



# SAP Business Network Training Guide

Last update August 2024

## Goods & Services plus Request for Quote



## Contents

Link your Ariba account to BHP from an Interactive Email Order	2
Create confirmation	7
Create Ship Notice	9
Invoicing	14
Create Credit Memo	22
Request for Quote Guide	24
Support	26

# Introduction to the SAP Business Network account

BHP is transitioning to SAP Business Network (Ariba) to deliver an automated procurement system that enables paperless transactions and removes process complexity.

Future procurement and accounts payable transactions with BHP will be conducted through the SAP Business Network (Ariba). This system will bring about different levels of functionality such as real-time purchase order (PO) delivery, use of online catalogues, and invoice automation. As a BHP supplier, you will also have access to transact via similar functionalities.

SAP Business Network (Ariba) has two components:

- **SAP Business Network:** This is the solution you use for transacting: receiving orders and receipt notice, submitting shipping notices, invoices, and entry sheets, etc.
- **Ariba Discovery:** Used to access quotes from suppliers. BHP use of this function with BHP suppliers is free as the Request for Quote will always be directed to an individual supplier for current or potential category item.

## Account types

There are two types of Ariba account:

- **Standard Account:** this account allows the supplier to transact with BHP for **free** from the Workbench of their SAP Business Network portal for Goods, Service and Blanket Orders. This account includes basic functionalities, access to Ariba Discovery and customer support.
- **Enterprise Account:** this account is **fee based** and includes all the standard functionality plus access to the Supply Chain Collaboration feature to transact special orders (Repair and Service Exchange orders). Other functionalities such as reporting, access to Guided Buying e-commerce platform and priority customer support are also provided.

**Vendors can raise a request to BHP eBusiness team to register with an Enterprise account in SAP Business Network.**

For specific guides on Repair and Service Exchange Orders please go to the [Supply Chain Collaboration section in the Supplier Information Portal for BHP Suppliers.](#)

To learn more about the differences between Standard and Enterprise Ariba Network Account, click [here](#).

Suppliers opt for a free Standard account have the option to upgrade to an Enterprise account at any time, [check this link](#). Suppliers can also downgrade from an Enterprise to a Standard account ([how to downgrade your account](#)).

**Important:** when transacting with BHP through an Enterprise account your company may incur SAP Business Network fees. Fees are borne by the suppliers and not BHP. BHP does not reimburse Ariba fees to the suppliers. Please visit the [SAP Business Network Subscriptions and Pricing link](#).



# Link your Ariba account to BHP from an Interactive Email Order

## I. Click the Process Order button in the email (IEPO)

First PO emails are sent to the email address maintained by the Supplier in [GCMS profile](#) → **Profile data** → **General data** → **Generic Email**.

The first Interactive Electronic PO will allow you to create a new Account or connect an existing account to BHP, the [Standard On-Demand Training Video \(minute 2.14→4.34\)](#) explains this in detail.

## II. Select account

Once you click on the **Process Order** button, you will be asked to either use an existing account or create a new account. New account selection will require you to create the details of your company account and will use your contact details as the Administrator of the account.

## III. Review other accounts with a similar name

Select the Review option to see if there is already an account for your company. SAP Business Network (Ariba) will assist you by showing any similar account names and allowing you to contact the administrator to ask for access.

**Important:** if you link with an Enterprise account your company may incur [SAP Business Network fees](#). Fees are borne by the suppliers and not BHP. BHP does not reimburse Ariba fees to the suppliers.

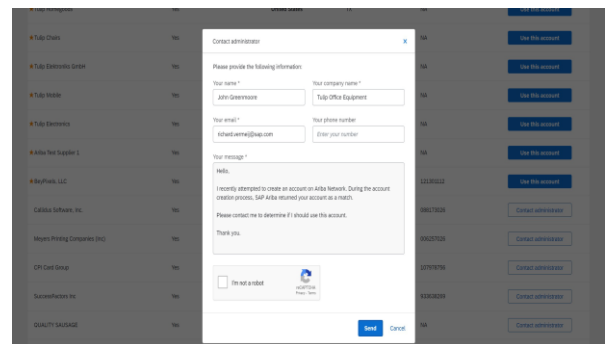
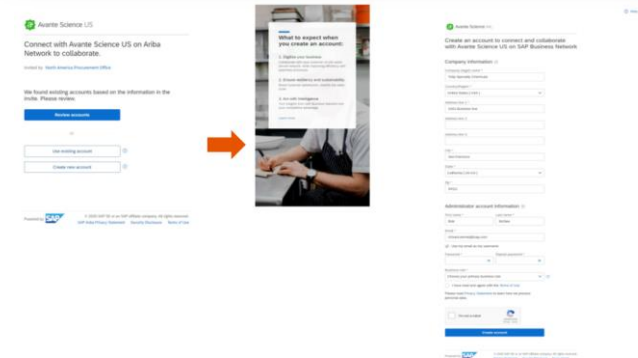
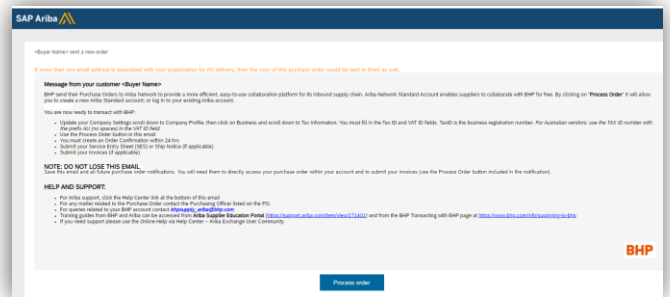
## IV. Complete the Company Details

Complete all mandatory fields. Accept Terms of Use and click on Register the account.

## V. Welcome to SAP Business Network

You should receive a welcome email and this will ask you to continue to complete your Company profile, create user accounts and set up notifications so others in your company will receive new PO emails or other documents. You may at any time upgrade to Enterprise Account.

**Note BHP requires you to complete the TAX ID & VAT ID fields.** Tax ID is the business registration number. *For Australian vendors: use the TAX ID number with the prefix AU (no spaces) in the VAT ID field.*



Tax Information	
Tax Classification:	(no value)
Taxation Type:	(no value)
ABN Number:	40056778895 <small>Do not enter dashes</small>
State Tax ID:	<small>Do not enter dashes</small>
Regional Tax ID:	<small>Do not enter dashes</small>
VAT ID:	AU40056778895 ✓ <small>Do not enter dashes</small>



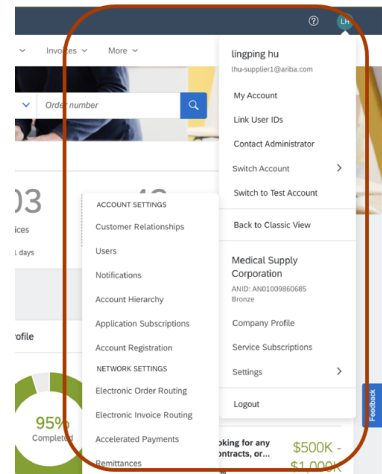
### Get Started

Please proceed with setting up your account:

- 1 Complete your company profile**  
Potential customers can search for and review profiles to discover business opportunities
- 2 Create user accounts**  
Create accounts for employees who require access
- 3 Set your user preferences**  
Configure your order and invoice routing settings
- 4 Set up catalogs**  
Create and maintain on-line catalogs promoting your products and services

# Set up your Account

- I. Click on your initials icon on the top right corner > **Settings** and click **Users**. Unless the Administrator creates Users then only the original email address can transact.
- II. Click on **Users** and scroll to **Manage Users**.
  - Click on **Create User** and enter the persons Username and Email Address, First Name and Last Name.
  - In **Role Assignment** select the Role or **Create a new role** you need. Click Done.
  - Repeat this process for all people (max. of 5) who you want to assign to this new role.



## III. Create Email Notification

- In SAP Business Network (Ariba) all emails are sent to the ADMINISTRATOR unless this is changed.
- Homepage-> Click on **Settings** ->Go to **Notifications**
- Tick box. You can type in other company email addresses and this will ensure they are also sent a copy of all new notifications. Then **Save**.

Permission	Description
<input checked="" type="checkbox"/> Order Assignment for Users with Limited Access	User can assign an order to a user with limited access to Ariba Network
<input checked="" type="checkbox"/> Contact Administration	Maintain information for account contact personnel
<input checked="" type="checkbox"/> Goods Receipt Report Administration	Access to Reporting, and Goods Receipt report type
<input checked="" type="checkbox"/> Invoice Report Administration	Access to Reporting, and Invoice Report type

## Complete email address for each of the following Notifications:

- Service Sheet: Service Sheet Failure & Service Sheet Status Change
- Electronic Invoice Routing: Invoice Failure, Invoice Status Change & Invoice Created Automatically
- Ship Notice: Ship Notice Failure, Ship Notice Declined & Ship Notice Accepted with Changes
- Settlement: Payment Remittance & Payment Remittance Status Updates

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable	zana1@bhp.com
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	zana1@bhp.com
Time Sheet	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received.	zana1@bhp.com
Pending Queue	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	zana1@bhp.com
Order Confirmation Failure	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.	zana1@bhp.com
	<input checked="" type="checkbox"/> Send a notification when order confirmations are undeliverable.	zana1@bhp.com

Settlement		
Type	Send notifications when...	To email addresses (one required)
Payment Profile	<input type="checkbox"/> Send a notification when remittance addresses and payment profiles are changed.	* zana1@bhp.com
Payment Remittance	<input type="checkbox"/> Send a notification when payment remittances are undeliverable or their statuses changed.	* zana1@bhp.com
Payment Remittance Status Updates	<input checked="" type="checkbox"/> Send a notification when payment remittances or payment plans are received.	* zana1@bhp.com
	<input checked="" type="checkbox"/> Send a notification only when a payment remittance status changes to paid.	
	<input checked="" type="checkbox"/> Send a notification only when a payment remittance status changes to failed.	

