

# Vendor Collaboration Handbook

Your Guide to onboarding and working with us



# Welcome to WaterNSW

## We look forward to working with you!

Thank you for becoming a supplier to WaterNSW. We look forward to a mutually beneficial relationship. The purpose of this Handbook is to introduce our onboarding and purchasing procedures and systems, and be a useful handbook for you in following the processes.

## About WaterNSW

WaterNSW is a State-Owned Corporation responsible for supplying the state's bulk water needs, operating the state's river systems and the bulk water supply system for Greater Sydney and providing services to its customers with respect to licensing and approvals, water ordering and delivery, water allocation trades, water licence trades and water resource information.

## Our purpose

To improve the availability of water resources that are essential for the people of NSW.

## Our vision

We are recognised and valued by our customers for excellence in efficiently delivering their water needs to help make our communities healthy and prosperous.

## Our values

In every decision we make, consider the benefit to our customers.

We support each other and all work together as one team.

We do what we say we will do and take ownership of our actions.



We are open to change and always improving the way we do things.

We take pride in individual and corporate excellence.

We keep people safe, treat them with respect and are committed to growing our people.

## What we do

WaterNSW plays a vital role in improving the availability of water that is essential for water users and the communities throughout NSW. WaterNSW does this through the delivery of its market functions:

- **Source water protection** – protection of the Greater Sydney drinking water catchment to ensure safe water is supplied to Sydney Water, local councils and other distributors for treatment and distribution to their customers;
- **Bulk water supply** – supplying water from its storages to customers in the Greater Sydney drinking water catchment and in the State's regulated surface water systems;
- **System operator** – efficient management of the State's surface and groundwater resources to maximise reliability for users through the operation of the State's river systems and bulk water supply systems, in collaboration with the Murray Darling Basin Authority (MDBA) which directs operations of the River Murray system;
- **Bulk water supply infrastructure planning, delivery and operation** – planning, developing, owning and operating infrastructure to meet customer-defined levels of service and in support of NSW Government policy and priorities to increase the security and reliability of water supplies to end use customers and the communities of NSW; and
- **Customer water transaction services** – providing efficient and timely services to end use customers for water licensing and approvals, water trades, billing and to meet their water resource information needs with respect to surface and groundwater quantity and quality.

## WaterNSW's strategic goals



### Our People & Safety

Develop our people and live our commitment to zero harm



### Our Performance

Consistently deliver and continuously improve core performance



### Our Business

Evolve our business to be responsive, resilient and enduring



### Our Relationships

Connect and collaborate with our customers, communities and stakeholders



### Our Water Solutions

Demonstrate thought leadership in providing holistic solutions to the state's water supply and water market challenges

# Contents

- 1. **Mandatory Onboarding Terms and Conditions**.....5
- 2. **Onboarding as a new vendor** .....6
- 3. **Maintaining Your Information** .....9
- 4. **Purchasing Process** .....10
- 5. **Proof of Delivery or Service** .....10
- 6. **Instructions for Invoicing** .....11
- 7. **Accessing Opportunities with Us** .....12
- 8. **Credit Applications** .....13
- 9. **Contact Information**.....13

<b>Implementation officer</b>	Procurement Governance and Excellence Manager
<b>Relevant to</b>	Vendors to WaterNSW
<b>Revision History</b>	Version 1.0   June 2020

# 1. Mandatory Onboarding Terms and Conditions

To register as a vendor with WaterNSW, you must agree to the following:

1. You acknowledge and agree that you have read and understand, and that the Vendor and its officers, directors, personnel, agents and contractors must comply with, the [WaterNSW Code of Conduct](#).  
You must provide us with any details of any relationships with Water NSW staff, management or directors, financial interests or other potential conflicts of interest in dealing with Water NSW. (Note these relationships, financial interests and potential conflicts of interest will need to be resolved before any goods are provided by the Vendor or any services commence.  
Where any such relationships, financial interests or potential conflicts of interest cannot be resolved, Water NSW reserves the right to reject the application or to prohibit the provision of any goods or services by the Vendor).
2. You acknowledge and agree that you have read and understand, and that the Vendor and its officers, directors, personnel, agents and contractors must comply with, the applicable contract terms and conditions, which are the [WaterNSW PO Terms and Conditions](#) unless alternative contract terms and conditions otherwise have been expressly agreed in writing with Water NSW.
3. You acknowledge and agree that you have read and understand, and that the Vendor and its personnel, agents and contractors must comply with, [WaterNSW Policies and Procedures](#), as updated from time to time.
4. You acknowledge and agree that you have read and understand, and that the Vendor and its officers, directors, personnel, agents and contractors must comply with, the [Work Health and Safety Act 2011 \(NSW\)](#), the [Work Health and Safety Regulation 2017 \(NSW\)](#) and any applicable analogous legislation in force from time to time.
5. You acknowledge and agree that you have read and understand, and that the Vendor and its officers, directors, personnel, agents and contractors must comply with, the [Modern Slavery Act 2018 \(Cth\)](#) and any applicable analogous legislation in force from time to time.
6. You acknowledge and agree on behalf of the Vendor that Water NSW may make payment by electronic funds transfer (EFT), and that in connection with doing so, Water NSW may (a) collect from the Vendor (and its officers, directors, personnel, agents and contractors) certain information required to make such payment and (b) transfer such information to third party service providers, in each case, to verify the accuracy of any such information that has been provided to Water NSW or its third party service providers (including, without limitation, any information provided in this application such as ABN and bank account information). You further acknowledge and agree on behalf of the Vendor that the Vendor must notify Water NSW of any updates to any information provided to Water NSW or its third party service providers, including, without limitation, with respect to any payment information.
7. You acknowledge and agree on behalf of the Vendor that all information that has been provided to Water NSW is accurate and complete and that Water NSW is not responsible or liable for any payments, delays in payment, errors, losses or damages outside the reasonable control of Water NSW, including those arising from or in connection with (a) any delays or errors in the banking systems, (b) any inaccurate or incomplete information that has been provided to Water NSW or its third party service providers or (c) Water NSW's failure to verify any information provided to Water NSW or its third party service providers. For the avoidance of doubt, you acknowledge and agree on behalf of the Vendor that Water NSW has no obligation to verify any information provided to Water NSW or its third party service providers.
8. You acknowledge and agree on behalf of the Vendor that payment will be deemed to have been made to the Vendor when Water NSW has instructed its bank to credit (a) the account provided in this application or (b) upon request by or on behalf of the Vendor, any other account provided to Water NSW or its third party service providers.
9. You acknowledge and agree on behalf of the Vendor that the Vendor must repay Water NSW on demand any payments credited to the Vendor in error and that Water NSW reserves the right to set all the amounts of any overpayment made in error against future debt or liability owing by Water NSW to the Vendor.

## 2. Onboarding as a new vendor

### You need to Have a Microsoft Account to collaborate with us

WaterNSW uses Microsoft Dynamics 365 to engage with suppliers through **vendor collaboration**. To onboard as a supplier and collaborate with us, a Microsoft Account is needed. Microsoft Accounts are free to create. For help, click [here](#).

### 2.1 Overview of the Onboarding Process

The steps in the onboarding process are:

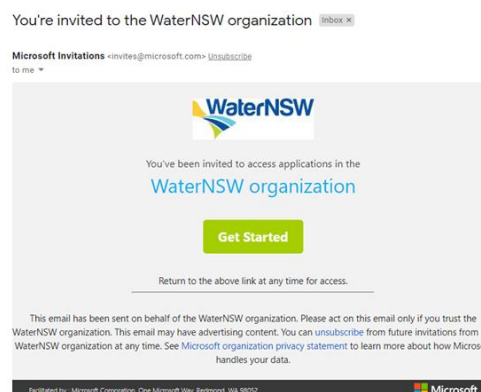
1. Receive an invitation from WaterNSW to onboard
2. Complete the Onboarding Wizard in Microsoft Dynamics 365
3. Verify your banking details with EFTsure

Done! You can now log in to Microsoft Dynamics 365 vendor collaboration workspace and maintain your information with us. In the future, you will also be able to accept Purchase Orders and Invoices in this workspace – stay tuned.

