



SAP S/4HANA & SAP BUSINESS NETWORK (ARIBA) 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?

SAP Business Network (Ariba-enabled) Suppliers: continue via the **Business Network (Ariba)**

Will procurement volumes change?

Yes, volumes may temporarily increase during ramp-down and ramp-up 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?

All open existing PO will be cancelled during the cutover period. Those POs that have undelivered quantities will be re-issued for the balance over the network after go-live with the same number, except that the prefix **“45” will be replaced with “MG”** (e.g., 4500123456 becomes MG00123456 Migrated PO).

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 my last day to issue invoices via the Ariba network?

Due to the cancellation of existing Network Pos, it is imperative that all POs that have been delivered must be invoice by cutoff date;

- For material orders by 28 July
- For service orders by 23 July

The system will be unavailable, and you will not be able to issue invoices between **30 July until 11 August** since our system will be down during this time.

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 re-commence on 11 August, with the first payment run on Thursday 14 August. CBH has allocated additional resources to prioritise processing after go-live.

Supplier Data

What happens to supplier onboarding and master data updates in Supplier Lifecycle Performance (Ariba SLP)?

- **11 July – 11 August:** No changes of supplier master data can be made in Ariba during the freeze period
- **Post-Go-Live:** Onboarding and updates will resume via Ariba as per normal.

Preparation Checklist

- Ensure your **contact details are up to date** in SAP Business Network (Ariba) until Friday 11 July
- Submit Ariba Service Invoices until the **23 July**
- Submit all Ariba Goods invoices by **28 July** 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
- SAP Business Network (Ariba) related questions: Procurement@cbh.com.au

Key Dates

Activity	Deadline / Date	Notes
Submit Ariba Service Invoices	23 July	Submit all service invoices by this date to be included in the final July payment.
Submit Ariba Goods Invoices	28 July 5pm AWST	Submit all goods invoices by this date to be included in the final July payment run.
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 in SLP)	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	11 August	All transactions, invoicing, and payments will move to SAP S/4HANA.

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.