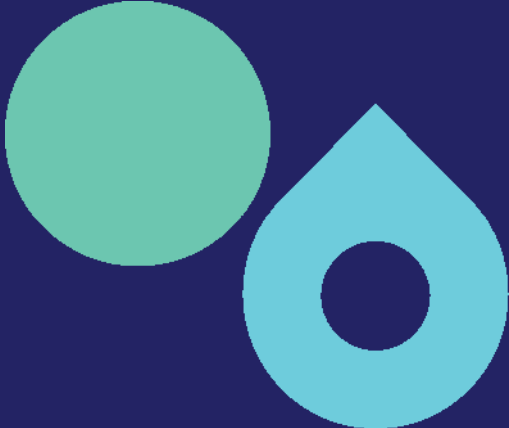


Supplier information pack



Invoicing and
payments



Sydney
WATER

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Introduction

Thank you for being a valued supplier to Sydney Water. We look forward to working with you.

Our vision

Creating a better life with world-class water services.

Our services

We supply water, wastewater, recycled water and some stormwater services to more than five million people in Sydney, the Illawarra and the Blue Mountains.

Our strategic outcomes

- First choice of customers and partners
- High-performance culture
- Successful and innovative business
- Thriving, liveable and sustainable cities

This pack is intended to provide suppliers with information about transacting with us, what you can expect from us, what we expect from you, and who to contact in the event of a query. We operate under a number of policies and legislative requirements, and we expect our suppliers to transact with us in conformance with these. They include (but are not limited to):

- | | |
|-----------------------------|--|
| • Supplier Code of Conduct | • Purchase order terms and conditions |
| • Environment policy | • Privacy policy |
| • Alcohol and drug policy | • 'Living our values - principles for ethical decision making' |
| • Gifts and benefits policy | • <i>Sydney Water Act 1994</i> |
| • Procurement policy | |

Providing goods and/or services

Sydney Water will signal its intention to place business with a supplier via the following means:

- Purchase order issued from an electronic system (either a '5000XXXXXX' number, or for Maximo, a 'M301XXXXX' number. If a contract number applies, it will also be indicated on the Purchase order)
- Contractual agreement that permits billing/payment against a contract (such as Recipient Created Tax Invoice, or RCTI)
- Payment by Purchasing card (PCard).

It's important to note that without the provision of a valid purchase order number, Sydney Water is not obligated to pay an invoice.

Example purchase order issued from an electronic system (where a contract number applies).

Purchase order

Supplier: 0000043213

ACME INCORPORATED
123 ANYTOWN STREET
SYDNEY NSW 2000
Australia

Contract Number 0000000000000000000028361

Order Number	5000444721
Order Date	07/11/2019
Order Creator	John Doe
Phone	0000 1111
Payment Terms	30 Days

Ship To

Please include the Contract and Order Number on your Tax Invoice/Statement
Please refer to Contract for Terms and Conditions

Purchase order

Supplier: 0000000001

Acme Incorporated
123 Anytown Street
Wetherill Park NSW 2164
Australia

Order Number	M30170145
Order Date	23/05/2019
Order Creator	Jane Doe
Phone	0000 1111
Payment Terms	30 Days

Ship To

See Detail Below

Please include the Order Number on your Tax Invoice.

Payment of goods and/or services

Sydney Water will pay suppliers based on:

- the terms and conditions listed on our website and in the purchase order
- as per contractual agreement
- confirmation that goods and/or services have been delivered/provided in accordance with a valid purchase order or contract
- *Security Of Payments Act (SOPA)* and NSW Small Business legislation.

Otherwise, Sydney Water standard payment terms are 30 days from date of a compliant invoice. The preferred and highly recommended method of payment is Electronic Funds Transfer (EFT). Credit cards (referred to as Purchasing cards) can also be utilised as per Sydney Water's internal process. Cheques are only issued on an exceptional basis and by prior arrangement with your Sydney Water business contact.

If you are a supplier from a Shared Purchasing Panel supplying to a Regional Delivery Consortia (RDC), there is an additional requirement to provide itemised details of transactions for which payment is being claimed for on your invoice/payment claim. This applies to all suppliers that have been granted access to the Shared Purchasing Directory. The details required must include a Shared Purchasing (SP) Item number, description and to which RDC you have provided goods or services to.



Invoicing

Suppliers must provide a **compliant** invoice in order to receive payment. Compliant invoices include quoting a valid purchase order number and meeting the Australian Tax Office (ATO) guidelines. Guidelines on tax-compliant invoices can be found on the ATO web site.

Sydney Water does not accept 'proforma' invoices as a means of making payment. Invoices must include your Sydney Water-issued purchase order number relevant to the goods and/or services being invoiced. Other than for goods or services paid for by Purchasing card, do not send invoices directly to Sydney Water employees.

Invoices relating to:

- purchase orders or work completed **before** 5 July email businessconnect@sydneywater.com.au
- purchase orders **after** 5 July have been sent to you in Ariba with instructions on how to review them and submit your invoices
- purchases made by Purchasing card must be sent direct to the cardholder/person requesting the goods or services for expense reconciliation.



Points of contact & inquiries

Sydney Water is committed to responding promptly to queries from suppliers. Providing the following information will us to respond to a query.



Please ensure you quote your Sydney Water-issued supplier number. This is a ten digit number and can be found on your purchase order, as follows:

Head Office Sydney Water Head Office 1 Smith Street Parramatta NSW 2150 Australia ABN 49 776 225 038 Enquiries:132 092	Invoice To Sydney Water Corporation Accounts Payable (L5) PO Box 3065 Parramatta NSW 2124 Australia accountspayable@sydneywater.com.au
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Purchase Order

Supplier: 0000000001
Blackwood & Son Pty Ltd

Order Number	M30170145
Order Date	23/05/2019

Also on a purchase order, you will find the name and contact details of the person who raised the purchase order on the right-hand side, along with the purchase order number.

Head Office Sydney Water Head Office 1 Smith Street Parramatta NSW 2150 Australia ABN 49 776 225 038 Enquiries:132 092	Invoice To Sydney Water Corporation Accounts Payable (L5) PO Box 3065 Parramatta NSW 2124 Australia accountspayable@sydneywater.com.au
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Purchase Order

Supplier: 0000000001
ABC Company
123 Main Street
Anytown, NSW
Australia

Order Number	M30170145
Order Date	23/05/2019
Order Creator	Jane Doe
Phone	0000 1111
Payment Terms	30 Days

To update supplier information records (such as name, address, contact details, bank details) please contact Business Connect at businessconnect@sydneywater.com.au , or +61 (02) 8849 6900, Monday to Friday 9:00 am to 5:00 pm AEST. Supporting documents may be required for verification purposes, and a supplier change form may need to be completed. Please note that ABN numbers cannot be updated for tax reasons, and a new supplier account must be created.

Sydney Water encourages suppliers to seek resolution with the party listed on the purchase order in the first instance. If there is a need to escalate an issue, please contact your Sydney Water Contracts Manager (if applicable) or other business contact in the second instance. If you believe your query still has not been resolved, you can contact The NSW Government Office of Fair Trading.

On the web



Website:

sydneywater.com.au



Facebook:

facebook.com/SydneyWater



Twitter:

twitter.com/sydneywaternews



Instagram:

instagram.com/sydneywater/



LinkedIn:

Search 'Sydney Water' at
linkedin.com