**Interactive Electronic Purchase Order IEPO from BHP**

- Sent to the email address you provided BHP on your vendor account.
- This IEPO has a **Process Order** button that takes you to Ariba and allows you to create all documents. If the IEPO is missing, email bhpsupply_ariba@bhp.com and ask them to resend it.

**Register a new Ariba Standard account**

- From the IEPO click Process Order button and complete the registration process.
- In Ariba click on **Sign Up**. Complete the required company details. Complete the details for the Administrator of the account (this email address). Click on **Register**.
- You have now linked this Ariba account to BHP for receiving and sending documents.
  - The first user created is the Administrator for your company and only they can access the account to create and add new users.
  - See **Standard On-Demand Training Video** that explains this process

**Confirm the Purchase Order**

- You need to confirm the PO before you can create other documents.
- Go back to the IEPO and click on “Process Order”. In Ariba, the screen will show the PO details. Select the tab above → **Create Order Confirmation**. It will display a drop down box with 3 options:
  - **Confirm Entire Order**: used to confirm all line item details of the order
  - **Update Line Item**: use this to advise BHP there is incorrect information on the Purchase Order for example price updates and need by date updates. Do not use **BACK ORDER**, as BHP will cancel the line.
  - **Reject Entire Order**: used to reject the order if it cannot be fulfilled
- Enter the required information then click on → **Next** and review, and then → **Submit**.
  - If BHP updates or changes this PO then you will receive a new version and you need to confirm all lines on the new version before processing any further documents.

**Goods Orders- Create Ship Notice**

- If your IEPO is for Goods then you have the option to create a Ship Notice. This can include the delivery information or be an advance advice to BHP.
- Using the IEPO ‘Process Order’ button go to Ariba then select tab **Create Ship Notice**. Complete all fields with an asterisk. Click on → **Next** and review, then → **Submit**.

**Service IEPO - Create Service Entry Sheet**

- If the supplier is ERS then after SES they do not need to create an invoice.
- Download the **QRG Service Sheet Guide** for detailed instructions on SES creation.
- Click on IEPO ‘Process Order’ button. In Ariba, if you can see the tab **Create Service Sheet** tab available then complete the required information.
  - Enter mandatory information including Service Sheet Reference Number; Service Start and Service End Dates; Location/Reference.
  - Select the parent line and any Child line and **Add Attachments** to the header (mandatory must be BHP signed verification of service completion)
  - Click → **Next** to review then click **Submit**. You will receive a confirmation message through email.

**Services IEPO (1-Step SES & Invoice)**

- **Ariba** has a 1-Step process where suppliers can create both the SES & Invoice. If this is available, **Create Service Sheet** tab is inactive and **Create Invoice** tab is active.
- Click on IEPO ‘Process Order’ button. In Ariba, if you can see the tab **Create Invoice** tab available then complete the required information.
- Enter invoice number in the header portion of the invoice and details for the service or goods lines selected. Include details as shown in the SES Guide and **Add Attachments** (mandatory must be BHP signed verification of service completion)
- Click → **Next** to review then click **Submit**. The SES is sent to BHP. You will receive a confirmation message through email with an attached PDF and XML version of the invoice for your records.
- When BHP approves the SES, Ariba will automatically send the invoice.

**Invoice – Standard**

- The **Create Invoice** tab becomes active once Ariba receives a Goods Receipt Notification or SES approval from BHP.
- Click on IEPO ‘Process Order’ button. In Ariba, if you can see the tab **Create Invoice** tab available then complete the required information.
  - Enter invoice number in the header portion of the invoice
  - Populate additional invoice fields. Click → **Next** to review then click **Submit**. You can print a copy for your records.
- Check out the **Ariba Standard User Training Guide 2021** for detailed guidance.
Common Issues & how to resolve them

