

Service Claim Submission Guidelines



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1. SERVICE CLAIM SUBMISSION GUIDELINES

Suppliers are required to submit the service claim form for creation and approval prior to submitting an invoice. The service claim should be submitted once to avoid delay of payments. All service claims received by BHP must meet the criteria below. If a submitted service claim does not meet these criteria, it will be rejected and will need to be re-submitted.

Before claiming for payment, please ensure you comply with the following conditions:

1. Ensure your Purchase Order has sufficient funds and/or quantity to cover your claim; and
2. All supporting documentation* (for example timesheets, hire docket, claim sheet or receipts signed off by an authorized BHP Billiton site/business representative).

**Acceptable formats include PDF, TIF, TIFF, JPEG, and JPG*

Only one service claim form may be submitted per request. Multiple requests in a single claim form will result in the claim being rejected. Please follow steps 1 - 5 below for submitting service claim:

1. Deliver Services as per Purchase Order (PO).
2. Obtain sign off for supporting documentation to submit with service claim.
3. Submit online service claim form. Refer to Online Service Claim instructions below for details on how to complete the form.
4. Once the service entry sheet is approved by BHP site/business representative, you will receive an automated fax or email detailing the approved SES Number.
5. For Non- Evaluated Receipt Settlement (ERS) Suppliers, submit your invoices to psinvoices@bhpbilliton.com. The Purchase Order number and Approved SES number must be clearly stated on your invoice.

**ERS Suppliers, do not complete this step.*

Note:

- *Service Claim team process service claims within 48 hours of business days.*
- *Service Claim team creates a corresponding Service Entry Sheet (SES) to be progressed for approval in the BHP system.*
- *For Non-ERS Suppliers, the Invoice Processing team will process the invoice within 48 hours of business days. Payment will be made as per the standard payment terms, calculated from the date the invoice is received.*
- *For ERS Suppliers, the BHP system will generate an invoice from your approved claim and payment will be made as per the standard payment terms, calculated from the date the invoice is generated.*

1.1 Access Service Claim Form

Open the service claim form in an Internet browser (Internet Explorer preferred):

[Service Claim form in English](#)

[Service Claim form in Spanish](#)

When completing your online service claim form, view help for each field by hovering your

mouse over the field where the symbol  is displayed.

2. CREATE SERVICE ENTRY SHEET

2.1 Step 1: Your Details

Under **Your Details** complete at least the mandatory fields as indicated with an (*).

Name:	Enter the requestor's name Alphabet only
Phone No:	Enter the requestor's phone number in this format: Country Code + Area + Number (e.g., +61 3 6455 5999)
Email:	Enter the requestor's email address
Email (optional):	Enter an alternative email address for this request

2.2 Step 1: Claim Information

Under **Claim Information** complete all the mandatory fields.

Type of SES:	Select Create to submit a claim to have a service entry sheet created
Vendor Name:	Enter the Supplier contact person's name on site or business who signed off the services provided
BHP Billiton Contact:	Enter the BHP contact person's name on site who signed off the services
Reference Number:	Enter the reference number and ensure it matches the reference number on all supporting documents attached Limited to 16 characters

PO No:	Enter a valid 10-digit Service Purchase Order Number
Period From:	Enter the actual date the services commenced
Period To:	Enter the actual date the services were completed

Important Note:

Service Claim periods (Period From and Period To) entered in the online form MUST be the date the services were actually provided and not a generalized date sequence. This practice can result in the service claim dates being prior to the purchase order creation date. Those that are identified with incorrect dates will be reported and a Supplier Non-Conformance Notification will be received.

Once complete, Select Next >> to proceed to **Step 2**.

2.3 Step 2: Services Being Claimed

Under **Claim Information** complete all the mandatory fields.

Currency for all items:	Select currency used on the Purchase Order
PO Item No:	Enter Purchase Order Line Item Number being claimed
PO Short Description:	Enter description that matches description on the Purchase Order Service Line Item
Service Item No:	Enter Purchase Order Service Line Item Number being claimed
Service Description:	Enter description that matches description on the Purchase Order Service Line Item

GL Account:	Input GL account for the SES to be created to <i>* Only applicable for Supplier claim to BHP Petroleum Company</i>
WBS Element/Cost Centre:	Input a single WBS Element or Cost Centre for the SES to be created to <i>* Only applicable only for Supplier claim to BHP Petroleum Company</i>
Quantity:	Enter the quantity you want to claim per the purchase order
Unit of Measure:	Enter unit of measure that matches the Purchase Order Service Line Item
Tax Component:	Select whether the claim is Tax Applicable or Tax Free
Tax Rate (%):	Enter the percentage of tax for the services provided

Once you complete the service line item data, select  and the details will be entered in the summary section of your claim.

