BHP

SAP Business Network (Ariba)
Frequently Asked Questions (FAQs)
August 2024

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Why are we on-boarding onto SAP Ariba?

1) Why is BHP moving to the SAP Business Network (Ariba)?

As our valued supplier you are important to us as we are commit to simplify and digitize the way we work together. We understand that it is important for our suppliers to have a simple, transparent and fast way to manage purchase orders, send invoices and to receive payment. In order to realise this and to improve the experience for our suppliers, we are partnering with the SAP Ariba Network to introduce an end-to-end digital procurement system that enables paperless transactions and removes process complexity.

Our vision is to have industry-leading, digital capabilities that drive collaboration between BHP and our valued suppliers. In order to achieve this, we are requesting that all BHP Suppliers register on the SAP Business Network (Ariba) to streamline how we do business in the future. By leveraging systems and technology, we can improve productivity and create long-term shared value together.

2) What are the benefits of moving to the SAP Business Network (Ariba)?

- Secure, end-to-end touchless payment processes
- Real-time tracking of Purchase Orders and invoice status
- Improved reporting capability and insights
- Increased visibility and transparency of transactions
- Faster, earlier payments

3) What is changing regarding how suppliers work with BHP?

BHP is transitioning to SAP Business Network (Ariba) to deliver an automated procurement system that enables paperless transactions and removes process complexity. We are requesting all our suppliers to register an account to continue to transact with BHP.

What this means to you:

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.

4) Will this be the preferred method to transact with BHP in the future? Is it required for all suppliers to make this change?

Yes. As a requirement of doing business with us all suppliers* engaging with BHP will be onboarded to the SAP Business Network (Ariba), as part of their registration. By leveraging integrated systems and technology, we can improve productivity and create long-term shared value together**.

*Exclusions: Regulatory, legal, utilities, donation and employee benefits; Geography / functional area.

Please note: Some countries will not have all functionality available on SAP Ariba based on regional requirements and restrictions; an example being suppliers in certain countries may not be able to send invoices back to BHP through SAP Business Network (Ariba). Further details will be shared in a country-specific resources accessed through the BHP Supplier Education Materials Portal (English) or the BHP Supplier Education Materials Portal (Spanish).

5) Will BHP cover the fees attributed to suppliers on Enterprise accounts?

No. BHP only requires suppliers use the free Standard account at minimum. BHP is not mitigating SAP Business Network (Ariba) fees for suppliers opting to register a fee-based Enterprise account.

6) What if we don't want to transition to the SAP Business Network (Ariba)?

BHP is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic on the ongoing business of BHP and are expected to comply with this process change as a requirement for continuing relationship. There is no fee associated with this change.

What is SAP Business Network (Ariba)?

7)   What is SAP Business Network (Ariba)?

SAP Business Network (Ariba) previously known as SAP Ariba is a Procurement software solution. It offers a broad range of functions and services to manage business transactions in an easy and comfortable way. It supports a way to interact with BHP in a paperless environment.

SAP Business Network (Ariba) has two components.

- **SAP Business Network**: This is the solution you use for transacting. There is an Enterprise (fee based) account and Standard (fee free) account.

- **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.*(Important Note: If you commence open bidding on opportunities through Ariba Discovery you will incur fees on successful and failed bids)*

8)   What is the difference between a Standard and Enterprise Ariba Network Account? Are suppliers required to register for a particular type of account?

Suppliers that participate are considered strategic to ongoing business with BHP. Suppliers will need to engage with this process change, as a requirement for continued partnership. To learn more about the differences between Standard and Enterprise Ariba Network Account, click here.

BHP recommends some suppliers use the fee-based Enterprise account due to their historical volume and types of transactions, however these suppliers may opt to decline the recommendation and instead register a free Standard account if this account type better meets their needs. Suppliers opt for a free Standard account have the option to upgrade to an Enterprise account at any time.

To learn more about fees, please visit the SAP Business Network Subscriptions and Pricing link.

9)   Can I have multiple SAP Business Network (Ariba) accounts for different clients?

Yes. You can have different accounts for different clients, or you can consolidate different clients under one account. Please contact SAP Business Network (Ariba) for further guidance as consolidating Standard and Enterprise accounts will impact fees.

10)   What documents are created on SAP Business Network (Ariba)?

