

STANDARD ACCOUNT: Hint –Users start transaction with Process Order button on any PO email.

For assistance with BHP issues contact BHPsupply_ariba@bhp.com

ENTERPRISE ACCOUNT: Hint –Users log in to Ariba with Username & Password.

For assistance with BHP issues contact SupplyeBusiness@bhp.com

Missing IEPO

- A GoLive Notification was not sent and cannot transact on SAP Business Network until then.
- The IEPO is only sent to the Administrator of your account. If other people need to be alerted ask your Administrator to update the Users and Notifications. The Administrator can forward a copy of the IEPO. Refer to the [Ariba Standard User Training Guide 2021](#) for how-to details.
- The email address used was incorrect as your BHP details are not current. Contact the BHP support team for your account type and ask about updating your company details.

Error Message – VAT ID

Documents submitted from SAP Business Network are being rejected by BHP with the error message “VAT ID missing”. Make these changes to resolve the issue:

- Login to your account and select **Settings** → **Company Profile** → **Business**, scroll to **Tax Information**. Make sure you have added **Tax ID**: Use business number e.g. ABN in Australia and **VAT ID**: Australian vendors use AU then your TAX ID number (no spaces). **Save** and close

PO Line unable to use

- **The PO line shows “Closed”**. When your account moved to SAP Business Network we closed existing PO Lines and new lines were created for the remaining balance. Only use new lines.
- **The PO line shows “Consider Complete”**. Sometimes a PO line is closed before the supplier has sent the final invoice. Please contact the Purchasing Agent listed on the PO.
- **The PO confirmation for this line used “Back Order**. “If Back Order was used then BHP systems will close the line. Contact the Purchasing Agent on the PO to have this rectified.
- **The PO line quantity does not allow multiple invoices as quantity is 1**. Contact the Purchasing Agent listed on the PO to have them update the quantity and item cost.
- **PO does not have a ‘child’ line to select** This PO allows for unplanned lines to be added by the supplier. Refer to [QRG Service Sheet Guide](#) for how to create unplanned lines.

PO ‘Obsolete’

This PO has been superseded by a newer version – a Change Order with the same number.

- **Standard Account:** Check the New Orders & Change Orders tiles. Click the tiles to open **Workbench** area and find the new version of the order. Go to **Actions** column and select **Send me a Copy**. Use the email **Process Order** button to **Create confirmation** for the new version.
- **Enterprise Account:** Check New Orders & Change Orders tiles. Click the tiles to open the **Workbench** area and find the new version of the order. Select **Actions** → **Create Confirmation**.

PO tax incorrect

Some BHP suppliers provide items on the same PO that are tax exempt and others items with normal country tax. Unless you have been placed in a supplier group where tax is editable then there is no way to add, remove or edit tax sent on a PO. You must contact the Purchasing Agent to update the update the tax value and resend PO.

SES - Can’t create

There are a few common causes that you can quickly check and resolve such as:

- The purchase order is not fully confirmed. Go to the IEPO or select the PO and **Create Confirmation**. The confirmation process is outlined in the [BHP External FAQ](#)
- Invoices for this PO used the 1-step process (create invoice & SES in one step)? Ariba requires that each PO be completed using the same process. So if you previously used the 1-step process you must continue to use this until the PO is completed.
- If your query is not resolved by this information, please provide screenshots of the issue to the BHP support team for your Ariba account and we will investigate further.

SES – Failed/Rejected

- **SAP Business Network FAILED the SES**. The system checks that the document meets BHP rules and the details match the PO. Check all fields with an asterisk are completed, a line for the SES is selected and an attachment (signed job card or similar) was added before submitting again.
- **BHP returned SES as REJECTED**. Check the reason provided. You will need to Edit and Re-Submit the SES after you make the required changes. The edited document must use a new reference number e.g. 12345 becomes 12345a or it will fail as a duplicate. Refer to [BHP Service Order Guide](#) and the [QRG Service Sheet Guide](#) for details.

Can’t create an invoice

- **Is your purchase order fully confirmed in Ariba?** Confirm the PO to create other documents in SAP Business Network. Review the [BHP External FAQ](#)
- **Does the PO state, ‘Invoice Not Allowed’ or ‘Is ERS?’** If so you do not invoice. BHP uses the SES you send or Goods Receipt Notice they create to create and send an invoice to you. Review the [BHP External FAQ](#)
- **Goods Invoice**. You must receive a Goods Receipt Notification from BHP before invoicing. Review how to create GRN Flip Invoice in the [BHP External FAQ](#)
- **Services Invoice** You must have created a Service Entry Sheet SES and received approval before creating a separate invoice. Review how to create 1-step SES & Invoice in the [QRG Service Sheet Guide](#).

Refer to [Ariba Standard User Training Guide 2021](#) for answers to many other user questions.