To add more service line items, repeat this process as many times as necessary.

Once you have added all your service line items, you can review your claim in the summary section.

										Add
Service Item No	ServiceDescription	GL Account	WBS Element/Cost Centre	Quantity	Unit of Measure	Price per unit	Tax (%)	Tax Amount	Cost excl. tax	
	10	Service A		1.000	Each	10.00	10	1.00	10.00	
	20	Service B		1.000	Each	20.00	0	0.00	20.00	
Subtotal (of Tax Applicable Items)									10.00	
Subtotal (of Tax Free Items)									20.00	
Subtotal - All Items									30.00	
Tax Amount									1.00	
TOTAL: Claim Payable Value (includes Tax Where Applicable)									31.00	
										

If you need to delete a service line items, select  .

When the summary section reflects all service line items correctly, click .

2.4 Step 3: Additional Details and Attachments

The screenshot shows a web interface titled "Service Entry Sheet" with a red header. Below the header is a navigation bar with four steps: STEP 1 (Your Details and Claims Information), STEP 2 (Services Being Claimed), STEP 3 (Additional Details and Attachments), and STEP 4 (Request Summary). Step 3 is highlighted in orange. Below the navigation bar is a section titled "Additional Details" with a large empty text box for input. Below the text box is a section titled "Attach Files" with the following text: "Accepted Formats : PDF, TIF, TIFF, JPEG, JPG", "No. Of attachments allowed: 9", "Maximum cumulative file size is 13 MB with each file not exceeding 1.4 MB.", and "Examples of attachments: 1. Breakdown of all rates / costs, 2. Signed Timesheets – Labour, 3. Copy of the Quote (If it was a quoted job), 4. Signed Delivery Docket or Timesheet to prove that the goods have been fabricated and delivered to site. (if PO is for Fabrication etc.)". Below this text is a "Browse..." button and an "Add More Attachments" button. At the bottom right of the interface are two orange buttons: "<< Back" and "Next >>".

Enter any relevant additional details that relate to the service claim in the text box.

To upload your supporting documents, click and select the document. Supporting documents may include:

- Claim Sheet
- Hired dockets
- Signed Time Sheet
- Job Tickets
- Labor Schedule
- Completed Work Sheets
- Receipts

**Note: Acceptable formats include PDF, TIF, TIFF, JPEG, and JPG*

To add more files, select and repeat the above process until all supporting documents are attached.

Once complete, Select to proceed the next step.

2.5 Step 4: Request Summary

A Request Summary will be displayed as per below.

Service Entry Sheet

STEP 1

Your Details and Claims Information

STEP 2

Services Being Claimed

STEP 3

Additional Details and Attachments

STEP 4

Request Summary

SES Request Description

Your Details and Claims Information

Name	MR X		
Phone No	123456789		
Email	MRX@gmail.com		
Email Optional	MRY@gmail.com		
Type of SES	Create		
Vendor Name	ABC United		
Vendor Contact	123456789		
BHP Billiton Contact	MR BHP		
Reference Number	ABC123	PO No.	4505051201
Period From	01.05.2017	Period To	01.05.2017

Services Being Claimed

Currency for all items	Australian Dollar AUD									
PO Item No	10									
PO Short Description	Cleaning Services									
Service Item No	Service Description	GL Account	WBS Element/Cost Centre	Quantity	Unit of Measure	Price per unit (Tax Exclusive)	Tax (%)	Tax Amount	Cost Excl. Tax	
10	Service A			1,000	Each	10.00	10	1.00	10.00	
20	Service B			1,000	Each	20.00	0	0.00	20.00	
Subtotal (of Tax Applicable Items)										30.00
Subtotal (of Tax Free Items)										0.00
Subtotal - All Items										30.00
Tax Amount										1.00
TOTAL: Claim Payable Value (includes Tax Where Applicable)										31.00

Additional Details

Enter the **Captcha** and click 



Generate a new image

Play the audio code

Enter the code from the image



2.6 Submission Completed

You will receive a message indicating your submission has been successfully submitted.

Successfully completed submission.

