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 South 32, please follow the steps below:

1

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/

2

Review the specifics of transacting with South 32

Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer. This document will help you navigate through the detailed content of our Supplier Training Page.

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

THE BEST RUN **SAP**

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SCOPE OF SOUTH 32 'S PROJECT

This section specifies which documents will be transacted through Ariba Network. Some of them will be mandatory, others will simply be available if relevant.

Supported Documents On this Ariba Network relationship	Not Supported Documents On this Ariba Network relationship

• **Purchase Orders**
POs from South 32 will be sent through Ariba Network
 	
• **Purchase Order Confirmations**
Apply against a whole PO or line items
 	
• **Ship Notices**
Apply against PO when items are shipped
 	
• **Service Sheets**
Apply against a PO referencing a service line item
 	
• **Invoices**
Apply against a whole PO or line items
  o **Partial Invoices**
  o **Service Invoices**
    Invoices that require service line item details
 	
• **Credit Invoices/Credit Memos**
Item level credits; price/quantity adjustments
	• **Summary or Consolidated Invoices**
	Apply against multiple POs
	
	• **Invoicing for Purchasing Cards (P-Cards)**
	An invoice for an order placed using a purchasing card
	
	• **Duplicate Invoices**
	A new and unique invoice number must be provided for each invoice; duplicate invoices will be rejected unless resubmitting a corrected invoice that previously had a failed/rejected status on AN
	
	• **Paper Invoices**
	South 32 will no longer accept paper invoices and requires invoices to be submitted electronically through Ariba Network
	
	• **Non-PO Invoices**
	Against a PO not received through AN
	
	• **BPO Invoices**
	Invoices against a blanket purchase order
	
	• **Contract Invoices**
	Against contracts
	
	• **Header Level Credit Memos**
	The Header Level Credit Memo feature is not supported by South 32

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 South 32.

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 your enablement tasks
- Configure Electronic Order Routing method and notifications
- Configure Electronic Invoice Routing method and Tax Details
- Configure your Remittance Information and payment methods
- Set up a test account

TRANSACTING ON ARIBA NETWORK

This section mentions the specifics of transacting with South 32 on Ariba Network once your account has been set up. You'll find detailed instructions in the Transacting section of the **Supplier Training Page**.

Specifics for PURCHASE ORDERS

This section mentions any specificities regarding Purchase Orders sent by South 32 through Ariba Network. The Purchase Order (PO) is the source document for the order and all subsequent documents are created from the PO – **You cannot Manipulate or change the PO yourself.**

Multiple Invoices can be created against the same PO line up to the quantity/value available on that PO line.

Below is a breakdown of what an order will contain and how to read and respond to the order.

Reviewing a Purchase Order

Each Purchase Order that comes into the system should be reviewed to:

• Identify the items requested

• Determine whether the items are in stock

• Validate the information contained within the PO

• Review the shipping address

• Ensure that the details of items in the order are correct

• Check fields required by the business and any Comments

The Order Type represents the type of items on the order or a business process. South 32 may send the following Order Types:

➢ Goods Order – Material items only

➢ Service Order – Could be Planned or Unplanned Services

Changed Purchase Orders:

A change order is triggered, when a Supplier has provided proposed changes on the Order Confirmation or contacted the requester. – **Please see Specifics for ORDER CONFIRMATION**

Only the Buyer can change a purchase order. The Buyer will contact suppliers where the proposed changes are not accepted based on trading agreements.

Invoicing for an amount different to that shown on the Purchase Order will result in the invoice being rejected and this may delay the process.

Invoicing is not available on obsoleted purchase orders, locate and invoice on the latest version.

• A changed purchase order may be sent when:

> • A price change has been accepted

> • The order was rejected because the wrong information was sent

> • The purchase order had too many errors for the Supplier to effectively correct

Service Orders:

A Service Invoice is a claim for the services carried out and is sent to South 32 for approval prior to creating a Service Sheet on your behalf. Please refer to '**Specifics for SERVICE ORDERS**'

Specifics for PO CONFIRMATIONS

When a new order is received into Ariba, you will be required to create an Order Confirmation - Order confirmations are **mandatory**

• There are 3 types of Order Confirmation; a Confirmation can be created to either confirm, update, or reject the order:

   1. Confirm Entire Order: used to confirm all line item details of the order
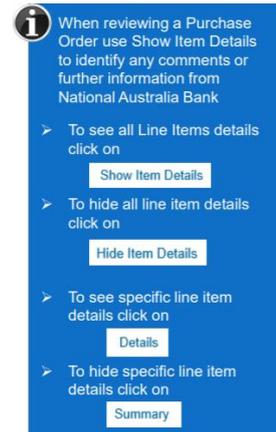
2. Update Line Item: use when specific items need to be placed on Back Order or a portion of the Purchase Order needs to be amended or there are changes to items such as cost, part number or a line requires a rejection.

