. Scroll down to view the line items and choose among possible values:
 - Confirm You received the PO and will send the ordered items.
 - Backorder Items are backordered. Once they available in stock, generate another order confirmation to set them to confirm.
- 3. Update the Estimated Shipping and delivery dates for the orders confirmed.







Note:

Whenever a line item details are changed, comments should be included as to what the issues are.

Attachments

Attachments can be added for supporting documentation during Order Confirmation. The total size of each file cannot exceed 10 MB.

- 1. Select "Choose file..." find your document on your desktop.
- 2. Next select "Add Attachment".





Part 3 e-Invoice



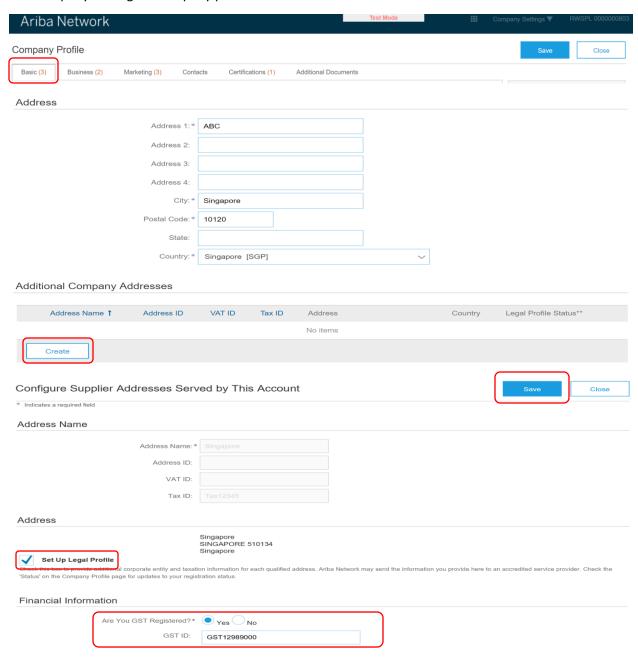
e-Invoice

A simple process enabled by Ariba Network that allows Supplier to convert a purchase order into an invoice and transmit that invoice to RWS electronically.

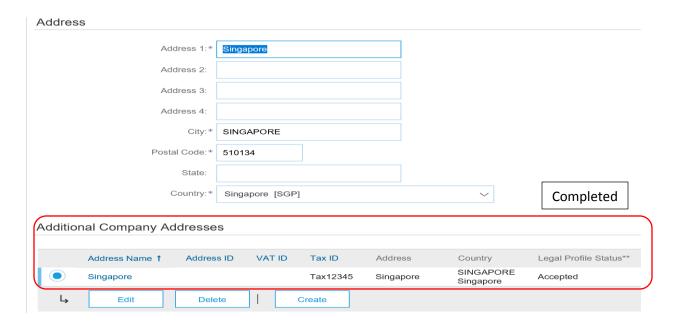
Invoicing Procedure for GST Suppliers

If you are a GST Supplier in Singapore, you will have to update your profile on Ariba Network specifying your Tax ID information

1. Company setting>>>Company profile>>>Basic Tab>>> Tax Information

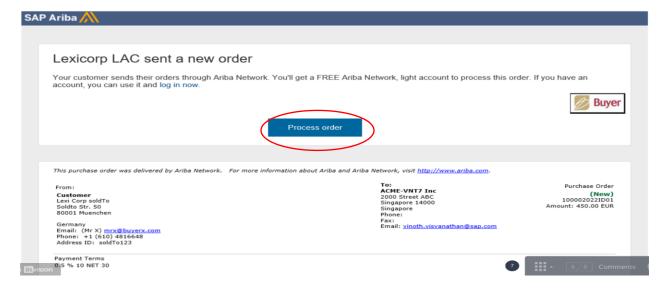






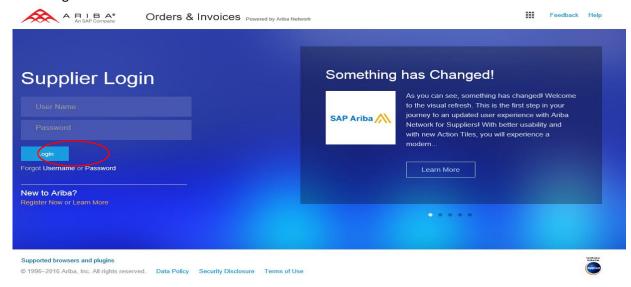
(STANDARD Account Log-In)

- 1. Receive PO via email.
- 2. Click on "Process Order" button.

