



# Ariba® Network Supplier Guide Add-On

Your companion guide for transacting with BHP

## Welcome!

Congratulations on joining Ariba® Network as a supplier. You're now part of a global network of 4 million companies. Leading businesses like yours have leveraged their Ariba Network Enterprise Accounts to grow their business, improve operational efficiencies, and deliver a better experience to their customers.

Your supplier account has been designed to make transacting with your customers as easy as possible. To get started and trained on how to use your Ariba® Network account with BHP, please follow the steps below:

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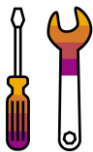


### Visit our [Supplier Training page](#)

Learn how to set up and operate your supplier account on our detailed Supplier Training Page. If the above hyperlink doesn't work, copy-paste the following link in your browser instead:

[https://support.ariba.com/Adapt/Ariba\\_Network\\_Supplier\\_Training/](https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/)

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### Review the specifics of transacting with BHP

Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer.

We wish you a lot of success using Ariba® Network!

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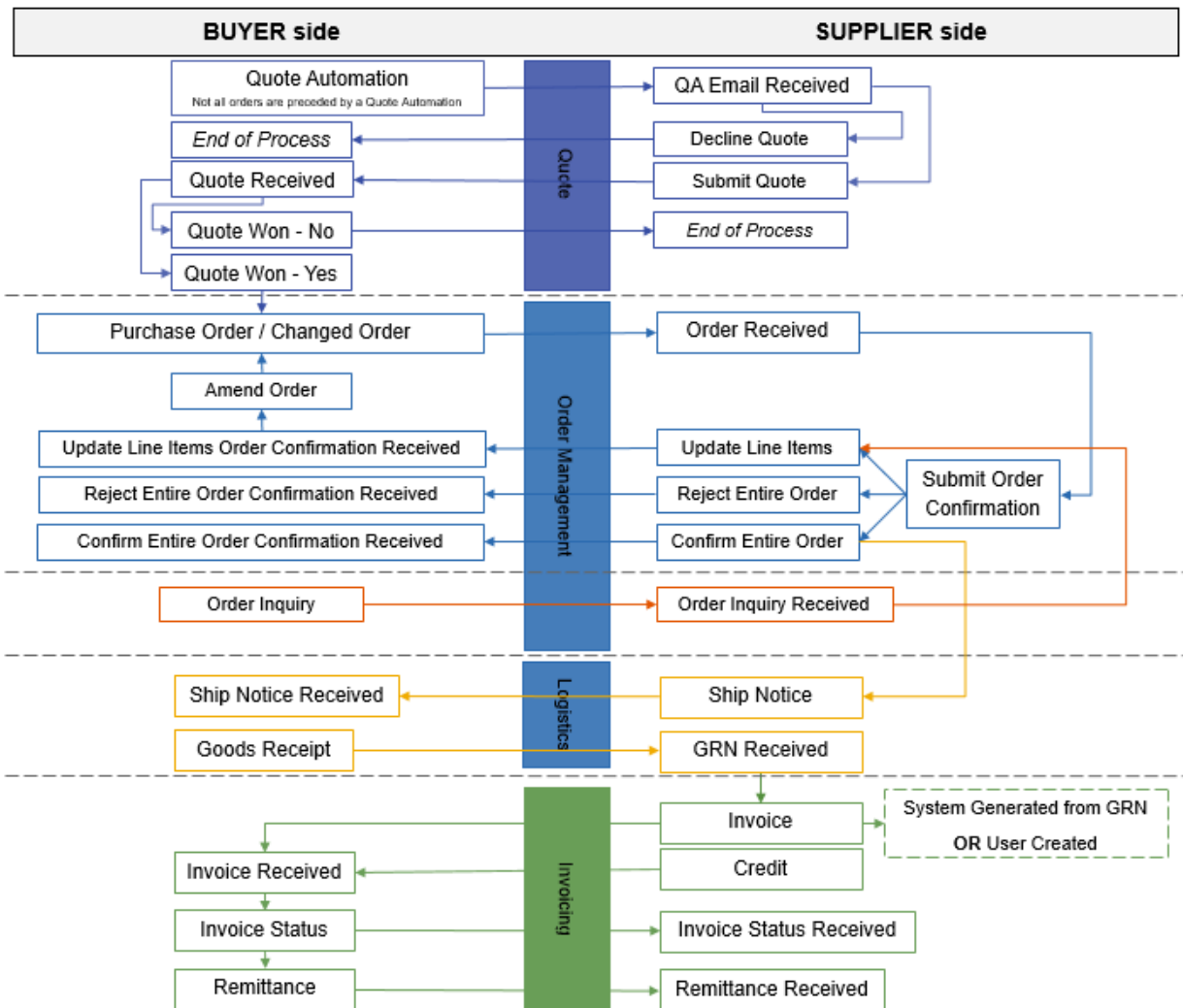
## SCOPE OF BHP 'S PROJECT

Below documents will be transacted through Ariba Network. Depending on your business processes in place with BHP, some of them will be mandatory, others will simply be available if relevant.

