Key Contact Details	
BHP Queries	**Enterprise Account:** SupplyeBusiness@bhp.com **Standard Account:** bhpsupply_ariba@bhp.com **ADA Chatbot** Interactive help online to answer most BHP/Ariba queries
Ariba Help	**Enterprise Account:** Top left of Ariba screen **>>Help** -> *enter topic*, chat /callback **Standard Account:** Top left of Ariba screen **>>Help** & *enter a topic*
If Transition has caused delays in invoicing or Payment ,	**Raise a case for expedited payment :** https://case.bhpbilliton.com/en-US/BHPB-Vendor-PaymentService/
All questions about Purchase Order values, lines, quantity and end dates	Contact Information Purchasing Agent / Email / Phone **Contact the Purchasing Agent shown on the Purchase Order in Ariba. They can assist you in getting changes processed if needed.**

What Ariba Account do I have?

- **Enterprise**: You login to Ariba and you can see an Inbox and Outbox

- **Standard**: You login to Ariba and Inbox and Outbox are greyed out

Enable the Ariba auto-flip feature

Ariba allows you to create an invoice from the Purchase Order and have this 'flip' into either a Goods Ship Notice or a Service Entry Sheet. When BHP approves the GRN or SES, Ariba automatically releases the invoice to be sent to BHP.

Enable it: AUS and USA customers can enable this from the **Customer Relationships** tab. A step by step process (with visual guidance) can be found in BHP Specific Material Order Guide

Reasons auto-flip not working:

➔ ABN is not entered in the Company Profile under the Tax Id and VAT Id.

➔ Order is not confirmed. Confirm and retry

➔ Vendor has already consented to ERS Invoicing where BHP creates an invoice based on the details of the GRN or SES supplied by Ariba.

➔ Vendor is in a NON-INVOICE group and invoices manually outside Ariba.

Missing Purchase Orders: Standard Account

A. Missing the **Interactive Electronic Purchase Order (IEPO)** to create and/or link an SAP Ariba account to BHP? If this is not available, you will need to email bhpsupply_ariba@bhp.com and ask them to resend it.

B. Missing **subsequent Interactive Electronic Purchase Order (IEPO)** sent by BHP? Log in to your Ariba account. In the **Orders, Invoices and Payment** search box on the home dashboard of your account. Change selection from *Last 14 days* to *Last 200 documents*, then in the Action column next to the Purchase Order click *Select>Send me a copy*.

Missing Purchase Orders: Enterprise Account

Purchase orders are not showing in your account but were current before your transition?

In the **Orders, Invoices and Payment** search box on the home dashboard of your account, search for the Purchase Order/s. If it is not showing then contact SupplyeBusiness@bhp.com with the details of the PO number/s missing.

Can't submit an Service Sheet SES

A. **Is the Create Service tab greyed out?** Go to the Supplier Information Portal in Ariba and get the **QRG Service Sheet Guide** for detailed support on how to create INV/SES as a single action.

B. **Has the Purchase Order been confirmed?** Check under the Purchase order if it says New then go to ➔ *Create Confirmation* and confirm all lines. Confirmation number is a free field and supplier may use any number as the reference number

C. **Have you attached a copy of the service sheet?** Attach copy of the service sheet as validation that service was provided then ➔*Submit*.

D. Has this SES failed previously? You cannot resubmit any document again. So CHANGE THE SES number by adding a suffix after the original number a or b then ➔*Submit*.

Can't create an Invoice – *Invoice tab 'greyed' out*

A. **PO is confirmed but vendor cannot invoice.**

- Suppliers have agreed that BHP will create a Recipient Created Tax Invoices RCTI based on the approved SES or goods receipt GRN sent from Ariba. A copy ERS invoice is received into Ariba. **OR**

- Vendor is in a region where e-Invoicing in Ariba is not supported. Send the pdf invoice based on the Ariba approved GRN or SES to psinvoice@bhp.com for processing.

B. **PO expiry date passed/ Value insufficient / Item Quantity unavailable**

 Contact Purchasing Agent listed on the PO for further assistance. Once PO is amended you must re-confirm it before creating any other documents.

C. **Purchase Order 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.

Invoice is in Rejected Status/ Missing VAT ID Information

A. Refer to the Rejection reason that is shown, check the BHP Ariba External FAQ's and submit a new invoice by amending the new invoice accordingly.

B. Missing Tax: Go to *Company Profile*, click on Business and scroll down to *Tax Information* and update your ABN number. If there are 'Additional Addresses' configured, edit the respective address and add the supplier VAT ID

---

*Standard Account Users **Save** the PO emails you receive from BHP. The PO number will be displayed in the body of the interactive order email you receive. You must use the Process Order button from that email to take any action in Ariba- create confirmation, create an SES/Ship Notice or send an Invoice.*