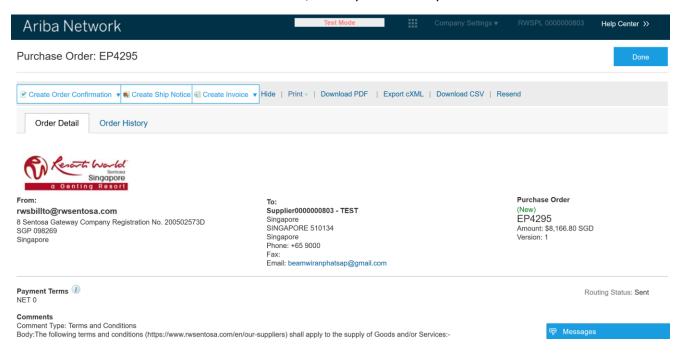




3. You will be directed to the Ariba Supplier login page. Enter your existing username and password and click "Login".

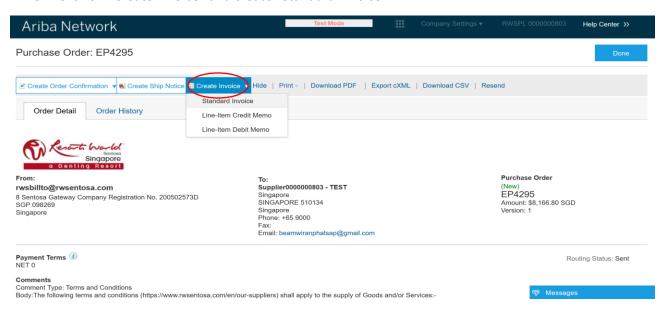


4. You will be directed to the Ariba Network, where you can view your Purchase Order.

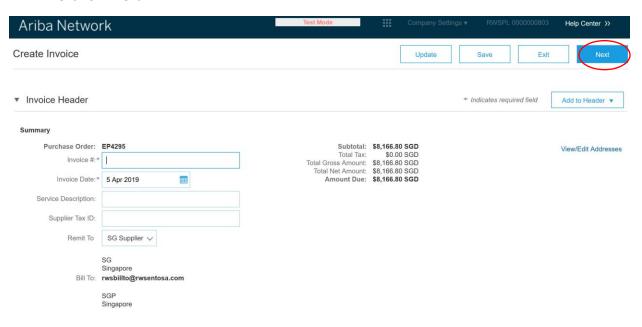




5. Click on "Create Invoice" and create "Standard Invoice".

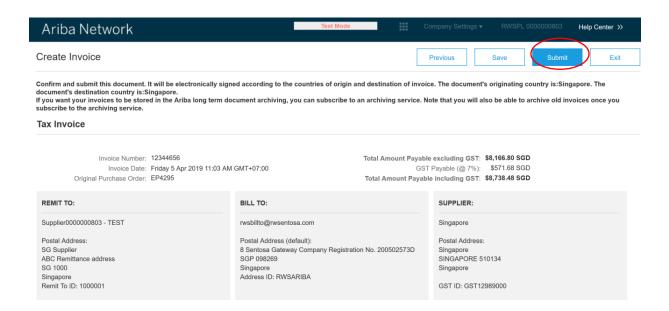


- 6. Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable. If the Supplier is a GST-Supplier, the Supplier VAT/Tax ID needs to be populated. The "Accept" field must be ticked.
- 7. Click on "Next".



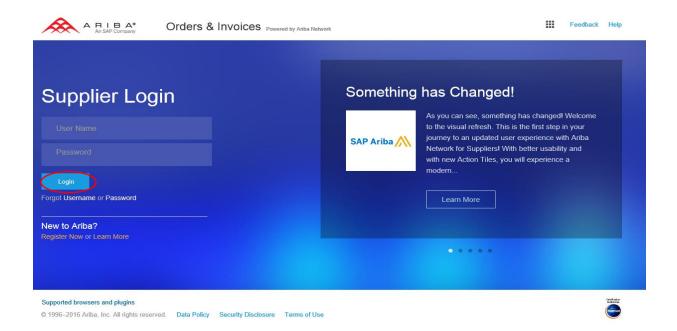


8. Review your invoice for accuracy on the Review page. If no changes are needed, click "Submit" to send the invoice to RWS.



