BHP

SAP Business Network Training Guide

Last update August 2024

Goods & Services plus Request for Quote

Contents

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:

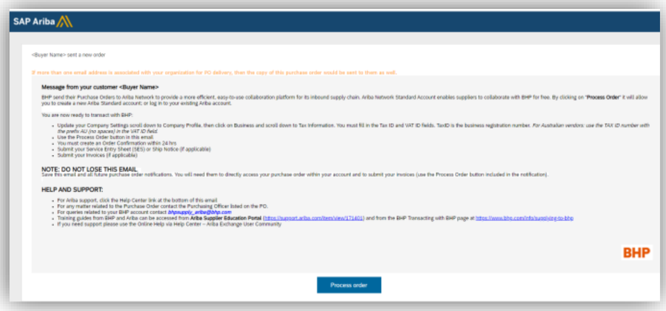
- **Standard Account:** this account allows the supplier to transact with BHP for **free** from the Workbench of their SAP Business Network portal for Goods, Service and Blanket Orders. This account includes basic functionalities, access to Ariba Discovery and customer support.
- **Enterprise Account:** 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 trough 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.**

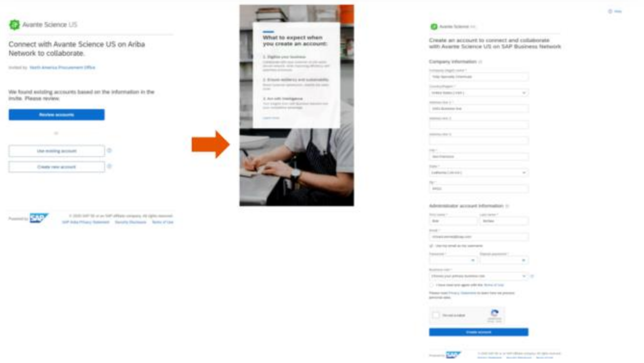
Link your Ariba account to BHP from an Interactive Email Order



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**.

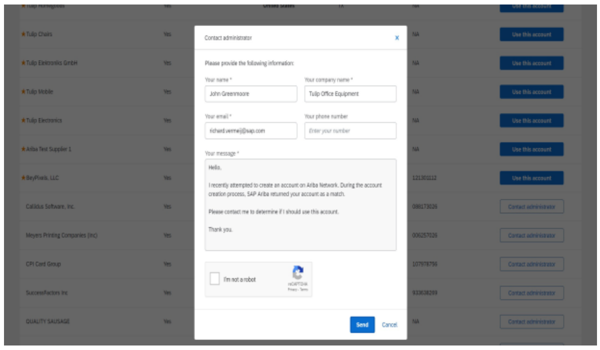
The first Interactive Electronic PO will allow you to create a new Account or connect an existing account to BHP, the [Standard On-Demand Training Video (minute 2.14→4.34)](#) explains this in detail.



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.

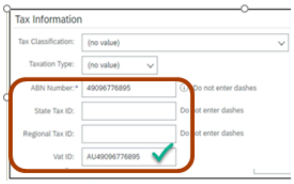
Important: if you link with an Enterprise account your company may incur [SAP Business Network fees](#). Fees are borne by the suppliers and not BHP. BHP does not reimburse Ariba fees to the suppliers.

IV. Complete the Company Details

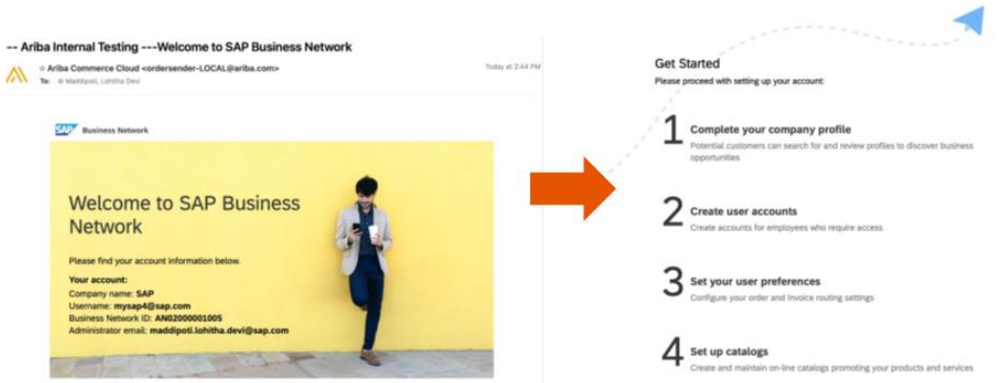
Complete all mandatory fields. Accept Terms of Use and click on Register the account.

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.

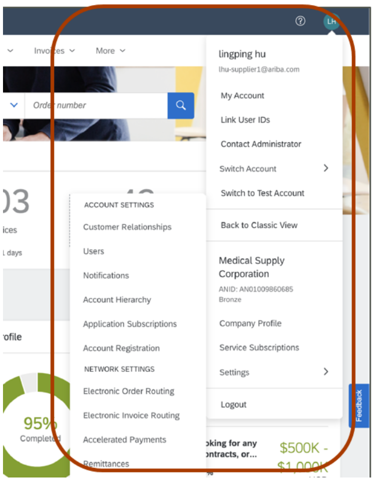


Note BHP requires you to complete the TAX ID & VAT ID fields. Tax ID is the business registration number. *For Australian vendors: use the TAX ID number with the prefix AU (no spaces) in the VAT ID field*.



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.

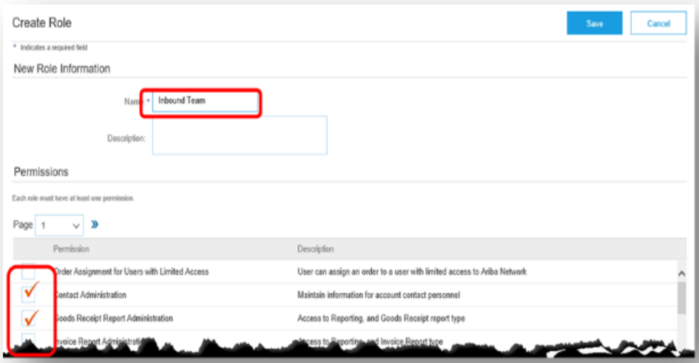


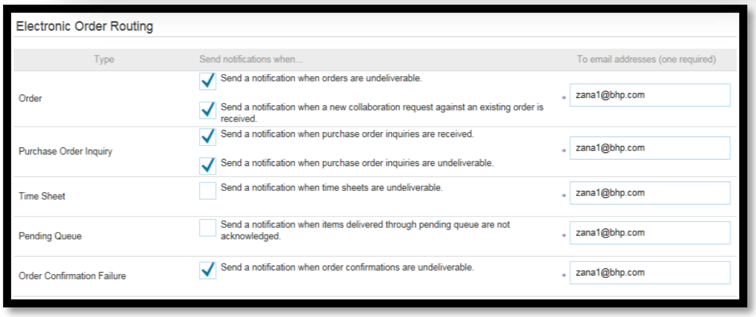
II. **Click on Users and scroll to Manage Users.**

- 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**

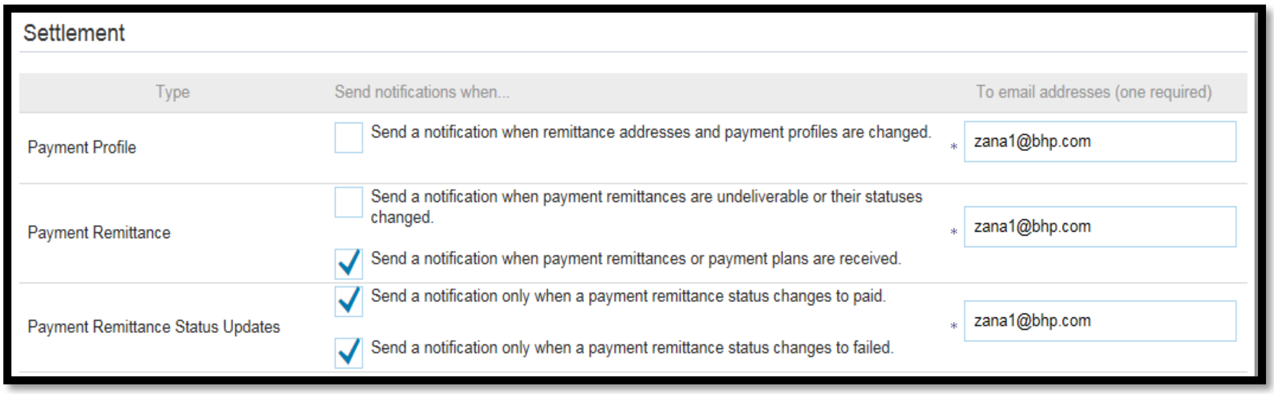
- In SAP Business Network (Ariba) all emails are sent to the ADMINISTRATOR unless this is changed.
- Homepage-> Click on **Settings** ->Go to **Notifications**
- Tick box. You can type in other company email addresses and this will ensure they are also sent a copy of all new notifications. Then **Save.**





Complete email address for each of the following Notifications:

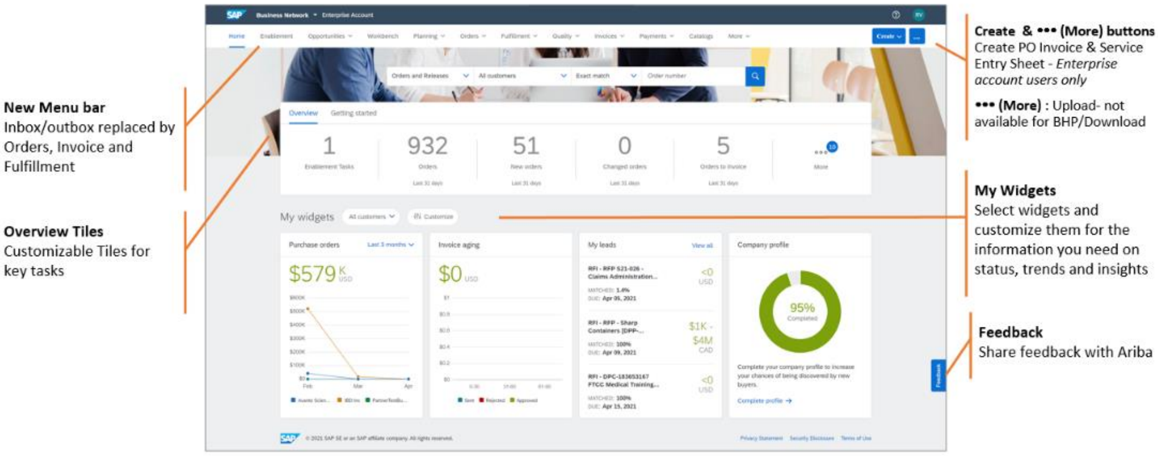
- Service Sheet: Service Sheet Failure & Service Sheet Status Change
- Electronic Invoice Routing: Invoice Failure, Invoice Status Change & Invoice Created Automatically
- Ship Notice: Ship Notice Failure, Ship Notice Declined & Ship Notice Accepted with Changes
- Settlement: Payment Remittance & Payment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



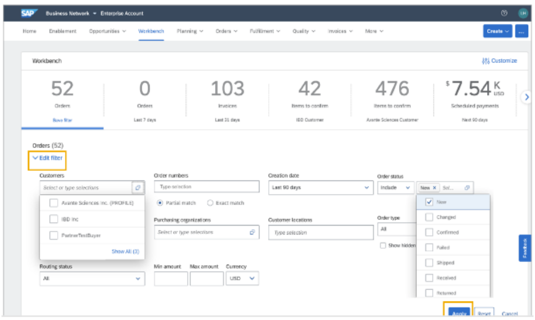
Settlement

Type	Send notifications when...	To email addresses (one required)
Payment Profile	☐ Send a notification when remittance addresses and payment profiles are changed.	* zana1@bhp.com
Payment Remittance	☐ Send a notification when payment remittances are undeliverable or their statuses changed. ☑ Send a notification when payment remittances or payment plans are received.	* zana1@bhp.com
Payment Remittance Status Updates	☑ Send a notification only when a payment remittance status changes to paid. ☑ Send a notification only when a payment remittance status changes to failed.	* zana1@bhp.com

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 in your Workbench 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 and save it.