## Set up your dashboard

**New Menu bar**  
Inbox/outbox replaced by Orders, Invoice and Fulfillment

**Overview Tiles**  
Customizable Tiles for key tasks

**Create & \*\*\* (More) buttons**  
Create PO Invoice & Service Entry Sheet - Enterprise account users only  
\*\*\* (More) : Upload- not available for BHP/Download

**My Widgets**  
Select widgets and customize them for the information you need on status, trends and insights

**Feedback**  
Share feedback with Ariba

Once you login to SAP Business Network (Ariba) you will see the dashboard providing a basic overview of your account and orders. BHP recommend that you make these customisations in your Workbench to assist you transact.

- To ensure all orders are confirmed before invoice create a customised tile **BHP to Confirm** for all new & changed orders for BHP. Click on New Orders generic tile then click the **Edit Filter** in the Workbench below. A set of available fields appears below. Select all field changes then **Apply**. Create a new name for this tile and save it.
- If needed create different customised tiles based on the generic tile Orders to apply for different BHP Purchasing orgs.
  - Click on tile you want to change then click the **Edit Filter** in the Workbench below. A set of available fields appears below. Select all field changes then **Apply**. Create a new name for this tile.
  - Suggested tile filters:
    - Date range:** now available to select 7days to 365 days range
    - Purchasing Organisation:** BHP codes for the local asset you supply such as CC20 is BMA & FF10 is Iron Ore.
- Add tiles** for Rejected Invoices, Service Sheets, Invoice Pending Approval and Scheduled Payments. To add new tiles click **Customise** above the tile bar then use the **+** to add and to remove tile click on the tile and then select the **-** to remove them from your list. You can change the list at any time.

**Workbench**

52 Orders, 0 Invoices, 103 Purchase orders, 42 Service orders, 476 Service orders, \$7.54 K USD

**Orders (52)**

**Customers**  
☐ Ariba Solutions Inc. (PROSPER)  
☐ BHP Inc.  
☐ Partner/Supplier

**Order numbers**  
☐ Partial match  
☐ Exact match

**Order date**  
☐ Partial match  
☐ Exact match

**Order status**  
☐ New  
☐ Confirmed  
☐ In progress  
☐ Cancelled  
☐ Rejected

**Apply**

# Managing the Purchase Order

## Purchase Order e-mail IEPO

You will receive an Interactive Electronic Purchase Order IEPO if you have configured your Ariba e-mail notifications. Click on the Process order button at the bottom of the message to login to your Standard Account.

You can also access your BHP Purchase Orders from the Workbench tiles in your Ariba portal.

**Note:** If you mislay an email you can login and send a copy of the PO to your email address.

The screenshot shows an email from Ariba Network with the subject 'BHP Group Operations - TEST sent a new Purchase Order 4507320674'. The email body contains instructions to 'Process your order' and a 'Process order' button at the bottom. A callout points to the email attachment '4507320674.htm (33 KB)' with the text 'Attached to each email is an HTML copy of the order'. Another callout points to the 'Process order' button with the text 'Process order button allows you to access your Ariba account and transact on this purchase order'.

## Review the Purchase Order

As shown you can view a number of things about your order just from the list of purchase orders provided in SAP Business Network (Ariba).

- Click on the **Process Order** button on the interactive email for the nominated Purchase Order or find the order in the Workbench of your SAP Business Network portal
- You can:
  - Print** – To print all order details
  - Download PDF** – To save a copy of the PO to your computer
  - Resend** – To reprocess POs with a failed status that were not sent properly to your email



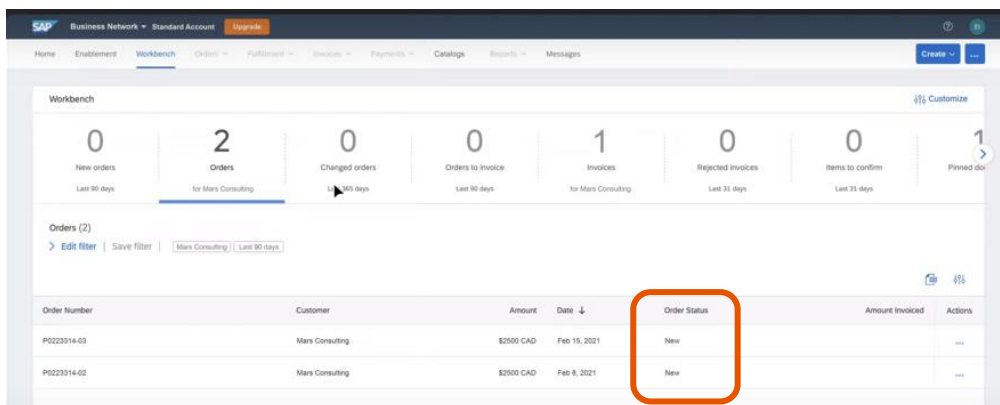
- Before creating an **Order Confirmation** login to SAP Business Network (Ariba) and check the **BHP to Confirm** tile (or the generic New Orders & Change Orders tiles). Check if there has been a more recent version of the PO before commencing any other document. If there is a newer version of the PO then click to see the Workbench area and select each order that needs to be confirmed. Go to **Actions** against each order and select **Confirm Entire Order**, **Reject Entire Order** or **Update Line Items** to update the item quantity, price, delivery date, part number, etc when applicable.





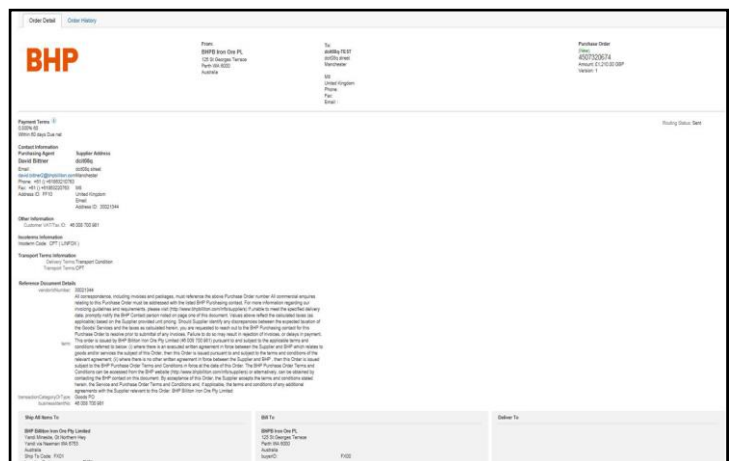
**D.** The **Order Status** appears at the top of the PO under the number. Possible order statues are:

- **New** – New order or the initial state of the order
- **Changed** – Order has been replaced by this subsequent order or cancelled
- **Confirmed** – All quantities have been confirmed. Only confirmed orders can be invoiced.
- **Shipped** – All quantities has been shipped
- **Invoiced** – All ordered has been invoiced
- **Obsoleted**- Order has been replaced with newer version
- **Failed** – SAP Business Network (Ariba) Network experienced a problem routing order to your account. - PO failure can be due to several reasons, check this [link](#) to determine why the PO has failed. Once the cause of the failure is resolved, refer to this [link](#) to resend the failed PO.



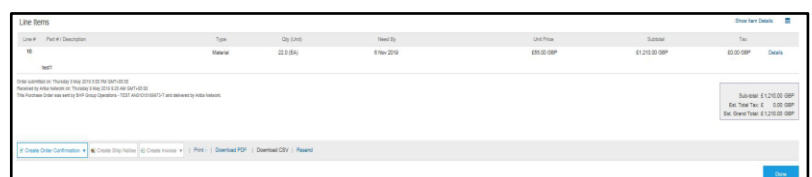
**E.** Check all the other details in the PO including:

- BHP asset name and address
- Your company details
- **BHP Purchasing contact** – person to contact for PO changes
- Transport information
- Payment terms – as agreed with you
- Ship To information
- Line Items information
- Tax – BHP sends all taxes as VAT
- Total Order Value



**F.** The **Order Details** also showed the **Line Items** details which includes:

- Line items number
- Part/Description
- Order Type
- Quantity
- Need By(Delivery date)
- Price
- Subtotal / Tax



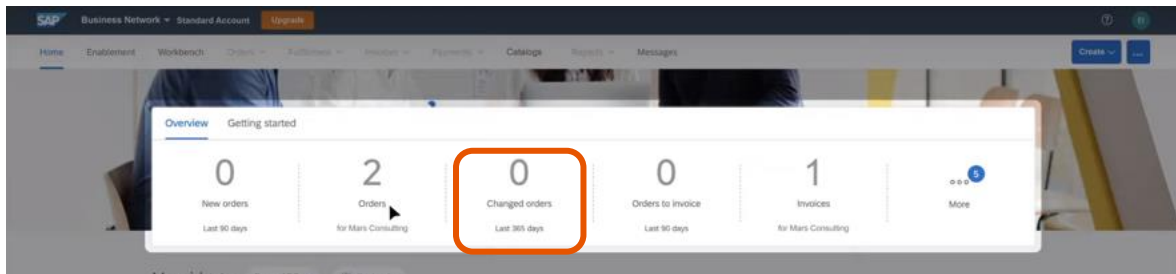
G. To view additional information at the **Line Item Level**, click **Details**. Details include:

- **Status-** Closed/Obsolete cannot be invoiced
- **Control Keys** – Specified on the PO from BHP it will note if order confirmations and ship notices (ASNs) are allowed or not allowed for the PO item and also the invoice type.
  - **'Is ERS'** means you signed with BHP for Evaluated Receipt Settlement for this BHP asset where BHP creates an invoice from the details of the goods or services approved. You still need to confirm the PO, and create a Service Entry Sheet SES or just send the goods. BHP issues the ERS invoice and you will receive a copy by email and in Ariba.
- **Tax Rate / Schedule Line / Other Information / Incoterms Information**

Line Items							
Line #	Part Description	Type	Qty (U)	Unit Price	Amount	Tax	
11	Material	Material	22.54	£16.25	£366.31	0.00	Details

## Change Orders

BHP may issue Change Orders and you can view these in the Change Order tile plus you will receive a notification of the change order as an email.