### 2.2 Invitation to Onboard

To start the process of onboarding as a vendor with WaterNSW, you will need to receive an invitation to onboard, initiated by WaterNSW Procurement on request by a WaterNSW team member.

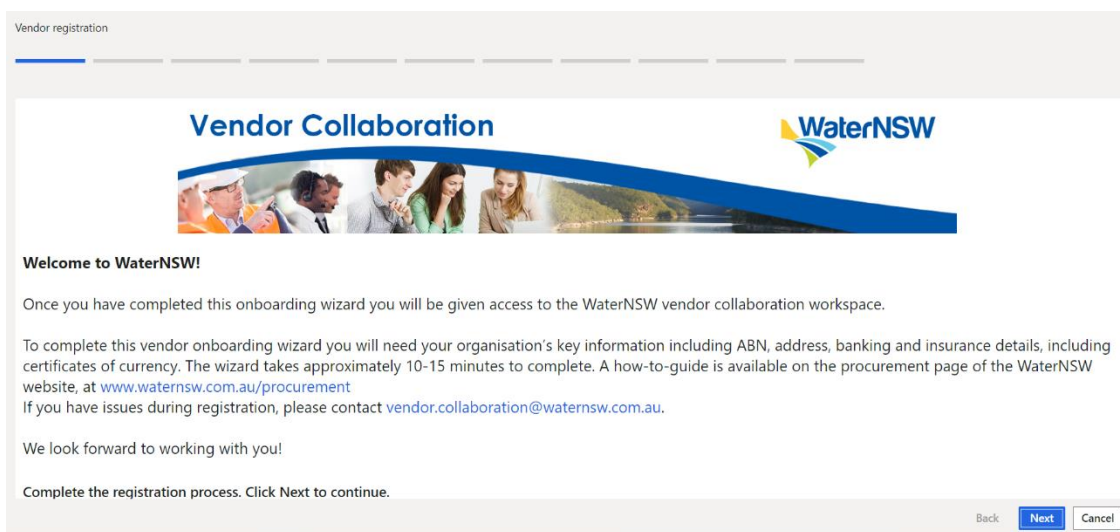
The invitation will come in the form of an email to the email address provided in the request to WaterNSW Procurement - from **WaterNSW Dynamics**. You may also receive a second invitation email directly from Microsoft.



## 2.3 Complete the Onboarding Wizard in Microsoft Dynamics 365

Upon clicking the link in the email invitation, you will be taken to a Microsoft login screen – please login using the same email address the invitation was sent to – which must also be linked to a Microsoft Account. If you do not have a Microsoft account, you can create one for free at <https://account.microsoft.com/> - click “Sign in”, and then choose “create one!”. If you need to link the email address on your invitation to your Microsoft account with a different email address, choose “get a new email address”, choose “Next” and follow the instructions.

If you are having technical difficulties, please contact [vendor.collaboration@waternsw.com.au](mailto:vendor.collaboration@waternsw.com.au).



The onboarding wizard will guide you through the following steps:

1. Select your country or region (choose "AUS" for Australia).
2. Accept the mandatory onboarding terms and conditions
3. Enter your organization's legal and registration information, including
  - a. Legal Name, and Trading Name (if different from Legal Name)
  - b. Telephone
  - c. Email
  - d. Website
  - e. Address (at least one required)
4. Enter Contact Information for key contacts, including
  - a. Primary Contact name, email and telephone
  - b. Purchase Orders

- c. Remittances
  - d. Address
5. Enter information about your Business Profile, including
- a. Ownership Profile information including whether you are a small business, locally owned, an Australian disability enterprise and/or an indigenous business.
  - b. ABN (via menu lookup linked to the Australian Business Registrar)
  - c. ACN
  - d. DUNS Number
  - e. If you are a government entity, select your NSW Treasury Counterparty ID.
6. Enter your Banking Information
7. Enter your Procurement Categories for which you will be supplying WaterNSW with.  
*Note that you will need to select the categories at the most detailed level ("Level 3").*
8. Enter the details of the insurances your organization holds, including attaching your certificates of currency.