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.

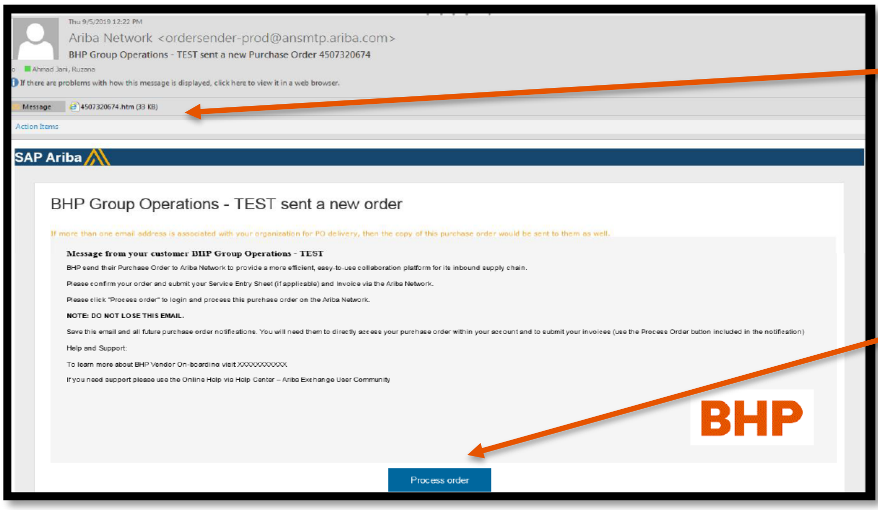
Managing the Purchase Order

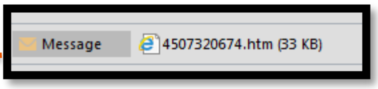
Purchase Order e-mail IEPO

You will 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.





Attached to each email is an HTML copy of the order

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).

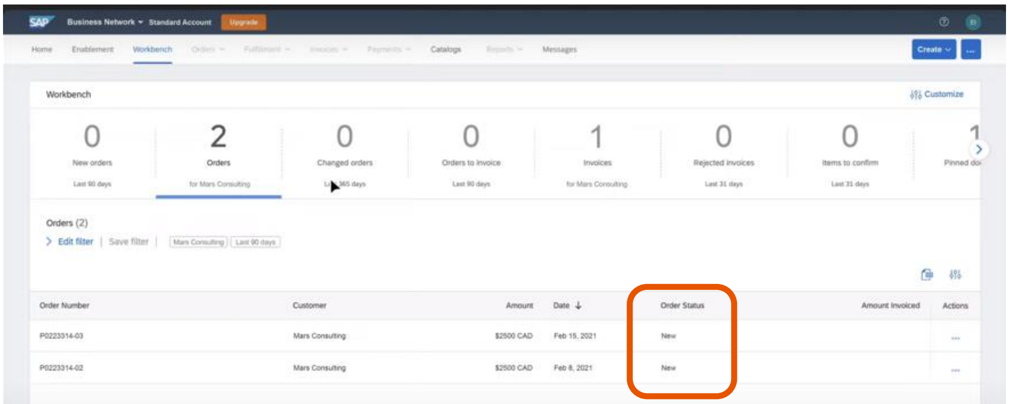
A. Click on the **Process Order** button on the interactive email for the nominated Purchase Order or find the order in the Workbench of your SAP Business Network portal

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.
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.



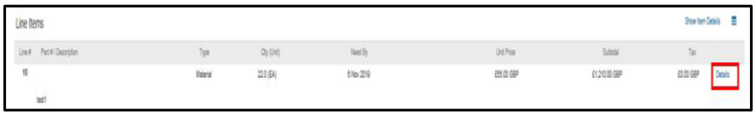
E. Check all the other details in the PO including:

- 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

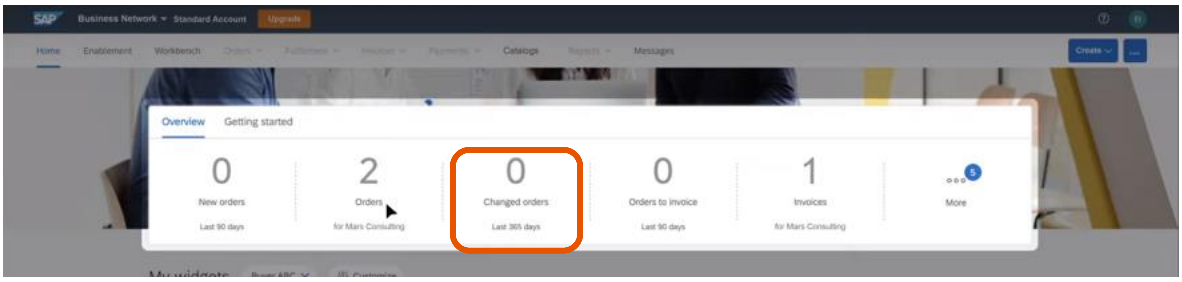
G. To view additional information at the **Line Item Level**, click **Details**. Details include:



- **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**

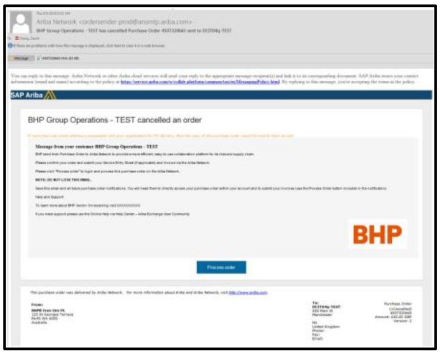
Change Orders

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).]

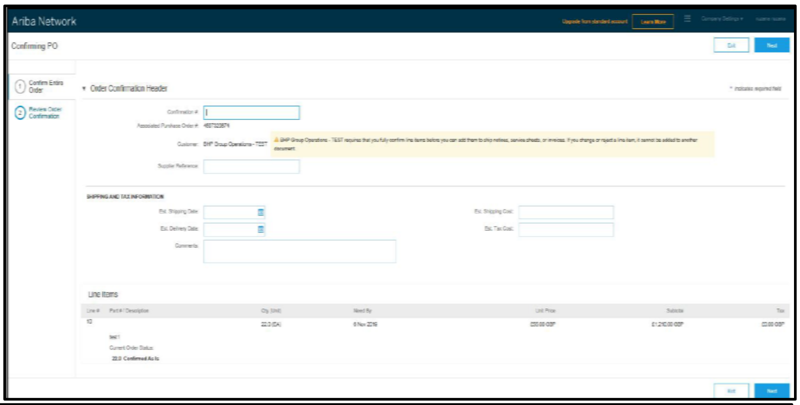
Create confirmation

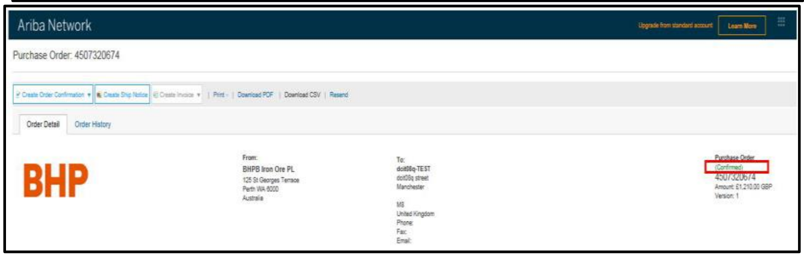
From Purchase Order view, click the **Create Order Confirmation** drop-down menu and select either:

- **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

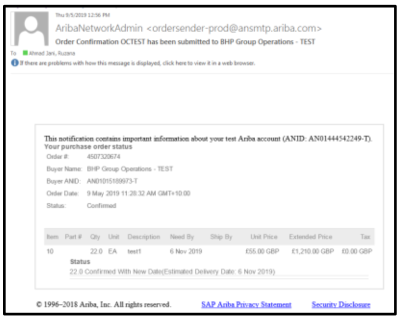
This displays the **Order Confirmation Header**. Enter all necessary information (all fields marked with an asterisk*). Then click **Next.**

- 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**



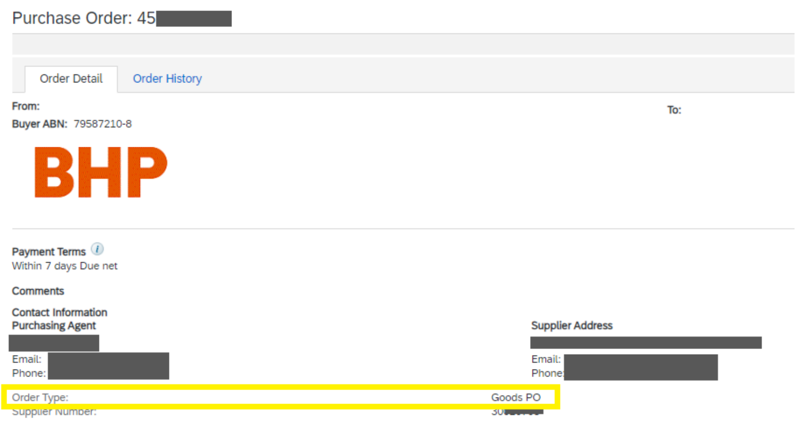


- Depending on your configuration for Ariba notifications you may receive an email to confirm that the Order Confirmation has been submitted to BHP
- Please note that if you add any changes when submitting the order confirmation (such as changing the delivery date or adding comments) the current version 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]

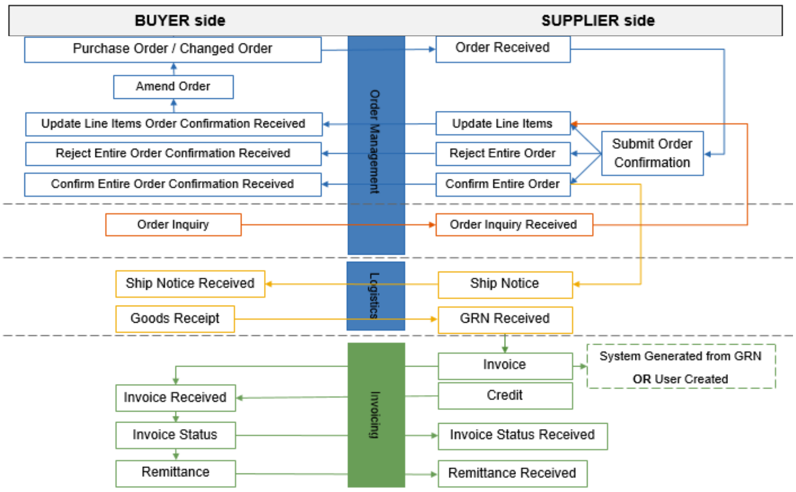
Note: BHP can send subcontracting orders, for specific guides on Repair and Service Exchange Orders please go to the **Supply Chain Collaboration section in the Supplier Information Portal for BHP Suppliers.**

