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1. SERVICE CLAIM SUBMISSION GUIDELINES

Suppliers are required to submit the service claim form for creation and approval prior to submitting an invoice. The service claim should be submitted once to avoid delay of payments. All service claims received by BHP must meet the criteria below. If a submitted service claim does not meet these criteria, it will be rejected and will need to be re-submitted.

Before claiming for payment, please ensure you comply with the following conditions:

1. Ensure your Purchase Order has sufficient funds and/or quantity to cover your claim; and
2. All supporting documentation* (for example timesheets, hire docket, claim sheet or receipts signed off by an authorized BHP Billiton site/business representative).

*Acceptable formats include PDF, TIF, TIFF, JPEG, and JPG

Only one service claim form may be submitted per request. Multiple requests in a single claim form will result in the claim being rejected. Please follow steps 1 - 5 below for submitting service claim:

1. Deliver Services as per Purchase Order (PO).
2. Obtain sign off for supporting documentation to submit with service claim.
3. Submit online service claim form. Refer to Online Service Claim instructions below for details on how to complete the form.
4. Once the service entry sheet is approved by BHP site/business representative, you will receive an automated fax or email detailing the approved SES Number.
5. For Non-Evaluated Receipt Settlement (ERS) Suppliers, submit your invoices to psinvoices@bhpbilliton.com. The Purchase Order number and Approved SES number must be clearly stated on your invoice.
   *ERS Suppliers, do not complete this step.

Note:
- Service Claim team process service claims within 48 hours of business days.
- Service Claim team creates a corresponding Service Entry Sheet (SES) to be progressed for approval in the BHP system.
- For Non-ERS Suppliers, the Invoice Processing team will process the invoice within 48 hours of business days. Payment will be made as per the standard payment terms, calculated from the date the invoice is received.
- For ERS Suppliers, the BHP system will generate an invoice from your approved claim and payment will be made as per the standard payment terms, calculated from the date the invoice is generated.

1.1 Access Service Claim Form

Open the service claim form in an Internet browser (Internet Explorer preferred):
Service Claim form in English
Service Claim form in Spanish

When completing your online service claim form, view help for each field by hovering your mouse over the field where the symbol is displayed.
2. CREATE SERVICE ENTRY SHEET

2.1 Step 1: Your Details

Under **Your Details** complete at least the mandatory fields as indicated with an (*).

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Enter the requestor’s name</td>
</tr>
<tr>
<td></td>
<td>Alphabet only</td>
</tr>
<tr>
<td>Phone No:</td>
<td>Enter the requestor’s phone number</td>
</tr>
<tr>
<td></td>
<td>in this format: Country Code + Area + Number (e.g., +61 3 6455 5999)</td>
</tr>
<tr>
<td>Email:</td>
<td>Enter the requestor’s email address</td>
</tr>
<tr>
<td>Email (optional):</td>
<td>Enter an alternative email address for this request</td>
</tr>
</tbody>
</table>

2.2 Step 1: Claim Information

Under **Claim Information** complete all the mandatory fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of SES:</td>
<td>Select <strong>Create</strong> to submit a claim to have a service entry sheet created</td>
</tr>
<tr>
<td>Vendor Name:</td>
<td>Enter the Supplier contact person’s name on site or business who signed off the services</td>
</tr>
<tr>
<td>BHP Billiton</td>
<td>Enter the BHP contact person’s name on site who signed off the services</td>
</tr>
<tr>
<td>Contact:</td>
<td></td>
</tr>
<tr>
<td>Reference Number:</td>
<td>Enter the reference number and ensure it matches the reference number on all supporting documents attached</td>
</tr>
<tr>
<td>Period From:</td>
<td></td>
</tr>
<tr>
<td>Period To:</td>
<td></td>
</tr>
</tbody>
</table>

Limited to 16 characters
**PO No:** Enter a valid 10-digit Service Purchase Order Number

**Period From:** Enter the actual date the services commenced

**Period To:** Enter the actual date the services were completed

**Important Note:**
Service Claim periods (Period From and Period To) entered in the online form MUST be the date the services were actually provided and not a generalized date sequence. This practice can result in the service claim dates being prior to the purchase order creation date. Those that are identified with incorrect dates will be reported and a Supplier Non-Conformance Notification will be received.

Once complete, Select **Next >>** to proceed to **Step 2.**

**2.3 Step 2: Services Being Claimed**

Under **Claim Information** complete all the mandatory fields.

