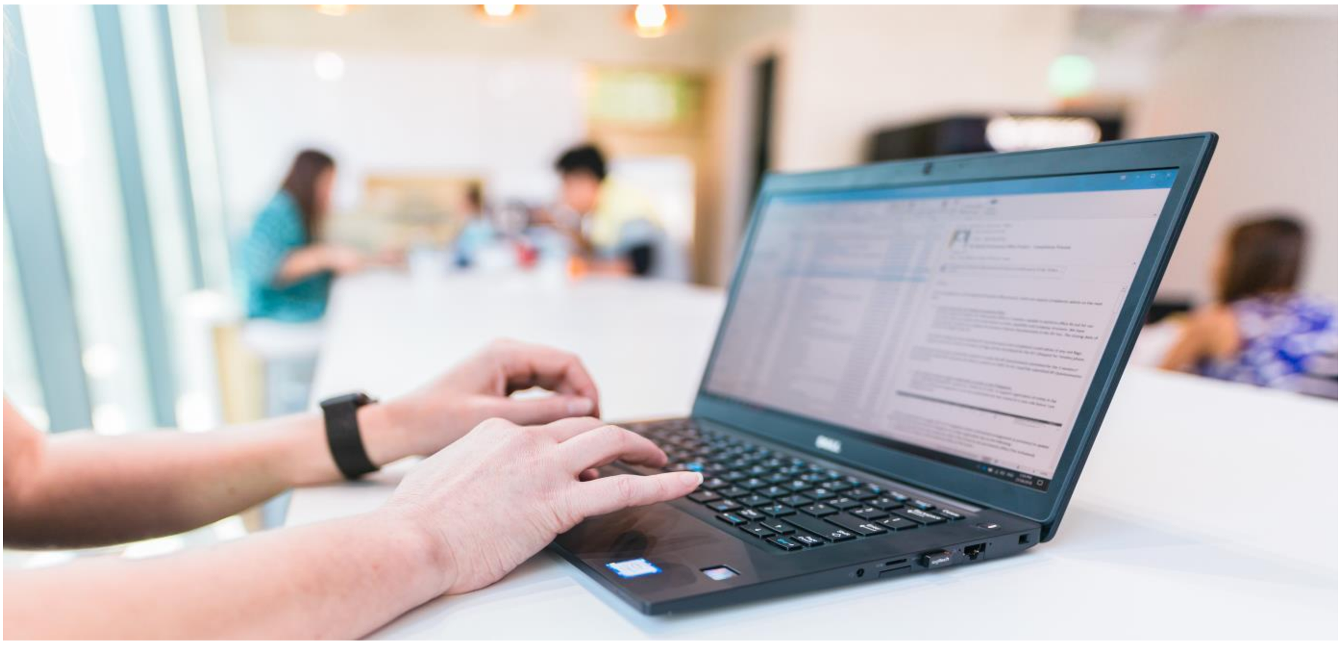
May 2026

BHP S&Q
Supplier Guide
(Strip and Quote System)



Contents

FREQUENTLY ASKED QUESTIONS

Refer to the BHP S&Q Frequently Asked Questions here for general information about S&Q.

Intent and description

This document provides step-by-step instructions to vendor on how to submit the credit on Strip & Quote (S&Q).

- Access the Strip & Quote (S&Q) Overview screen
- Download, update and upload S&Q details in bulk
- Submit Service Exchange (SX) core credit information efficiently

Audience

Supplier(s)

About S&Q

Strip & Quote (S&Q) is a SAP Ariba–based process that enables vendors to assess returned Service Exchange components and submit core or parts credit details, supporting documentation and pricing to BHP for review and processing.

S&Q process ensures transparency, consistency, and accurate credit outcomes for returned components.

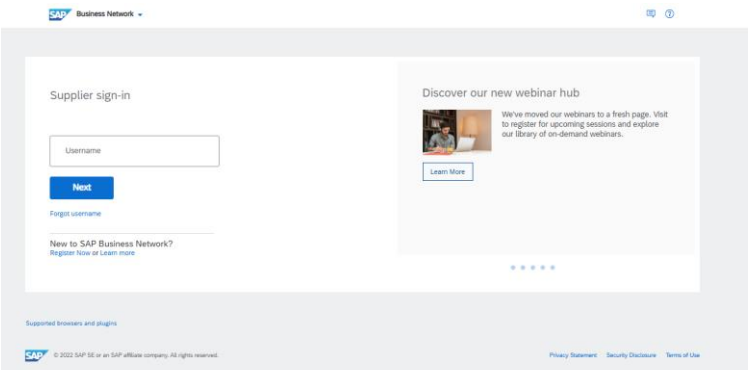
1 Access of Strip & Quote application

1.1 Steps to Access Strip & Quote (S&Q) in Ariba

- **Open the Ariba network website**
  https://service.ariba.com
  Select *Supplier* to proceed to the supplier login page.