Goods Transactions

Process Workflow: Goods

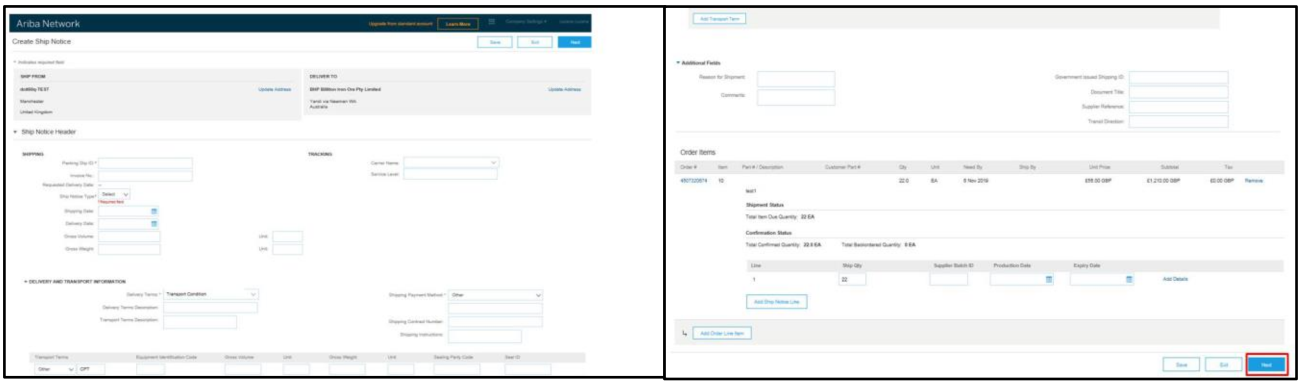
BHP expects all Goods Transactions will follow the process displayed below. documents you must complete are:

- **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).)*

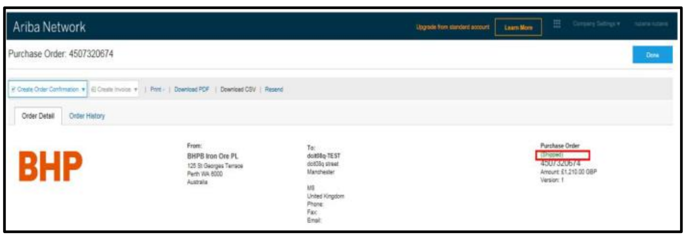


Create Ship Notice

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



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



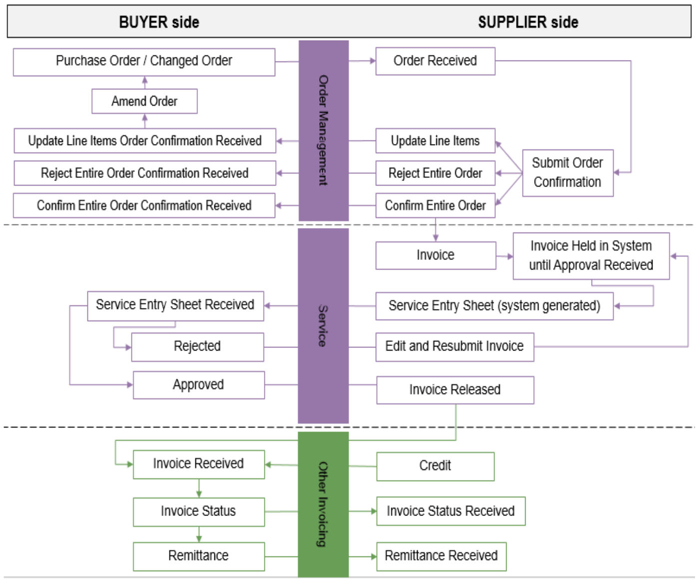
Go To Goods Invoicing

Services Transactions

Process Workflow: Services

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

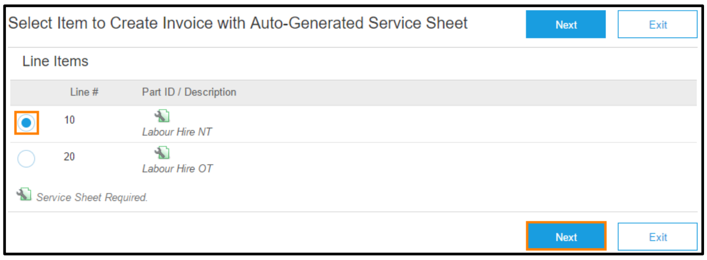
- **Order Confirmation** - Mandatory
- **Service Entry -** Mandatory
- **Invoice - Mandatory** except where PO 'is ERS' or where 'Invoicing not allowed' applies.
  - *Evaluated Receipt Settlement ERS based on the approved SES. A copy ERS invoice is received by your SAP Business Network (Ariba) account.*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



Planned vs. Unplanned Services

BHP will 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.



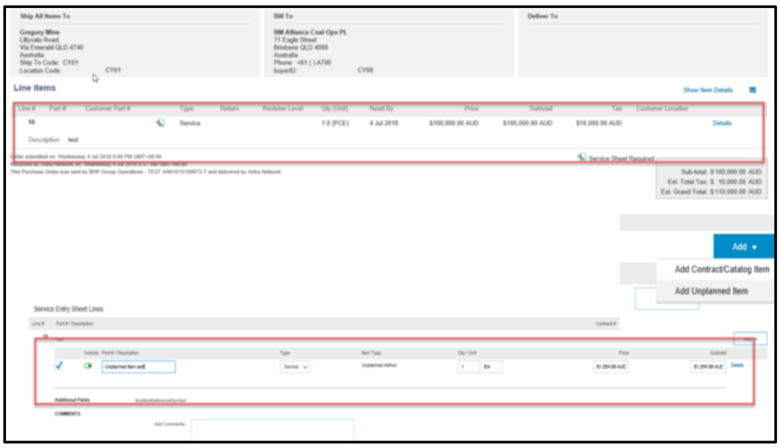
Create Unplanned Line – Invoice or Service Sheet

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

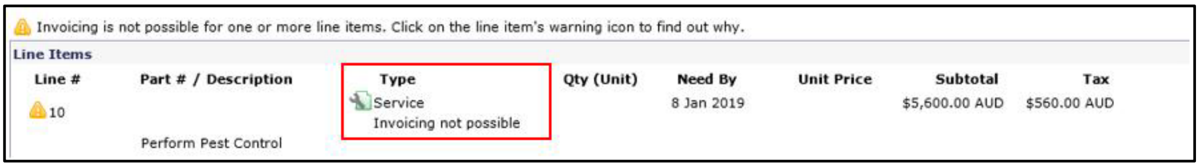
Click on the **Process Order** button in the Purchase Order email you received and see if **Create Service Sheet** button is allowed.

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

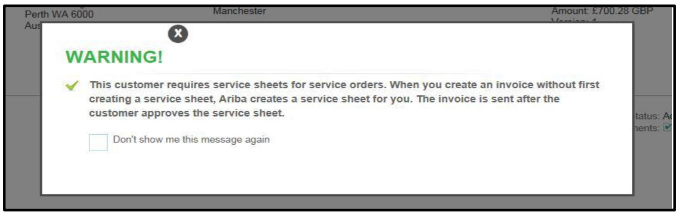
- You are require to create Service Sheet if you are an ERS vendor where invoicing is not required (this can be seen on you Purchase order). Once you have submitted your Service Sheet, BHP will approve and auto generate invoice on your behalf.
- If you do not need to invoice this is also indicated in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



A. 1-Step Invoice & Service Entry Sheet

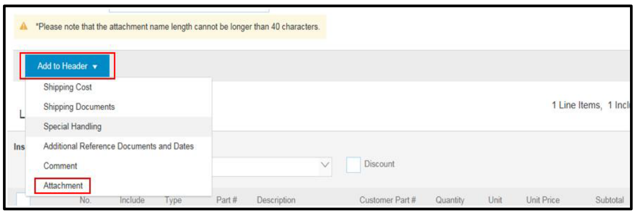
I. If the Create Service Entry Sheet tab is unavailable the vendor can instead create the invoice combined with an SES in a single process.

II. Select the **Create Invoice** tab. You will received a Warning message notifying on this process. You can close this message.



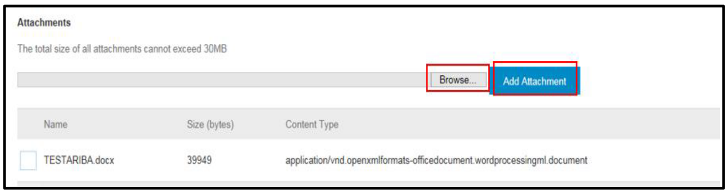
III. It is compulsory for you to add an attachment to support the service sheet. This attachment will be the supporting document for the approver in BHP. The attachment should be one of the following:

- Signed job card
- Signed time sheet
- Signed proof that the service was rendered
- A signed copy invoice

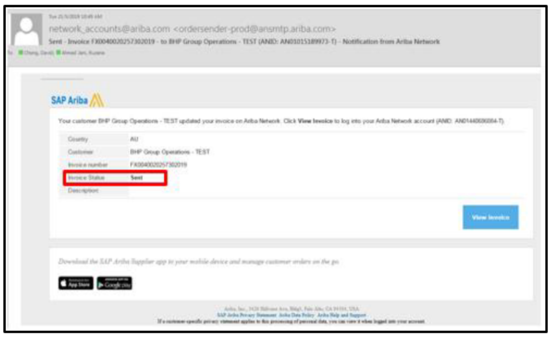


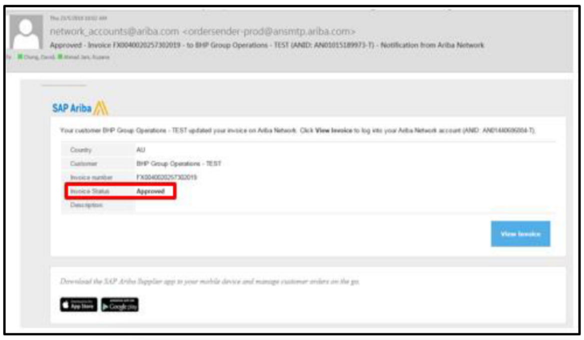
IV. Click on **Add to Header** and go to **Attachment**.

V. Click **Browse**, choose the file and click **Add Attachment**

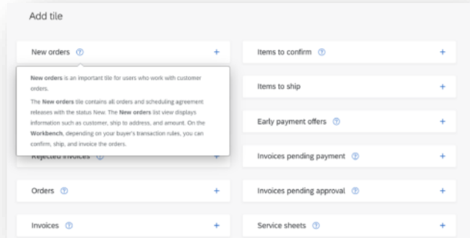


VI. **Once the SES is approved**, you will receive an email notification that an invoice has been auto created and sent on your behalf. Then you will receive another notification notifying that the invoice has been approved by BHP.