3. Reject Entire Order: used to reject the order if it cannot be fulfilled

Please note the following:

• The Invoice must match the order details. Therefore, use the 'Order Confirmation Update Line Items' to request changes to the order. The Order must be correct prior to

shipping the goods

• Multiple Order Confirmations are allowed

• The Confirmation Number (#) is your reference number, it can be any word number or combination of your choice. Max length is 20 characters

• Delivery Date only changes must be processed as Back Order

• Once the Order Confirmation – Update Line Items is received, South 32 will review the changes and if the changes are accepted, South 32 will send a Changed Order

• The Changed Order needs to be reviewed and confirmed to in the same way as the Purchase Order

Specifics for SHIP NOTICES

The Ship Notice is the delivery information and is sent to South 32 to advise them of the ship date for the materials. Ship Notices are an **optional** document process.

• The Order must be correct prior to shipping the goods

• The Ship Notice is not applicable to Service and Field Release Orders

• An Order Confirmation must be completed prior to the Create Ship Notice activating, and only Confirmed lines can selected

2 types of Ship Notice

1. Full Ship Notice
2. Partial Ship Notice

Specifics for GOODS RECEIPT

A Goods Receipt Notice (GRN) is sent by South 32 to inform you of what they have received into their system from the shipment you

• All Material orders require the goods to be received and receipted at the buyer's end, prior to invoicing

• In the Order; the 'Create Invoice' button will remain inactive until a GRN is received

• You can find Goods Receipts under the **Fulfillment tab** in the Network.

GRN Flip

• Invoices which are auto-flipped from a Goods Receipt Notice (GRN) will reflect details sent on the GRN

• An Auto Flipped-Invoice can only be created from the Active, confirmed lines of the Order document once a GRN has been received from South 32

• This is a setting the supplier will now update but this should be done in consultation with South 32 and the Vendors Accounts Department.

Especially where the vendor performs repairs.

• If you have not received a GRN you will need to contact South 32. Contact details can be found within the Order details under "South 32 Contact"

• The invoice number is an auto generated number created by the Ariba system

• The Purchase Order number and the Line number will be on the Invoice

• Suppliers need to Consent to Automatic Invoice Creation to enable the GRN Flip (this is an optional feature for suppliers)

• For the GRN Flip Invoice to work successfully, you MUST have your company ABN entered into the Tax Id and Vat Id fields in your Company Profile

Reasons the GRN did not flip

1. ABN not in your Company Profile under the Tax Id and Vat Id

2. Order not Confirmed

3. Consent to Automatic Invoice Creation not completed

4. Suppliers can activate this from within their account and it's their responsibility as there are SARS implications.

> Consent to auto-invoice against goods receipt form part of account configuration activities. Please refer to the 'Quick Start Guide' available in the SIP (Supplier Information Portal), under the 'Account Configuration' section for more information if required
> 1. Click on **Company Settings** and select **Customer Relationships.**
> Account Settings display
> 2. Select the **Automatic Invoice Creation Acceptance** tab.
> 3. Click **Actions > Confirm Automatic Invoice Creation** to respond.
> Confirm Automatic Invoice Creation displays
> 4. Select **Yes.**
> **5. Agree** to the terms and conditions.
> 6. Click **OK**
> 7. Click **Save.**
> Note: To turn the Auto-Invoice off, repeat the above process, however choose No at step 4.

> 1. Go to **Electronic Invoice Routing.**
> 2. Select **Tax Invoicing and Archiving.**
> 3. Enter your ABN into the **Tax Id** and into the **Vat Id** fields.
> Note: Your company's Tax Identifier is mandatory on invoices and are required to ensure the Goods Receipt Notice flips into a tax invoice.

Specifics for SERVICES

This section mentions any specific transaction rule that should be observed by suppliers regarding Services. The Service Order is a commercial document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services the seller will provide to the buyer. Receiving a Service Order from your buyer constitutes an offer to utilise your services

• All Service Invoices require an attachment of supporting documentation (e.g. signed time sheet, copy tax invoice, service report) attachments cannot exceed 10MB

• Service Invoices Can only be created from 'Confirmed' Service Order lines

• Multiple Service Invoices can be created against the same Order line up to the quantity/value available on that PO line

• Ariba keeps a track of outstanding order balances (Balance Tracking) for Service Orders

• Maximum of 200 lines (including the Parent Line)

▪ Where there are multiple parent and child lines you will need to select the required parent line to be invoiced. Only one parent line per claim.

▪ Add/Update details requires Suppliers to select and include the services that were provided and being invoiced from a list of services within the Ariba Network, this list is

loaded by South 32 for each Supplier

• There are different types of Service Order:

    1. **Planned Service** – the Purchase Order displays the actual service.

