

RESORTS WORLD™ SENTOSA

Working With RWS Via Ariba Network

Sep 2024

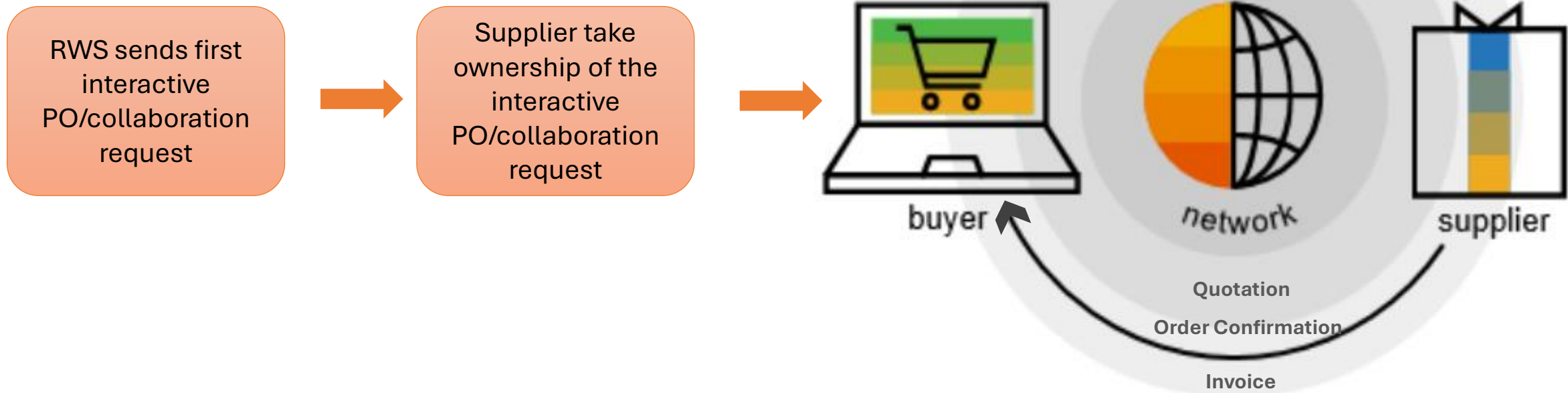


Agenda

- **Working with RWS**
- Account Registration & Establishing Trading Relationship with RWS
- Account Management
- New Supplier Portal Navigation



Working With RWS



Standard Account vs Enterprise Account

	Standard Account	Enterprise Account
Sustainability of Account	<ul style="list-style-type: none"> • Low volume of simple transactions • View limited to latest 365 days of documents 	<ul style="list-style-type: none"> • High volume of transactions • Centralized dashboard to view and access all documents
Cost	<ul style="list-style-type: none"> • Free Account and unlimited use No annual or other fees apply 	<ul style="list-style-type: none"> • Subscription and transaction fees are applicable depending on the usage (Ariba Network Accounts Pricing)
Account Access	<ul style="list-style-type: none"> • Access account through interactive emails No online PO or invoice access 	<ul style="list-style-type: none"> • Access and manage all orders and invoices directly on Ariba Network
Other features	<ul style="list-style-type: none"> • Supplier-managed catalogs • Unlimited RFP responses through SAP Ariba Discovery 	<ul style="list-style-type: none"> • Supplier-managed catalogs • Unlimited RFP responses through SAP Ariba Discovery • Supply chain collaboration • Reports
Ariba Support	<ul style="list-style-type: none"> • Online help including responsive interactive online information 	<ul style="list-style-type: none"> • 24/7 priority customer support from Ariba



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Account Registration & Establishing Trading Relationship via Interactive PO

Below video guide covers a walk through on how to sign up for a free Ariba Network account and establish trading relationship via Interactive PO.

[Standard Account Demo \(Account Registration\)](#)



Key Points

- ❑ Administrator role is automatically assigned to the username and log-in entered during registration. User will be responsible for account set-up/ configuration/ management.
- ❑ Only the Account Administrator can take ownership on the first interactive PO or collaboration request to establish the trading relationship.



