SAP S/4HANA TRANSITION

FREQUENTLY ASKED QUESTIONS

CBH is implementing a new Enterprise Resource Planning (ERP) system, **SAP S/4HANA**, as part of our ongoing commitment to improving efficiency, data accuracy, and the way we do business. This new system will enhance how we manage procurement, payments, and supplier engagement—making processes more streamlined and transparent.

This change will also impact how we collaborate and transact with our suppliers. To ensure a smooth transition, we would like to provide you with key information and dates.

This transition will also impact how we collaborate and transact with our suppliers. To ensure a smooth cutover, the transition will begin with a **master data freeze starting 11 July 2025**, followed by a full system outage between **31 July and 11 August 2025**

General Transition Information

What is happening at CBH?
We are upgrading to SAP S/4HANA between **31 July and 11 August 2025**. During this time, CBH systems will be offline. This will temporarily affect invoicing, purchase orders, payments, and the ability to update your business details.

When is the Go-Live date?
The full transition will take place on **11 August 2025**.

Procurement

How will I receive Purchase Orders after Go-Live?

- **Suppliers will** continue to receive POs via **email**, based on your email contact preferences in CBH's master data system.

Will procurement volumes change?
Yes, volumes may temporarily increase during migration activities but will stabilise after Go-Live.

Will Purchase Orders look different?
No, the format and content of POs will remain the same.

Will PO numbers change?

POs with undelivered quantities will be migrated to the new system with the same PO numbers.

Will the Central Warehouse be open for deliveries?

Yes, our Central Warehouse will be remaining open to accept deliveries as per business as usual between **11am and 2pm Monday to Friday.**

Invoicing

When is the last date to submit an invoice for payment pre go live?

Last payment run will be Wednesday 30 July, and invoices will need to be received by 28 July 5pm AWST.

Can I submit invoices during the system outage period (30 July – 11 August)?
Yes, please continue to send invoices to **CBHAPinvoices@cbh.com.au**. You will receive an auto-confirmation.

Will my invoices be processed during the system outage period (30 July -11 August)?

No, although you will receive auto-replies that we have received your invoice, processing of invoices will not occur during the system outage period between the 30 July and 11 August.

Where do I submit invoices after Go-Live (11 August)?

- **Email (unchanged): CBHAPinvoices@cbh.com.au**

Payments

CBH will complete a final payment run on Wednesday 30 July for all valid invoices received by the cutoff date Tuesday 28 July. This will include payments for invoices due for payment until after go-live on 11 August. Invoice processing will commence on 11 August, with the first payment run for invoices that were received during the system outage on Thursday 14 August. CBH has allocated additional resources to priories processing after go-live.

Supplier Data

What happens to supplier onboarding and master data updates?

- **11 July – 11 August**: No master data changes can be made during this time.
- **Post-Go-Live**: Onboarding and updates will resume as per normal.

Preparation Checklist

- Ensure your **contact details are up to date** by Friday 11 July
- Submit all invoices by **28 July** 5pm AWST to avoid delays

Contact Information

Who can I contact with questions?

- **Invoice and payment queries:** Accountspayable@cbh.com.au
- **Purchase order and procurement queries**: Procurement@cbh.com.au
- **Ariba-related questions**: Procurement@cbh.com.au

Key Dates

Activity	Deadline / Date	Notes
July Invoicing Cut-Off	Monday 28 July 5pm AWST	Submit all invoices by this date to be included in the final July payment.
Last Payment Run	Wednesday 30 July	Last payment run prior to system outage
System Outage (Goods Suppliers)	31 July – 11 August	Deliveries to Central Warehouse will continue to be received as per business as usual between 11am-2pm Mon-Fri
System Outage (Supplier Data)	11 July – 11 August	No changes can be made to supplier details (e.g., bank and contact details) in the SAP Business Network (Ariba).
System Go-Live	Monday 11 August	All transactions, e.g., invoicing and payments, will move to SAP S/4HANA.
First Payment Run	Thursday 14 August	First payment run after go-live

We appreciate your support and understanding during this important upgrade. Our teams are working hard to ensure a smooth transition with minimal disruption to our partnership.