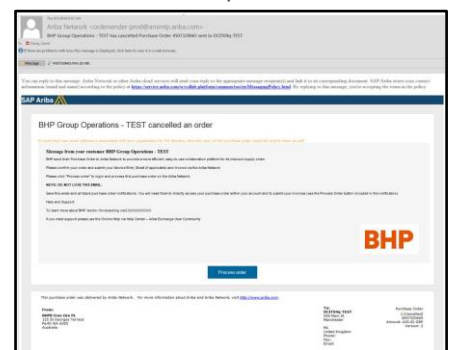


Click on the Change Order tile and you can **Send a Copy Email** if you misplace the original. On the Purchase Order it will show:

- The Order Status display as Changed. The original order is marked with an Obsolete status
- Line Item Level- The changed fields are highlighted for example **Total \$192,000 – \$205,000**
- Confirm the Change Order even if you had confirmed a previous version. Then proceed to create Ship Notice/ Service Entry Sheet or invoice.

## Delete Order

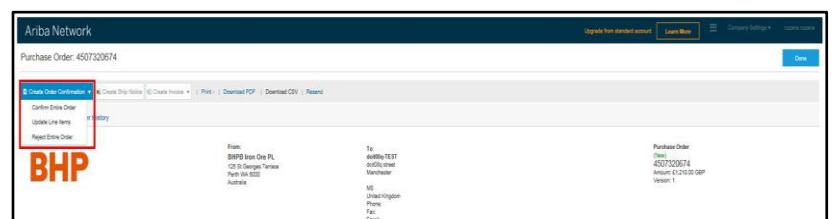
BHP may delete an order (whenever required). These orders are marked as Cancelled. If you believe an order was cancelled in error, please reach out to your BHP Purchasing Representative, or raise a case to the Purchasing team ([contact details are provided at the end of this guide](#)).



## Create confirmation

From Purchase Order view, click the **Create Order Confirmation** drop-down menu and select either:

- **Confirm entire order** – to confirm the order at the header level
- **Update line items** – to confirm or make modification at the line item level
- **Reject entire order** – to reject the order at the header level





This displays the **Order Confirmation Header**. Enter all necessary information (all fields marked with an asterisk\*). Then click **Next**.

- Review the order confirmation details.
- Enter a **Confirmation Number**. Choose any identifier such as an internal company order number.
- Update the **Quantity/Unit** field where you are unable to comply such as where the order is 210 items but they may be packaged in lots of 50 so it is better to send 200 (4x50)
- Click **Submit** if you have reviewed the order confirmation or click **Previous** if you require to amend the order confirmation details.
- Your Order status will change to **Confirmed**

- Depending on your configuration for Ariba notifications you may receive an email to confirm that the Order Confirmation has been submitted to BHP
- Please note that if you add any changes when submitting the order confirmation (such as changing the delivery date or adding comments) the current version of the Purchase Order will be obsoleted and you will receive a new version to confirm when the changes have been approved by BHP.

## Purchase Order Type

You will see “Order Type” which will determine whether you are receiving a Goods or Service order in the IEPO email or from the Purchase Order in your SAP Business Network portal. Select from these options to process your order

→ [Go To Goods Transactions](#)

→ [Go To Service Entry Sheet](#)

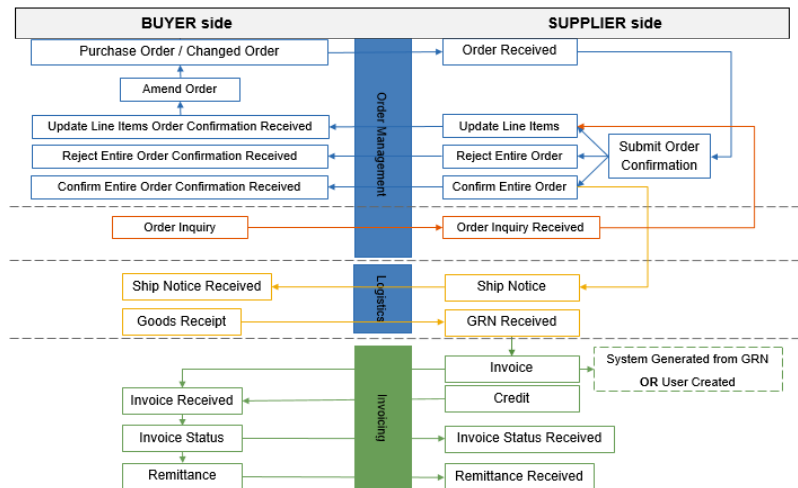
**Note:** BHP can send subcontracting orders, for specific guides on Repair and Service Exchange Orders please go to the [Supply Chain Collaboration section in the Supplier Information Portal for BHP Suppliers.](#)

# Goods Transactions

## Process Workflow: Goods

BHP expects all Goods Transactions will follow the process displayed below. documents you must complete are:

- **Order Confirmation - Mandatory**
- **Ship Notice – Optional except for automatic receipting items.**
  - Automatic receipting for goods below USD1,000 or equivalent local currency value per line item only applies to goods delivered to BHP Corporate Offices in all regions except for Minerals Americas
- **Invoice - Mandatory except were PO 'is ERS'**
  - Evaluated Receipt Settlement ERS based on the approved goods receipt GRN sent from by BHP or approved SES. A copy ERS invoice is received into SAP Business Network (Ariba).)



## Create Ship Notice

Click on **Create Ship Notice** and complete details. Fill up all the information required then click **Next**. All asterisked items are mandatory to complete.

The screenshot shows the 'Create Ship Notice' form in the Ariba Network. The form is divided into several sections:
 

- SHIP FROM:** Includes fields for Supplier Name, Supplier Address, and Supplier Contact.
- SHIP TO:** Includes fields for Customer Name, Customer Address, and Customer Contact.
- SHIP NOTICE HEADER:** Includes fields for Shipment Date, Shipment Time, Shipment Status, Shipment Type, Shipment Reason, Shipment Category, Shipment Subcategory, Shipment Volume, and Shipment Weight.
- DELIVERY AND TRANSPORT INFORMATION:** Includes fields for Transport Condition, Shipping Payment Method, Shipping Contract Number, and Shipping Instructions.
- Additional Fields:** Includes fields for Reason for Shipment, Government issued Shipping ID, Document Type, Supplier Reference, and Transport Condition.
- Order Items:** A table with columns for Item, Part Description, Customer Part ID, Qty, Unit, Item ID, Ship By, Unit Price, Supplier, and Tax. It also includes fields for Shipment Status, Total Item Due Quantity, Confirmation Status, Total Confirmed Quantity, and a table for Item, Ship Date, Supplier Batch ID, Production Date, and Expiry Date.

 The 'Next' button is highlighted in red at the bottom right.

- Review and confirm your Ship Notice. Then click **Submit**
- After submitting the Ship Notice (ASN), the Purchase Order Status updates to **Shipped**.

The screenshot shows the 'Purchase Order' page in the Ariba Network. The page displays the Purchase Order number (450730674) and the status 'Shipped'. The 'BHP' logo is visible on the left. The 'Purchase Order' details are shown on the right, including the Supplier Name (BHPB India Pvt. Ltd.), Supplier Address (120 St Georges Terrace, Perth WA 6000, Australia), Supplier Contact (188, United Kingdom, Phone, Fax, Email), and the Purchase Order number (450730674) with the amount (\$1,215.00 GBP) and version (1).

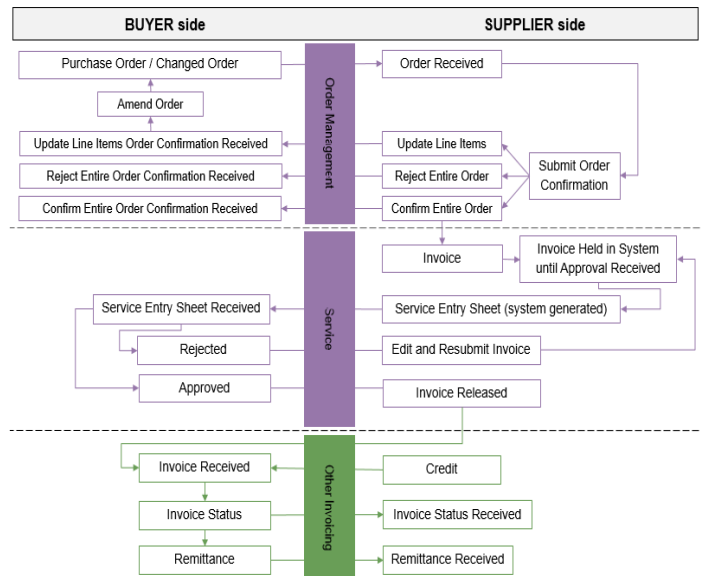
➔ [Go To Goods Invoicing](#)

# Services Transactions

## Process Workflow: Services

BHP expects all Services Transactions will follow the process displayed below.

- **Order Confirmation** - Mandatory
- **Service Entry** - Mandatory
- **Invoice** - **Mandatory** except where PO 'is ERS' or where 'Invoicing not allowed' applies.
  - *Evaluated Receipt Settlement ERS based on the approved SES. A copy ERS invoice is received by your SAP Business Network (Ariba) account.*
  - *'Invoice not allowed' - vendor creates invoice outside Ariba e.g. vendor in Chile.*



## Planned vs. Unplanned Services

BHP will normally issue Planned service orders where the type of service and value are displayed as Child lines (line 10.10).

On limited occasions, service purchase orders may not include child lines but have a \$value that is limited. These are called **unplanned service orders** where the type of service will be determined at the time of completion.

This screenshot shows a dialog box titled "Select Item to Create Invoice with Auto-Generated Service Sheet". It contains a table of Line Items:

Line #	Part ID / Description
10	Labour Hire NT
20	Labour Hire OT

Below the table, it says "Service Sheet Required". There are "Next" and "Exit" buttons at the bottom right.

## Create Unplanned Line – Invoice or Service Sheet

- Select the parent line (line 10/20/30) to be used. Click **Next**.
- To add Child Lines Click **Add/Update**.
- Select **Add Unplanned Item**. Enter the details of the service that was provided :
  - Description,
  - Quantity
  - Unit of Measure / Unit Price.
- Select the line for inclusion in the invoice or Service Sheet.