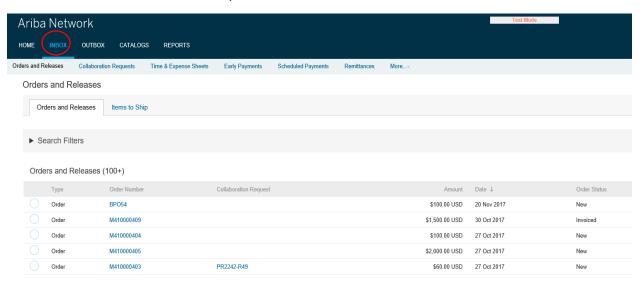
(ENTERPRISE Account Log-In)

1. Go to supplier.ariba.com and enter your username & password then click "Log in".

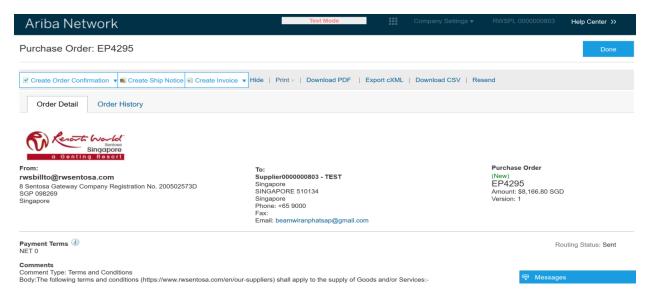




2. Click the "Inbox" tab to view your Purchase Orders.

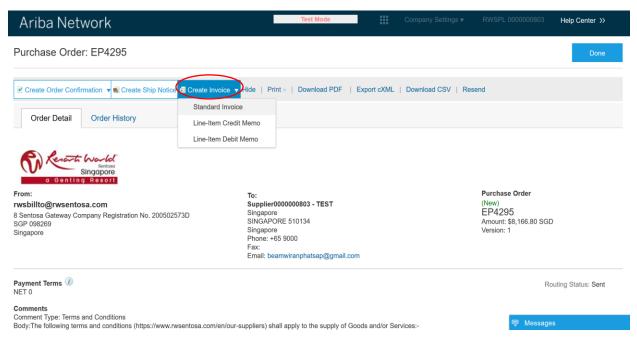


3. Click on the Order number to view the Purchase Order details.

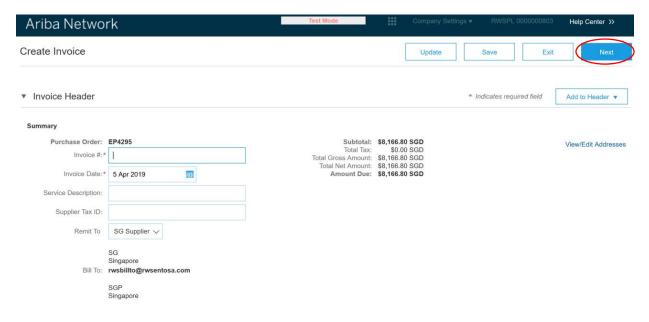




4. Click on "Create Invoice" and create "Standard Invoice".

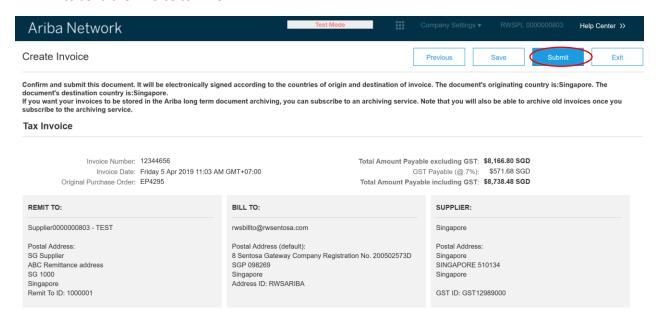


- 5. Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable. If the Supplier is a GST-Supplier, the Supplier VAT/Tax ID needs to be populated. The "Accept" field must be ticked.
- 6. Click on "Next".





7. Review your invoice for accuracy on the Review page. If no changes are needed, click "Submit" to send the invoice to RWS.



Transaction Status:-

Routing Status (Status of the invoice transmission to RWS via the Ariba Network.)		
Obsoleted	After you cancel an invoice or edit and resubmit an invoice, the original invoice moves to "Obsoleted" status to indicate that you don't need to take any further action on the original invoice. Once an invoice has this routing status, you can't make any changes to it.	
Failed	Ariba Network could not send the document to the customer's system. You can edit and resubmit a failed invoice.	
Queued	Ariba Network is in the process of sending the invoice to the RWS system.	
Sent	Ariba Network has sent the invoice to the RWS system, but RWS has not yet acknowledged that they received the invoice.	
Acknowledged	RWS system has acknowledged the receipt of the invoice.	