- Receive Purchase Orders
- Send Order Confirmations
- Create and send SES (Service Entry Sheet) claims
- Create and send invoices**
- Receive ERS invoices
- Receive Payment proposal and remittance advice
- Receive Request for Quote (RFQ)
- Accept RFQ quote

**Some countries will not have all functionality accessible on SAP Business Network (Ariba) based on regional requirements and restrictions. Please refer to this country-specific guide for more information by country/region.

11) Can I create catalogues?

BHP do support catalogues, please submit an eBusiness case through https://case.bhpbilliton.com/en-US/BHP-Vendor-eBusiness/.

12) What infrastructure do I need to use the SAP Business Network (Ariba)?

A regular internet connection, email and a web browser are the only requirements. A SAP Business Network (Ariba) Supplier App is also available from Google Play or the Apple Store for access to an account from a smartphone or tablet device.

13) How can I access my SAP Business Network (Ariba) Standard Account?

You will be able to register and access your Standard Account from the Interactive Email containing the original PO from BHP. After the initial registration, you can access your account via the Web portal – https://service.ariba.com/Supplier.aw. You can also download an app from Google Play or Apple Store for access to your account from your smartphone or tablet device.

14) Where can I view the BHP business rules that are applied on my Ariba account?

Please follow the below steps:

- Click on "Company settings"

- Select "Customer Relationships"

- Under Customer Relationships tab, go to "Current" section and click on "BHP Group Operations"

- In the new page, you should be able to view sets of rules, such as Order Confirmation and Ship Notice

- Rules, Service Sheets Rules etc.

What is the on-boarding process?

15) Can I remove my company from participation in the SAP Business Network (Ariba)?

BHP is committed to this initiative and is working hard to make the transition as seamless for suppliers as possible. One of BHP's main goals is to fulfil the vision towards providing an end-to-end automated system that will enable paperless transactions and remove process complexity.

SAP Business Network (Ariba) enables you to collaborate with BHP more effectively across order-to-cash processes using either an Ariba Enterprise Account (fee applied) or an Ariba Standard Account (no fee applied).

If you wish to discuss this further then please contact your key Procurement contact at BHP.

16) BHP has recommended we use a Standard account. What now?

Suppliers that are new to the SAP Business Network (Ariba) will be asked to register for a Standard Account, which is free of charge. In readiness for transition BHP will take the following actions:

- Finalise approvals on received SES or Invoices.

- Possibly contact you to confirm PO's that should be transitioned.

- Calculate the remaining balance on open PO's before sending them to your Ariba account.

We recommend you review the following documents:

- If you do not have an Ariba account, Watch: Standard On-Demand Training Video

- If you already have an Ariba account, Refer to: How do I add purchase orders to my existing Ariba Network account?

17) BHP has recommended we use an Enterprise account. What now?

BHP will recommend an Enterprise account for vendors whose document volumes will make the Standard account difficult to use. The **Project Notification letter** will identify which account BHP has recommended and what to do if you wish to change account types.

Creation of an Enterprise account is managed by SAP Business Network (Ariba) on behalf of BHP.

- If you have existing Purchase Orders then BHP will calculate the remaining balance for each PO's so that these can be sent to your new account. BHP may contact you to confirm PO's to be transitioned.

- Once the account is ready to use then you will receive a **GoLive Notification** email. After that time **don't send any documents via other channels** e.g. email, post, SES /INV portal upload.

18) Do I need a new account if I already use SAP Business Network (Ariba)?

No. You can use your existing SAP Business Network (Ariba) account credentials with your wider customer base, including BHP.

19) What is a DUNS and do I need one (DUNS)

The Data Universal Numbering System (DUNS) number field in the Supplier profile is not required. DUNS numbers are primarily used in the United States but can be used globally by some companies. If your company has an existing DUNS number, please add it to your Supplier profile, otherwise just leave the field blank.

20) How should I process existing invoices and purchase orders after the go-live date?

- New purchase orders received in SAP Business Network (Ariba) must be invoiced to BHP using SAP Business Network (Ariba)*

- Existing purchase orders will be re-issued to you via the SAP Business Network (Ariba).

    Some countries will not have all functionality accessible on SAP Business Network (Ariba) based on regional requirements and restrictions. Please refer to this country-specific guide for more information by country/region.