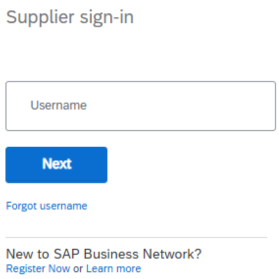
  Supplier Ariba network can be directly accessed through below link

  [Supplier Sign-in Page]()

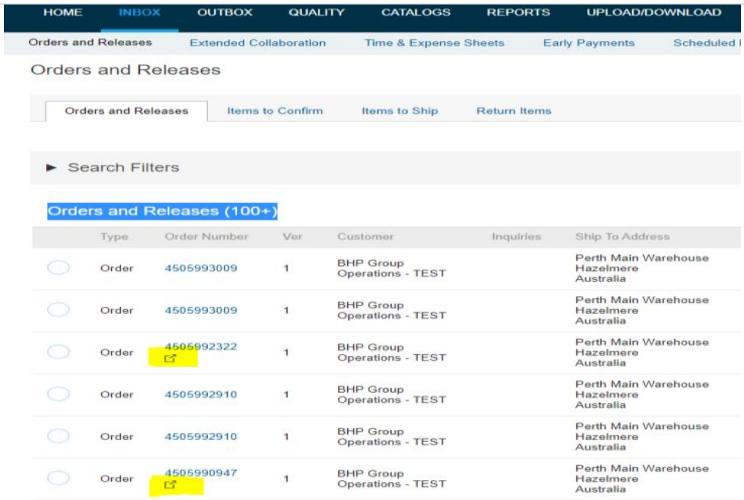


- Ariba network web URL can be accessed using any internet browser
- i.e. Edge, Google chrome, Firefox.
- Ariba web URL is system independent and can be accessed with any internet supported devices.

- The Ariba login page will display. Enter your login details. Contact admin for any Login issue.
- Vendor logs into SAP Ariba using their credentials

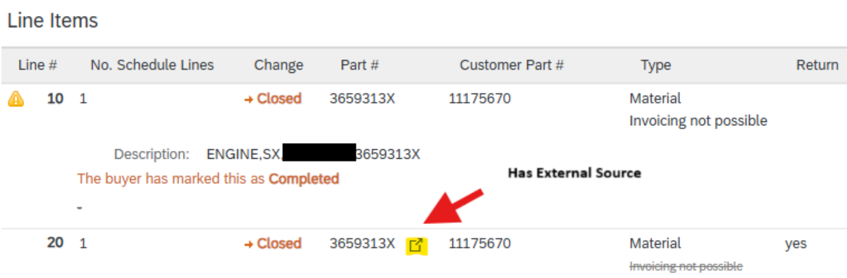


- On the header screen of the list of Purchase orders in inbox an Icon indicating that the PO has a link to S&Q application (highlighted in the adjacent screenshot) will be seen
- Open the relevant Service Exchange purchase order.

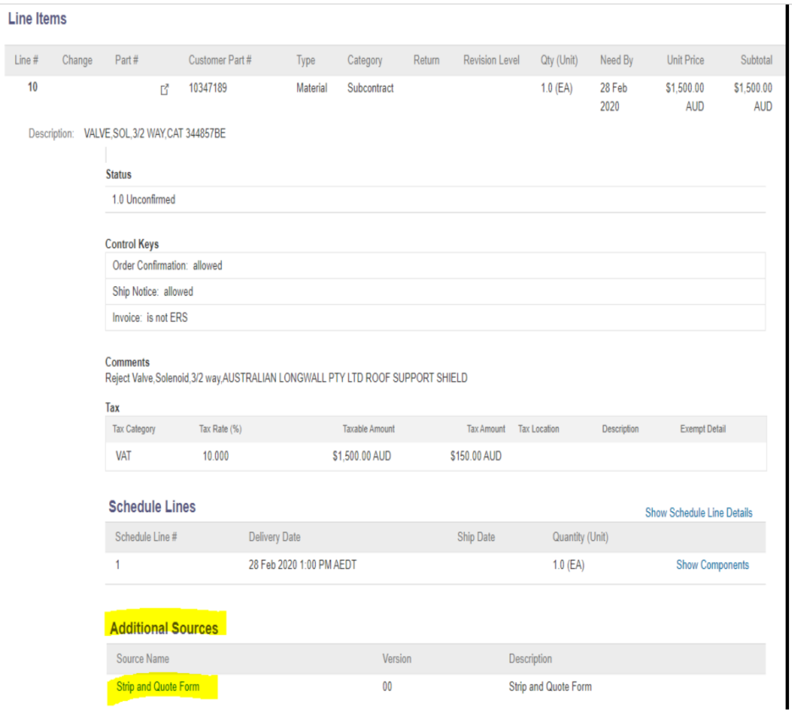


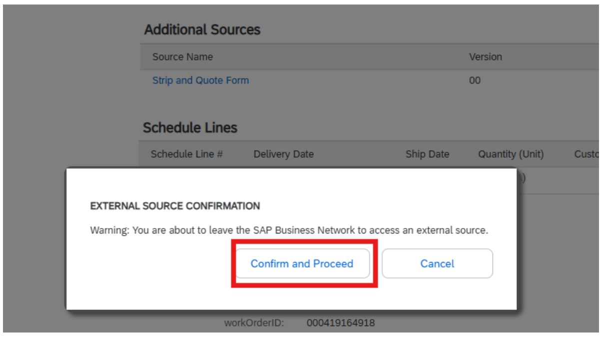
- When navigating to the item level detail of the Purchase Order, a URL link *Strip and Quote Form* is seen.