Invoice Status (Status of RWS's action on the Invoice)		
Sent	RWS has received the invoice but has not approved or rejected it.	
Approved	If the invoice doesn't have any errors, RWS approves the invoice for payment, which changes the invoice status to"Approved".	
Paid	RWS has indicated that the invoice is paid or in the process of being paid.	
Rejected	The invoice failed validation on Ariba Network, or RWS rejected the invoice in their invoice processing system. You can edit and resubmit a rejected invoice.	
Cancelled	You canceled the invoice and can't make any further changes to it.	



Part 4 Contract Invoicing



Contract Invoicing

Introduction:-

Contract invoices are created in the Ariba Network against Contract orders.

Contracted services are typically where the supplier is performing recurring tasks as defined in a master agreement, where agreed pricing terms and rates exist and invoices are submitted at regular intervals (i.e. monthly).

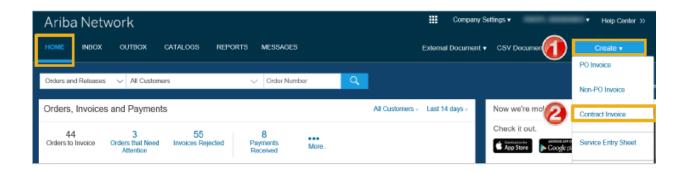
When a Contract Order is published the supplier will be advised by Resorts World at Sentosa Pte Ltd what the Contract Order number is which will look like C12345.

Please also note the following when creating invoices:

- The tax rate and category must be selected for each invoice.
- Taxes can be added at the header level or at line level.
- Partial invoicing is allowed.

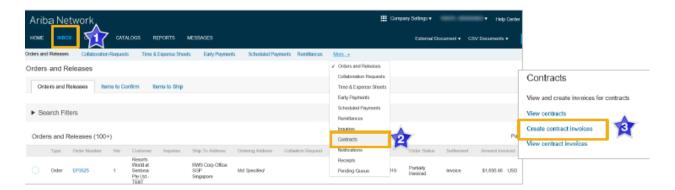
There are TWO ways to begin a Contract invoice:-

- 1. From the Homepage selection:
 - 1. Click on "Create".
 - 2. Select "Contract Invoice".



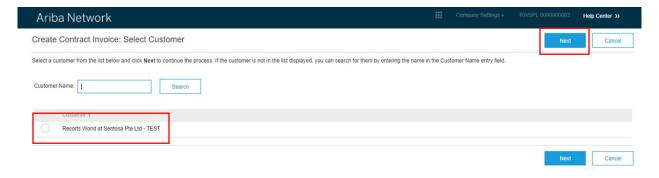


- 2. From the Inbox:
 - 1. Click on "Inbox".
 - 2. Select "Contracts".
 - 3. Select "Create Contract Invoices".

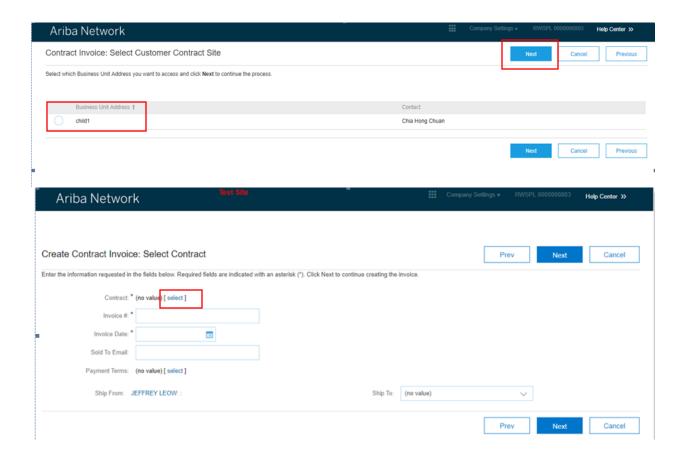


Customer Contract Selection:-

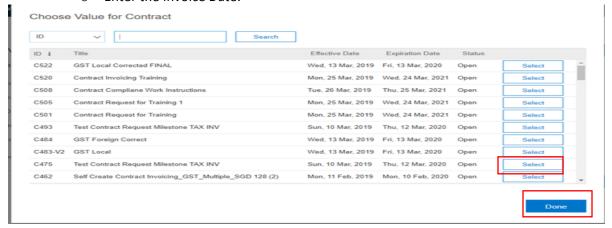
- Screen displays "Create Contract Invoice: Select Customer".
 - o Select "Customer" [Resorts World at Sentosa Pte Ltd]
 - Click "Next".
- Screen displays "Create Contract Invoice: Select Customer Contract Site".
 - o Select the "Business Unit Address".
 - Click "Next".
- Screen displays "Create Contract Invoice: Select Contract".
 - Click on "Select" to choose the Contract.