Before you start to transact in - Enterprise Ariba

21) Managing Users in the account

In SAP Business Network (Ariba), the login details used to create the account are called the ADMINISTRATOR login. The Administrator can add other users to the account, and route documents to be sent to other email addresses for action. Refer to the Ariba Network Administration Guide for more details.

To create Users, see Finalising account profile details

22) When is my transition complete?

You will be advised with a **GoLive Notification** that you have transitioned to Ariba. Your account is active immediately and all previous purchase orders with remaining value will be visible. Go to your account and simply filter on the sender in your dashboard to see the BHP purchase orders.

23) Consent to Auto Invoice against Goods Receipt (GRN Flip)

SAP Business Network (Ariba) allows you to create an invoice from the Purchase Order and have this 'flip' into either a Goods Ship Notice or a Service Entry Sheet. When BHP approves the GRN or SES, Ariba automatically releases the invoice to be sent to BHP. BHP suppliers in Australia and USA can enable the auto-generate feature.

A step by step process (with visual guidance) can be found in "BHP Specific Material Order Guide".

1. Click on your initials icon ⊗ on the top bar and in the dropdown select **Settings** then **Customer Relationships**.

2. In Account Settings display select the **Automatic Invoice Creation Acceptance** tab .

3. Click **Actions** > **Confirm Automatic Invoice Creation** to respond. Select **Yes** and agree to the terms and conditions. Click **OK** and **Save**.
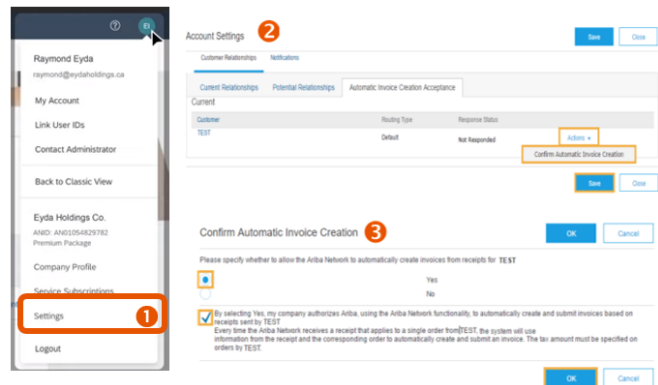
24) Evaluated Receipt Settlement (ERS) Invoicing

Many BHP suppliers have agreed for Evaluated Receipt Settlement (ERS) where BHP will create an invoice based on the approved SES or the approved Goods Receipt. Suppliers who have agreed to this process DO NOT create manual invoices for some or all the BHP assets they supply currently.

In Ariba, this process does not change. You will NOT create invoices if the PO has been issued from an asset with whom you have an ERS agreement. You will see the Create Invoice tab greyed out. For these Purchase Orders you only need to complete a goods ship notice or a Service Entry Sheet.

BHP will create an invoice and send a copy to your Ariba account with the scheduled payment details.

Before you start to transact - Standard Ariba

25) Selecting the Administrator & managing users

In SAP Business Network (Ariba), the login details used to create the account are called the ADMINISTRATOR login. The Administrator can add other users to the account, and route documents to be sent to other email addresses for action. Refer to the Ariba Network Administration Guide for more details. To create Users, refer to Finalising account profile details

26) Finalising account profile details

Complete the company profile by selecting Homepage then clicking on the **Company Settings** *(top right hand side)*

A. Company Profile

a) Select **Company Profile** from the dropdown menu and click on **Business** Scroll down to **Tax Information**

b) Complete the TAX ID and VAT ID fields.

c) For Australian vendors in the VAT ID field use your ABN number with the prefix 'AU' as per below example.

d) Click on **Save and close** to return to the Homepage

B. CREATE ROLE Homepage-> Click on your initials icon on the top bar and in the dropdown select **Settings** -> Click on **Users**. The Accounts Settings screen is displayed

- Scroll to **Role** -> **Create Role**.
- Provide a **Name** for the Role such.
- Under **Permissions** tick the permission that allows this team to review and confirm orders. This will allow a User assigned this role to confirm orders from BHP. Click on **Save**

C. 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.

27) Activate GRN-Flip feature

Refer to Consent to Auto Invoice against Goods Receipt (GRN Flip)

28) Evaluated Receipt Settlement (ERS) Invoicing

Refer to Evaluated Receipt Settlement (ERS) Invoicing

29) When is my transition complete?