  *Each PO Line item has its unique URL Link to "*Strip and Quote Form*".

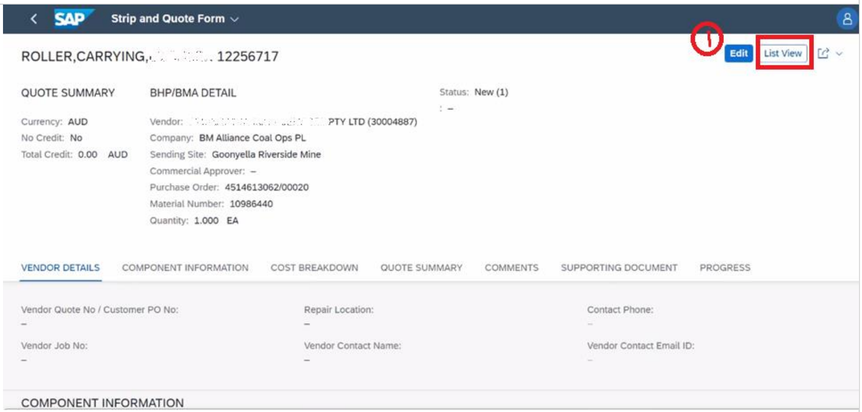


- Expand the *Details* on item line level, under “*Additional Sources*”, “*Strip and Quote Form*” to launch the Strip and Quote application for the PO item.
- [Refer to this video on how to submit the S&Q form.] [Single line submission – the usual process]
- Note: The steps above describe the standard single-line S&Q submission process; For bulk submission, refer to [Section 3 - Bulk Upload Process] of this QRG.

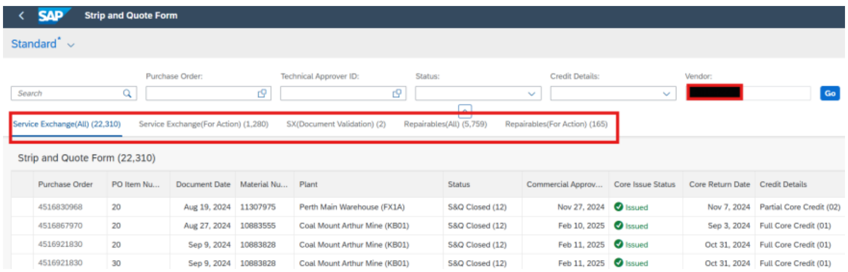




- Click on “*Edit*”, start to fill up all the mandatory field before submitting.
- Introduce new enhancement “*List View*” to access to the Fiori Strip & Quote main vendor page to access the bulk option and filtering live PO status



- The main Fiori Strip & Quote page will be displaying as such, classified mainly under: -
  - ➔ Service Exchange (All)
  - ➔ Service Exchange (For Action)
  - ➔ SX (SX Document Validation)
  - ➔ Repairables (All)
  - ➔ Repairables (For Action)



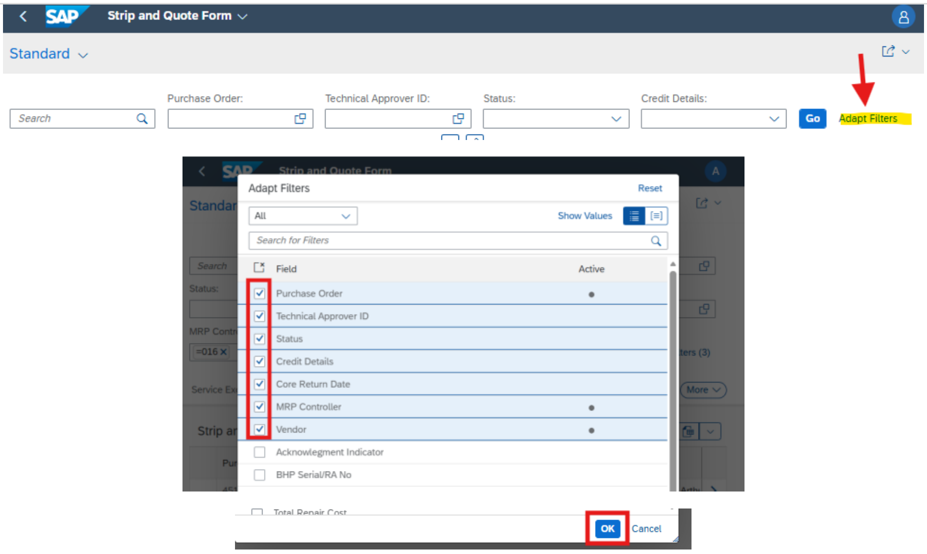
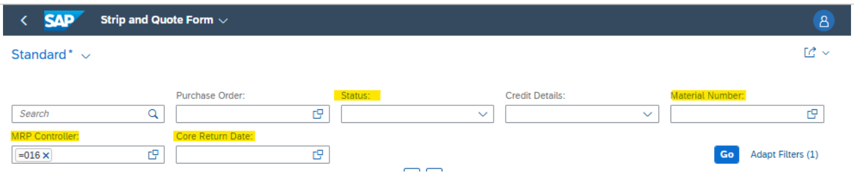
2 Navigate Strip & Quote (S&Q) List View