3. AMEND SERVICE ENTRY SHEET

3.1 Step 1: Your Details

Under **Your Details** complete at least the mandatory fields as indicated with an (*).

Name:	Enter the requestor's name Alphabet only
Phone No:	Enter the requestor's phone number in this format: Country Code + Area + Number (e.g., +61 3 6455 5999)
Email:	Enter the requestor's email address
Email (optional):	Enter an alternative email address for this request

3.2 Step 1: Claim Information

Claim Information

Type of SES ^(?) Create Amend Delete

Reason for Amendment: ^(?)

Service Entry Sheet Number: ^(?)

Vendor Name: ^(?)

PO Number: ^(?)

Additional Details ^(?)

• This section is mandatory

Attach Files

Accepted Formats : PDF, TIF, TIFF, JPEG, JPG

No. Of attachments allowed: 9

Maximum cumulative file size is 13 MB with each file not exceeding 1.4 MB.

Examples of attachments:

1. Breakdown of all rates / costs
2. Signed Timesheets – Labour
3. Copy of the Quote (If it was a quoted job)
4. Signed Delivery Docket or Timesheet to prove that the goods have been fabricated and delivered to site. (if PO is for Fabrication etc.)

Under **Claim Information** complete at least the mandatory fields as indicated with an (*).

Type of SES: Select **A** to submit a claim to amend an existing SES.

Note: This option is not applicable for rejected service claim form or SES that have been deleted.

Reason for Amendment: Please select the reason for your amendment

1. **SES undercharge:** Applicable if your SES have been created below than the actual value
2. **SES overcharge:** Applicable if your SES have been created more than the actual value
3. **Incorrect tax rate:** Applicable if your SES have been created with the incorrect tax rate
4. **Incorrect reference:** Applicable if your SES have been created with an incorrect reference
5. **Incorrect price per unit:** Applicable if your SES have been created with an incorrect price
6. **Incorrect Purchase Order number:** Applicable if your SES have been created with incorrect Purchase Order number
7. **Incorrect/ No Supporting Document attached**
8. **Incorrect Service Claim Rejection:** Applicable if your claim was incorrectly rejected

Service Entry Sheet No: Enter the Service Entry Sheet Number to be amended
 Vendor Name: Enter the supplier name on the service claim form, which must match that listed on the Purchase Order
 Additional Details: Applicable to insert additional information for action required for the necessary amendment to be completed
 * note that this section is mandatory

Attach Supporting Documents:

Enter any relevant additional details that relate to the service claim in the text box.

To upload your supporting documents, click and select the document. Supporting documents may include:

- Claim Sheet
- Hired dockets
- Signed Time Sheet
- Job Tickets
- Labor Schedule
- Completed Work Sheets
- Receipts

*Note: Acceptable formats include PDF, TIF, TIFF, JPEG, and JPG

To add more files, select and repeat the above process until all supporting documents are attached.

Once complete, Select to proceed the next step.

3.3 Step 2: Request Summary

A Request Summary will be displayed as per below.

SES Request Description	
Your Details and Claims Information	
Name	Mr. X
Phone No	61553333
Email	MRX@gmail.com
Email Optional	MRZ@gmail.com
Type of SES	Amend
Reason for Amendment	Incorrect reference
Service Entry Sheet Number	1001002556
Vendor Name	XYZ Cleaning
PO Number	4505050940
Additional Details	
Please change the reference number of the SES form 123 to ABC	

Complete the **Captcha** and click

Submit

90PVA

Generate a new image

Play the audio code

Enter the code from the image

Submit

3.4 Submission Completed

You will receive a message indicating your submission has been successfully submitted.

Successfully completed submission.

4. DELETE SERVICE ENTRY SHEET

4.1 Step 1: Your Details

Service Entry Sheet

STEP 1
Your Details and Claims Information

STEP 2
Services Being Claimed

STEP 3
Additional Details and Attachments

STEP 4
Request Summary

Your Details

● Indicates a field is mandatory

Name:

Phone No.:

Email:

Email(Optional):

Under **Your Details** complete at least the mandatory fields as indicated with an (*).

Name:	Enter the requestor's name Alphabet only
Phone No:	Enter the requestor's phone number in this format: Country Code + Area + Number (e.g., +61 3 6455 5999)
Email:	Enter the requestor's email address
Email (optional):	Enter an alternative email address for this request

4.2 Step 1: Claim Information

Claim Information

Type of SES (?) • Create Amend Delete

Service Entry Sheet Number: (?) •

Vendor Name: (?) •

PO Number: (?) •

Additional Details (?)