    ➢ A Planned Service Item is generally a continued service where South 32 knows the details and value of the service carried out and will provide line details.

    ➢ Planned Service orders consist of one or more parent line/s and child line/s

    ➢The child line values will correspond to the parent line total amount

2. **ERS Service PO** - Evaluated Receipt Settlement, which uses purchase order information to automatically generate both the Service Sheet and the invoice and pay it without the requirement for a supplier to create an invoice

Service Entry Sheets are utilised with South 32 for **Service Claims**:

The Service Entry Sheet is the claim for the service work carried out. Service Entry Sheets are system generated from the Invoice submitted. The status of the Invoice will change as it progresses through South 32's approval process. There are 6 Service Sheet Statuses:

• **Sent** – You have sent the service sheet to South 32

• **Approved** – South 32 has reviewed the service sheet and it has been approved.

• **Invoiced** – You have invoiced South 32 for the full amount of the document

• **Partially Invoiced** – You invoiced South 32 for only a part of the document amount.

• **Rejected**– The invoice has been rejected, open the service sheet and review rejection reason. Edit and resubmit

• Before a service claim can be done, it might be required that the vendor needs to re-confirm the PO requesting a change to the quantity or price of the

actual service rendered wait for the change order and confirm.

• Once submitted to South 32 the Service Sheet will be reviewed and either Approved or Rejected

• There are 2 methods to begin the payment process for Service Orders, 1. Create the invoice first or 2. Create the Service Sheet first

1. **Method 1 (Ariba transmitted invoices):**

   • Supplier create the Invoice first; once the Supplier submits the invoice an auto generated service entry will be created and submitted to South 32 for approval.
   • This is a setting the supplier will now update but this should be done in consultation with South 32 and the Vendors Accounts Department. Especially where the vendor performs repairs.

   Steps for Method 1:
   1) Receive and confirm Service Order
   2) Provide service
   3) Create & Submit Service Invoice (the system will hold this, until the Service Entry is Approved)
   4) Service Entry Sheet is Approved
   5) Once approved, the Ariba Network will release the Invoice (Status of Pending Approval) & send to South 32 to progress through the invoice reconciliation process.

2. **Method 2 (Hard copy invoices or RCTI (ERS) invoices):**

   • Create the Service Sheet first; the Service Sheet will be submitted to the buyer for approval. If a Service Sheet is created before an Invoice, this process must be followed for the entire life of the order (any subsequent claims against the order).

   Steps for Method 2:
   1) Receive and Confirm Service Order Step
   2) Provide Service
   3) Create & Submit Service Sheet
   4) Approval Received from South 32
   5) Locate PO and Create & Submit Invoice

Note: Only selected suppliers will be able to create manual Service Sheets in Ariba. If the Service Sheet button is greyed out (not active) in your Ariba Order you will only be able to use method 1 (Invoice first). Additionally, whichever option you use will need to be continued throughout the life of the order.

Specifics for INVOICES

This section mentions any specific transaction rule that should be observed by suppliers regarding invoices. You can only create an Invoice for Goods items from the "Active" PO/CO document once a Goods Receipt Notice (GRN) has been received from South 32

• 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 will need to contact South 32

• For any price variances send an Order Confirmation with Changes Proposed to South 32 for approval prior to sending the goods

• Once you have submitted an Invoice please do not send a paper/hard copy invoice

• Types of invoices applicable to South 32 suppliers:

> • Manual e-Invoices – Ariba created invoice

> • Auto generated invoices from receipt (GRN Flip Invoice) – Ariba created invoice which auto created from goods receipt notification.

> • This is a setting the supplier will now update but this should be done in consultation with South 32 and the Vendors Accounts Department. Especially where the vendor performs repairs.

> • Hardcopy invoices (No e-Invoices) – Suppliers not activated to submit invoices via Ariba Network (Columbian suppliers)

> • Recipient created tax invoice(RCTI)/Evaluated Receipt Settlement Invoices (ERS) – activated in the South 32 system for South 32 system generated invoices (Only Australian)

There are 5 Invoice Statuses:

> • **Sent** – you have sent the invoice to South 32

> • **Approved** – South 32Group 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

> • **Canceled** – The invoice has been cancelled by South 32

Specifics for CREDIT MEMOS

Credit Memos can be sent to South 32 via the Ariba Network and do not need to be sent in the mail.

• Please also note the following when creating Credit Memos:

> • Credits are supported against specific line items from a previously submitted invoice
> • Credits can be for full or partial amounts for material orders

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.

HELP & SUPPORT

If you need assistance using Ariba Network, please consult our documentation or contact our Support Team directly from the Help Center.

If you need assistance regarding business processes, please contact the South 32 project team.

www.sap.com/contactsap

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