



# Service Claim Submission Guidelines

March 2021



**IMPORTANT NOTE: BHP Suppliers using the SAP Business Network must not submit Service Claims except through SAP Business Network.**

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# 1. SERVICE CLAIM SUBMISSION GUIDELINES

Services required under a Purchase Order (PO) must be delivered before the Supplier can submit a service claim. Approval of the service claim must be received by the Supplier before submitting an invoice.

All service claims received by BHP must meet the criteria below or they will be rejected and will need to be re-submitted.

For a service claim to be approved, it MUST meet the following conditions:

1. Purchase Order has funds and/or quantity sufficient to cover the claim;
2. Delivery of the service is confirmed by a BHP site/business representative authorised to confirm the services have been completed ;
3. Evidence document such as timesheets, hire docket, claim sheet or receipts signed by the authorized BHP site/business representative who confirmed the service was delivered ; and
4. Each service claim form must relate to a services contained in a single approval document e.g. one timesheet. BHP will reject multiple service documents in a single claim form.

## 1.1 Overview

When submitting a service claim, Suppliers must follow these steps:

1. Deliver services as listed on the Purchase Order (PO).
2. Obtain BHP sign off from an authorized BHP site/business representative on the document that will accompany the claim.
3. Submit an online service claim form as per instructions outlined in Section 2 below..
4. Once the BHP site/business representative has approved the service claim, you will receive an automated email detailing the Approved SES Number.
5. The invoice submitted to BHP must clearly show the Purchase Order number and Approved SES number :
  - a. If you have not signed up to be an Evaluated Receipt Settlement (ERS) Supplier, the invoice should be submitted via email to [psinvoices@bhp.com](mailto:psinvoices@bhp.com).
  - b. If you are an ERS Supplier, then the invoice will be created on your behalf as a Recipient Created Tax Invoice (RCTI) so no further action is required.

### ***BHP Processing of claims:***

- *All Service Claims are processed within 48 business hours of receipt. The service claim will be converted into a Service Entry Sheet (SES) for approval.*
- *Supplier must complete invoice submission as soon as SES approval received. ERS Suppliers: Invoices issued from BHP are based on the approved service claim form.*
- *Invoice will be processed within 48 business hours of its receipt. Payment is calculated from the date of invoice receipt as per the agreed payment terms.*
- *All queries should be should be made through <https://case.bhp.com/en-US/BHPB-Vendor-PaymentService/>*

## 1.2 Complete the Service Claim Form

Open the service claim form in an Internet browser (Chrome is preferred):

[Service Claim form in English](#)

[Service Claim form in Spanish](#)

When completing your online service claim form, further information is available for each field by hovering your mouse over the question mark symbol displayed.



## 2. COMPLETE SERVICE ENTRY SHEET

Mandatory fields are indicated with this symbol ●. Below each of following steps are descriptions of the information that must be entered into the mandatory fields on the form.

### STEP 1: Your Details

Field	Required information
<b>Name:</b>	Name of the Supplier submitting the claim (should be the same as Supplier listed on the Purchase Order)
<b>Phone No:</b>	Enter the Supplier's phone number in this format: Country Code + Area + Number (e.g., +61 3 6455 5999)
<b>Email:</b>	Enter the Supplier's primary email contact address
<b>Email (optional):</b>	Enter an alternative email address for this request

### Claim Information

There are three (3) options available: **Create**, **Amend** or **Delete**. Review the following explanations to confirm which selection you should make.

## A. Create New SES

**Claim Information**

Type of SES  Create  Amend  Delete

Vendor Name:

Vendor Contact:

BHP Billiton Contact:

Reference Number:  PO No.:

Period From:  Click to select From Date Period To:  Click to select To Date

**Next >>**

### Service Claim periods (Period From and Period To)

When entering the date into the 'Period From' and 'Period To' boxes, use the actual date on which the services were provided. If dates do not match the evidence document supplied, they may result in a Supplier Non-Conformance Notification being sent to the Supplier.

Field	Required information
<b>Type of SES:</b>	<b>Create</b> is selected when submitting a new service entry sheet
<b>Supplier Name:</b>	Name of the Supplier's contact person on site who signed off the services provided
<b>BHP Contact:</b>	Name of the BHP contact person on site who signed off the services
<b>Reference Number:</b>	This may be any reference used by the supplier up to 16 characters This number must be shown on all supporting documents attached
<b>PO No:</b>	Enter a valid 10-digit Service Purchase Order Number
<b>Period From:</b>	Enter the <b>actual date</b> the services commenced
<b>Period To:</b>	Enter the <b>actual date</b> the services were completed

## B. Amend Existing SES

Select **Amend** to submit a claim to amend an existing SES. Do not use Amend if this claim refers to a **rejected service claim form** or **SES that has been deleted**.