### Supported Documents On this Ariba Network relationship

- **Purchase Orders**  
POs from BHP sent through Ariba Network
- **Purchase Order Confirmations**  
Created for a PO or individual PO line items
- **Ship Notices**  
Created for PO line items when shipped
- **Service Sheets**  
Created from a PO referencing a service line item
- **Order Inquiries**  
Sent by BHP to request info on an overdue PO
- **Goods Receipt Notices**  
Notification from BHP that goods have been received, allowing you to start the invoicing process
- **Invoices**  
Created against full or part PO lines
  - **Goods Invoices**
  - **Service Invoices**
- **Credit Invoices/Credit Memos**  
Item level credits; price/quantity adjustments for invoices created on Ariba only

## Process Flow



## SETTING UP YOUR ACCOUNT

This section covers what needs to be set up in the Ariba Network account as minimum requirements in order to successfully transact with BHP.

**Please make sure you complete at least the following chapters of the *Account Administration* section on the [Supplier Training Page](#).**

- Complete your profile
- Configure your email notifications
- Configure enablement tasks
- Configure Electronic Order Routing method
- Configure Electronic Invoice Routing method and Tax Information
- BHP reference documents are:
  - [BHP Business Network External FAQ](#)
  - [BHP Standard User Training Guide 2021](#)

**Note:** BHP requires both Tax ID and VAT ID fields to be completed in your *Company Profile- Basic and Profile sections*. Australian vendors: use your TAX ID number with the prefix AU (no spaces) in the VAT ID field.

## USING YOUR ARIBA NETWORK ACCOUNT

BHP supports suppliers on Ariba using either an Enterprise Account or a Standard Account.

- Enterprise Account has full online functionality and is required to support specialised BHP transactions including some PO types, catalogs and integration. Ariba fees are payable for this account.
- Standard Account requires the user to access Ariba from emails. It has a limit of 200 documents but supports all standard BHP transactions. No Ariba fees are payable.

## QUOTE AUTOMATION

- Quote Automation is a Request For a Quote (RFQ) from BHP on an item or service. It replaces inefficient use of email, phone and spreadsheets for non-contracted buying
  - All suppliers migrated from Quadrem to Ariba have had Quote Automation enabled against their Ariba account.
  - Each supplier can respond, reject or ignore an RFQ from BHP that is sent to them through Ariba Network.
  - BHP have very tight timeframes for quote responses so make sure notifications are updated regularly to avoid missing opportunities.
  - The response document outlining their price and delivery date is in a standard CSV format. The quote may include attachments such as PDF or word document.
  - BHP reference documents are:
    - [QRG Request for Quote Enterprise](#)
    - [QRG Request for Quote Standard](#)
- Please refer to the page on Quote Automation under *Advanced Functionalities* on the [Supplier Training Page](#) for detailed instructions on how to respond to an RFQ on Ariba Network. Refer to Page 7 for BHP specifics.

## SPECIFICS FOR PURCHASE ORDERS

- Orders are always from one company within BHP. Deliveries may be required to different plants or to a logistics provider
- Order Types:
  - **Goods Order** Goods/Material items only
  - **Repair Order** Contains items need to be repaired and will require service entry details
  - **Repair & Return Order** (available in Enterprise account only) allows a credit for returned goods and charging of replacement items
  - **Service Orders:**
    - **Planned Service:** BHP knows the detail and value of the services to be carried out and will provide this as child line details. The child line values aggregate to the parent line amount.
    - **Unplanned Service:** BHP does not know the details and value of the service; the order will have a (limited) bucket of money that cannot be exceeded. Only the Parent Line will appear on the PO, child lines must be added to SES and invoice to show details of services completed and value for each service line.
- BHP send detailed information to the supplier in the **Control Keys** section on the PO. It will detail the invoice type and if order confirmations and ship notices (ASNs) are allowed /not allowed for the PO item.
- Suppliers should also check **Tax Rate / Schedule Line / Other Information / Incoterms Information** before confirming the purchase order. If details are incorrect, contact the Purchasing Agent on the PO.
- A training video is available for detailed information on Inbox, Order Review and Order Confirmation.