With a Standard Account although we may advise with a GoLive Notification that you have transitioned to SAP Business Network (Ariba), this is not complete until you receive an Interactive Electronic Purchase Order IEPO. This depends on how often you receive orders from BHP.

30) Create an email folder for IEPO?

The Standard account can only process transactions from the Process Order button on the Interactive Electronic Purchase Order IEPO. You should create an email folder, to store and manage your interactive email purchase orders.

## 31) How will I receive my first Purchase Order?

If you have signed up for a <u>Standard Account</u> then your first BHP
purchase order will be sent to you in an Interactive Electronic
Purchase Order IEPO to the email account registered for your BHP
orders

- Make sure you are not logged in to Ariba

- Click the "**Process Order**" button on the email

- A page for SAP Business Network (Ariba) will open page and
  provide options depending on whether you have

  a) *Existing Account?* If so log in with the username and
     password used to create that account

  b) *New Account?* Create a new account. The Username and password will be the
     Administrator for this account.
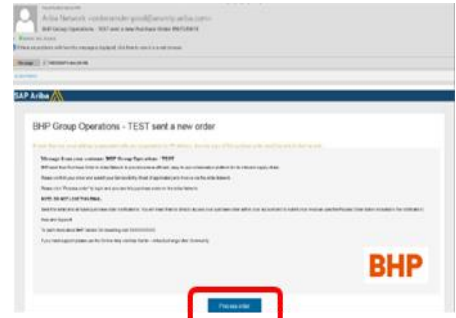
32) What happens if I have misplaced the interactive email?

- The initial IEPO sent by BHP goes to the email address we use on all orders. If you have not
  received the initial IEPO from BHP, AND you had active Purchase orders before your transition
  then:
  - Check if the IEPO was sent to another email contact in your company
  - If not, please submit an eBusiness case through https://case.bhpbilliton.com/en-US/BHP-
    Vendor-eBusiness/.

- Subsequent IEPO sent by BHP will continue to be sent to the registered email address used by
  BHP for your company. You can retrieve them by following these steps:
  - Log in to your account.
  - Select the **Orders** tile. Click on the tile and in the Workbench select **Edit Filter.** Update
    the date range to 365 days and **Save.**
  - Now review the listed order to find those you are missing and from the **Actions** column
    select **Send me a Copy**.
  - Use the email **Process Order** button to create other documents
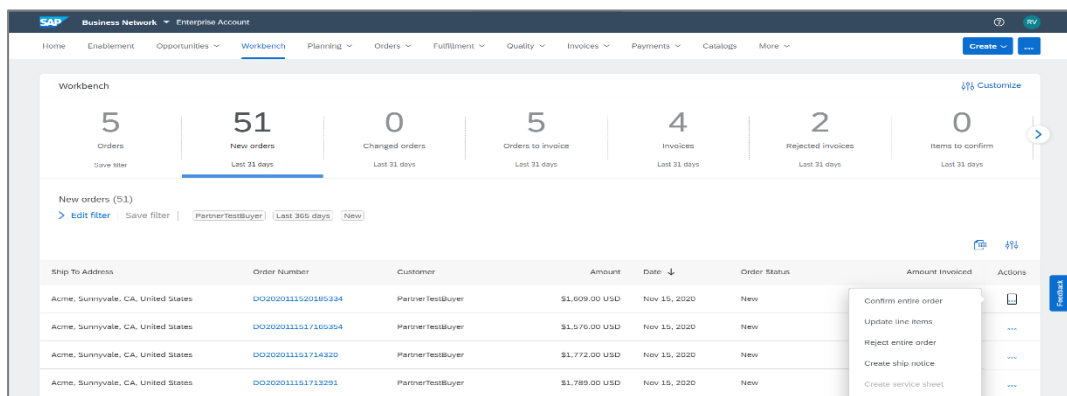
Purchase Orders PO

33) Why do POs only show VAT and not GST or Sales Tax?

BHP has always sent a Tax Category of VAT to all regions regardless of what the local tax is called. However, the rate sent varies according to the government required rate of tax to be charged on purchases. Should you change this rate , unless you are a listed Petroleum supplier, your invoice will be rejected.

34) Who do I if my PO details are incorrect?

You must contact the Purchasing Agent shown on the Purchase Order to ask for any changes that are not available through the confirmation process back to BHP.