This screenshot shows the SAP "Service Entry Sheet Lines" screen. It displays a table of service entry lines with columns for Line #, Part ID, Description, Quantity, Unit of Measure, Unit Price, and Price. A red box highlights the "Add Unplanned Item" button. Below the table, there are fields for "Invoice Party Location", "Type", "Unit of Measure", "Unit Price", and "Price".

# Create Service Sheet

Click on the **Process Order** button in the Purchase Order email you received and see if **Create Service Sheet** button is allowed.



## A. Create Service Sheet Not allowed

- This indicates that you do **NOT** need to create a separate Service Sheet. When you create an invoice, SAP Business Network (Ariba) will automatically create the service sheet for you. SAP Business Network (Ariba) will hold the invoice pending the BHP approval of the service sheet and then will automatically send the invoice.

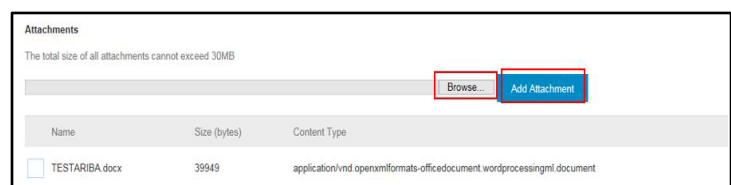
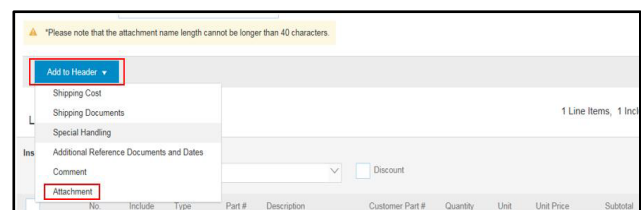
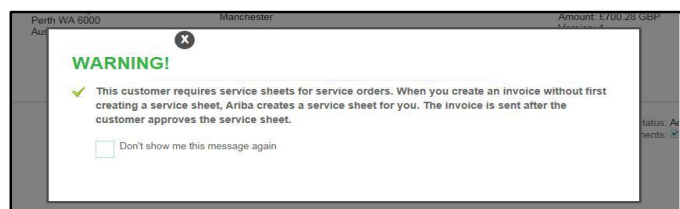
## B. Create Service Sheet allowed

- You are required to create Service Sheet if you are an ERS vendor where invoicing is not required (this can be seen on your Purchase order). Once you have submitted your Service Sheet, BHP will approve and auto generate invoice on your behalf.
- If you do not need to invoice this is also indicated in the line item section of the purchase order.

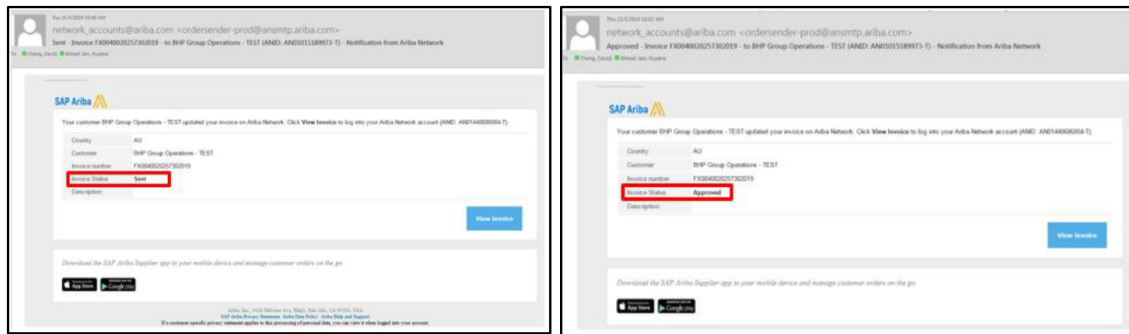
Invoicing is not possible for one or more line items. Click on the line item's warning icon to find out why.							
Line Items							
Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Tax
10	Perform Pest Control	Service Invoicing not possible		8 Jan 2019		\$5,600.00 AUD	\$560.00 AUD

## A. 1-Step Invoice & Service Entry Sheet

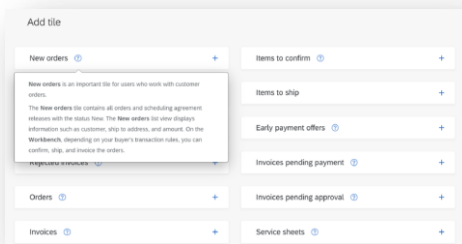
- I. If the Create Service Entry Sheet tab is unavailable the vendor can instead create the invoice combined with an SES in a single process.
- II. Select the **Create Invoice** tab. You will receive a Warning message notifying on this process. You can close this message.
- III. It is compulsory for you to add an attachment to support the service sheet. This attachment will be the supporting document for the approver in BHP. The attachment should be one of the following:
  - Signed job card
  - Signed time sheet
  - Signed proof that the service was rendered
  - A signed copy invoice
- IV. Click on **Add to Header** and go to **Attachment**.
- V. Click **Browse**, choose the file and click **Add Attachment**



- VI. Once the SES is approved, you will receive an email notification that an invoice has been auto created and sent on your behalf. Then you will receive another notification notifying that the invoice has been approved by BHP.

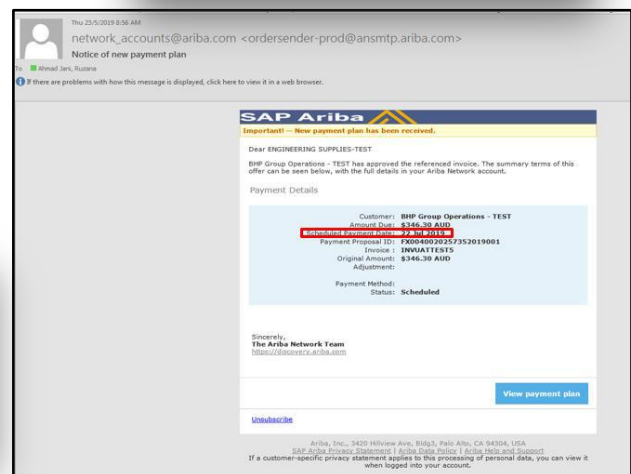
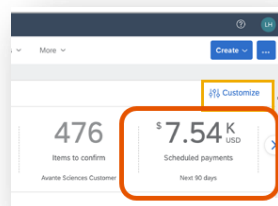


- VII. Activate the Service Sheet tile on the Overview to see the status of the listed items on the Workbench view.



- VIII. Finally you will receive a payment plan email which will provide you with the payment due date for the invoice.

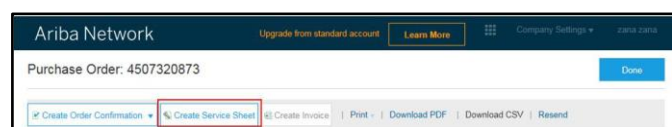
You can also use the **Scheduled Payment** tile in the Overview to see this information summarized across all invoices.



## B. Service Entry Sheet Required

Generally a separate Service Entry Sheet is required where 'Is ERS' or 'Invoice not allowed' applies and if this PO had the SES and Invoice created as 2-steps process previously.

- I. Check the **Orders** tile then select the order from the Workbench view where an SES is needed then go to Actions and **Send me an Email**.
- I. Use the email **Process Order** button to action the **Create Service Sheet** and complete the details.
- II. Complete all information marked with an asterisk. Must include Service Start and End Dates, an attachment documenting delivery of services (job card etc.), selection of line items related to the services claimed and amending the quantity claimed.



**Ariba Network** Upgrade from standard account [Learn More](#) [Company Settings](#) [Help](#)

### Create Service Sheet

[Update](#) [Save](#) [Exit](#) [Next](#)

▼ **Service Sheet Header** \* Indicates required field [Add to Header](#)

**Summary**

Purchase Order: 4087320873  
 Service Sheet #:   
 Service Sheet Date: 21 May 2019  
 Service Description:   
 Location/Reference:

Subtotal: \$3,600.00 AUD  
 Service Start Date:   
 Service End Date:

⚠ Please note that the attachment name length cannot be longer than 40 characters

**Attachments**  
 The total size of all attachments cannot exceed 30MB

**Service Entry Sheet Lines**

Line No. Part No. / Description Contract #

Line No.	Part No. / Description	Type	Item Type	Qty / Unit	Price	Subtotal	
10	Perform Pest Control	Service	Planned	3,600 EA	\$1.00 AUD	\$3,600.00 AUD	Delete Copy
Perform Pest Control May Post							

**Additional Fields** Invention/Reference Number: 10

**COMMENTS**  
 Add Comments:

[Update](#) [Save](#) [Exit](#) [Next](#)

**Important:** For partial claims please update the amount that you would like to claim by amending the quantity field. Do not create invoice with more than 3 decimal places. If the quantity in Ariba is not sufficient for the invoice value, please reach out to purchasing officer to swap the qty and price in PO service line ([contact details are provided at the end of this guide](#)).

- II. When complete, Click **Next**.
- III. Check and confirm the service sheet information. Once done click on **Submit**.

To complete the Invoice refer to [Invoice Services](#)



## Invoicing

## Goods Invoices

Do not invoice goods unless you have received a Goods Receipt Notification GRN from BHP. This confirms the goods were received and accepted.

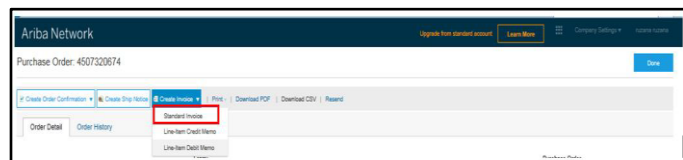
### A. Create Invoice Tab greyed out

Where the Create Invoice tab is not available, it means that this order 'is ERS' or 'Invoicing not allowed'.

- Evaluated Receipt Settlement (ERS) where BHP will create an invoice based on the approved Goods Receipt. Suppliers who have agreed to this process DO NOT create invoices for some or all the BHP assets they supply. BHP will create an invoice and send a copy to your SAP Business Network (Ariba) account with the scheduled payment details.