## SPECIFICS FOR PURCHASE ORDER CONFIRMATIONS

- The Order Confirmation is **mandatory** for all NEW purchase orders received.
- Any field with an asterisk (\*) is mandatory to fill in.
- The Confirmation Number (#) is your reference number, it can be any word number or combination of your choice. Max length is 20 characters.
- A Purchase Order must be confirmed prior to shipping the goods/delivering services.
- Multiple Order Confirmations are allowed
- Creating an Order Confirmation informs BHP that you accept all conditions, update or reject the order:
  - **Confirm Entire Order:** confirms the entire order as listed

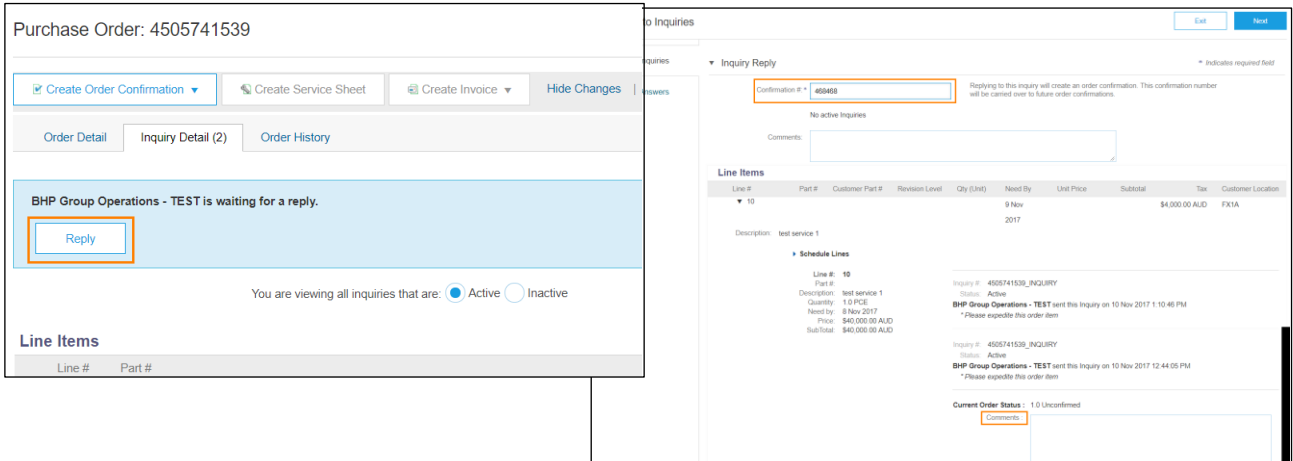
The screenshot shows a web interface for 'Current Order Status'. At the top, it says '2,000 Unconfirmed'. Below this, there are four input fields: 'Confirm: 1', 'Backorder:' (empty), 'Reject: 1', and a 'Details' button with an information icon.

- **Update Line Item:** used to apply changes to details of the order. Once received, BHP will review the changes and if the changes are accepted, BHP will send a Changed Order. Comments are not considered by BHP.
  - Do **not** use the *Backorder* field. BHP deletes the line item if this is selected.
  - **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; the *Update Line Item* is the correct process.
- A new version of a Purchase Order will obsolete the previous version. Only transact from the most recent version of a PO.

## ORDER INQUIRIES

An Order Inquiry may be sent by BHP if an Order has passed its 'Need By' date. You must respond to an Order Inquiry by sending an Order Confirmation – *Update Line Items*. Within the Line Item Details, change the date to the new delivery date to inform BHP of the updated order status.

Answering an Enquiry requires filling in a confirmation number and adding comments.



### SPECIFICS FOR SHIP NOTICES

- The Purchase Order must be confirmed prior to shipping the goods. Only confirmed lines can be selected for ship notices.
- The Ship Notice can be full or partial.
- The Ship Notice is confirmation of shipment and sent to BHP to advise them of the expected delivery date for the goods.
- The Ship Notice is not applicable to Service Orders.

### GOOD RECEIPT NOTICES

- A Goods Receipt Notice (GRN) is sent by BHP to inform you they have received the goods in the delivery and it is registered into their.
- All Material orders require Goods Receipt Notice (GRN) to have been received into Ariba prior to invoicing. From the Purchase Order; the 'Create Invoice' button will remain inactive until a GRN is received.

