# Standard Account User Guide

## SAP Business Network (Ariba)

### Goods & Services plus Request for Quote

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Introduction to the Standard account

The Standard account uses Interactive Emails that allow suppliers to interact with BHP through the SAP Business Network (SAP Business Network (Ariba)) without incurring fees.

This feature allows suppliers to transact with buyers using email notifications.

Supplier will receive their orders as an Interactive Electronic Purchase Order (IEPO) email. The email will contain a button Process Order that allows documents to be created. Suppliers should maintain a dedicated email address for receipt of Interactive Email orders. Supplier can forward the order to another email within the company for fulfillment of service. Both users will receive notifications through the SAP Business Network (Ariba) for the order.

When an invoice is generated in SAP Business Network (Ariba) a copy is sent to the supplier. The invoice is only available for 18 months in the system. BHP recommends that suppliers retain these files to support their local business record keeping requirements.

The SAP Business Network (Ariba) provides online validation of documents based on the rules specified by BHP. Therefore, you must complete the required transaction AND receive approval from BHP before submitting any further documents.

**For example:** The Purchase Order must be fully confirmed before a Ship Notice or SES can be created. The Ship Notice or SES will auto-create details based on the approved Purchase Order. Once the Ship Notice or SES is approved then the Invoice can be created and will auto-create details as approved by BHP. This process prevents errors or mistakes occurring.

SAP Business Network (Ariba) also supports 1-step invoicing for certain transactions. Where suppliers create an invoice that is 'flipped' into an SES for approval. Once the SES is approved, then SAP Business Network (Ariba) automatically sends the invoice to BHP.

Suppliers may choose to register to the SAP Business Network (Ariba) Enterprise Network at their own cost where additional services will be made available to them: including electronic integration, catalogue creation, access to SAP Business Network (Ariba) Customer Support and more.
Receive Interactive Email Order from BHP

I. **Click the Process Order button in the email (IEPO)**
   Standard users will always need to take action from the PO emails they receive using the Process Order button.

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.

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.**

ID is the business registration number. For Australian vendors: use the ID number with the prefix AU (no spaces) in the VAT ID field.
Set up your Account

I. Click on your initials icon \( \checkmark \) on the top bar and the dropdown 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.

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
**Set up your dashboard**

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 to assist you transact.

**a)** 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.

**b)** 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.

**c)** **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.
Managing the Purchase Order

Purchase Order e-mail IEPO

You will received an Interactive Electronic Purchase Order IEPO email notifying you that there is a new BHP order. Click on the Process order button at the bottom of the message to login to your Standard Account.

*Note: Because POs can only be processed through the order e-mail.* If you mislay an email you can login and send a copy of the PO to your email address.

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).

A. Click on the Process Order button on the interactive email for the nominated Purchase Order.

B. 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

C. 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.
   a. 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 Send me an Email.
   b. Use the email Process Order button to action the Create confirmation and update the item quantity, price, delivery date, part number etc.
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. You can resend failed orders after rectifying the error

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 / Incoterm Information**

**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

**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**
- You will receive an email to confirm that the Order Confirmation has been submitted to BHP

### Purchase Order Type

On the HTML attached Purchase order you will see “Order Type” which will determine whether you are receiving a Goods or Service order.

[Other Information]

- Customer VAT/Tax ID: 99 007 835 764
- Invoicing Information
- Invoicing Code: CPT (PORT ADELAIDE)
- Transport Terms Information
- Delivery Terms: Transport Condition: CPT
- Order Type: Goods PO
- Supplier Number: 200012345

**Select from these options to process your order**

- [Go To Goods Transactions](#)
- [Go To Service Entry Sheet](#)
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.

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

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 issue service purchase orders that 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.

Planned services are orders where the type of service and value are displayed as Child lines (line 10.10).

Create Unplanned Line – Invoice or Service Sheet

**A.** Select the parent line (line 10/20/30) to be used. Click **Next**.

**B.** To add Child Lines Click **Add/Update**.

**C.** Select **Add Unplanned Item**. Enter the details of the service that was provided:
- Description,
- Quantity
- Unit of Measure / Unit Price.

**D.** Select the line for inclusion in the invoice or Service Sheet.
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 require to create Service Sheet if you are an ERS vendor where invoicing is not required (this can be seen on you 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.

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 received 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.

II. 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.
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.
• Confirm the accuracy of the invoice and then click on Submit

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.

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

• You can also use the **Scheduled Payment** tile in the Overview to see this information summarized across all invoices.
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.
**Tax Editable (Only for Petroleum and Canadian Supplier)**

For Petroleum and Canadian 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.*

![Tax Editable Example](image)

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**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**

![Payment Status Notification screenshot](image-url)
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
Create Credit Memo

Invoice was created in SAP Business Network (Ariba).

- 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.

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

![Create Credit Memo](image)

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

![Credit Note Submission Notification](image)

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**ERS Vendors**

**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.

- 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).

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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

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.

A. CREATE ROLE SAP Business Network (Ariba) Homepage-> Click on Company Settings -> Click on Users. The Accounts Settings screen is displayed
   o Scroll to Role -> Create Role.
   o Provide a Name for the Role such as RFQ Team.
   o 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.
   o Click on Create User and enter the persons Username and Email Address, First Name and Last Name.
   o In Role Assignment select the Role Name you created earlier Click Done.
   o Repeat this process for all people (max. of 5) who you want to be assigned this new role.

C. CREATE EMAIL NOTIFICATION
   o In SAP Business Network (Ariba) the emails all are sent by BHP to the ADMINISTRATOR.
   o SAP Business Network (Ariba) Homepage-> Click on Company Settings ->Go to Notifications
   o 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 48 hours 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.
• Click **Submit** to send quote
Support

Account Registration Support

- 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,
- Contact the BHP eBusiness team bhpsupply_ariba@bhp.com regarding missing PO or issues with submitting an SES or an Invoice and they will respond as soon as possible.

Help online

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

- 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 easy to use guides available in Transacting with BHP including:
- Ariba External FAQ
- SAP Ariba Quick Start & Common Issues Guide
- QRG Using Ariba Standard – Beginners Guide
- QRG Service Sheet Guide