35) What do I do if my invoice is rejected?

Review the error, edit/make necessary changes and resubmit. The process is outlined in the guides which are available on the Supplier Education Materials Portal (SEMP). If further assistance is required, please contact the Ariba Support team. Please refer to "Additional Support" section at the end of this FAQs for contacts.

36) Documents' status showed "Acknowledged" then "Failed" – Why?

Documents sent from Ariba will be updated to "Acknowledged". They will then be validated by BHP against the business rules. If a mismatch is identified, the document will be discarded by BHP, and the status in Ariba will be updated to "Failed".

Please always check the document details against the PO – Confirmed items, Quantity available, Price etc. - are correct to avoid "Failed" in the documents. Please edit & resubmit with correct details if the document has been failed.

Order confirmation

37) What is an Order Confirmation?

BHP requires all Purchase Order to be confirmed (confirm/update/reject) in SAP Business Network (Ariba). You will need to confirm the order to create the invoices against the 'confirmed' order line(s).

38) Confirmation – within 24 hours of PO

BHP has commenced a process to expedite purchase order confirmation. All purchase orders received in Ariba must be confirmed, rejected or request change.

Until an order has been confirmed the supplier cannot create subsequent documents in SAP Business Network (Ariba). Refer to BHP Specific Purchase Order Guide

39) How do I create, confirm, update or reject the order?

BHP allows suppliers to:
   a) **Confirm Entire Order:** used to confirm all line item details of the order
   b) **Update Line Item**: used to request BHP approval to changes to details of the order prior to invoicing, e.g. price, date etc.

   Notes:

   - Do not use Backorder as this will flag the line/order for deletion in BHP's system.

   - Do not use Split Lines feature as this will flag the line/order for deletion in BHP's system

   - Do not add Freight as this will not be updated by BHP's system – you must contact the Purchasing Agent to make this change if required

   - A delivery date change, if accepted, will trigger a Change Order. A Change Order needs to be confirmed.

   - A quantity change will update the BHP system but it will NOT trigger a change order

c) **Reject Entire Order**: used to reject the order if it cannot be fulfilled Rejection should not be used for: Incorrect Delivery Dates or Incorrect Price, use the Update Line Item is the correct process.

You may also find the relevant information with visual guidance in "Material Order Guide" (page 12 – 18) provided in the Supplier Education Materials Portal (SEMP).

Goods receipt notifications GRN

40) What is a Goods Receipt Notification (GRN)?

Goods Receipt Notification (GRN) is sent by BHP to inform you of what they have received into their system from your shipment. All material orders require the goods to be received and receipted at the buyer's end, prior to invoicing. The 'create invoice' button will remain inactive (greyed out) until a GRN is received.

- **Mandatory** for automatic receipting items of 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

- To enable GRN flip refer to Activate Auto-Generate feature

41) I have enabled GRN flip feature, why is my invoice not auto-flipping?

Reasons that the GRN may not flip are:

1. ABN is not entered in your Company Profile under the Tax ID and VAT ID.
2. Order is not confirmed.
3. Consent to Automatic Invoice Creation is not completed.

Service Entry Claims

42) How to create Service Claims?

Please refer to the training material "BHP Specific Service Order Guide" provided in the Supplier Education Materials Portal (SEMP).

43) Why is the "Create SES" button greyed out?

Please check the status of the order. The order needs to be confirmed before you can create an SES. Kindly refer to FAQ Section 2 Good Orders to learn how to confirm an order.

44) What to do if my Invoice or Service Entry has not been responded to yet?

Kindly contact your Purchasing Agent on the PO. Please refer to "Additional Support" sections at the end of this FAQs for tips & hints and contacts.

45) Why is my SES rejected? How could I resubmit it?

Your SES could be rejected by BHP due to several reasons, such as there is no service sheet attached to the SES submission. Please review the rejection reason, amend/edit accordingly and resubmit it (Please refer to SEMP for more info on the resubmission). If there is no rejection reason being stated, please reach out to the Ariba Support team via Help Centre (Tips & Hints and Contacts are written in the last page of this FAQs).

Invoicing

46) What about the invoices I generate on my internal ERP system?

There is no change to your own accounting processes. Your account allows you to use any underline reference number for the invoice you generate on SAP Business Network (Ariba).