2.1 Strip & Quote (S&Q) List View – Overview and Filtering

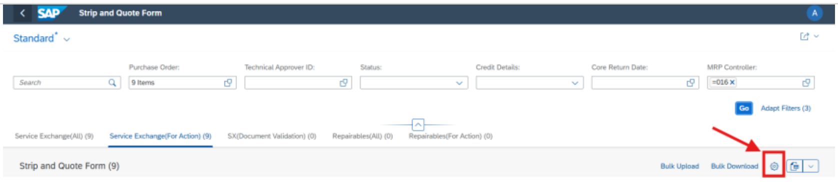
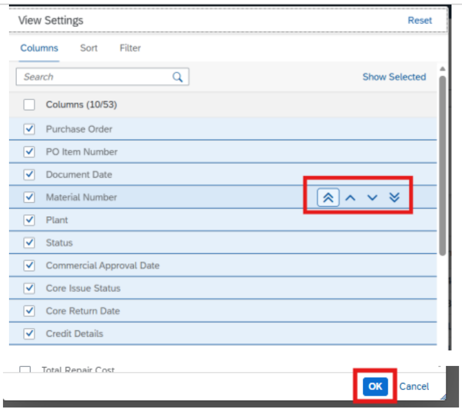
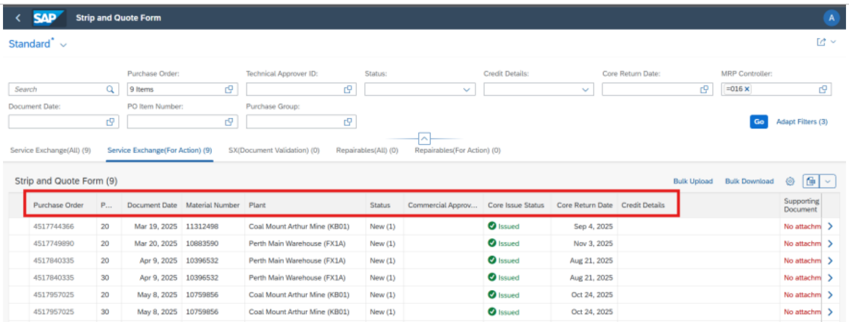
This section introduces the Strip & Quote (S&Q) List View, which provides vendors with a consolidated view of all relevant purchase order items.

The List View enables vendors to efficiently filter and scope Service Exchange items using available criteria such as purchase order number, S&Q status, material, plant and other filters.

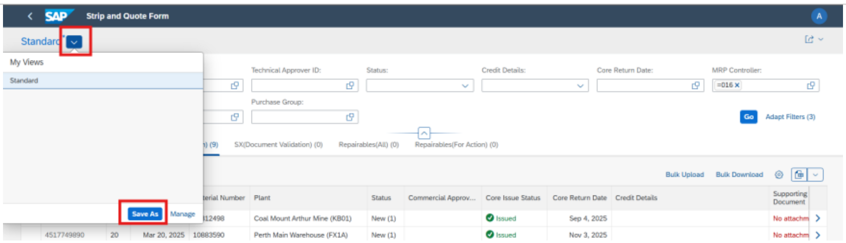
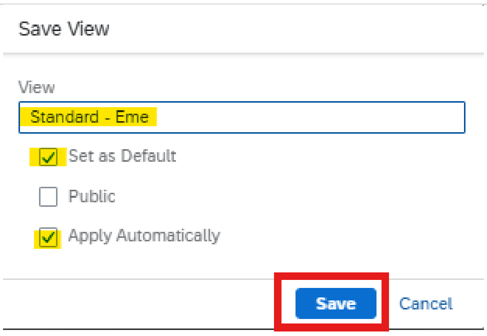
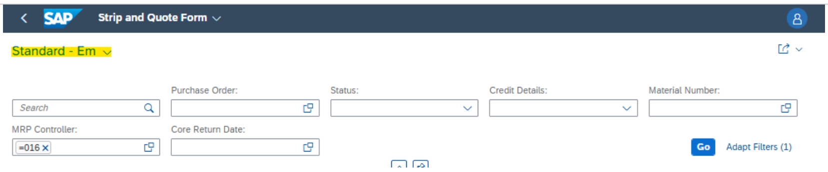
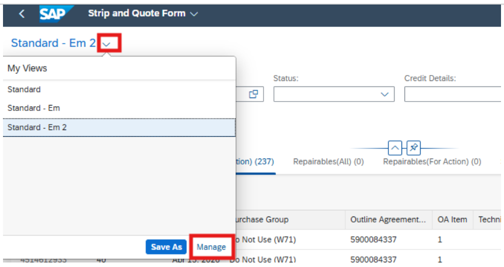
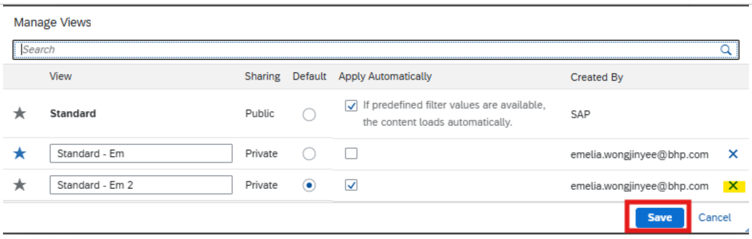
2.1.1 Strip & Quote (S&Q) Header Filtering