<table>
<thead>
<tr>
<th>Currency for all items:</th>
<th>Select currency used on the Purchase Order</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PO Item No:</strong></td>
<td>Enter Purchase Order Line Item Number being claimed</td>
</tr>
<tr>
<td><strong>PO Short Description:</strong></td>
<td>Enter description that matches description on the Purchase Order Service Line Item</td>
</tr>
<tr>
<td><strong>Service Item No:</strong></td>
<td>Enter Purchase Order <strong>Service</strong> Line Item Number being claimed</td>
</tr>
<tr>
<td><strong>Service Description:</strong></td>
<td>Enter description that matches description on the Purchase Order <strong>Service</strong> Line Item</td>
</tr>
</tbody>
</table>
| **GL Account:** | Input GL account for the SES to be created to  
*Only applicable for Supplier claim to BHP Petroleum Company* |
|----------------|-------------------------------------------------------------------------------------------------|
| **WBS Element/Cost Centre:** | Input a single WBS Element or Cost Centre for the SES to be created to  
*Only applicable only for Supplier claim to BHP Petroleum Company* |
| **Quantity:** | Enter the quantity you want to claim per the purchase order |
| **Unit of Measure:** | Enter unit of measure that matches the Purchase Order Service Line Item |
| **Tax Component:** | Select whether the claim is Tax Applicable or Tax Free |
| **Tax Rate (%):** | Enter the percentage of tax for the services provided |

Once you complete the service line item data, select **Add** and the details will be entered in the summary section of your claim.

To add more service line items, repeat this process as many times as necessary.

Once you have added all your service line items, you can review your claim in the summary section.

![Service Item Table](image)

If you need to delete a service line items, select **Trash Can**.

When the summary section reflects all service line items correctly, click **Next >>**.
2.4 Step 3: Additional Details and Attachments

Enter any relevant additional details that relate to the service claim in the text box. To upload your supporting documents, click **Browse** and select the document. Supporting documents may include:

- Claim Sheet
- Hired dockets
- Signed Time Sheet
- Job Tickets
- Labor Schedule
- Completed Work Sheets
- Receipts

*Note: Acceptable formats include PDF, TIF, TIFF, JPEG, and JPG*

To add more files, select **Add More Attachments** and repeat the above process until all supporting documents are attached.

Once complete, Select **Next >>** to proceed the next step.

2.5 Step 4: Request Summary

A Request Summary will be displayed as per below.
Enter the Captcha and click Submit.

2.6 Submission Completed

You will receive a message indicating your submission has been successfully submitted.
3. AMEND SERVICE ENTRY SHEET

3.1 Step 1: Your Details

Under **Your Details** complete at least the mandatory fields as indicated with an (*).

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name:</strong></td>
<td>Enter the requestor's name</td>
</tr>
<tr>
<td></td>
<td>Alphabet only</td>
</tr>
<tr>
<td><strong>Phone No:</strong></td>
<td>Enter the requestor's phone number in this format:</td>
</tr>
<tr>
<td></td>
<td>Country Code + Area + Number (e.g., +61 3 6455 5999)</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td>Enter the requestor's email address</td>
</tr>
<tr>
<td><strong>Email (optional):</strong></td>
<td>Enter an alternative email address for this request</td>
</tr>
</tbody>
</table>
3.2 Step 1: Claim Information

Under **Claim Information** complete at least the mandatory fields as indicated with an (*).

**Type of SES:** Select A to submit a claim to amend an existing SES.

**Note:** This option is not applicable for rejected service claim form or SES that have been deleted.

**Reason for Amendment:** Please select the reason for your amendment

1. **SES undercharge:** Applicable if your SES have been created below than the actual value
2. **SES overcharge:** Applicable if your SES have been created more than the actual value
3. **Incorrect tax rate:** Applicable if your SES have been created with the incorrect tax rate
4. **Incorrect reference:** Applicable if your SES have been created with an incorrect reference
5. **Incorrect price per unit:** Applicable if your SES have been created with an incorrect price
6. **Incorrect Purchase Order number:** Applicable if your SES have been created with incorrect Purchase Order number
7. **Incorrect/ No Supporting Document attached**
8. **Incorrect Service Claim Rejection:** Applicable if your claim was incorrectly rejected
Service Entry Sheet No: Enter the Service Entry Sheet Number to be amended
Vendor Name: Enter the supplier name on the service claim form, which must match that listed on the Purchase Order
Additional Details: Applicable to insert additional information for action required for the necessary amendment to be completed
*note that this section is mandatory

Attach Supporting Documents:
Enter any relevant additional details that relate to the service claim in the text box.
To upload your supporting documents, click [Browse...] and select the document. Supporting documents may include:
- Claim Sheet
- Hired dockets
- Signed Time Sheet
- Job Tickets
- Labor Schedule
- Completed Work Sheets
- Receipts
*Note: Acceptable formats include PDF, TIF, TIFF, JPEG, and JPG

To add more files, select [Add More Attachments] and repeat the above process until all supporting documents are attached.