- Create Partial Invoices for a Purchase Order

- Create multiple invoices against the same order line up to the quantity/value available on that PO line.

- Create Full Invoice for a Purchase Order

47) System says "cannot generate an invoice for this order because there are no receipts. At least one receipt is required". What do I do?

- Goods invoices require that your goods have been delivered to BHP and that you have received a Goods Receipt Notice from BHP to your account. Please contact the Purchasing Agent quoted on the purchase order and request that a Goods Receipt is processed in BHP's SAP system. If requested provide the Proof of Delivery document to support your request for Goods Receipt.

- Services Invoices require a Service Entry Sheet. In some instances you can create both the SES and invoice in 1-step. When your SES has been submitted but is not yet approved after 14 days you can raise **a case via the link:** https://case.bhpbilliton.com/en-US/BHPB-Vendor-PaymentService/

48) What does the "Information Only" check box mean?

DO NOT TICK THIS BOX.

"**Information Only**" field is found on the Create Invoice page under the Additional Fields sub-heading. If you tick the "Information Only" check box, you are informing BHP that this invoice is not a request for payment. As a result the invoice information is displayed in read-only format and cannot be processed for payment by BHP.

49) How do I know when my Invoice will be paid?

Suppliers have access to "Scheduled Payments" tile. The scheduled payment date for an invoice is calculated by the agreed payment terms to the Invoice Submission approval date.
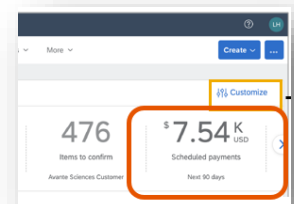
50) Can supplier create a Credit Note in SAP Business Network (Ariba). ?

Yes, but it's only applicable for Goods Orders

51) How can I raise a credit for an ERS invoice?

1. **Goods PO**: Supplier contacts the relevant BHP Purchasing Officer listed on the original Purchase Order 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. In Ariba the supplier will receive the updated Purchase Order with the credited amount now available.

2. **Services PO**: Supplier will have 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).

52) Do I need to create an invoice if I am an Evaluated Receipt Settlement (ERS) vendor?

No;

- For **Service Orders**, the invoice will be auto-generated <u>once your SES is approved</u>. Only the SES is required to be submitted in SAP Business Network (Ariba).

- For **Goods Orders**, the invoice will be auto-generated upon Goods Receipt.

53) How do I edit tax/charges while invoicing?

Tax will be copied from the PO, except for the following cases:

1. **Vendors with 'Tax editable' business rule** – tax is not supplied on PO and it's editable on the invoice. These vendors can create the appropriate tax category and rate. This is a limited option.

2. **Vendors** who are **selling internationally** – Where the transaction is directed to a BHP entity outside of your home tax jurisdiction (Australian vendor sells to Canada), tax cannot be charged. BHP requires the invoice to be sent outside of Ariba to allow withholding tax to be applied. Enterprise account suppliers have access to "Scheduled Payments" tab under Inbox. The scheduled payment date for an invoice is calculated by the agreed payment terms to the Invoice Submission date.

54) What if my invoices got rejected?

Please review the rejection reason, amend accordingly and resubmit the rejected invoice with a new invoice number via the **Rejected Invoices** tile on the homepage. In any case that the rejection reason is not known/shown in the SAP Business Network (Ariba), please reach out to the BHP eBusiness team for further investigation.

55) How do I edit and resubmit rejected invoices?

The <u>Edit and Resubmit</u> feature can be used but the vendor **must change the invoice number** before submitting for the second time. Otherwise, the invoice will be rejected as a duplicate invoice in the system

56) Why is my invoice being rejected when there are sufficient funds available on the PO?

Several factors could cause this issue to happen. Please contact your Purchasing Agent on the PO. Please refer to "Additional Support" sections at the end of this FAQs for tips & hints and contacts.