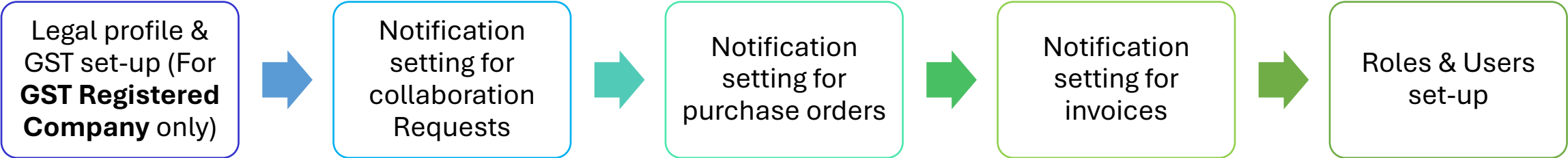
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Step-By-Step Account Configuration

Below are the basic required settings in order to successfully receive requests from RWS.



Account Configuration Demo

Below video guides shows the step by step on how to complete the basic required setting in Ariba Network account:

- [User account configuration](#)
- [Setup of Legal Profile](#)



Key Points

- ❑ There can only be one Ariba Network ID (ANID) linked to RWS per Supplier but the Administrator can create up to 250 users with different roles and permissions per ANID.
- ❑ For GST registered company, provide screenshot of the completion of legal profile set-up. Send request to ProcurementSystemSupport@RWSentosa.com to enable e-invoicing feature.
- ❑ If the Administrator is leaving the company, ensure to transfer the Administrator role to another user. If the Company Administrator has **already left**, log ticket to Ariba Customer Support to request to switch over the account to a new ADMIN.



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New Supplier Portal Navigation

Ariba Network Supplier portal has been enhanced to deliver a personalized experience that will help get complete tasks faster, such as processing orders, creating and sending invoices or responding to new business opportunities.

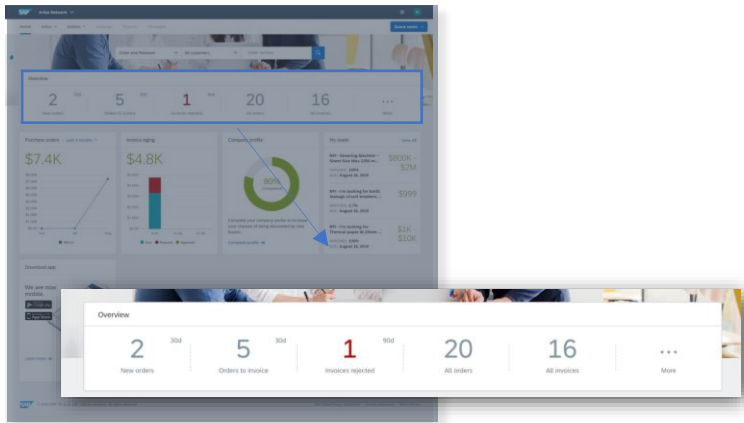
Below videos are walk through on the new supplier portal and its new features.

- [What's new in the New Supplier Portal for Standard accounts](#)
- [Discovering new insights in the supplier portal](#)