- Screen displays "Choose Value for Contract".
 - o Click "Select" for the required contract.
- Screen returns to "Create Contract Invoice: Select Contract".
 - o The Contract Number is displayed.
 - o Enter the Invoice Number.
 - o Enter the Invoice Date.





- Screen returns to "Create Contract Invoice: Select Contract".
 - Click "Next".

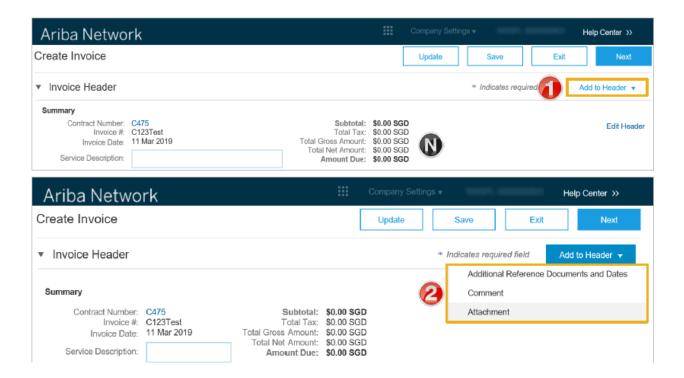
Header level:-

The information entered into the previous screen is auto-populated.

Note: The value of the Contract Invoice is zero, this is due to the items of the contract are yet to be added.

- 1. Click on "Add to Header" to add additional information.
- 2. Select the applicable action; if required:

Scroll down to Line Items; go to "Add Line Items".



Tax:-

Scroll down to Supplier VAT.

Note: Supplier VAT/Tax ID will be auto-populated if supplier has completed tax id in their company profile. If not: then enter the Supplier VAT/Tax ID.



Scroll down to "Additional Singapore Specific Fields."

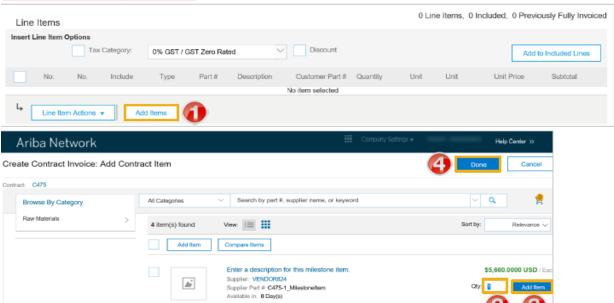
- 1. Enter the Tax Invoice Number.
- 2. Select the check box that says "Accept".



Add Line Items:-

- Scroll Down to Line Items.
 - 1. Click "Add Items".
- Screen displays "Create Contract Invoice: Add Contract Item".
- All items that are part of the Contract will be displayed.
 - 2. Enter the Quantity based on the unit of measure.
 - 3. Click "Add Item".
- > Repeat Step 2 and 3 until all required items are added.
 - Click "Done".



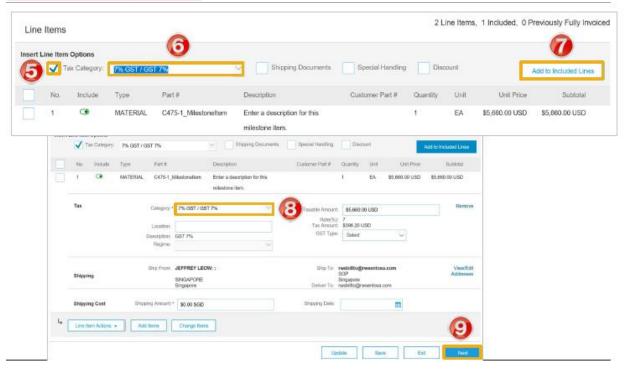


- Click on the check box for Tax Category.
 - 5. Select the applicable tax value from the drop down list.

Enter a description for this milestone item.