### SPECIFICS FOR SERVICE SHEETS

- The Service Entry Sheet (SES) is the claim for the services completed. There are 2 methods to begin the claim process for Service Orders. The selection of method once made cannot be changed for each Purchase Order.

#### Method 1: SES & Invoice 1-step.

- To be used when the *Create Invoice* button is active and will create the Invoice first, the SES is created automatically. Note a warning pop-up window appears at the start of the Invoice creation process to advise.
- Make sure to include all attachments on the service invoices (signed job card, signed time sheet, signed proof that service was rendered)
- Once the invoice is submitted, the system will hold it and create an Auto-Generated Service Entry Sheet, which is sent to BHP. Once the SES is approved by BHP, the invoice will be automatically released.

#### Method 2: SES before Invoice

- When the PO states, "Invoicing not allowed" or "is ERS" the supplier only needs to create a service entry sheet as once approved, BHP uses this document to create an invoice that will be sent to Ariba.
- Create the Service Sheet first. Only selected suppliers have this method made available.
- Used when the *Create Service Sheet* button is active

- Service Entry Sheet may require the creation of Child Lines if the purchase order did not include them. Child lines can be added using Click *Add/Update*, then *Add Contract/Catalog Item* and select from the list. If no item exists (e.g. contract), click *Create a Non-Catalog Item* and fill in the necessary fields.
- A Service Entry Sheet requires an attachment of supporting documentation (e.g. signed time sheet, job card, service report) to be added. BHP uses this attachment to review and approve the SES.
- The status of the created Service Sheets can be viewed from the *Outbox*, under the *Service Sheets* tab.
- BHP reference documents are:
  - [QRG Service Sheet Guide](#)

## SPECIFICS FOR INVOICES

This section mentions any specific transaction rule that should be observed by suppliers regarding invoices. Detailed instructions on the different types of invoicing can be found under the *Transacting* section of the [Supplier Training Page](#)

- BHP Reference guide:
  - [QRG Ariba Quick Start & Common Issues Guide](#)
- **Invoice Number** contains maximum 16 characters and all letters must be in upper case
- Multiple Invoices can be created against the same PO line up to the quantity/value available on that PO line
- Maximum of 200 lines (including the Parent Line) per Invoice
- Once you have submitted an electronic invoice please do not send a paper/hard copy invoice

There are 5 Invoice Statuses:

- **Sent** – you have sent the invoice to BHP
- **Approved** – BHP has reviewed the Invoice and it has been approved for payment
- **Paid** – The invoice has been paid
- **Rejected** – The invoice has been rejected, open the invoice and review rejection reason
  - Invoices rejected by BHP will display status as Rejected. The rejection reason will appear on the rejected document online and in the email attachment.
  - Go to the rejected invoice online. There is an option to **Edit & Resubmit**, click this button and make changes as detailed. The edited invoice must use a different reference number as BHP rejects duplicate invoice numbers. Adding an underscore and a letter “\_A” to the end of the previous number to denote the new version is acceptable.

### Invoice for Services

- Can only be created from confirmed Service Order lines
- A Service Invoice requires an attachment of supporting documentation (e.g. signed time sheet, job card, service report) to be added. BHP uses this attachment to review and approve the SES..
- Tax will show as VAT on the Purchase Order for all regions. Suppliers except in limited groups cannot change this. If tax is incorrect, contact the Purchasing Agent as listed on PO for adjustment.

### Invoice for Goods

- You can only create an Invoice for Goods from the PO once a GRN has been received from BHP
- The GRN has Balance Tracking applied. This means that when creating invoices you can only invoice up to the GRN quantity.
- If you have not received a GRN you need to contact the BHP Purchasing Agent as listed on PO.
- Freight charges or price variances if not shown on the purchase order cannot updated on the invoice. Contact BHP Purchasing Agent to provide an amended PO then create a new Order Confirmation before completing the invoice.

## Automatic GRN-flip (Automatic invoicing based on Goods Receipt)

- The GRN-flip is an optional feature. Suppliers need to Consent to Automatic Invoice Creation to enable this feature. This is done from the *Automatic Invoice Creation Acceptance* tab under the *Customer Relationships* option.