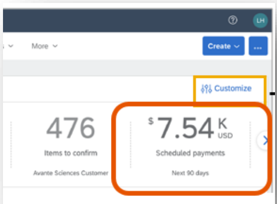


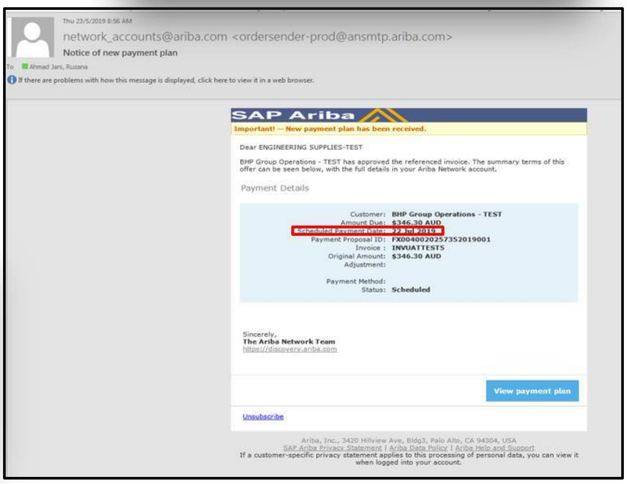
VII. **Activate the Service Sheet tile** on the Overview to see the status of the listed items on the Workbench view.



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.



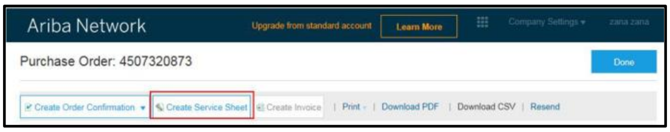


B. Service Entry Sheet Required

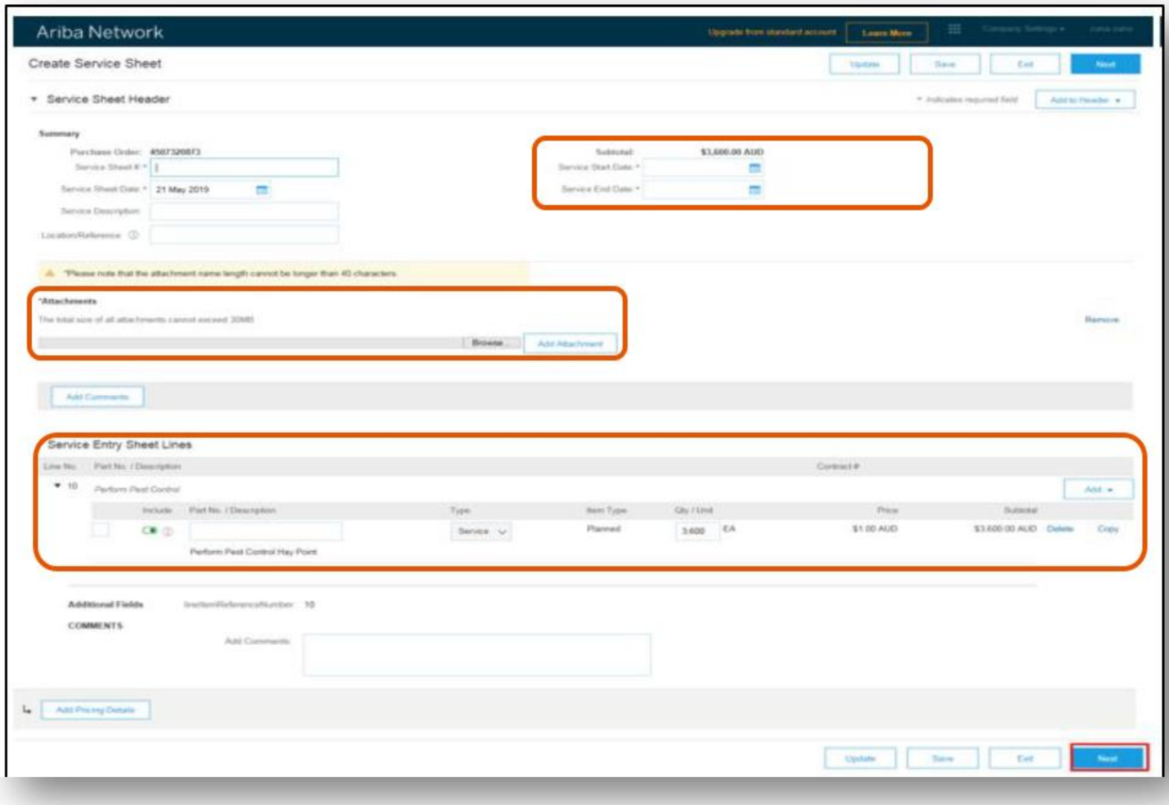
Generally a separate Service Entry Sheet is required where ‘Is ERS’ or ‘Invoice not allowed’ applies and if this PO had the SES and Invoice created as 2-steps process previously.

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**.

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.



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.

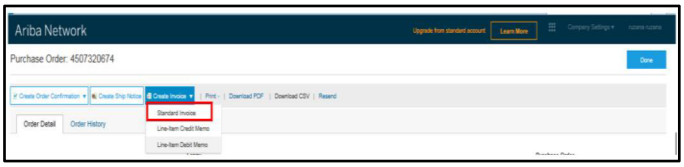
A. Create Invoice Tab greyed out

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

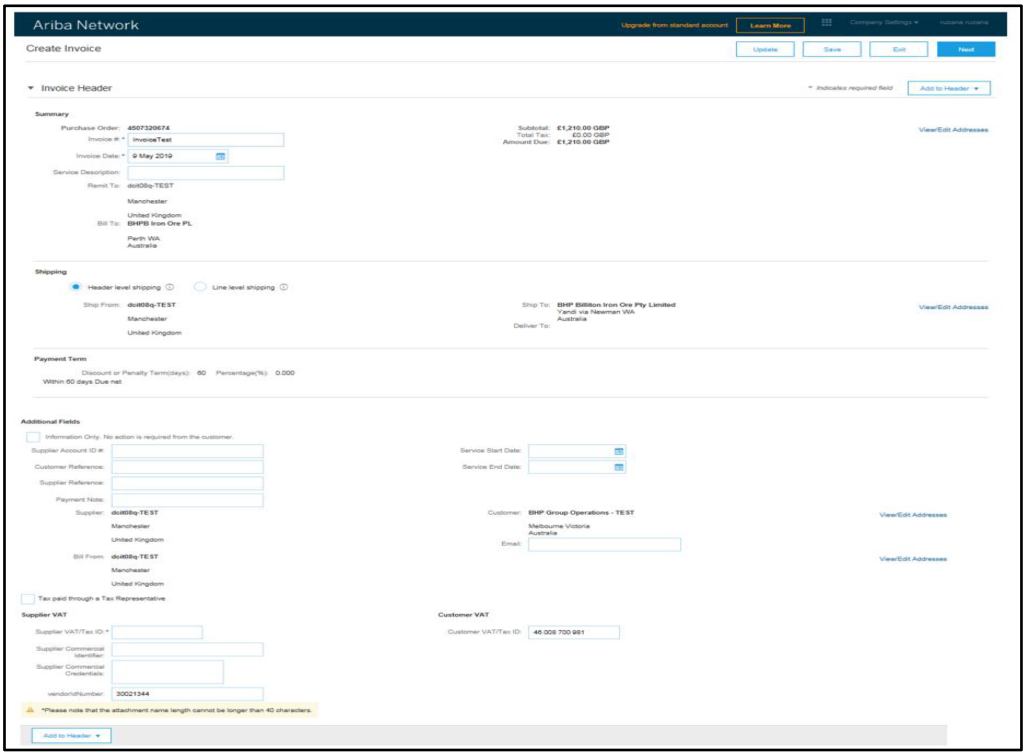
- Evaluated Receipt Settlement (ERS) where BHP will create an invoice based on the approved Goods Receipt. Suppliers who have agreed to this process DO NOT create invoices for some or all the BHP assets they supply. BHP will create an invoice and send a copy to your SAP Business Network (Ariba) account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

B. Create Invoice

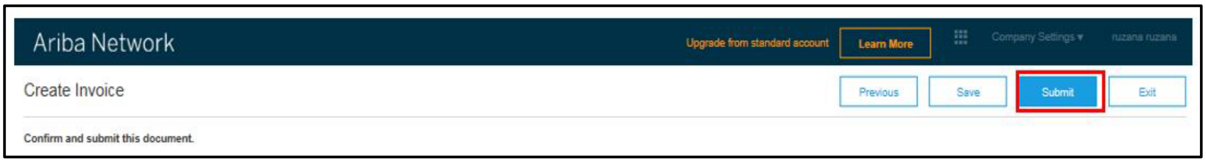
- Go to the most recent Purchase Order email and click **Process Order**. If uncertain if this is the most recent version then check the **Orders** tile then select the order where an invoice is needed then go to Actions and **Send me an Email**.



- 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).**

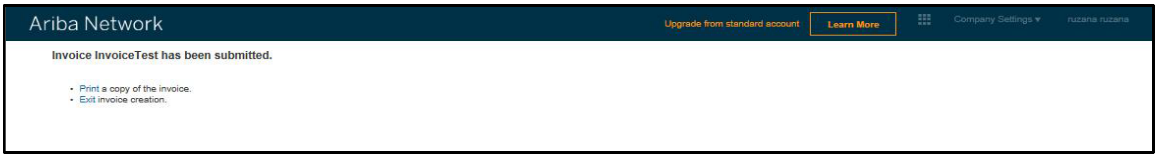


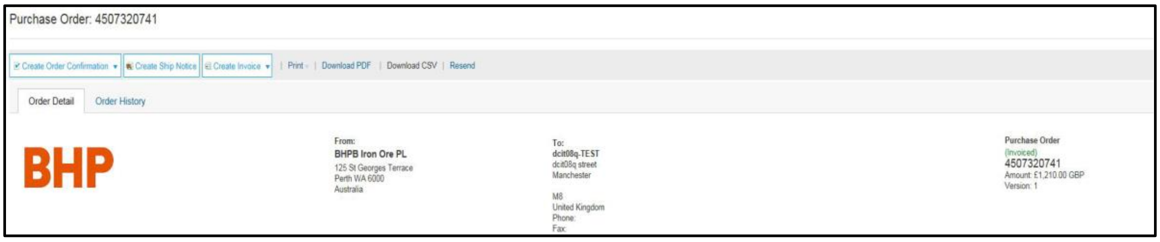
- Confirm the accuracy of the invoice and then click on **Submit**



