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, contact your BHP Purchasing agent or raise a case here.

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:
  - o **Confirm Entire Order** :used to confirm all line item details of the order
  - o **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.
  - o **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 your will receive a new version and you need to confirm al 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.
  - o Enter mandatory information including **Service Sheet Reference Number**; **Service Start and Service End Dates; Location/Reference.**
  - o Select the parent line and any Child line and **Add Attachments** to the header (mandatory must be BHP signed verification of service completion)
  - o 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.
  - o Enter **invoice number** in the header portion of the invoice
  - o 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.
- Raise a case here for BHP for issues: https://case.bhpbilliton.com/en-US/

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**
    - o **Tax ID**: Use business number e.g. ABN in Australia or EIN for USA;
    - o **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.
- Log in to Ariba account. Go to **Customer Relationships** tab. Download and follow the step-by-step guidance in BHP Specific Material Order Guide.

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 QRG 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 your BHP Purchasing agent or raise a case here.