*Note that WaterNSW standard contract terms and conditions require certain insurances to be held and with minimum coverage levels, unless agreed otherwise in writing in the contracts we have in place with you, or agreed via a Special Condition to our Purchase Order terms and Conditions.*

Done! Upon completing the onboarding wizard, it will be reviewed by the WaterNSW Procurement Team. Upon approval you will be notified of the outcome, and then invited to verify your banking details with EFTsure.

## **2.4 Verification through EFTsure**

WaterNSW has engaged EFTsure as our partner for verification of vendor details including ABN, GST registration and banking information.

You will receive an email invitation from EFTsure to undertake a one-time verification check of your banking information with EFTsure. This is required before we can make payment to you, as it is important to us that we only make payments to suppliers whose details are verified as correct. This ensures we always make payments to the correct bank account and do not fall victim to cybersecurity scams etc.

Please undertake the EFTsure banking verification promptly to ensure no delay in being set up in our system and being able to do business and receive payments from us.

Done! Once you have completed the onboarding wizard, verified your banking information with EFTsure, and your submission reviewed and approved by WaterNSW Procurement, you will be fully set up as a vendor with WaterNSW and able to do business with us – e.g. accept Purchase Orders.



## 3. Maintaining Your Information

### 3.1 Accessing the WaterNSW Vendor Collaboration workspace

You can login anytime to view and maintain your vendor profile and information in the WaterNSW vendor collaboration workspace within Microsoft Dynamics 365, here:

<https://waternsw-prod.operations.dynamics.com/> using the email address / Microsoft Account you registered with.

#### Need Help?

- If you are experiencing login difficulties with your Microsoft Account, you can get help resetting your password here: <https://support.microsoft.com/en-us/help/4026971/microsoft-account-how-to-reset-your-password>
- If you are experiencing other technical difficulties, please contact us at [vendor.collaboration@waternsw.com.au](mailto:vendor.collaboration@waternsw.com.au)

**Please note that we will never have access to, or ask for, your password – never give your password to anyone.**

### 3.2 Updating your Organisation and Key Contact details

Once logged in to the WaterNSW vendor collaboration workspace, you can:

- Set up users to maintain the Vendor collaboration workspace for you – by selecting 'Users' and adding, editing and deleting users and their roles
- Edit vendor details – by selecting 'More Details' and updating the general information, addresses, contact information, categories, insurances as well as banking information.

### 3.3 Updating your banking information

If you update your banking details in vendor collaboration, following the process above, you will need to re-verify your new banking details with EFTsure.

**WaterNSW staff are not able to change your banking information – this must be done by you and verified by EFTsure.** This is an additional preventative control to ensure your details are secure.

## 4. Purchasing Process



### Goods or Services should not be supplied without first obtaining a valid Purchase Order (PO) number

All Purchase Orders (PO's) are subject to WaterNSW's Purchase Order terms and conditions, which may be found at

[https://www.watensw.com.au/\\_data/assets/pdf\\_file/0015/122424/WaterNSW-Standard-Form-Contract-Short-Form-Purchase-Order.PDF](https://www.watensw.com.au/_data/assets/pdf_file/0015/122424/WaterNSW-Standard-Form-Contract-Short-Form-Purchase-Order.PDF)

**Invoices received without a PO Number may experience payment delays.**

## 5. Proof of Delivery or Service

All suppliers are required to provide a proof of delivery of goods or services at point of delivery, even partial. This will assist WaterNSW sites and our Admin teams to confirm the receipt of goods and/or services in our system and avoid any delay in the payment of the invoice.

- For goods, this should be in the form of a Delivery docket (packing slip) and should include:
  - The PO number;
  - A Delivery docket number (or job docket number); and
  - The WaterNSW delivery/ job site address.

- for provision of services, including capital works, this should be in the form of a statement of works provided ("Payment Certificate"), and include:
  - a description of the work performed and/or milestone achieved;
  - the rate (aligned to the rate on the PO) and the number of hours (if applicable);
  - an authorised WaterNSW representative signature, print name and date; and
  - Sub-Contractor's statement (if applicable).

## 6. Instructions for Invoicing

WaterNSW is committed to paying its suppliers on time in line with agreed terms and conditions. The following requirements are critical in order for us to process your invoice on time.