1 When you first use the app, you may not be able to see all filters, you are able to add it or other desired filter from "*Adapt Filters*" 2 Select the field(s) you need 3 Once done, click "*OK*" at the bottom of the page	
4 The required field added to the filter	

2.1.2 Strip & Quote (S&Q) List Filtering

1 You can also filter the list view column based on your preference **2** Select "***Maintenance Wheel Icon***" to customise	
3 Arrange the sequence and apply required filters based on your desired view. **4** Select the field(s) you need **5** Once done, click "*OK*" at the bottom of the page	
6 The required field are added to the list filter.	

2.1.3 Strip & Quote (S&Q) Customisation View, Save and Delete

1	You will be able to save your new filters view. Click on the dropdown icon at the top next to "*Standard**", then click "*Save As*".	
2	Name your new view and select '*Set as Default'* and '*Apply Automatically'* (Note: views cannot be saved with the same name).	
3	Once completed, the view will be set as the default every time you access the Strip & Quote app.	
4	If you want to delete certain view, you can click "*Manage*" in the dropdown list	
5	Click "X" at the line of the view you wish to delete, then Save.	

2.1.4 Strip & Quote (S&Q) List Analysis and Filtering

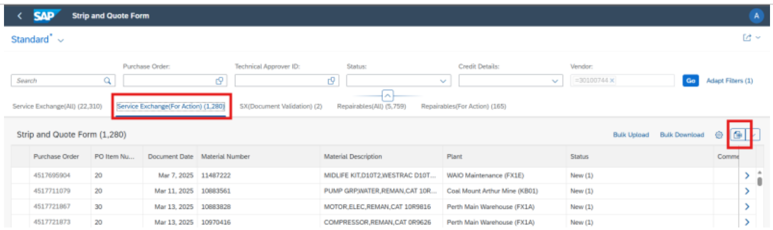
When vendors have a large number of ***Service Exchange (For Action)*** items (for example, hundreds of PO lines), it is recommended to first extract the full list before proceeding with Bulk Download and submission.

This helps vendors identify which PO lines require action and avoid unnecessary rework.

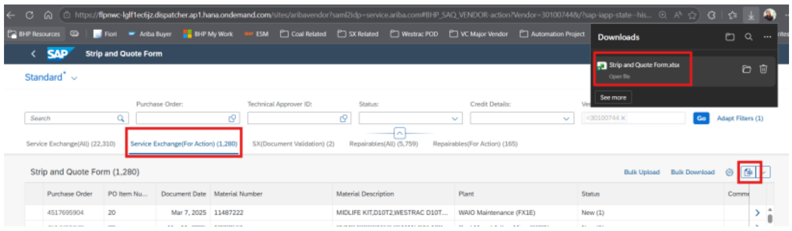
Why is this Recommended?

- Selecting all PO lines directly for Bulk Download may result in a large Excel file.
  - The Bulk Upload Excel template contains protected sheets, and:
  - Unrequired lines cannot be deleted, and
- It becomes difficult to scope only the required PO lines.
- Extracting the list first allows vendors to analyse, filter, and plan which lines need to be submitted.

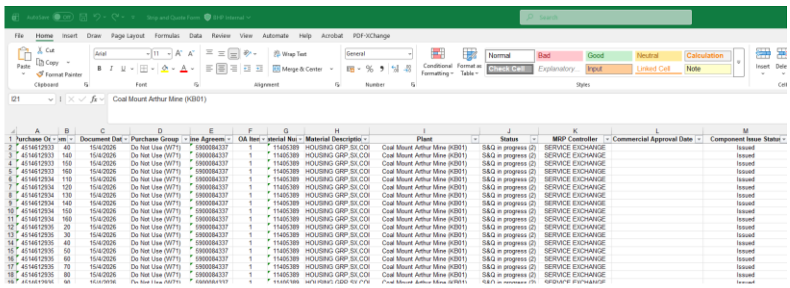
1 Extract the PO list
- Navigate to ***Service Exchange (For Action)*** tab
- Use the ***"Export"*** option to export the full list of PO lines.