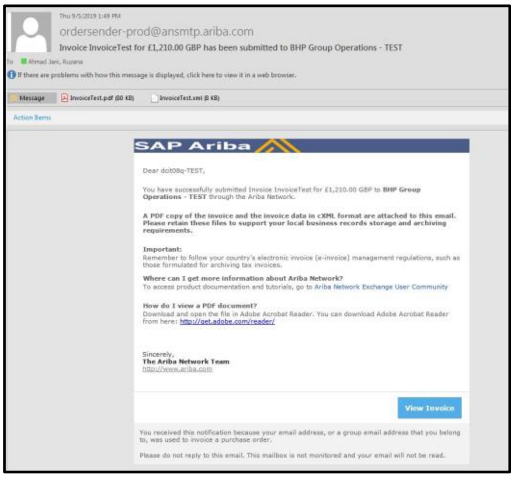
Review & Submit

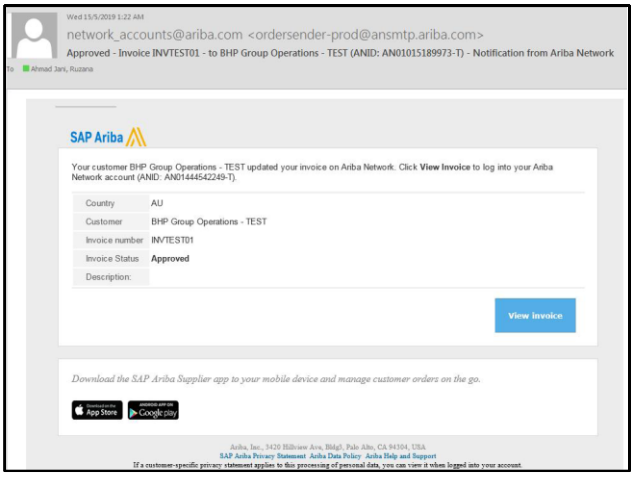
- Confirm the accuracy of the invoice and then click on **Submit**
- Your account will show that the invoice has been submitted. Your Purchase Order will change a status to **Invoiced.**



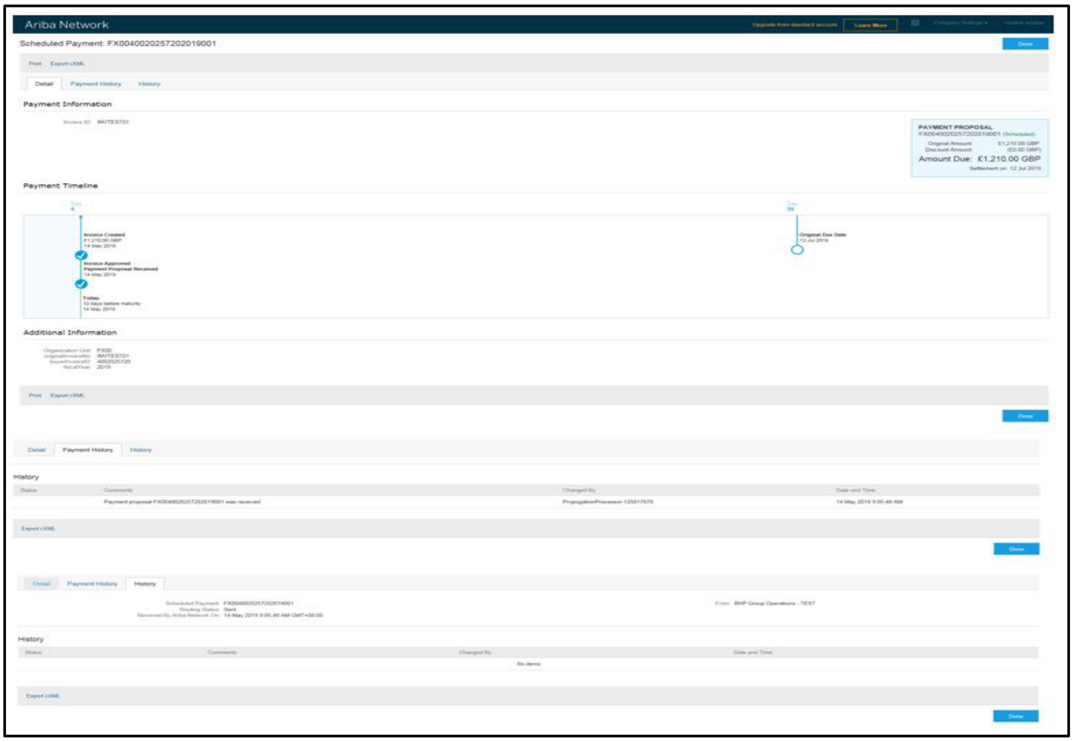


- You will received an email notification on the invoice submission. You will be able to see the copy of the invoice at the Detail tab once you click on the View Invoice. Your Invoice status will be **Sent**.
- You will receive a further notification when the invoice status is **Approved**. Click on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

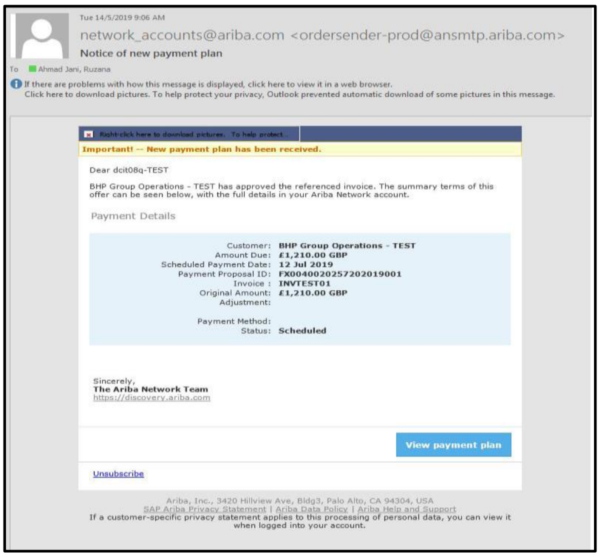


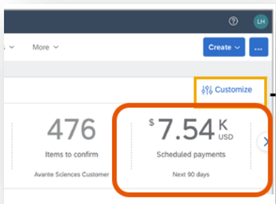


- Click on **View Invoice** (image below) to see:
    - **Detail** – Standard Invoice information, Shipping Information and Tax Summary
    - **Schedule Payments** – Payment due date for the invoice
    - **History** – History of the invoice



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



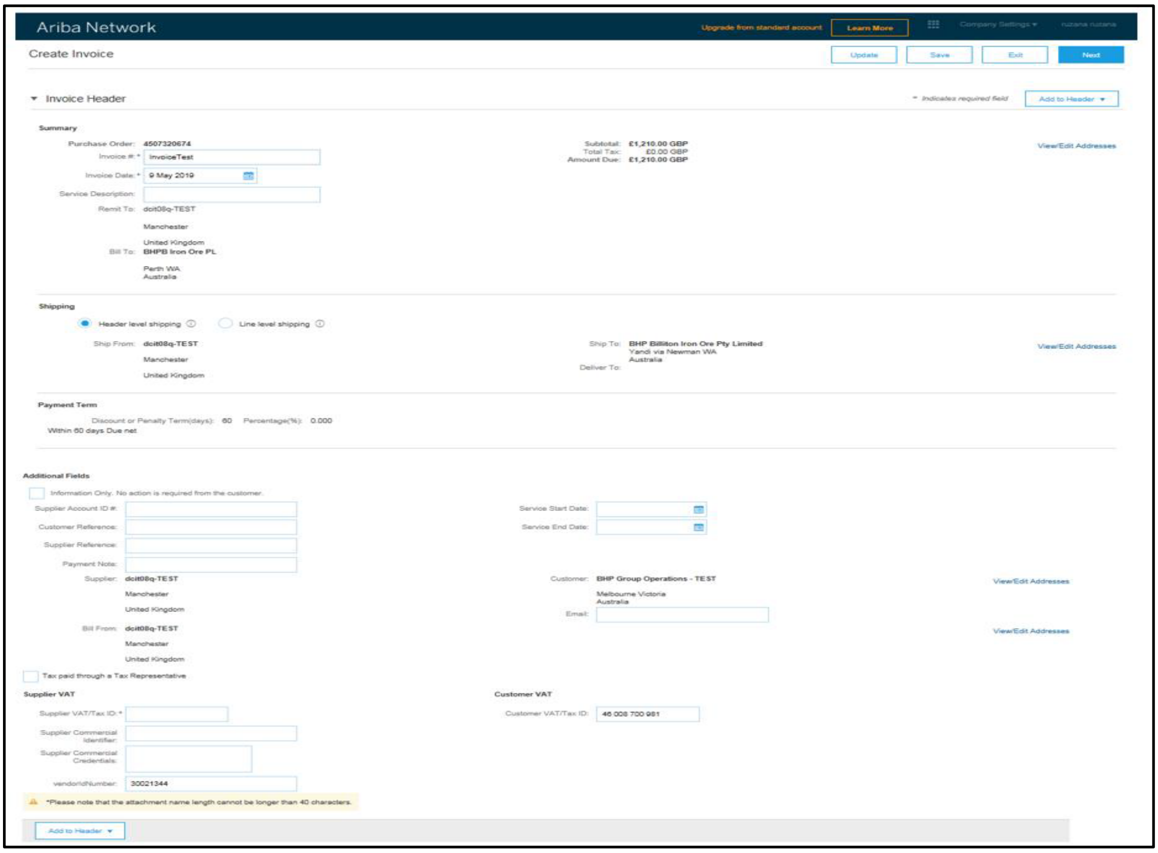


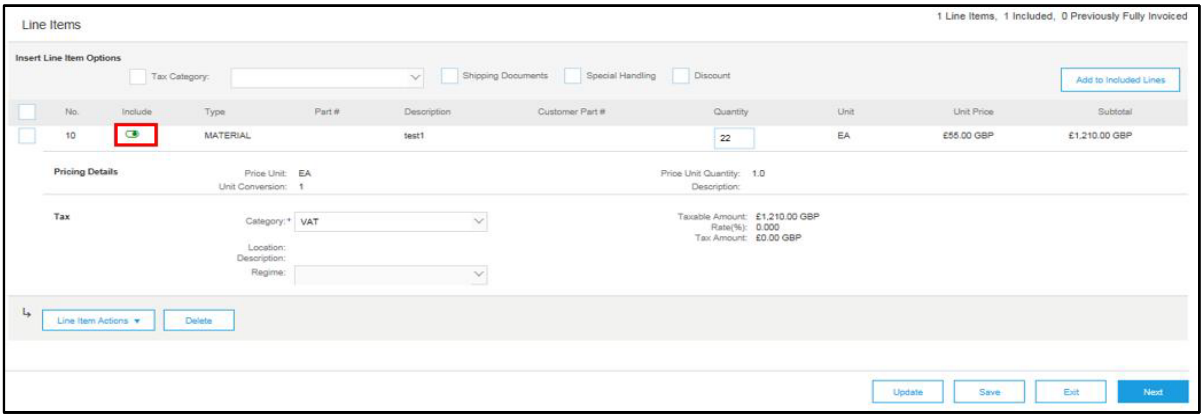
Invoice Services

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.