**Invoices and statements are to be sent to the WaterNSW representative detailed on the front of the Purchase order.**

Invoices sent to us **must**:

- be a [legitimate Tax Invoice](#) according to Australian Tax Office, unless you are an overseas company;
- have a valid Purchase Order number displayed on the invoice (10-digits starting with POXXXXXXXX);
- be in PDF format, one invoice per PDF (no multiple invoice in one PDF); and
- be an attachment to the email (not a hyperlink).

To ensure a timely processing, please ensure that your invoices:

- Include a detailed description of materials/services purchased by line item, and include any freight charges and other applicable fees that **match the Purchase Order exactly**; and
- Provide invoice total value after all line items.

*If an invoice does not meet the above criteria, it will be rejected and will require resubmission.*

**All payment enquiries** are to be addressed to: [Accounts.Payable@waternsw.com.au](mailto:Accounts.Payable@waternsw.com.au)

Please include your vendor name and number in the subject header, and please allow up to five working days for your query to be addressed.

## 7. Accessing Opportunities with Us

WaterNSW buys a range of goods and/or services in different markets. We do not adopt the same procurement method in all cases, preferring instead to adopt the approach best suited to each need. Depending on our requirements we will normally:

- seek proposals on a competitive basis from a number of suppliers; however, in some cases we may seek a proposal from a single supplier or;
- ask for formal bids or tenders as part of the procurement and competitive benchmarking process;
- conduct negotiations with prospective suppliers, instead of or in conjunction with a formal bid or tender process; and
- vary the length and structure of contractual commitments we enter into.

In each case, our objective is to minimise cost and maximise value. In addition, we aim to ensure that the approach we adopt is fair and is clearly understood by our potential suppliers.

Where we undertake open market processes for Prequalifications, Requests for Information (RFI's), Expressions of Interest (EOI's) or Requests for Tender (RFT's) **we will advertise these opportunities** on the NSW Government's E-Tendering platform (accessible at <https://tenders.nsw.gov.au/>), where interested parties will then be directed to our dedicated Procurement Platform, Scout RFP.

### Our Procurement Platform, Scout RFP

WaterNSW uses [Scout RFP](#) for Sourcing, Supplier Prequalification and Supplier Performance Management.

Upon using Scout for the first time, you will be requested to create an account – which you will use for responding to WaterNSW RfX opportunities, prequalification events and participating in two-way performance reviews.

Scout has dedicated support resources for Suppliers, on its website - [here](#).

## 8. Credit Applications

A copy of our Credit Application is included below should this be required by your company.

All credit applications must comply with our [terms and conditions](#).

<b>Legal Name:</b>	Water NSW
<b>Trading as:</b>	WaterNSW
<b>Registered Office:</b>	Level 14 1PSQ, 169 Macquarie Street, Parramatta NSW 2150
<b>ABN:</b>	21 147 934 787
<b>DUNS Number:</b>	75 974 3149
<b>Ownership:</b>	100% owned by the NSW Government
<b>Payment Method:</b>	Electronic Funds Transfer (EFT)
<b>Payment Terms:</b>	WaterNSW's standard payment terms are 30 days, as set out in our standard Purchase Order terms and Conditions found at: <a href="https://www.waternsw.com.au/_data/assets/pdf_file/0015/122424/WaterNSW-Standard-Form-Contract-Short-Form-Purchase-Order.PDF">https://www.waternsw.com.au/_data/assets/pdf_file/0015/122424/WaterNSW-Standard-Form-Contract-Short-Form-Purchase-Order.PDF</a>

## 9. Contact Information

<b>Accounts Payable and invoice queries:</b>	<a href="mailto:Accounts.Payable@waternsw.com.au">Accounts.Payable@waternsw.com.au</a>
<b>Vendor Collaboration queries:</b>	<a href="mailto:Vendor.Collaboration@waternsw.com.au">Vendor.Collaboration@waternsw.com.au</a>
<b>Procurement and Sourcing queries:</b>	<a href="mailto:Procurement@waternsw.com.au">Procurement@waternsw.com.au</a>
<b>Our Postal Address (if you cannot email):</b>	Att: WaterNSW PO box 398, Parramatta, NSW 2124
<b>Our Customer Contact Centre:</b>	1300 662 077