### B. Create Invoice

- Go to the most recent Purchase Order email and click **Process Order**. If uncertain if this is the most recent version then check the **Orders** tile then select the order where an invoice is needed then go to Actions and **Send me an Email**.
- Click **Create Invoice** tab. Select **Standard Invoice** from dropdown menu.
- Complete all asterisked fields. Confirmation or other documents can be included using the **Add to Header**
- At the **Line Items**, fill up all the necessary information for the invoice. If the green toggle is visible, the line item is included on Invoice. If the grey toggle is visible, the line item is excluded from the invoice.
- **Important:** For partial invoices please update the amount that you would like to claim by amending the quantity field. Do not create invoice with more than 3 decimal places. If the quantity in Ariba is not sufficient for the invoice value, please reach out to purchasing officer to swap the qty and price in PO service line ([contact details are provided at the end of this guide](#)).



**Ariba Network**

Create Invoice

Invoice Header

Summary

Purchase Order: 4507320674  
Invoice #: InvoiceTest  
Invoice Date: 9 May 2019  
Service Description: do05q-TEST  
Remit To: Manchester  
United Kingdom  
Bill To: BHP Group One Pty Ltd  
Perth WA, Australia

Shipping

Header level shipping (selected) | Line level shipping

Ship From: do05q-TEST  
Manchester  
United Kingdom  
Ship To: BHP Group One Pty Ltd  
Perth WA, Australia  
Deliver To: Australia

Payment Term

Discount or Penalty Term(s): 80 Percentage(%): 0.000  
Within 60 days Due net

Additional Fields

Information Only: No action is required from the customer.

Supplier Account ID #:   
Customer Reference:   
Supplier Reference:   
Payment Note:   
Supplier: do05q-TEST  
Manchester  
United Kingdom  
Bill From: do05q-TEST  
Manchester  
United Kingdom

Service Start Date:   
Service End Date:   
Customer: BHP Group Operations - TEST  
Melbourne Victoria  
Australia  
Email:   
Customer VAT:   
Customer VATID #: 48 308 700 861

Supplier VAT

Supplier VATID #:   
Supplier Commercial Identifier:   
Supplier Commercial Credentials:   
VendorIDNumber: 30521344

\*Please note that the attachment name length cannot be longer than 40 characters.

Add to Header

- Confirm the accuracy of the invoice and then click on **Submit**

Ariba Network

Upgrade from standard account [Learn More](#)

Company Settings ruzana ruzana

Create Invoice

Previous Save **Submit** Exit

Confirm and submit this document.

## Review & Submit

- Confirm the accuracy of the invoice and then click on **Submit**
- Your account will show that the invoice has been submitted. Your Purchase Order will change a status to **Invoiced**.

Ariba Network

Upgrade from standard account [Learn More](#)

Company Settings ruzana ruzana

Invoice InvoiceTest has been submitted.

- Print a copy of the invoice.
- Exit invoice creation.

Purchase Order: 4507320741

Create Order Confirmation Create Ship Notice Create Invoice Print Download PDF Download CSV Resend

Order Detail Order History

**BHP**

From: BHPB Iron Ore PL  
125 St Georges Terrace  
Perth WA 6000  
Australia

To: doctbq TEST  
doctbq street  
Manchester

MS  
United Kingdom  
Phone:  
Fax:

Purchase Order  
(Invoiced)  
4507320741  
Amount: £1,210.00 GBP  
Version: 1

- You will receive an email notification on the invoice submission. You will be able to see the copy of the invoice at the Detail tab once you click on the View Invoice. Your Invoice status will be **Sent**.
- You will receive a further notification when the invoice status is **Approved**. Click on View Invoice.

Order sender: prod@ansmtpr.ariba.com

Approved - Invoice INVTEST01 - to BHP Group Operations - TEST (ANID: AN01015189973-T) - Notification from Ariba Network

Dear doctbq-TEST,

You have successfully submitted Invoice InvoiceTest for £1,210.00 GBP to BHP Group Operations - TEST through the Ariba Network.

A PDF copy of the invoice and the invoice data in cXML format are attached to this email. Please retain these files to support your local business records storage and archiving requirements.

**Important:** Remember to follow your country's electronic invoice (e-invoice) management regulations, such as those formulated for archiving the invoices.

**Where can I get more information about Ariba Network?** To access product documentation and tutorials, go to Ariba Network Exchange User Community.

**How do I view a PDF document?** Download and open the file in Adobe Acrobat Reader. You can download Adobe Acrobat Reader from here: <http://usa.adobe.com/reader>.

Sincerely,  
The Ariba Network Team  
[network\\_accounts@ariba.com](mailto:network_accounts@ariba.com)

[View Invoice](#)

Your customer BHP Group Operations - TEST updated your invoice on Ariba Network. Click [View Invoice](#) to log into your Ariba Network account (ANID: AN014454249-T).

Country: AU  
Customer: BHP Group Operations - TEST  
Invoice number: INVTEST01  
Invoice Status: **Approved**  
Description:

[View Invoice](#)

Download the SAP Ariba Supplier app to your mobile device and manage customer orders on the go.

Available on the App Store | Get it on Google play

Ariba, Inc., 3430 Hillview Ave, Bldg5, Palo Alto, CA 94304, USA  
SAP Ariba Privacy Statement | Ariba Data Policy | Ariba Help and Support  
If a customer-specific privacy statement applies to this processing of personal data, you can view it when logged into your account.

- Click on **View Invoice** ( image below) to see:
  - Detail** – Standard Invoice information, Shipping Information and Tax Summary
  - Schedule Payments** – Payment due date for the invoice
  - History** – History of the invoice

**Ariba Network**  
Scheduled Payment: FX0040020257202019001

**Payment Information**  
Invoice ID: INVTEST01

**Payment Timeline**  
 - Invoice Created: £1,210.00 GBP, 14 May 2019  
 - Invoice Approved: Payment Proposal Received, 14 May 2019  
 - Original Due Date: 12 Jul 2019

**Additional Information**  
 Organization Line: BHP Group Operations - TEST  
 Invoice Number: INVTEST01  
 Invoice Date: 2019

**History**  
 Status: Payment proposal FX0040020257202019001 was received.  
 Changed By: ProprietaryProcessor (2021/02/26)  
 Date and Time: 14 May 2019 9:55:45 AM

- Then you will receive the **Payment Status Notification**. This notification will provide the schedule payment date, Invoice number and Invoice amount. Click **View Payment Plan**
- You can also use the **Scheduled Payment** tile in the Overview to see this information summarized across all invoices.

network\_accounts@ariba.com <ordersender-prod@ansntp.ariba.com>  
Notice of new payment plan

Dear doib8q-TEST

BHP Group Operations - TEST has approved the referenced invoice. The summary terms of this offer can be seen below, with the full details in your Ariba Network account.

**Payment Details**

Customer:	BHP Group Operations - TEST
Amount Due:	£1,210.00 GBP
Scheduled Payment Date:	12 Jul 2019
Payment Proposal ID:	FX0040020257202019001
Invoice:	INVTEST01
Original Amount:	£1,210.00 GBP
Adjustment:	
Payment Method:	
Status:	Scheduled

Sincerely,  
The Ariba Network Team  
<https://discover.ariba.com>

[View payment plan](#)

[Unsubscribe](#)

476  
Items to confirm

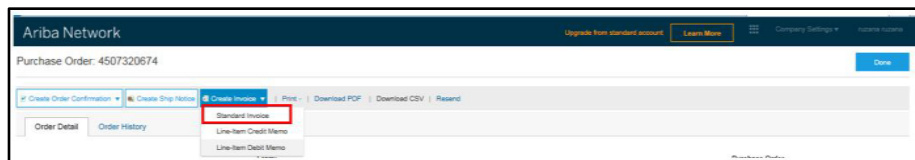
\$7.54K  
USD  
Scheduled payments

Next 90 days

# Invoice Services

## A. Create Invoice

- Go to Purchase Order email and click **Process Order**. If uncertain if this is the most recent version then check the **Orders** tile then select the order where an invoice is needed then go to Actions and **Send me an Email**.
- Click **Create Invoice** tab. Select **PO Invoice** from dropdown menu. Complete all asterisked fields. Confirmation or other documents can be included using the Add to Header



- At the **Line Items**, fill up all the necessary information for the invoice. If the green toggle is visible, the line item is included on Invoice. If the grey toggle is visible, the line item is excluded from the invoice.

**Ariba Network** Upgrade from standard account [Learn More](#) Company Settings + Invoice Summary

Purchase Order: 4507320674 [Close](#)

[Create Order Confirmation](#)
[Create Ship Notice](#)
[Create Invoice](#)
[Print](#)
[Download PDF](#)
[Download CSV](#)
[Resend](#)

Order Detail Order History

Standard Invoice

Line-Item Credit Memo

Line-Item Debit Memo

---

**Create Invoice** [Update](#) [Save](#) [Edit](#) [Next](#)

**Invoice Header** [Add to Header](#)

**Summary**

Purchase Order: 4507320674  
Invoice #: InvoiceTest  
Invoice Date: 9 May 2019  
Service Description: do08q-TEST  
Remit To: do08q-TEST  
Manchester  
United Kingdom  
Bill To: BHPB Iron Ore PL  
Perth WA  
Australia

Subtotal: £1,210.00 GBP  
Total Tax: £0.00 GBP  
Amount Due: £1,210.00 GBP [View/Edit Addresses](#)

**Shipping**

Header level shipping ☒ Line level shipping ☐

Ship From: do08q-TEST  
Manchester  
United Kingdom  
Ship To: BHP Billiton Iron Ore Pty Limited  
Yandri via Newman WA  
Australia  
Deliver To: [View/Edit Addresses](#)

**Payment Term**

Discount or Penalty Term(days): 60 Percentage(%): 0.000  
Within 60 days Due net

**Additional Fields**

☐ Information Only: No action is required from the customer

Supplier Account ID #:   
Customer Reference:   
Supplier Reference:   
Payment Note:   
Supplier: do08q-TEST  
Manchester  
United Kingdom  
Bill From: do08q-TEST  
Manchester  
United Kingdom  
☐ Tax paid through a Tax Representative

Service Start Date:   
Service End Date:   
Customer: BHP Group Operations - TEST  
Melbourne Victoria  
Australia  
Email:  [View/Edit Addresses](#)

**Supplier VAT**

Supplier VAT/Tax ID:   
Supplier Commercial Identifier:   
Supplier Commercial Credentials:   
VendorID/Number: 30021344

**Customer VAT**

Customer VAT/Tax ID: 40 008 700 981

[Add to Header](#)

\*Please note that the attachment name length cannot be longer than 40 characters.