**Claim Information**

Type of SES  Create  Amend  Delete

Reason for Amendment:  Incorrect reference

Service Entry Sheet Number:

Vendor Name:

PO Number:

**Additional Details**

**This section is mandatory**

**Attach Files**

Accepted Formats : PDF, TIF, TIFF, JPEG, JPG

No. Of attachments allowed: 9

Maximum cumulative file size is 13 MB with each file not exceeding 1.4 MB.

Examples of attachments:

1. Breakdown of all rates / costs
2. Signed Timesheets – Labour
3. Copy of the Quote (if it was a quoted job)
4. Signed Delivery Docket or Timesheet to prove that the goods have been fabricated and delivered to site. (if PO is for Fabrication etc.)

**Add More Attachments**

## You must provide a Reason for Amendment

Selections available	Amendment cause
SES undercharge:	SES was created below the actual value of the services
SES overcharge:	SES was created for more than the actual value of the services
Incorrect tax rate:	SES was created with the incorrect tax rate
Incorrect reference:	SES was created with an incorrect reference
Incorrect price per unit:	Applicable if your SES have been created with an incorrect price
Incorrect Purchase Order number:	SES was created with incorrect Purchase Order number
Incorrect/ No Supporting Document attached	Incorrect Document attached or attachment was missing- <i>Attach new document</i>
Incorrect Service Claim Rejection:	Claim was incorrectly rejected
Service Entry Sheet No:	Enter the correct Service Entry Sheet Number to be amended

## C. Delete Existing SES

**Claim Information**

Type of SES

Service Entry Sheet Number:

Vendor Name:

Create 
  Amend 
  Delete

Field	Required information
<b>Type of SES:</b>	Select <b>Delete</b> to submit a claim to delete an existing service entry sheet
<b>Service Entry Sheet No:</b>	Enter the Service Entry Sheet Number that is to be deleted
<b>Supplier Name:</b>	Enter the supplier name which must match that listed on the Purchase Order
<b>Additional Details:</b>	Enter additional information for the action required * note that this section is mandatory

- You will need to enter all previous information regarding the claim details.
- Under **Claim Information** complete all the mandatory fields.
- Once complete, Select  to proceed to **Step 2**.

## STEP 2: Services being claimed

Enter the following details for each service line claimed:

**Service Entry Sheet**

STEP 1: Your Details and Claims Information | **STEP 2: Services Being Claimed** | STEP 3: Additional Details and Attachments | STEP 4: Request Summary

**Services Being Claimed**

• Indicates a field is mandatory

NOTE: All items being claimed on this form must be entered in a single currency denomination.

Currency for all items: [ Select Below ]

Input the relevant data into the fields below, and press "Add" button to add the record. Repeat this process as many times as necessary to claim all items.

PO Item No: [ ]

PO Short Description: [ ]

Service Item No: [ ]

Service Description: [ ]

GL Account: [ ]

WBS Element/Cost Centre: [ ]

Quantity: [ ]

Unit of Measure: [ Select Below ]

Price per unit (Tax Exclusive): [ ]

Tax Component: Tax Applicable  Tax Free

Tax Rate (%): [ ]

[ Add ]

[ << Back ] [ Next >> ]

Field	Required information
<b>Currency for all items:</b>	Select currency used on the Purchase Order
<b>PO Item No:</b>	Enter Purchase Order Line Item Number being claimed
<b>PO Short Description:</b>	Enter description that matches description on the Purchase Order Service Line Item
<b>Service Item No:</b>	Enter Purchase Order <b>Service Line Item Number</b> that is claimed
<b>Service Description:</b>	Enter description that matches description on the Purchase Order <b>Service Line Item</b>
<b>GL Account:</b>	<b>Applicable for claim to BHP Petroleum only</b> Input GL account for the SES to be allocated
<b>WBS Element/Cost Centre:</b>	<b>Applicable for claim to BHP Petroleum only</b> Input a single WBS Element or Cost Centre for the SES to be allocated
<b>Quantity:</b>	Enter the quantity claimed from the purchase order
<b>Unit of Measure:</b>	Unit of measure must match the UOM for the Purchase Order Line Item
<b>Tax Component:</b>	Select whether the claim is Tax Applicable or Tax Free
<b>Tax Rate (%):</b>	Enter the percentage of tax for the services provided <i>Note that BHP does apply a tax rate on the Purchase Order</i>

- 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.