2 Open and Review the Extracted File
- Open the downloaded Excel file.
- Use the file to: Review all PO lines, perform vendor analysis, and identify which PO lines require S&Q submission.



3 Filter and Proceed with Submission
- Based on analysis, return to the S&Q List View.
- Apply filters (e.g. PO number, status) to select only the required PO lines.
- Proceed with Bulk Download and Bulk Upload for the selected lines.



⚠ Important Notes for Vendors

- This approach helps reduce errors and unnecessary re-uploads.
- It is especially useful when managing **large volumes of Service Exchange items**.
- Recommended to scope and confirm required PO lines **before performing Bulk Download**.
- Note: This recommendation is optional and serves as one of the possible options, not a requirement.

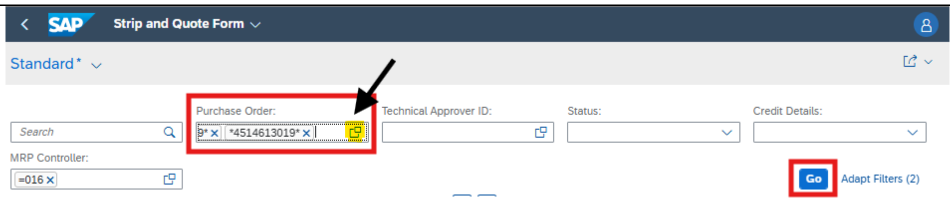
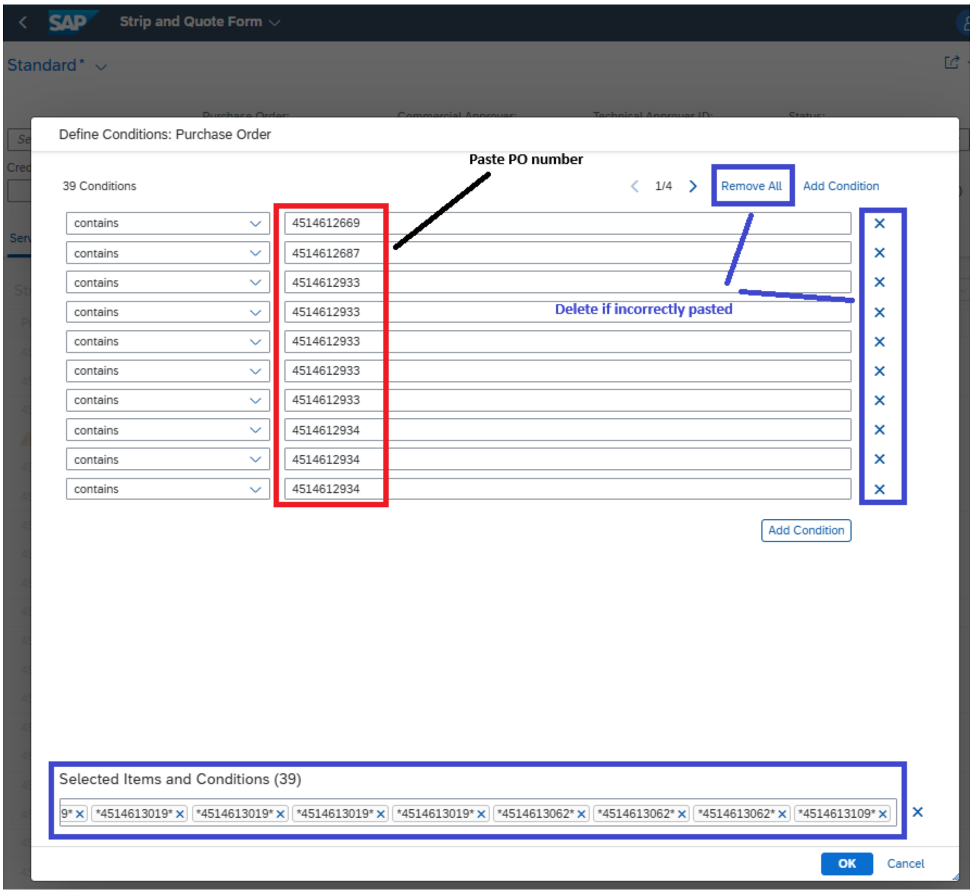
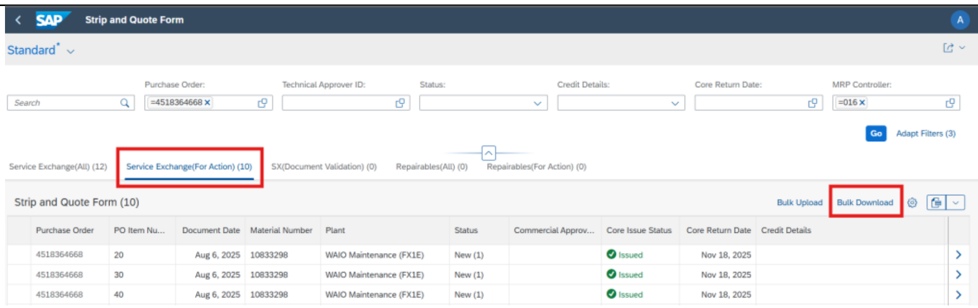
3 BULK UPLOAD PROCESS