**Line Items** 1 Line Items, 1 Included, 0 Previously Fully Invoiced

**Insert Line Item Options**

☐ Tax Category:  ☐ Shipping Documents ☐ Special Handling ☐ Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL		test1		22	EA	£55.00 GBP	£1,210.00 GBP

**Pricing Details**

Price Unit: EA  
Unit Conversion: 1  
Price Unit Quantity: 1.0  
Description:

**Tax**

Category: VAT  
Location:   
Description:   
Regime:

Taxable Amount: £1,210.00 GBP  
Rate(%): 0.000  
Tax Amount: £0.00 GBP

[Line Item Actions](#) [Delete](#)

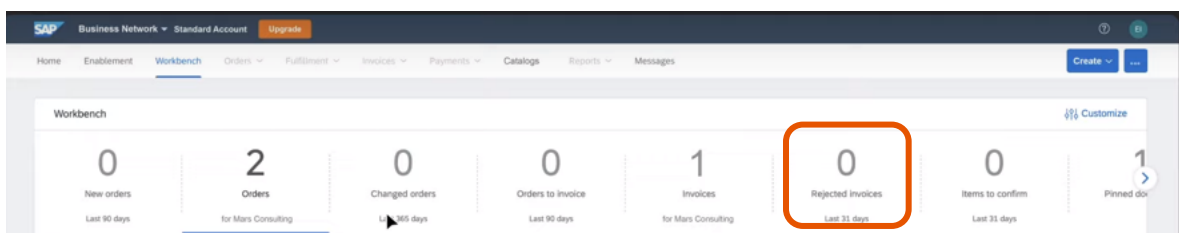
[Update](#) [Save](#) [Exit](#) [Next](#)

## Tax Editable (Only for suppliers from the US)

For US Supplier, you are able to edit the tax percentage in order to follow the country tax requirements. During the creation of invoice, you will be able to change the Rate (%) field with necessary tax rate. Once the rate has been edited, click on **Update** and click **Next**.

*Note: By clicking on the Reset Tax from PO, it will auto use the tax rate that has been maintained in the purchase order*

## Rejected Invoices - Review & Submit



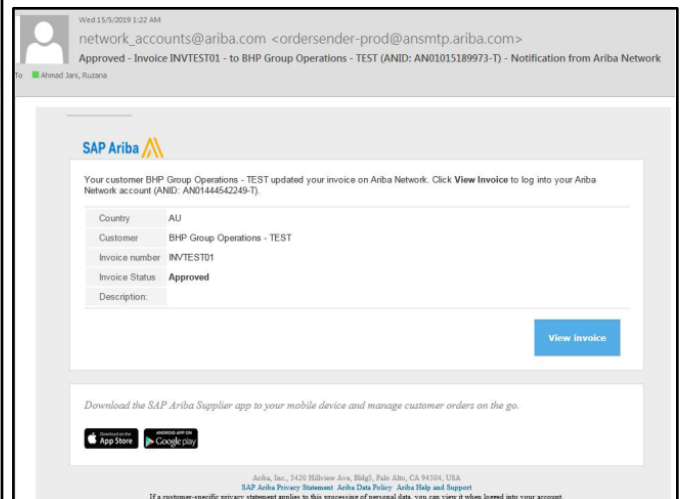
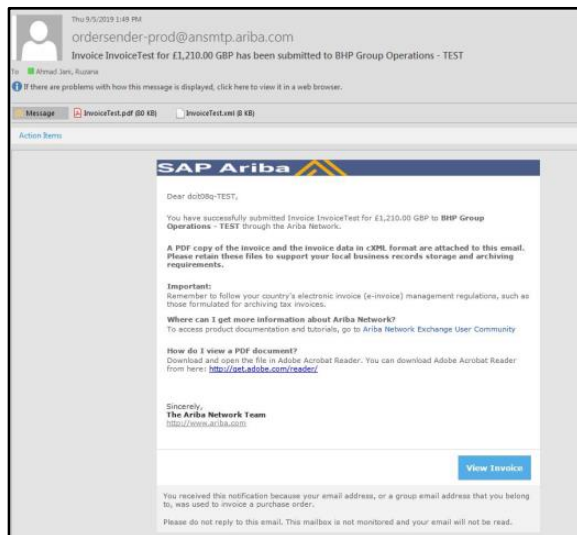
- Create the **Rejected Invoices** tile for your Overview. It will provide a quick view of any documents that have not been approved and need editing.
- Click on **Rejected Invoices** tile and review the invoices. Select the invoice that needs action and select **Send me a Copy**.
- In the Invoice email, click **Edit Invoice** button. Review the rejection reasons shown. Make the required changes, including changing the document reference number for example by adding a suffix after the original number '\_A' then **Submit**.
- Confirm the accuracy of the invoice and then click on **Submit**
- Your account will show that the invoice has been submitted. Your Purchase Order will change a status to **Invoiced** and you will receive an email. You will be able to see the copy of the invoice at the Detail tab once you click on the View Invoice. Your Invoice status will be **Sent**.



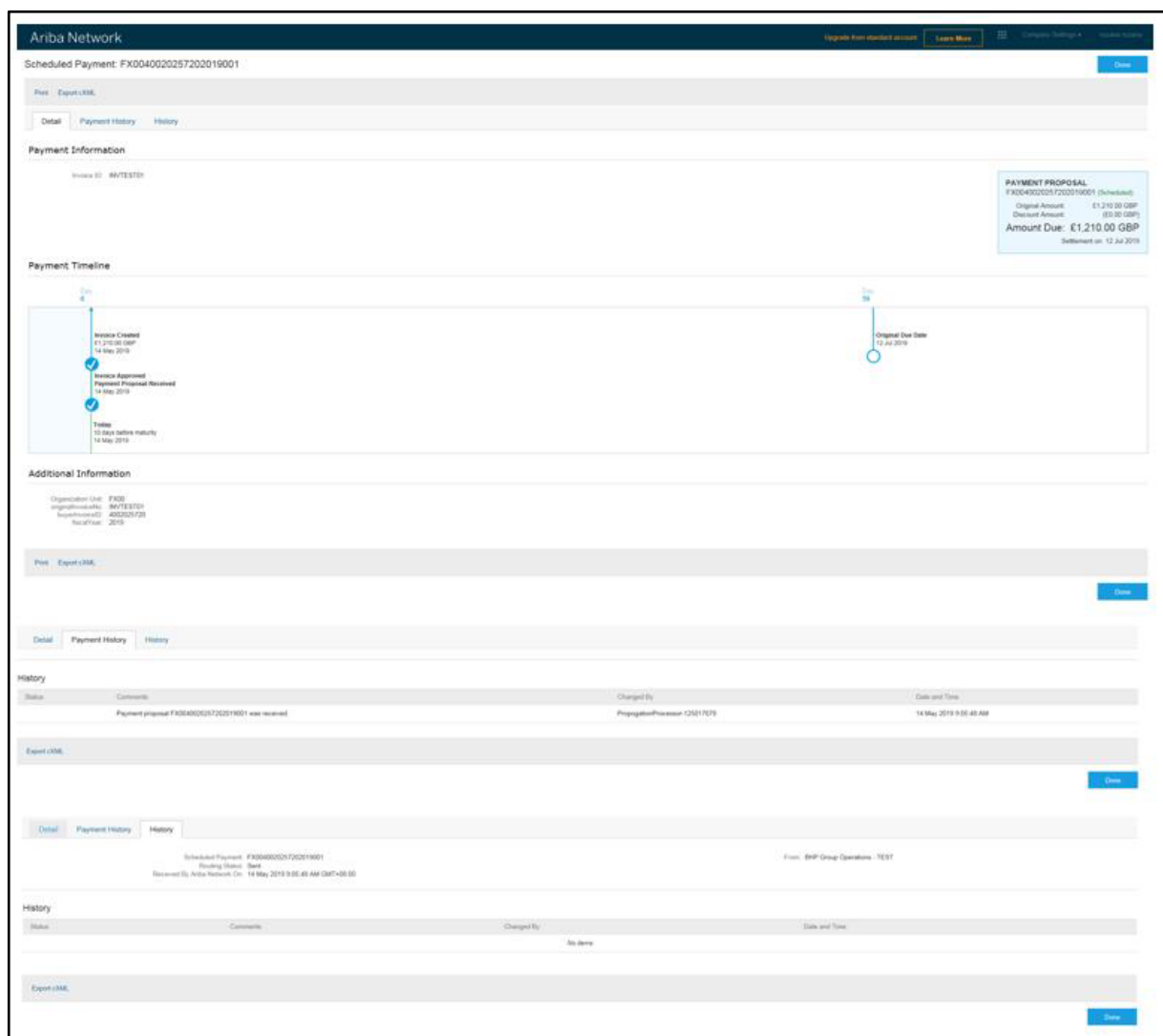
- You

will

receive a further notification when the invoice status is **Approved**. Click on **View Invoice**.




- Click on **View Invoice** to see:
  - Detail** – Standard Invoice information, Shipping Information and Tax Summary
  - Schedule Payments** – Payment due date for the invoice
  - History** – History of the invoice



- Then you will receive the **Payment Status Notification**. This notification will provide the schedule payment date, Invoice number and Invoice amount. Click **View Payment Plan**







Tue 14/5/2019 9:06 AM


network\_accounts@ariba.com <ordersender-prod@ansmtp.ariba.com>

Notice of new payment plan

To  Ahmad Jani, Ruzana

 If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



**Important! -- New payment plan has been received.**

Dear dcit08q-TEST

BHP Group Operations - TEST has approved the referenced invoice. The summary terms of this offer can be seen below, with the full details in your Ariba Network account.