## D. Review the service claim

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

Service Item No	Service Description	GL Account	WBS Element/Cost Centre	Quantity	Unit of Measure	Price per unit	Tax (%)	Tax Amount	Cost excl. tax
10	Service A			1.000	Each	10.00	10	1.00	10.0
20	Service B			1.000	Each	20.00	0	0.00	20.0
Subtotal (of Tax Applicable Items)									10.0
Subtotal (of Tax Free Items)									20.0
Subtotal - All Items									30.0
Tax Amount									1.0
TOTAL: Claim Payable Value (includes Tax Where Applicable)									31.0

When the summary section reflects all service line items correctly, click

**Next >>**

## STEP 3: Additional Details and Attachments

**Service Entry Sheet**

STEP 1  
Your Details and Claims Information

STEP 2  
Services Being Claimed

STEP 3  
Additional Details and Attachments

STEP 4  
Request Summary

**Additional Details** ⊕

**Attach Files**  
 Accepted Formats : PDF, TIF, TIFF, JPEG, JPG  
 No. Of attachments allowed: 9  
 Maximum cumulative file size is 13 MB with each file not exceeding 1.4 MB.  
 Examples of attachments:  
 1. Breakdown of all rates / costs  
 2. Signed Timesheets – Labour  
 3. Copy of the Quote (If it was a quoted job)  
 4. Signed Delivery Docket or Timesheet to prove that the goods have been fabricated and delivered to site. (if PO is for Fabrication etc.)

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- Enter any relevant details to be considered in the **Text Box**
- Go to **Attach Files** to upload your service claim documents. Click **Browse** and select the document from your computer files (*PDF, TIF, TIFF, JPEG, and JPG only*),. Documents may include Hiring dockets, Signed Time Sheet , Job Tickets, Labour Schedule, Completed Work Sheets or Receipts
- To add more files, select **Add More Attachments** and repeat the above process until all supporting documents are attached.
- Once complete proceed the next step, Select **Next >>**

## STEP 4: Request Summary

A Request Summary will be displayed as per below.

Service Entry Sheet

STEP 1	STEP 2	STEP 3	STEP 4
Your Details and Claims Information	Services Being Claimed	Additional Details and Attachments	Request Summary

SES Request Description

Your Details and Claims Information									
Name	MR X								
Phone No	123456789								
Email	MRX@gmail.com								
Email Optional	MRY@gmail.com								
Type of SES	Create								
Vendor Name	ABC United								
Vendor Contact	123456789								
BHP Billiton Contact	MR BHP								
Reference Number	ABC123			PO No.	4505051201				
Period From	01.05.2017			Period To	01.05.2017				
Services Being Claimed									
Currency for all items	Australian Dollar AUD								
PO Item No	10								
PO Short Description	Cleaning Services								
Service Item No	Service Description	GL Account	WBS Element/Cost Centre	Quantity	Unit of Measure	Price per unit (Tax Exclusive)	Tax (%)	Tax Amount	Cost Excl. Tax
10	Service A			1.000	Each	10.00	10	1.00	10.00
20	Service B			1.000	Each	20.00	0	0.00	20.00
Subtotal (of Tax Applicable Items)									30.00
Subtotal (of Tax Free Items)									0.00
Subtotal - All Items									30.00
Tax Amount									1.00
TOTAL: Claim Payable Value (includes Tax Where Applicable)									31.00
Additional Details									

- On the Summary Tab, if the request was to **Amend** or **Delete** then add this text into the **Additional Details** section. See example as shown below.

Additional Details
To Delete SES

- Complete the Captcha and Submit

Generate a new image  
Play the audio code

Enter the code from the image

Submit

## Submission Completed

You will receive a message indicating your submission has been successful.

Successfully completed submission.

# SAMPLE PURCHASE ORDER

Refer to the example purchase order shown below to see where to locate the required information to include in your service claim form.

The fields that are required for your service claim are marked. Please check and ensure specific fields from the Purchase Order match your entries on the service claim form.

**Vendor Name**  
**Quantity**  
**PO Item Number**  
**Unit of Measure**  
**Service Item No**  
**Service Description**  
**Price Per Unit (Tax Exclusive)**  
**BHP Contact**  
**Purchase Order Number**

Item	Qty	Unit	Material / Service Number	Description	AUD Unit Price	Tax Amount	AUD Total Price (Tax incl)	Delivery Date
10	1,000	AU		SERVICE Description The item covers the following services:	12,974.00	1,297.40	14,271.40	01.06.2017
10.00	2,272	EA		Sub service description (type):	1.00		2,272.00	01.06.2017
10.00				Sub service description (price):			9,702.00	01.06.2017
10.00	500	EA		Sub service description (price):	1.00		500.00	01.06.2017
20	1,000	AU		SERVICE Description The item covers the following services:	1,000.00	0.00	1,000.00	01.07.2017

Note: Any queries regarding the details of the purchase order should be referred to the BHP Contact listed on the purchase order.