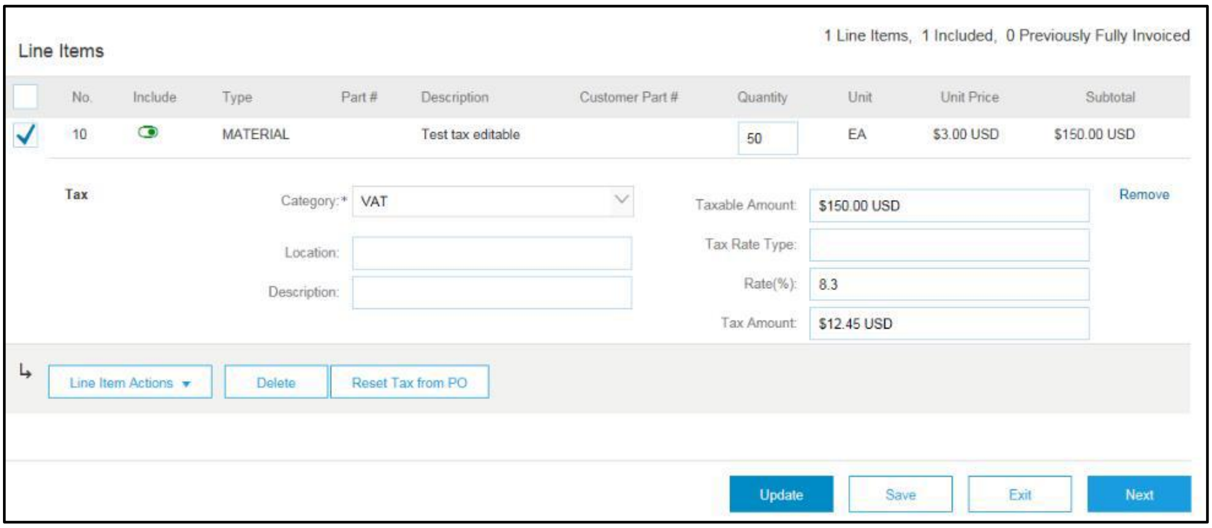




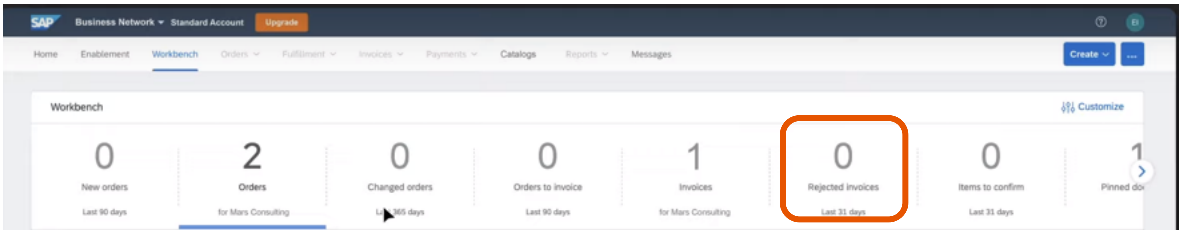
Tax Editable (Only for suppliers from the US)

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

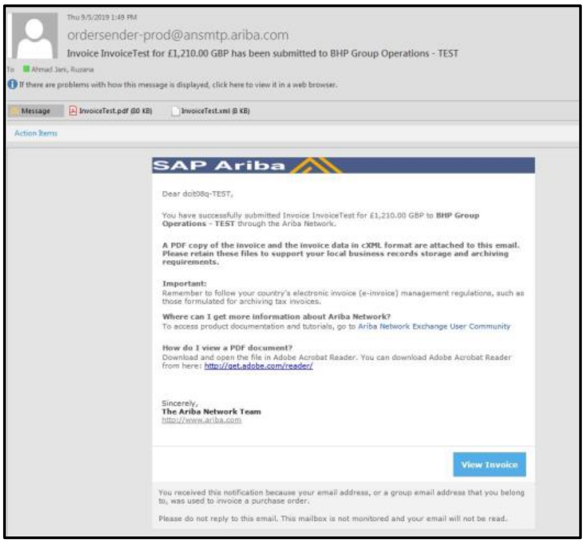


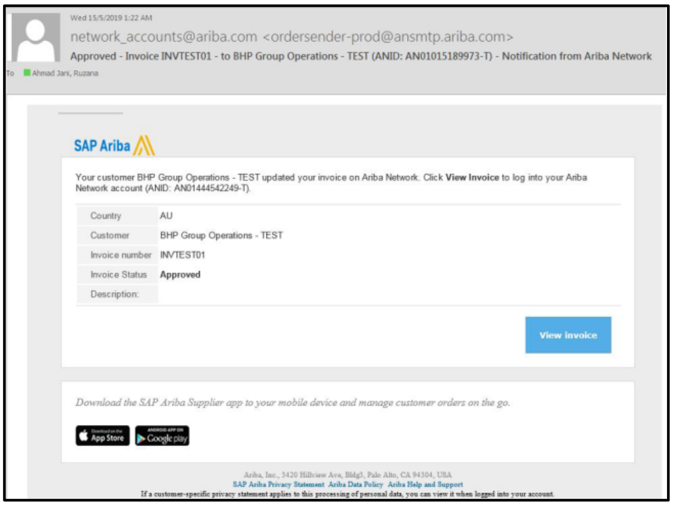
Rejected Invoices - Review & Submit



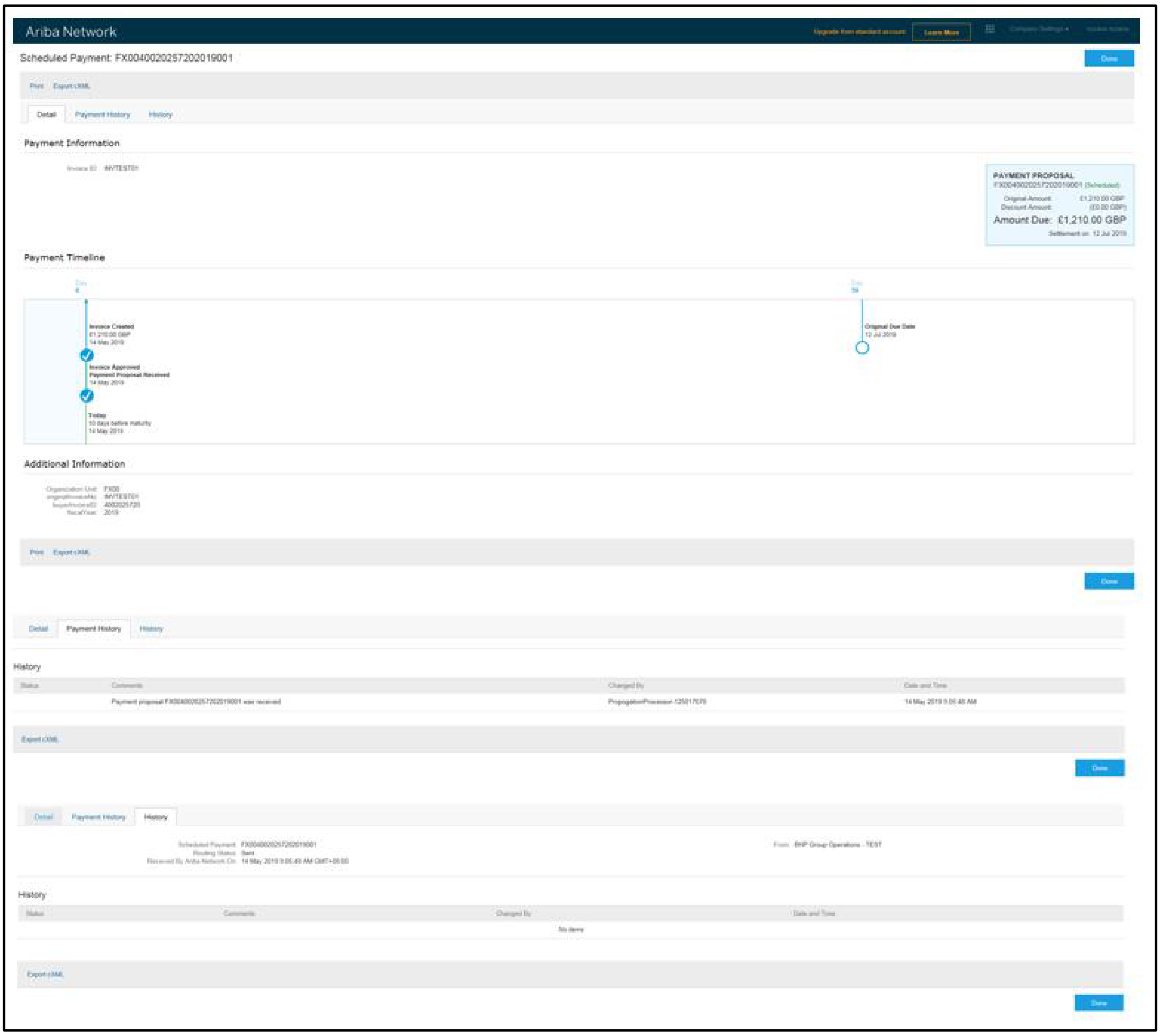
- Create the **Rejected Invoices** tile for your Overview. It will provide a quick view of any documents that have not been approved and need editing.
- Click on **Rejected Invoices** tile and review the invoices. Select the invoice that needs action and select **Send me a Copy**.
- In the Invoice email, 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**.

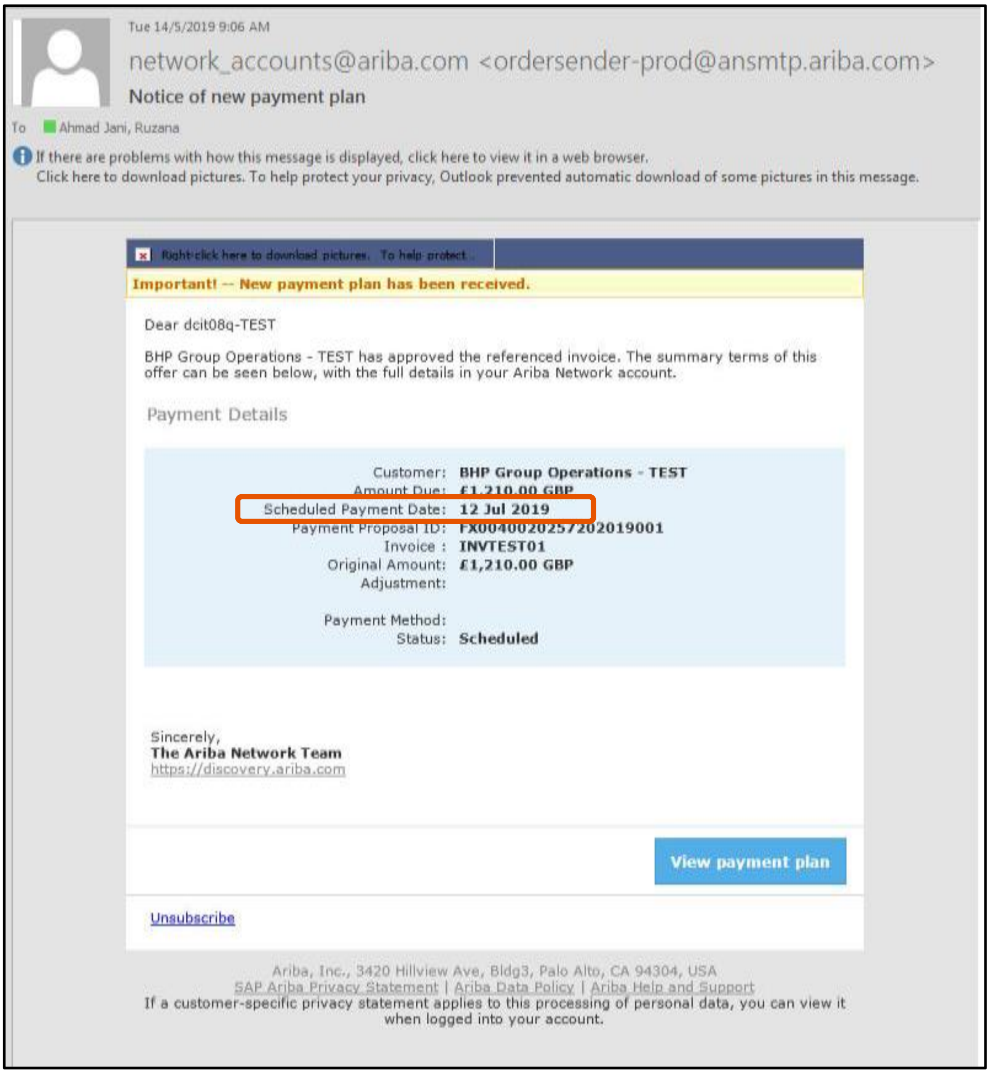




- Click on **View Invoice** to see:
  - **Detail** – Standard Invoice information, Shipping Information and Tax Summary
  - **Schedule Payments** – Payment due date for the invoice
  - **History** – History of the invoice



- 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.