Payment Details

Customer: **BHP Group Operations - TEST**

Amount Due: **£1,210.00 GBP**

Scheduled Payment Date: **12 Jul 2019**

Payment Proposal ID: **FX0040020257202019001**

Invoice : **INVTST01**

Original Amount: **£1,210.00 GBP**

Adjustment:

Payment Method:

Status: **Scheduled**

Sincerely,  
**The Ariba Network Team**  
<https://discovery.ariba.com>

[View payment plan](#)

[Unsubscribe](#)

Ariba, Inc., 3420 Hillview Ave, Bldg3, Palo Alto, CA 94304, USA

[SAP Ariba Privacy Statement](#) | [Ariba Data Policy](#) | [Ariba Help and Support](#)

If a customer-specific privacy statement applies to this processing of personal data, you can view it when logged into your account.

20

# Invoice Details

Once the invoice has been approved, you will be able to see in SAP Business Network (Ariba) from the **View Invoice** button on the email notification:

- **Detail** – Standard Invoice information, Shipping Information and Tax Summary
- **Schedule Payments** – Payment due date for the invoice
- **History** – History of the invoice

**Ariba Network** Invoice: INVTEST01

Create Link from Credit Memo Copy This Invoice Print Download PDF Export CSV

Detail Scheduled Payments History

**Standard Invoice**

<b>Header</b> Invoice: INVTEST01 Invoice Date: Tuesday, 14 May 2019 9:40 AM GMT+00:00 Original Purchase Order: 4002302741 Supplier: BHP Group Operations Buyer: BHP Group Operations	<b>Subtotal</b> Total Tax: £1,210.00 GBP Amount Due: £1,210.00 GBP
---	--

**SENDER:** BHP Group Operations  
**BUYER:** BHP Group Operations  
**SHIP TO:** BHP Group Operations

**SHIPPING INFORMATION:**

**SHIP FROM:** BHP Group Operations  
**SHIP TO:** BHP Group Operations

**ITEMS:**

Line No.	Item Description	Qty	Unit Price	Total Price	Tax Total
1	MATERIAL	22.00 EA	£10.00	£2,200.00	£1,210.00

**Tax Details:**

Tax Category	Tax Rate	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Code
VAT	5.00%	£1,210.00	£60.50				

**Tax Summary:**

Tax Category	Tax Rate	Taxable Amount	Tax Amount	Tax Location	Description	Tax Regime	Exempt Code
VAT	5.00%	£1,210.00	£60.50				

**Invoice Summary:**

Subtotal	£1,210.00 GBP
Tax	£60.50 GBP
Amount Due	£1,270.50 GBP

Create Link from Credit Memo Copy This Invoice Print Download PDF Export CSV

Detail Scheduled Payments History

Payment Proposal	Received Date	Accepted Date	Planned Payment Date	Amount	Original Amount	Discount	Subamount	Payment Date	Status	Action
PROPOSAL00000000000000000000	14 May 2019	14 May 2019	14 May 2019	£1,270.50 GBP	£1,270.50 GBP	£0.00	£1,270.50 GBP		Scheduled	

Create Link from Credit Memo Copy This Invoice Print Download PDF Export CSV

Detail Scheduled Payments History

Invoice: INVTEST01  
 Received By: BHP Group Operations  
 Received Date: 14 May 2019 9:40 AM GMT+00:00  
 Submitted By: BHP Group Operations

To: BHP Group Operations  
 Shipping Address: BHP Group Operations

**History:**

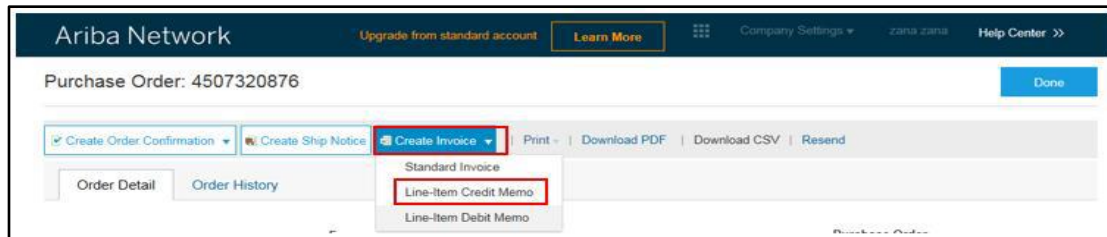
Event	Comments	Changed By	Date and Time
Invoice	The invoice was successfully received.	4002302741	14 May 2019 9:40:00 AM
Item	Comments from BHP Group Operations: TEST. The document was added to the pending queue for download.	4002302741	14 May 2019 9:40:00 AM
Accepted	The invoice status has been successfully updated to Processing by BHP Group Operations: TEST. Payment proposal PROPOSAL00000000000000000000 was received.	4002302741	14 May 2019 9:40:00 AM

Create Link from Credit Memo Copy This Invoice Print Download PDF Export CSV

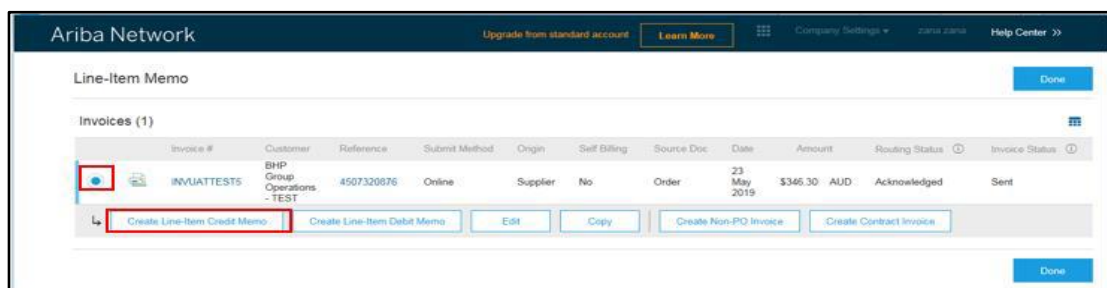
# Create Credit Memo

## Credit invoice created in SAP Business Network

- To create a credit memo against a PO that has previously been invoiced, navigate to the order e-mail you received. Click on **Create Invoice**, and then **Create Line-Item Credit Memo**. *Note: Please do not create partial credit memo for service order, create a credit for the full amount that was claimed and submit a new claim.*



- Select the invoice that relates to the Credit Memo. Then click on **Create Line Item Credit Memo**



- Fill up all the necessary details for credit note. Then click **Next** to confirm. *Note: Please make sure that you attach the original Credit Note from your account system to the Credit Note submitted*

The screenshot shows the 'Create Line-Item Credit Memo' form in the Ariba Network interface. The form includes sections for 'Summary', 'Shipping', 'Additional Details', 'Regulatory', 'Comment', and 'Line Items'. The 'Line Items' section is currently empty. The 'Next' button is highlighted in the top right corner.

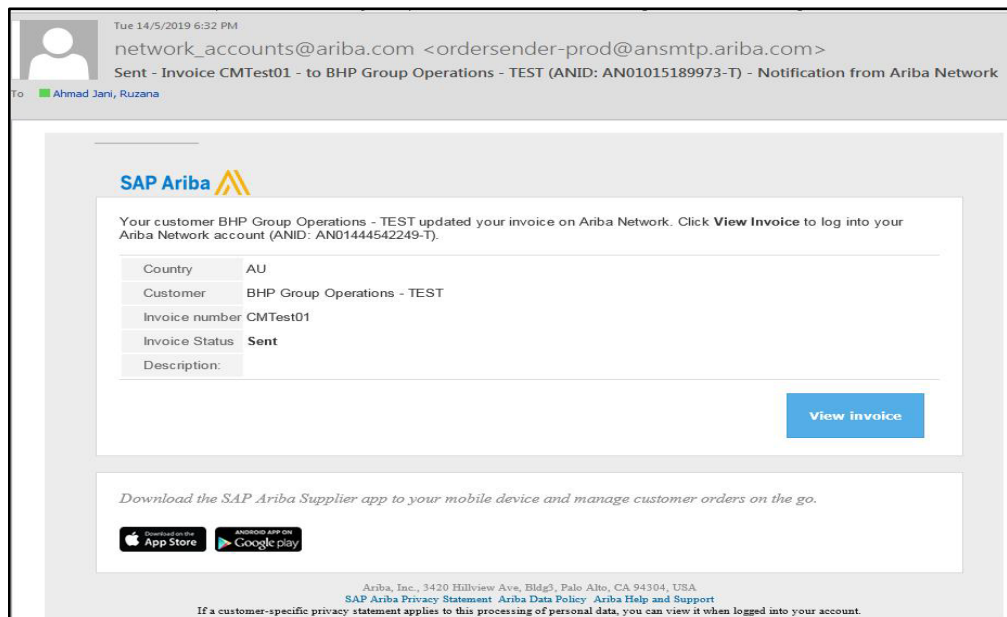
- Once you have confirmed on the credit note details, click on **Submit**

Ariba Network  
Create Line-Item Credit Memo

Upgrade from standard account | Login Menu | Settings | My Account | My Invoices | My Orders

Previous | **Submit** | Save | Exit

- You will then receive the **Credit Note submission notification**. You may view the Credit Note by clicking **View Invoice**



## Credit ERS Invoice created in BHP system

### A. Services PO:

- Supplier will need to raise an online payment query form via [Service Entry Sheet - BHP Billiton Case Management](#), selects 'Delete' for Type of SES and fills in all relevant information. SES number can be found in Ariba under SES History tab.

Detail | **History**

Service Sheet:  
Routing Status: Acknowledged  
Received By SAP Business Network On: 22 Apr 2024 3:39:44 PM GMT+08:00

History

Status	Comments
Acknowledged	Success

The Service Sheet status has been successfully updated to Processing by BHP Group Operations. Description: Entry sheet 10XXXXXX created

- Once the form is submitted, the BHP SES team will receive a case via their CRM queue and will revoke and delete the SES. SAP system then auto-generates the credit document and should send a copy of the credit to SAP Business Network (Ariba).