• This section is mandatory

Attach Files

Accepted Formats : PDF, TIF, TIFF, JPEG, JPG

No. Of attachments allowed: 9

Maximum cumulative file size is 13 MB with each file not exceeding 1.4 MB.

Examples of attachments:

1. Breakdown of all rates / costs
2. Signed Timesheets – Labour
3. Copy of the Quote (If it was a quoted job)
4. Signed Delivery Docket or Timesheet to prove that the goods have been fabricated and delivered to site. (if PO is for Fabrication etc.)

Add More Attachments

Next >>

Under **Claim Information** complete all the mandatory fields.

Type of SES:	Select Delete to submit a claim to delete an existing service entry sheet
Service Entry Sheet No:	Enter the Service Entry Sheet Number that is to be deleted
Vendor Name:	Enter the supplier name which must match that listed on the Purchase Order
Additional Details:	Enter additional information for the action required <i>* note that this section is mandatory</i>

Attach Supporting Documents:

Enter any relevant additional details that relate to the service claim in the text box.

To upload your supporting documents, click and select the document. Supporting documents may include:

- Claim Sheet
- Hired docket
- Signed Time Sheet
- Job Tickets

- Labor Schedule
- Completed Work Sheets
- Receipts

**Note: Acceptable formats include PDF, TIF, TIFF, JPEG, and JPG*

Add More Attachments

To add more files, select **Add More Attachments** and repeat the above process until all supporting documents are attached.

Next >>

Once complete, Select **Next >>** to proceed the next step.

4.3 Step 2: Request Summary

A Request Summary will be displayed as per below.

STEP 1 Your Details and Claims Information		STEP 2 Request Summary	
SES Request Description			
Your Details and Claims Information			
Name	Mr.X		
Phone No.	012344595959		
Email	Mr.X@gmail.com		
Email (Optional)	MrY@gmail.com		
Type of SES	Delete		
Service Entry Sheet Number	1002939888		
Vendor Name	ABC Limited		
PO Number	4500000000		
Additional Details			
To Delete SES			

Submit

Complete the **Captcha** and click **Submit**.



Generate a new image

Play the audio code

Enter the code from the image

Submit

4.4 Submission Completed

You will receive a message indicating your submission has been successfully submitted.

Successfully completed submission.

5. SAMPLE PURCHASE ORDER

Refer to the sample purchase order below and ensure specific fields from the Purchase Order match your entries on the service claim form.



Duplicate Copy of Purchase Order

4505050940

Duplicate Copy
9 May, 2017

Your Details

Vendor Name
RCA CROSS MANAGEMENT PTY LTD
307 WATTLEBEE ROAD, EAST MALVERN
MELBOURNE VIC 3143

Contact:
Telephone: 385087300
Email: rachel@rca-cross.com.au
Your Number: 301
Your Quote Reference:

BHP Billiton Limited

Our Details

Delivery Address/Marking Instructions
BHP Billiton Limited
BHP Billiton Limited
116, 171 Collins Street
MELBOURNE VIC 3000

Delivery Terms: FOB FREE ON BOARD
Acknowledge acceptance to your Purchasing contact:

Purchasing Contact: Supply S
Telephone: 0
Email: SupplyServices@bhpbilliton.com

Invoicing Details

Purchasing Entity:
BHP Billiton Limited
004 008 000

Payment Terms:
Within 60 days Due net

BHP Contact

Invoice Submittal
Goods - Submit invoices to prservices@bhpbilliton.com
Services - Submit a Service Claim form via <https://suppliers.bhpbilliton.com/>, including all relevant supporting documentation to validate completion and acceptance of the service. Following acceptance of the Service Claim, a notice will be provided and prservices@bhpbilliton.com

Purchase Order Number

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Item	Qty	Unit	Material / Service Number	Description	AUD Unit Price	Tax Amount	AUD Total Price (Tax incl)	Delivery Date
10	1,000	AU		PO Short Description SERVICE Description The item covers the following services:	12,974.00	1,297.40	14,271.40	01.06.2017
1000	2,272	EA		Sub service description (type)	1.00		2,272.00	01.06.2017
1000			Service Item No	Sub service description			9,702.00	01.06.2017
1000	500	EA		Sub service description (print)	1.00		500.00	01.06.2017
20	1,000	AU		Service Description SERVICE Description The item covers the following services:	1,000.00	0.00	1,000.00	01.07.2017