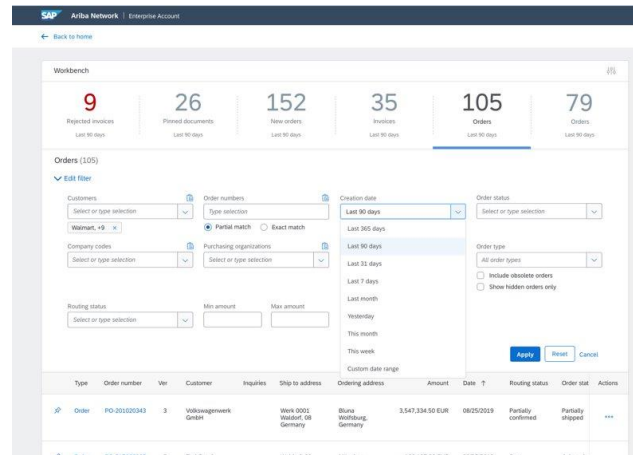
Key Points

Overview Bar



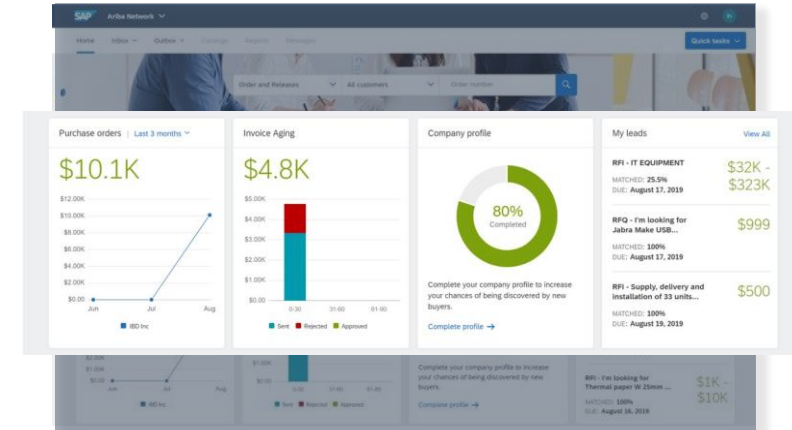
The overview bar helps you focus on the most important tasks related to orders and invoices.

Transaction Workbench



The transaction workbench lets you create pre-set views based on how you work, and the customers you manage.

Value Widgets



The value widgets give you insights into your transactions so you can stay on top of relevant KPIs.

Frequently Asked Questions (FAQs)

1. Why is my account locked and what can I do to unlock it?

- Incorrect username and password were entered several times in a row.
- Account will be unlocked automatically after a few hours and you can try your username and password combination again.
- You may also use “Forgot Username” or “Password” to unlock your account immediately.



Frequently Asked Questions (FAQs)

2. How do I resolve “You do not have the necessary ‘Fulfillment invitation Account Merge’” permission error when trying to take ownership on the first interactive PO/collaboration request?

- Log-in using the Administrator’s username and password as only the Administrator is able to accept the trading relationship request.



Frequently Asked Questions (FAQs)

3. How do I resolve following log-in error?

“An unexpected error occurred. If you need assistance, Contact Ariba Customer Support with the Error ANERR – [error code].”

- This error is due to cache issue.
- Delete your cache, cookies and browsing history and try to log-in again.
- If issue still persists, raise ticket to Ariba Customer Support.



Frequently Asked Questions (FAQs)

4. Why is my “Create Invoice” button disabled?

- Your e-invoicing is not yet enabled. Send us a request to enable the feature for you.
- If your company is GST registered, complete legal profile set-up and send us the screenshot for verification.
- You are trying to invoice an obsoleted PO, please invoice from the PO latest version.



Frequently Asked Questions (FAQs)

5. Why can't I find a purchase order?

- Make sure that you have active trading relationship with us, log-in with the correct ANID linked to us and has the role to access and view orders.
- For standard account, you are only allowed to retrieve POs not more than 356 days. Keep the interactive email notification to access and process older POs.



Frequently Asked Questions (FAQs)