Connectivity and further support

**57) Having issues logging in to SAP Business Network (Ariba)?**

Go to https://service.ariba.com/Supplier.aw, if your account becomes locked you can reset your username and password from the front screen. Reach out to the SAP Ariba Support team if you need further assistance or BHP eBusiness team if you don't know your account number.
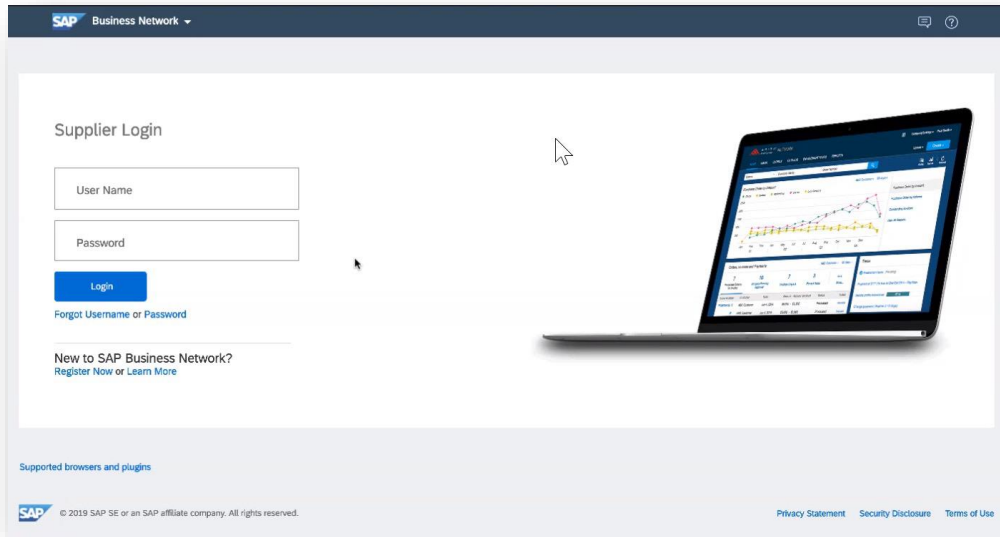
58) Where do I go for additional support?

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

- When logged into your account, click the **Help (?) icon** in the upper right corner to expand the panel and gain access to relevant help topics

  o **Help topics** are based on current transaction page

  o **Documentation-** generic information regarding how to complete a transaction.

  o **Support** –users online help only

  o **Support-> BHP Specific:** Click on the BHP Icon. They will be linked 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.
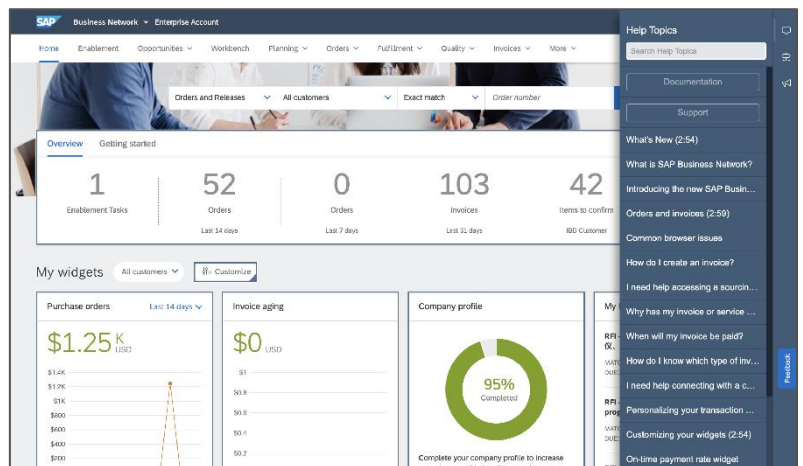
Key contacts and more information

59) How can I get additional questions answered?

A. Use the following links to raise a question about proposed account types:

- Australian Supplier Query
- Petroleum Supplier Query
- Chile Supplier Query

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/.

- 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.

60) Where do I locate reference documents for BHP?

A. SAP Business Network (Ariba) has provided a number of guides and short videos to explain how-to for users of Standard and Enterprise Ariba accounts. Training guides contain guides for goods and services processing and Training clips are a series of short video clips to assist with common tasks. Please refer to this information as it will answer many everyday questions.

- BHP Supplier Materials Portal / https://support.ariba.com/item/view/185718 BHP Portal De Información De Proveedores

B. BHP has provided specific BHP guides and information about supply exchange/service repair process. This information can be obtained in the BHP Supplier Materials Portal under the Supply Chain Collaboration tile or by logging into SAP Business Network and Click on **Settings** -> **Company Settings, then c**lick on **Customer Relationships and select Supplier Information Portal** in line with BHP

C. Standard Account users have a specific portal: Welcome to your SAP Business Network Standard Account