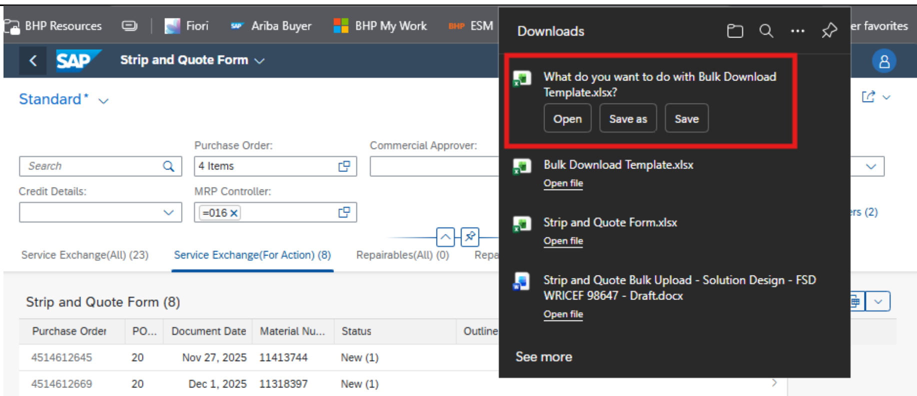
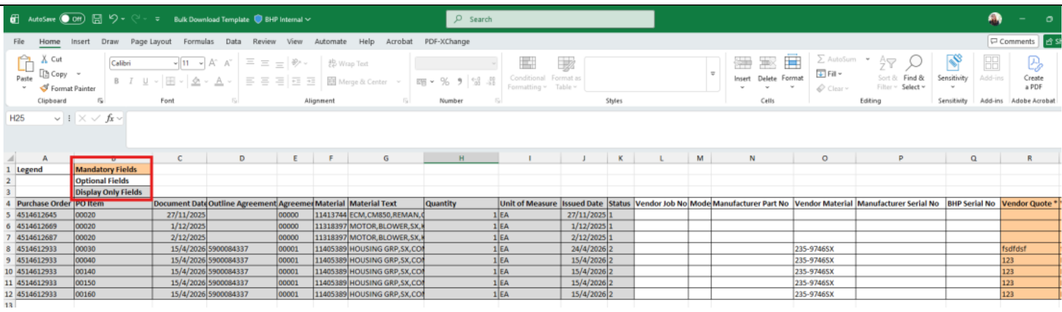
Vendors should use Bulk Upload when:

- Multiple Service Exchange PO return lines require S&Q submission
- Core items have been returned, and credit needs to be submitted
- Submissions can be prepared efficiently using an offline Excel template.

Note: Bulk Upload is optional. Vendors can continue to submit S&Q individually as per BAU.

3.1 Downloading S&Q Data (Bulk)

1 Use *filters* to identify the required PO line items **2** Select one or multiple PO S&Q items Select *OK* then *Go* once all filtering selected, then all the POs will be displaying in the list.	
3 Click *Bulk Download* based on the searched criteria, filtered PO range on submission	

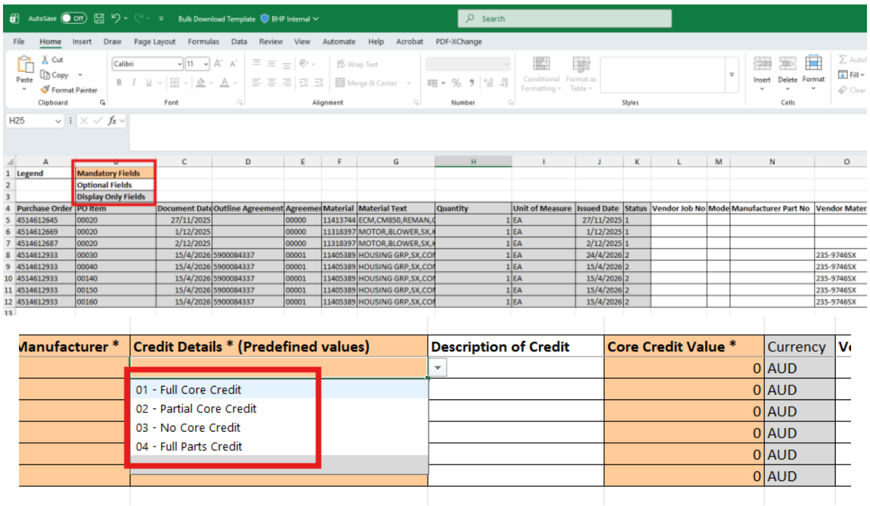
4 The *Bulk Download* action generates an Excel template, which the vendor can open or save to complete S&Q details offline.	
5 An Excel template will be generated with: -	

- PO and line details (prepopulated)
- Editable fields for vendor input
- Do not modify protected fields in the template.
- Ensuring mandatory fields details all filled