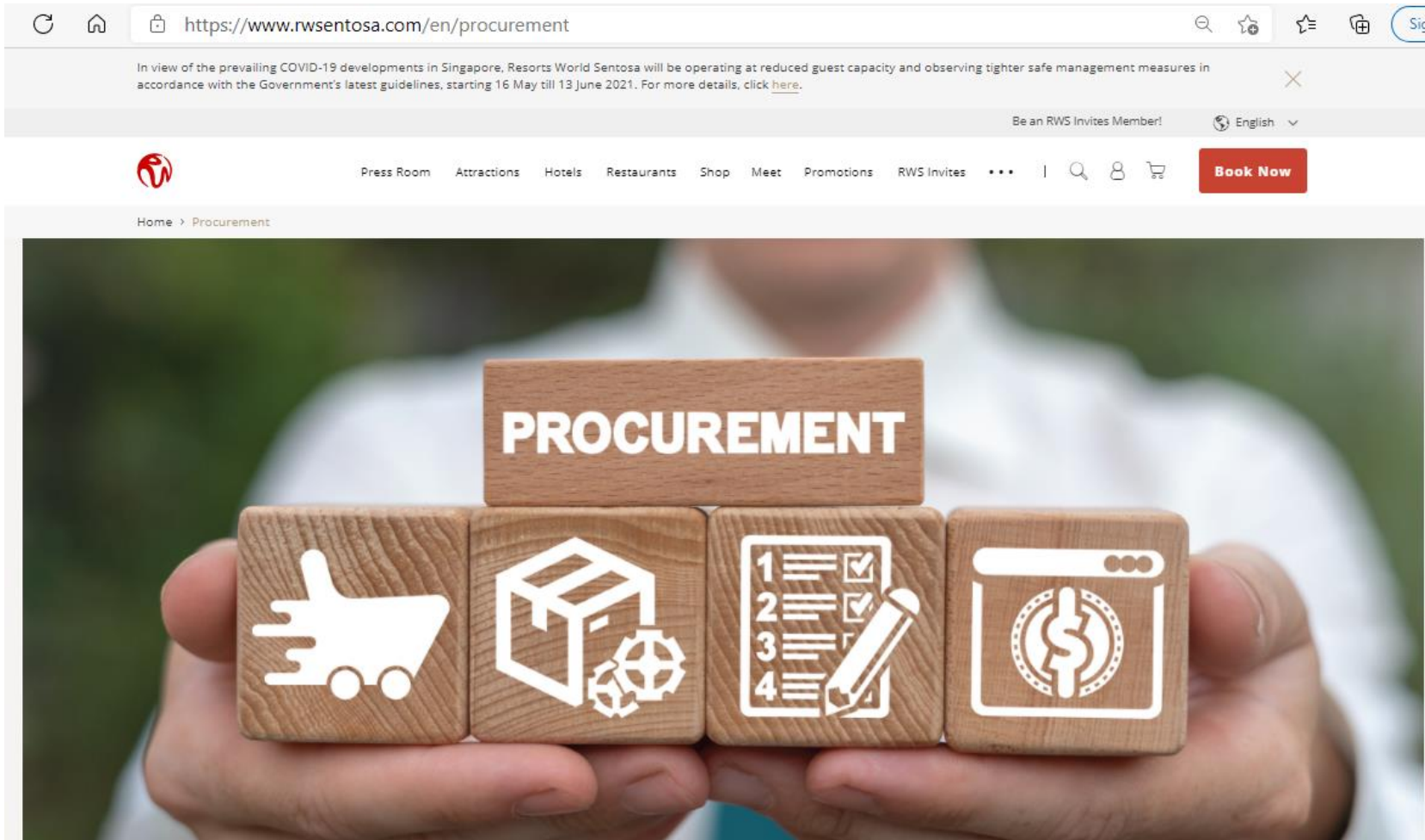
6. Why do I encounter “Punch In” error when trying to access collaboration request?

- Make sure that you have active trading relationship with us, log-in with the correct ANID linked to us and has the role to access and manage collaboration request.



RWS Procurement Website

Link: <https://www.rwsentosa.com/en/procurement>



Be Our Supplier

Suppliers who wish to establish a business relationship with RWS must adopt the Ariba Network for their business transactions with RWS, and register for an account.

[Find Out More](#)

About Ariba

Benefits of using Ariba, Difference between Standard & Enterprise Account, Support Centre (FAQ, Helpdesk: SAP Ariba Customer Support, Helpdesk : RWS Supplier Support).

[Find Out More](#)

Ariba Training Materials

Resource centre and guide to setting up a new Ariba Network Account with Resorts World Sentosa.

[Find Out More](#)