### B. Goods PO:

- Supplier contacts the relevant BHP Purchasing Officer who will liaise with the BHP Warehouse to reverse the goods receipt in the SAP system.
- Once goods receipt is reversed, SAP system then auto-generates the credit document and should send a copy of the credit to SAP Business Network (Ariba).

**Note that in each case the reversal will cause Change PO to be issued with the reversed amount showing as available. Vendor must confirm this PO before completing the new transaction.**

# Request for Quote Guide

## RFQ in Ariba Discovery

### 1. What is a RFQ?

BHP have commenced a process that will ask suppliers to provide updated prices to items they currently supply to BHP or where they may be able to become a supplier of a new item to BHP. The Request for Quote is not a guarantee of an order. However, over time this will be the preferred way that BHP will connect with suppliers on providing pricing that can be used for new orders.

### 2. Create account users able to respond to RFQ

Only the **ADMINISTRATOR** for your SAP Business Network (Ariba) account can create new Users. Refer to [this article](#) from SAP Ariba Support portal.

#### A. CREATE ROLE SAP Business Network (Ariba) Homepage-> Click on **Company Settings** -> Click on **Users**. The Accounts Settings screen is displayed

- Scroll to **Role** -> **Create Role**.
- Provide a **Name** for the Role such as RFQ Team.
- Under **Permissions** tick the permission **"Proposal & Contract Access"**. This will allow an SAP Business Network (Ariba) User assigned this role to respond to any RFQ requests from BHP. Now click on **Save**

#### B. ADD USERS Return to **Company Settings**. Click on **Users** and scroll to **Manage Users**.

- Click on **Create User** and enter the persons **Username** and **Email Address**, **First Name** and **Last Name**.
- In **Role Assignment** select the **Role Name** you created earlier Click **Done**.
- Repeat this process for all people (max. of 5) who you want to be assigned this new role.

#### C. CREATE EMAIL NOTIFICATION

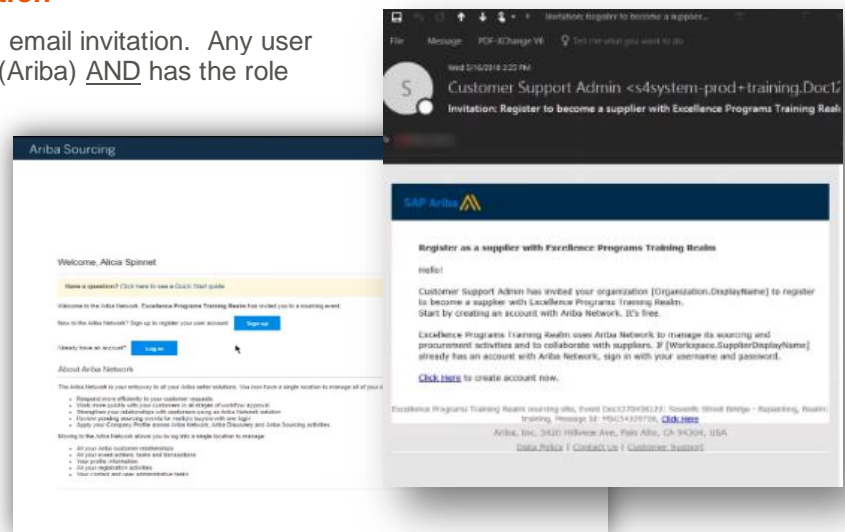
- In SAP Business Network (Ariba) the emails all are sent by BHP to the ADMINISTRATOR.
- SAP Business Network (Ariba) Homepage-> Click on **Company Settings** ->Go to **Notifications**
- Under **Collaboration Requests** add the user emails for users provided the new Role **Proposal & Contract Access** you created. They will automatically receive emailed RFQ invitations from BHP.

#### D. BHP Response Time: BHP requires you to **respond within 48hours to an RFQ**. After 48 hours, the request will automatically close and you will be unable to access through the email.

### 3. Emailed Request for Quote invitation

Each RFQ will commence with receiving an email invitation. Any user who has access to SAP Business Network (Ariba) AND has the role assigned as shown can click on the link provided.

- Click the link on the email
- Select **Login** to SAP Business Network (Ariba) and use your login details (username & password) to access your account – this is SAP Business Network (Ariba) Discovery.



**IMPORTANT NOTE: If you respond in SAP Business Network (Ariba) Discovery to Requests for Quote from any other source than BHP you may incur fees.**

### 4. Create Quote

- In SAP Business Network (Ariba) Discovery a screen to **Provide your Quote** should appear.
- You must complete all fields with an asterisk\* **Price ; Quantity; Lead Time are required.** Update the **VPN** field if the requested Part number for direct replacement is not available
- All other fields are optional.
- Attachment:** Add an Attachment if you want to provide technical specifications or catalogue information.

Provide Your Quote

Currency: AUD - Australian Dollar

Line Item No.	Name	Estimated Price	Quantity	Estimated Sub-total	Estimated Total Cost
00010	CURRENT 1	\$0.00 AUD	1 KIT	\$0.00 AUD	
<p><b>Your Quote:</b></p> <p>Price: * 15.00 AUD</p> <p>Quantity: * 5 KIT</p> <p>Requested Delivery Date: 12/16/2016</p> <p>Supplier Part ID: 11036491</p> <p>Manufacturer Part ID: 7940029705</p> <p>Lead Time: * 2</p> <p>Tax: 0.00 AUD</p> <p>Shipping Cost: \$0.00 AUD</p> <p>Ship To: Current</p> <p>Comment: Current</p> <p>Attachment: Choose File No file chosen</p> <p>Upload Attachments</p>					
00020	CURRENT 2	\$0.00 AUD	1 KIT	\$0.00 AUD	
<p><b>Your Quote:</b></p> <p>Price: * 15 AUD</p> <p>Quantity: * 6 KIT</p> <p>Requested Delivery Date: 12/16/2016</p> <p>Supplier Part ID: 11036492</p> <p>Manufacturer Part ID: 7940030760</p> <p>Lead Time: * 2</p> <p>Tax: 0.00 AUD</p> <p>Shipping Cost: \$0.00 AUD</p> <p>Ship To: Current</p> <p>Comment: Current</p> <p>Attachment: Choose File No file chosen</p> <p>Upload Attachments</p>					

Submit Cancel

- Click **Submit** to send quote



# Support

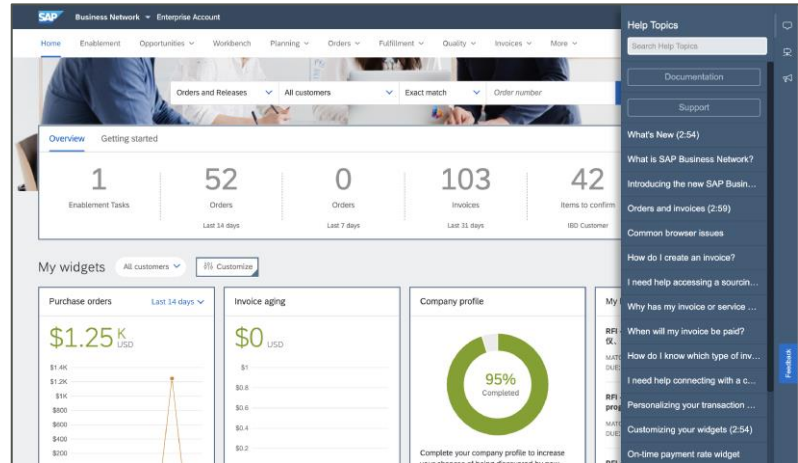
## Help online

The SAP Business Network (Ariba) Help Center will provide assistance while using your SAP Business Network (Ariba) Standard Account:

Ariba, Inc., 3420 Hillview Ave, Bldg3, Palo Alto, CA 94304, USA

[SAP Ariba Privacy Statement](#) | [Ariba Data Policy](#) | [Help Center](#)

- Click the Help Center link at the bottom of your interactive email
- When logged into your Standard account, click the **Help (?) icon** in the upper right corner to expand the panel and gain access to relevant help topics



- **Help topics** are based on current transaction page
- **Documentation**- generic information regarding how to complete a transaction.
- **Support** –users online help only
- **Support-> BHP Specific:** Click on the BHP Icon. It directs you to the [BHP Supplier Material Portal / Spanish BHP Portal De Información De Proveedores](#). BHP Supplier Material Portal with an Add-On document specific for BHP, requirements for transactions and contact email addresses etc.
- The [SAP Business Network \(Ariba\) Standard Portal](#) provides links to help topics and guidance specially aimed at standard account users.

## BHP Reference documents.

A series of videos and easy to use guides are available in:

- [Transacting with BHP website \(including ADA Chatbot which is able to provide information on how to submit your claims\)](#)
- [English BHP Supplier Material Portal \(including Ariba Administration Guide, FAQs, RFQ specific guides, guide for subcontracting orders\)](#)
- [Spanish BHP Portal De Información De Proveedores](#).

## Support contacts

- [Follow the steps in this link to raise a case with the SAP Business Network \(Ariba\) team.](#)
- For general questions about your current relationship with BHP and transition of purchase orders to the Ariba network:
  - For queries related to Ariba system issues, please submit an eBusiness case through <https://case.bhpbilliton.com/en-US/BHP-Vendor-eBusiness/>
  - You should submit PO update requests submitting an Order Confirmation from your Ariba portal. Need help with purchase orders, invoices, payment status and service entry sheet related queries? Contact us through <https://case.bhpbilliton.com/en-US/BHPB-Vendor-PaymentService/>
  - For queries on Sourcing, RFQ or Negotiations, please contact the Purchasing Group email stated on your purchase order or your BHP Representative
  - For questions regarding changes in your company details or company ownership contact BHP Vendor Master team <https://case.bhpbilliton.com/en-US/BHPB-Vendor-VendorMaster/>
- Questions about SAP Business Network account registration issues should be logged using the link for your region: [Australian & SE Asian BHP Supplier](#) or [USA, Canada & UK BHP Supplier](#) or [Chile & South America BHP Supplier](#) and the SAP Business Network (Ariba) team will respond as soon as possible. Issues include finalizing the creation of an account, numerous existing SAP Business Network (Ariba) accounts, cannot access an existing account, etc.