1. **Support**
   These are whom you should contact for support depending on the issue:
   - **Ariba**: The Standard account has the Inbox and Outbox ‘greyed’ out. All transactions must commence from the Process Order button on the relevant IEPO.
   - **Account creation**: Ariba can assist if you have difficulty completing your account registration or other issues. Use the most suitable link for your company location: Australian & SE Asian BHP Supplier or USA, Canada & UK BHP Supplier or Chile & South America BHP Supplier.
   - **Ariba Support**: Context sensitive help topics are available by clicking the Help icon on the top left of Ariba screen & entering a topic. There is also a Help link on the bottom of every IEPO.
   - **Payment Dates**: If transition to Ariba has caused delays in invoicing or payment dates then you can raise a case at https://case.bhpbilliton.com/en-US/BHPB-Vendor-PaymentService/.
   - **Purchase Order**: All questions about Purchase Order values, tax charges, closed lines, quantity or end dates for supply go to the Purchasing Officer listed on the Purchase Order.
   - Your contact at BHP for issues is BHPsupply_ariba@bhp.com

2. **Completing Company Profile**
   - BHP require both fields to be complete. Logon to Ariba, under Settings select **Company Profile**, click on **Business** and scroll down to **Tax Information**
     - **Tax ID**: Use business number e.g. ABN in Australia or EIN for USA;
     - **VAT ID**: Use 2 letter country code prefix then TAX ID (no spaces).

3. **Enable 1-step Goods Invoicing**
   - **Ariba 1-Step goods process (ASN & INV) is not automatic and suppliers must enable.**
   **Reasons for 1-step invoicing is not working:**
   - Supplier is non-invoice or ERS and does not create and send an invoice to BHP
   - In Settings, Company Profile the Tax ID or VAT ID are blank. *(Refer 6 to complete)*
   - Order is unconfirmed. Create an order confirmation for this IEPO and retry.

4. **Unable to submit a Service Sheet SES**
   - **Create Service tab ‘greyed’ out**: Download the ORG Service Sheet Guide for detailed support on how to create INV/SES as a single action.
   - **Purchase Order not confirmed**: Check if under the Purchase Order number online it says **New**. This means BHP has issued a Change order. Find the newest IEPO for that PO number then go to ➔ **Create Confirmation** and confirm all lines. Confirmation number is a free text field and supplier may use any number as the reference.
   - **Submit service sheet fails**: Check that all mandatory fields (asterisk *) are complete and that you have added an Attachment at the header level (mandatory must be BHP signed verification of service completion) then ➔ **Submit**.

5. **Unable to create an Invoice**
   - **PO not confirmed**: Supplier must confirm lines on the Purchase Order. If Purchase Order has been updated vendor needs to re-confirm all lines and try again.
   - **PO confirmed**: Means the supplier accepts Evaluated Receipt Settlement ERS Invoice based on the approved SES or goods receipt GRN and a copy sent to Ariba.
   - **Invoicing in Ariba is not supported**: Refer to BHP local guide on submitting invoices.
   - **PO expiry date passed/ Value insufficient / Item Quantity unavailable**: Contact Purchasing Agent listed on the PO for further assistance. Whenever BHP issues a new version of the PO you must use that IEPO to create a confirmation. Do not use the previous IEPO versions when creating documents in Ariba.

6. **Documents Rejected by BHP**
   - Check how to Edit and Resubmit a document in BHP Ariba External FAQ’s.
   - Refer to the Rejection reason that is shown on the email. Make the required changes, including changing the document number for example by adding a suffix after the original number a or b then ➔ **Submit**.

7. **Copy of an Interactive Electronic Purchase Order (IEPO)**
   - **IF your Ariba account is complete**, then login to Ariba. In the main dashboard, Orders, Invoices and Payment, on the right-hand side is a drop down menu selected at **Last 14 days**. Change this to **Last 200 documents**. When this shows the PO details then in the **Action** column select ➔ **Send me a copy** will send to Administrator and other users who receive PO notifications. To update this group review Administration Guide.
   - **IF your Ariba account is not complete** and you have not received an IEPO contact BHPsupply_ariba@bhp.com