Right-click here to download pictures. To help protect ...

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 :	**INVTEST01**
Original Amount:	**£1,210.00 GBP**
Adjustment:	
Payment Method:	
Status:	**Scheduled**

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

View payment plan

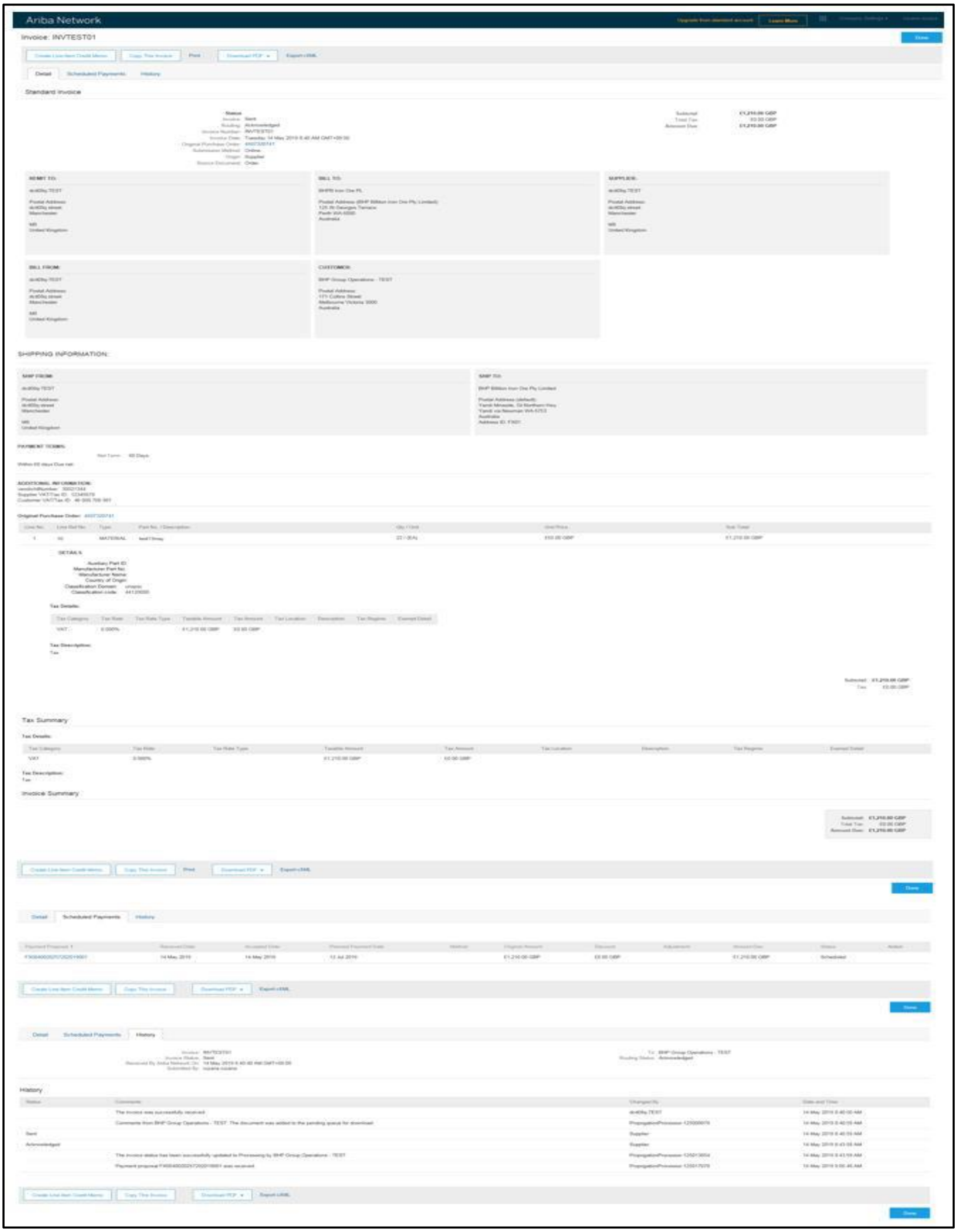
Unsubscribe

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.

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:

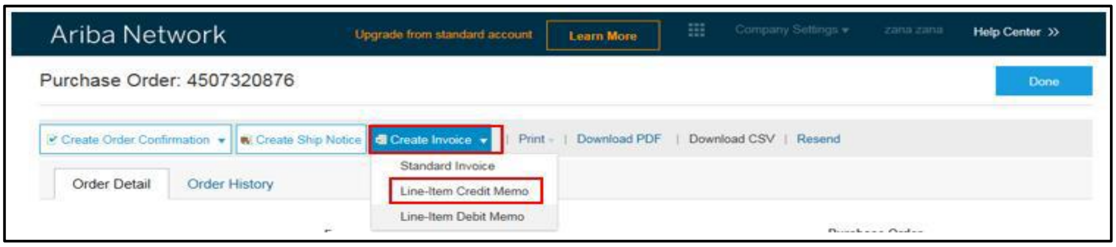
- **Detail** – Standard Invoice information, Shipping Information and Tax Summary
- **Schedule Payments** – Payment due date for the invoice
- **History** – History of the invoice



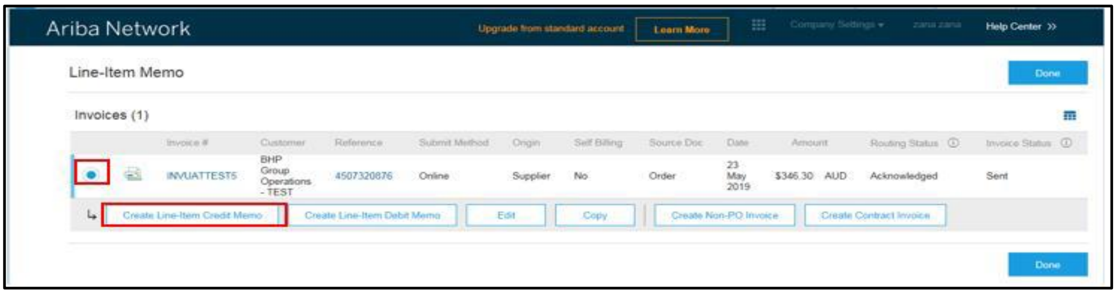
Create Credit Memo

Credit invoice created in SAP Business Network

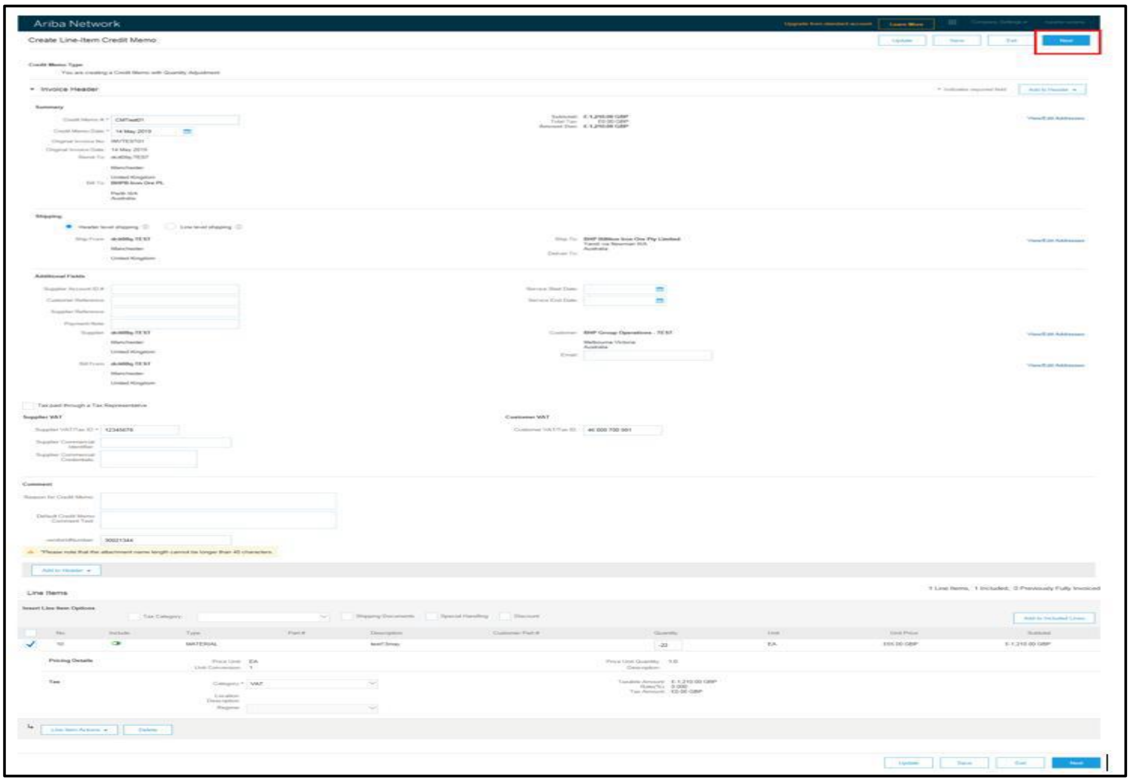
- To create a credit memo against a PO that has previously been invoiced, navigate to the order e-mail you received. Click on **Create Invoice**, and then **Create Line-Item Credit Memo**. *Note: Please do not create partial credit memo for service order, create a credit for the full amount that was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