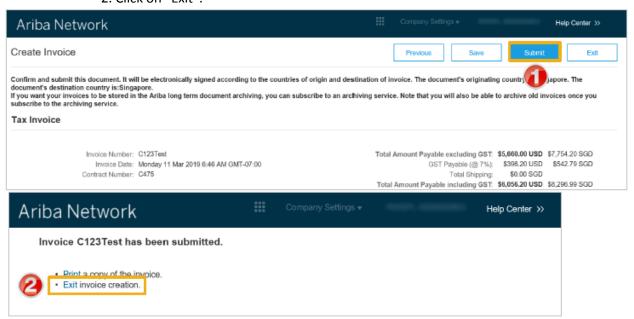
- 6. Click "Add to Included Lines".
- A tax section will open for each item.
 - 7. Confirm or change the tax Category on each item.
 - 8. Click "Next".





Finalising a Contract Invoice:-

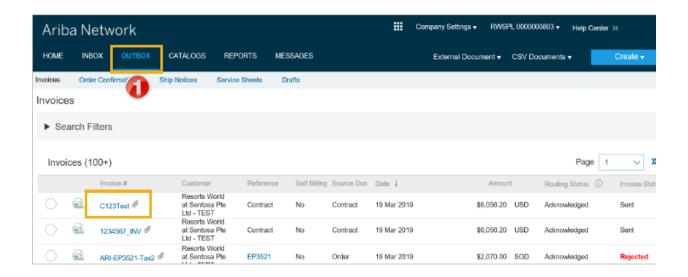
- Review the Contract Invoice and;
 - 1. Click "Submit".
 - 2. Click on "Exit".





Locating a submitted Contract Invoice:-

- > Screen displays the Homepage. To view the submitted Contract Invoice.
 - 1. Click "Outbox".
- You can review the submitted Contract invoice under Invoice No.





Part 5

Standard vs Enterprise Account Overview



Standard Account vs Enterprise Account Overview

There are 2 types of Ariba Network accounts for Suppliers:

Standard	Full
Ability to transact with RWS and collaborate on all basic document types; Orders, Order Confirmations and Invoices	Supplier funded subscription which is subject to fees
Receive Invoice Status notifications in real-time and view scheduled payment dates	Provide the ability for Suppliers to manage their own Catalogues
Access is always initiated via an Interactive Email attached to the Order	Invoices are archived online for the life of the account
Access can be provided to multiple users in the Supplier Organisation	Dedicated live-chat, phone and email support included from SAP Ariba
Mobile enabled and it's free	Enables back-end Integration with a Supplier ERP System
	Enhanced reporting capabilities



Supplier Help Resources



The following are the different mode of resources available:

Online Help:

- Standard Account
- Ariba Exchange User Community

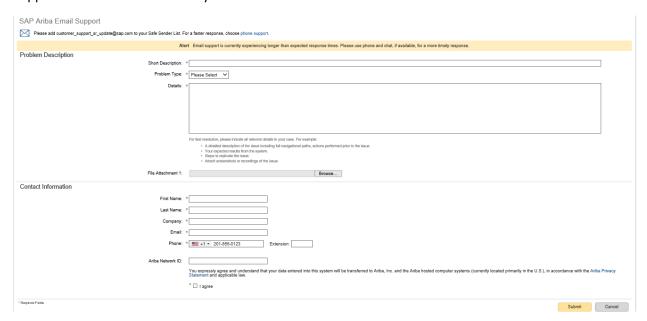
SAP Ariba Customer Support

- Click <u>here</u> for Ariba registration and technical support assistance
 - o Choose your communication preference
 - Get help by email
 - Get help by phone



Get help by email

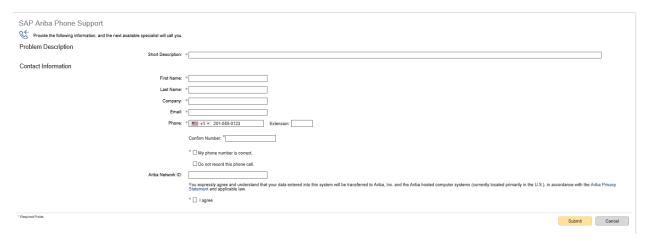
Supplier to fill the required information in the webform, please expect the Ariba Customer Service Support Team to revert back to your within 24 hours.





Get help by Phone Support:

Supplier to fill the required information in the webform, please expect the Ariba Customer Service Support Team to revert back to your within 5-10 minutes.





thank you

We look forward to your support in RWS' Digital Procurement Journey