The image shows two overlapping screenshots from a software interface. The background screenshot is titled 'Account Settings' and has tabs for 'Customer Relationships' and 'Notifications'. Under 'Customer Relationships', there are sub-tabs for 'Current Relationships', 'Potential Relationships', and 'Automatic Invoice Creation Acceptance'. The 'Automatic Invoice Creation Acceptance' sub-tab is active, showing a table with columns 'Customer', 'Routing Type', and 'Response Status'. A row for 'TEST' is visible, with 'Default' under 'Routing Type' and 'Not Responded' under 'Response Status'. An 'Actions' dropdown menu is open over the 'TEST' row, with 'Confirm Automatic Invoice Creation' selected. The foreground screenshot is a dialog box titled 'Confirm Automatic Invoice Creation'. It asks the user to specify whether to allow the Ariba Network to automatically create invoices from receipts for 'TEST'. There are radio buttons for 'Yes' (selected) and 'No'. Below the radio buttons, there is a checked checkbox and a warning message: 'By selecting Yes, my company authorizes Ariba, using the Ariba Network functionality, to automatically create and submit invoices based on receipts sent by TEST. Every time the Ariba Network receives a receipt that applies to a single order from TEST, the system will use information from the receipt and the corresponding order to automatically create and submit an invoice. The tax amount must be specified on orders by TEST.' There are 'OK' and 'Cancel' buttons at the bottom right of the dialog.

- For the GRN Flip Invoice to work successfully, you must have completed the Tax ID and Vat ID fields in your Company Profile- Basic and Profile sections. Australian vendors: use your TAX ID number with the prefix AU (no spaces) in the VAT ID field.
- Only Active, Confirmed lines of the PO can be Auto Flipped to an Invoice .
- Invoices auto flipped from a GRN will reflect quantity and price details sent on the GRN.
- The invoice number is an auto generated number created by the Ariba system.
- If you have not received a GRN, you will need to contact BHP. Contact details can be found in the the PO under Purchasing Agent.
- The complete methodology on GRN-flipping is also available in this [training video](#).

## Editing Tax for USA Suppliers - Petroleum

- A limited group of Petroleum vendors have been included in the Tax Editable (USA) supplier group. Their PO will no longer include any tax category or rate.
- Upon creating an invoice, you must edit and enter a Tax Category and a Tax Percentage Rate based on applicable local, state and federal taxes.
- You must enter a tax category name and a percentage against each line item even if it has a 0% tax rate.
- For multi-line orders where different tax types apply, the taxes must be changed at line level

## SPECIFICS FOR REMITTANCE

- The Remittance informs of when and how payment for an invoice is made
- The Remittance is an informational document only and does not require any action
- New Remittances can be viewed from the *Inbox* area under *Remittances*. Standard Account users will receive an Invoice Approval email with scheduled payment details included.

## SPECIFICS FOR QUOTE AUTOMATION

BHP have commenced a process where suppliers will 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. This will be the preferred way for BHP to connect with suppliers on providing goods pricing that can be used for new orders.

- A Request for Quote (RFQ) from BHP is based on a selected part number/ item. The end date of the bid period is clearly displayed on the email received into your Ariba Inbox.



- The supplier can reject or ignore an RFQ but if responding with a quote they must do so within 48 hours. The response document outlining their price and delivery date is in a standard CSV format. The quote may include attachments such as PDF or word document.
- Only Ariba users with the correct role permissions assigned can receive and send responses to an RFQ.
  - Go to *Company Settings, Manage Users* and select the User Name to be assigned this permission and click *Edit*.
  - In the User tab enable “This user is the Ariba Discovery Contact”. Repeat this for up to 5 users you want to be assigned this new role.
- Create an email notification group for all RFQ requests.
  - Click on *Account Settings* → Go to *Notifications*
  - Under the *Discovery tab*, enable the Business Opportunity by placing a tick in the box if not there.
  - You can add up to 5 email addresses but use the colon (;) between names. Each address will be altered when a new RFQ is received

For more information about the Quote Automation Process, See the [Supplier Training Page](#) > Advanced Functionalities > Quote Automation.

## HELP & SUPPORT

If you need assistance using Ariba Network, please consult our documentation in the [Supplier Educational Materials Portal](#) or contact our Support Team directly from the [Help Center](#).

BHP provides all supplier documentation at [Transacting with BHP using SAP Ariba®](#)

If you need assistance regarding BHP business processes, contact BHP:

- Ariba Onboarding and Ariba enquiries: [BHP eBusiness Team](#)
- Purchase Order, Goods Receipt and Overdue or Other Payments Queries: [BHP Customer Resolution Team](#)
- Changes to Suppliers vendor details : [BHP Vendor Master Team](#)