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

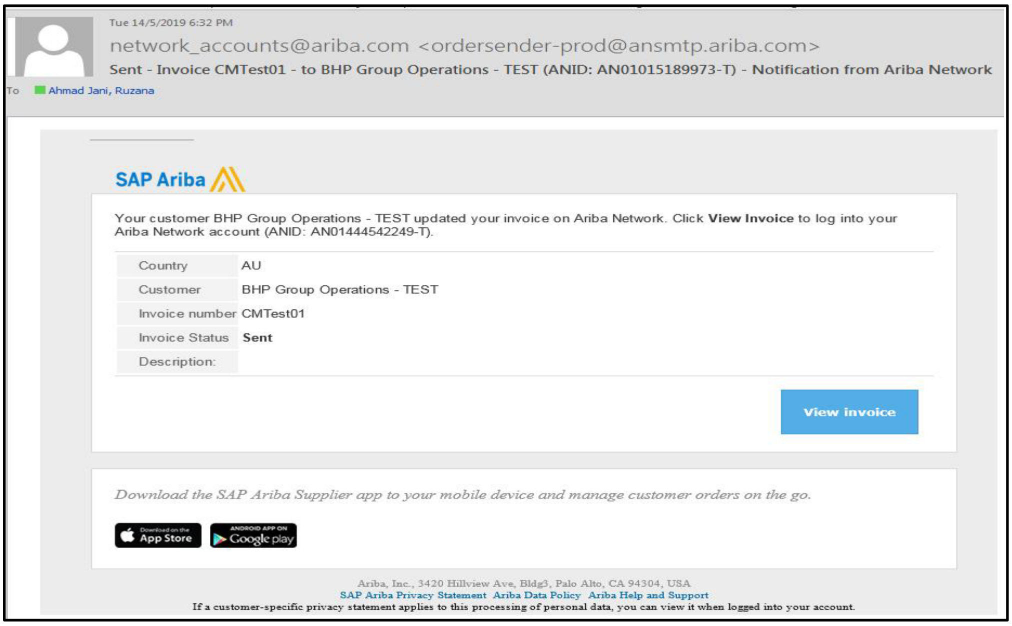


- Fill up all the necessary details for credit note. Then click **Next** to confirm. *Note: Please make sure that you attach the original Credit Note from your account system to the Credit Note submitted*



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

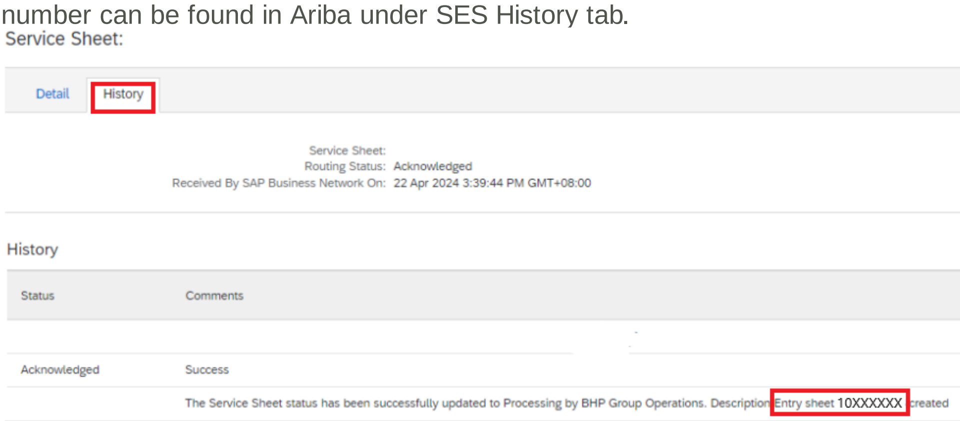
- You will then receive the **Credit Note submission notification**. You may view the Credit Note by clicking **View Invoice**



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.



- 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?

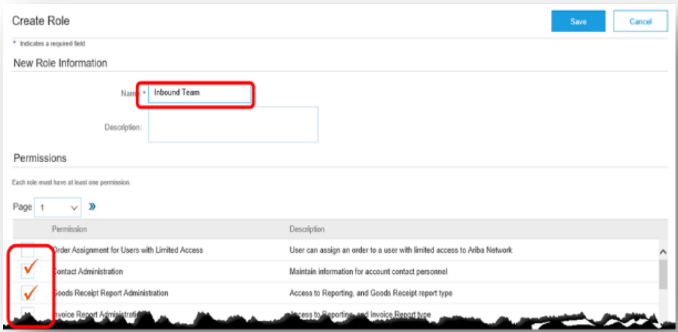
BHP have commenced a process that will ask suppliers to provide updated prices to items they currently supply to BHP or where they may be able to become a supplier of a new item to BHP. The Request for Quote is not a guarantee of an order. However, over time this will be the preferred way that BHP will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

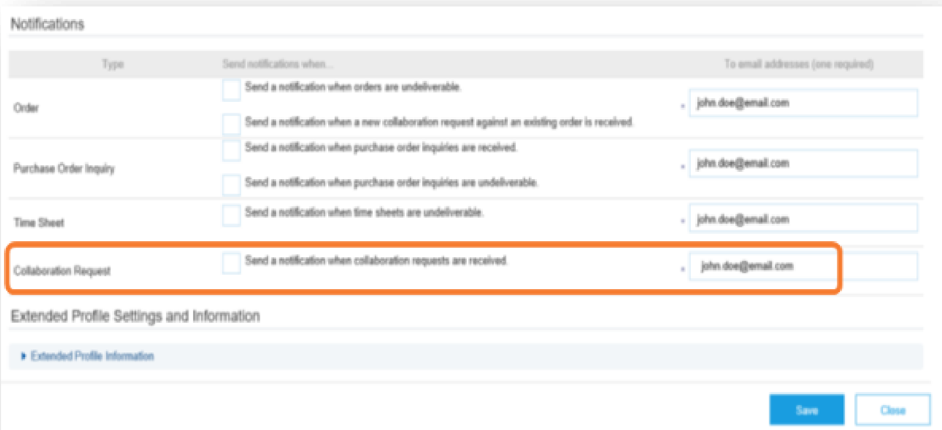


B. ADD USERS Return to **Company Settings**. Click on **Users** and scroll to **Manage Users.**

- 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.

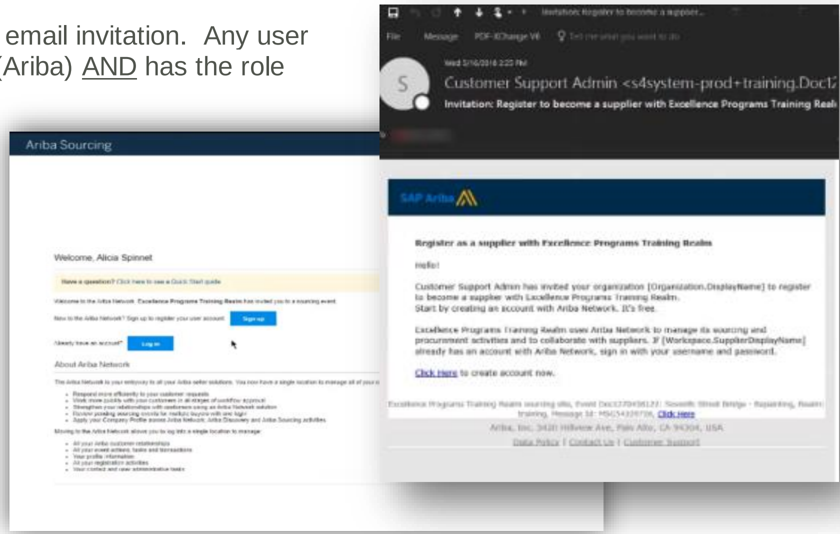


D. BHP Response Time: BHP requires you to ***respond within 48hours to an RFQ***. After 48 hours, the request will automatically close and you will be unable to access through the email.

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.

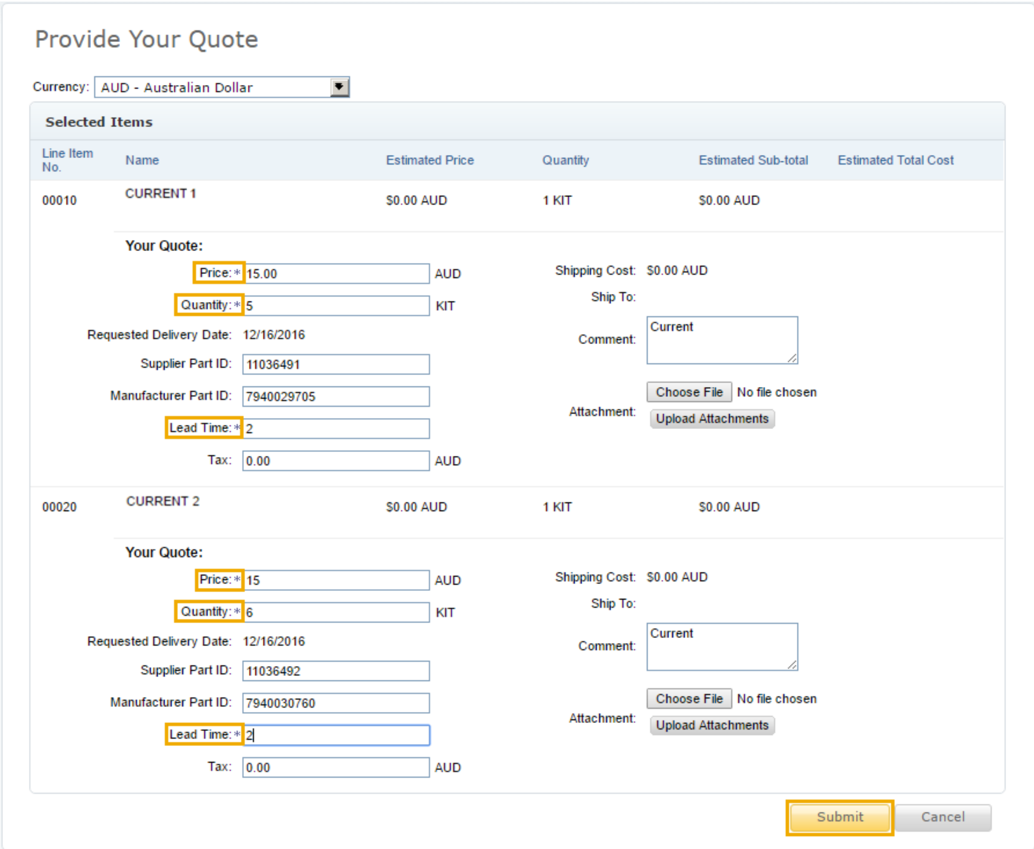
- Click the link on the email
- Select **Login** to SAP Business Network (Ariba) and use your login details (username & password) to access your account – this is SAP Business Network (Ariba) Discovery.



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.

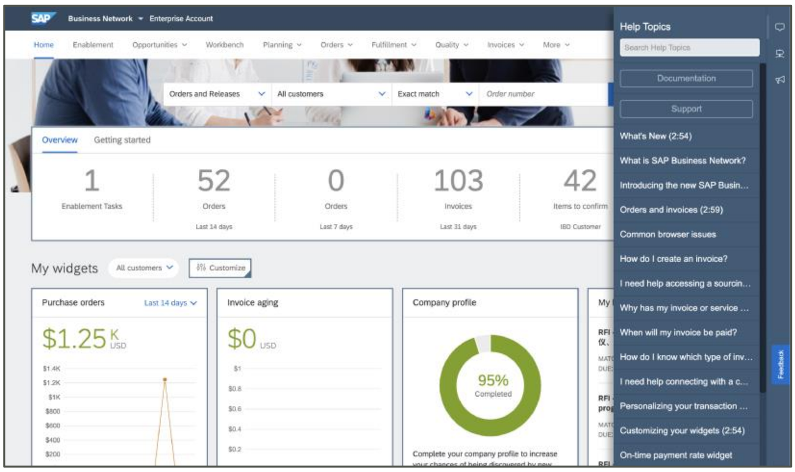


- Click **Submit** to send quote

Support

Help online

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



- 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

A. **Follow the steps in this link to raise a case with the SAP Business Network (Ariba) team.**

B. 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/**

C. 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.