Once complete, Select [Next >>] to proceed the next step.

3.3 Step 2: Request Summary

A Request Summary will be displayed as per below.
Complete the **Captcha** and click **Submit**.

3.4 Submission Completed

You will receive a message indicating your submission has been successfully submitted.
4. DELETE SERVICE ENTRY SHEET

4.1 Step 1: Your Details

Under **Your Details** complete at least the mandatory fields as indicated with an (*).

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter the requestor's name Alphabet only</td>
</tr>
<tr>
<td>Phone No.</td>
<td>Enter the requestor’s phone number in this format: Country Code + Area + Number (e.g., +61 3 6455 5999)</td>
</tr>
<tr>
<td>Email</td>
<td>Enter the requestor’s email address</td>
</tr>
<tr>
<td>Email (optional)</td>
<td>Enter an alternative email address for this request</td>
</tr>
</tbody>
</table>
4.2 Step 1: Claim Information

Under **Claim Information** complete all the mandatory fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of SES:</td>
<td>Select <strong>Delete</strong> to submit a claim to delete an existing service entry sheet</td>
</tr>
<tr>
<td>Service Entry Sheet No:</td>
<td>Enter the Service Entry Sheet Number that is to be deleted</td>
</tr>
<tr>
<td>Vendor Name:</td>
<td>Enter the supplier name which must match that listed on the Purchase Order</td>
</tr>
<tr>
<td>Additional Details:</td>
<td>Enter additional information for the action required <em>note that this section is mandatory</em></td>
</tr>
</tbody>
</table>

**Attach Supporting Documents:**
Enter any relevant additional details that relate to the service claim in the text box.

To upload your supporting documents, click **Browse...** and select the document. Supporting documents may include:
- Claim Sheet
- Hired dockets
- Signed Time Sheet
- Job Tickets
- Labor Schedule
- Completed Work Sheets
- Receipts

*Note: Acceptable formats include PDF, TIF, TIFF, JPEG, and JPG

To add more files, select Add More Attachments and repeat the above process until all supporting documents are attached.

Once complete, Select Next >> to proceed the next step.

4.3 Step 2: Request Summary

A Request Summary will be displayed as per below.

![Request Summary](image)

Complete the Captcha and click Submit.

4.4 Submission Completed

You will receive a message indicating your submission has been successfully submitted.
5. SAMPLE PURCHASE ORDER

Refer to the sample purchase order below and ensure specific fields from the Purchase Order match your entries on the service claim form.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Unit of Measure</th>
<th>PO Item Number</th>
<th>Vendor Name</th>
<th>BHP Contact</th>
<th>Purchase Order Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>1.00</td>
<td>AU</td>
<td>4505050940</td>
<td>BHP Billiton Ltd</td>
<td></td>
<td>4505050940</td>
</tr>
</tbody>
</table>

- **Vendor Name**: Multi-Choice Management Pty Ltd
- **Quantity**: 1.00
- **Unit of Measure**: AU
- **Purchase Order Number**: 4505050940

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Unit Price</th>
<th>Tax Amount</th>
<th>Total Price</th>
<th>Delivery Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>SERVICE Description: The item covers the following services:</td>
<td>12,074.00</td>
<td>1,297.40</td>
<td>13,371.40</td>
<td>01.06.2017</td>
</tr>
<tr>
<td>20</td>
<td>SERVICE Description: The item covers the following services:</td>
<td>3,000.00</td>
<td>0.00</td>
<td>3,000.00</td>
<td>01.06.2018</td>
</tr>
<tr>
<td>30</td>
<td>SERVICE Description: The item covers the following services:</td>
<td>500.00</td>
<td>0.00</td>
<td>500.00</td>
<td>01.07.2017</td>
</tr>
</tbody>
</table>