3.2 Updating the Excel Template

1 In the downloaded Excel file:

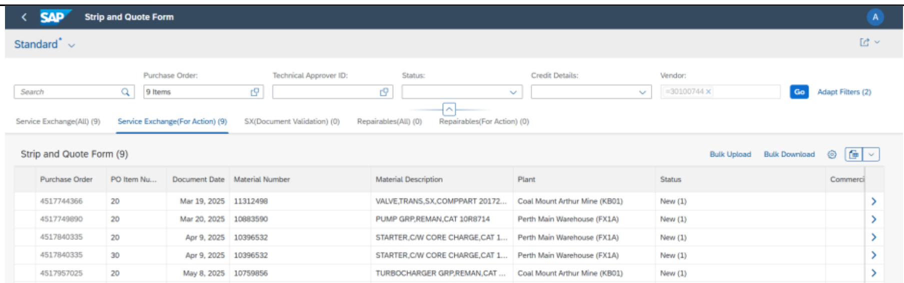
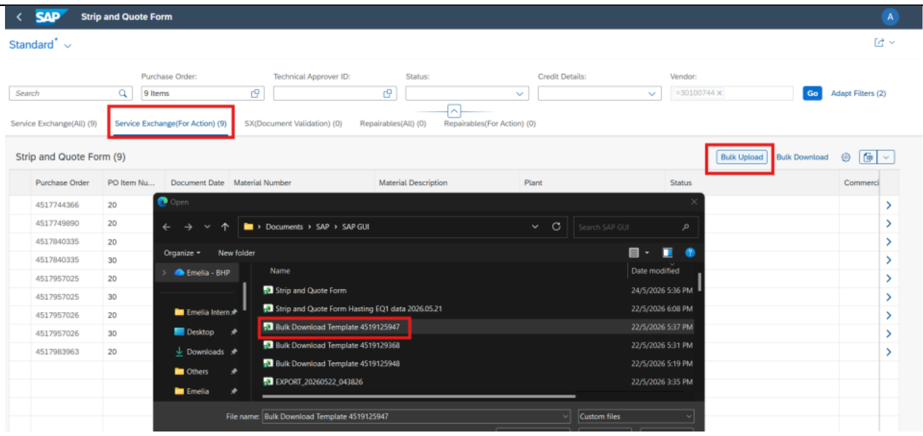
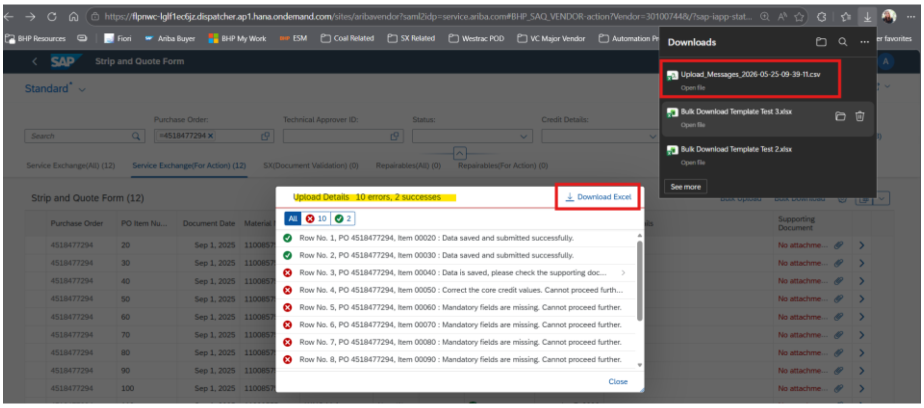
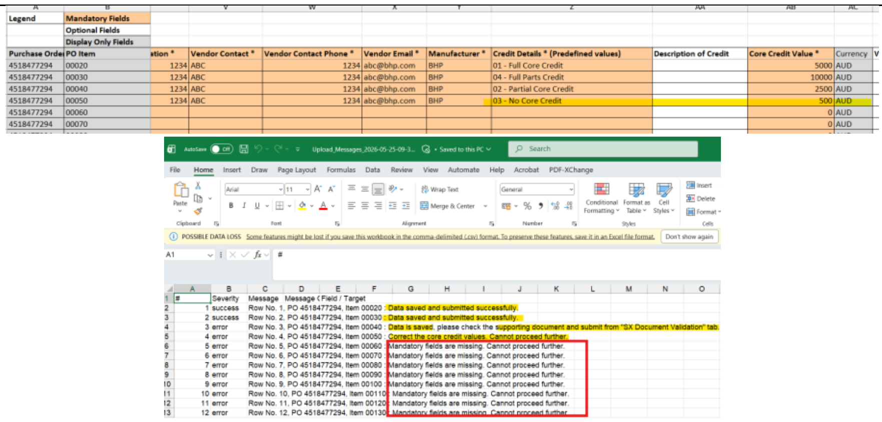
- Populate all **mandatory vendor fields**
- Enter the **Core Credit Value**
- Select the appropriate **Credit Type** (Predefined value)
- Add **remarks** where applicable
- Mandatory questions are marked with an asterisk (*) and must be answered.



2 ⚠ **Important**

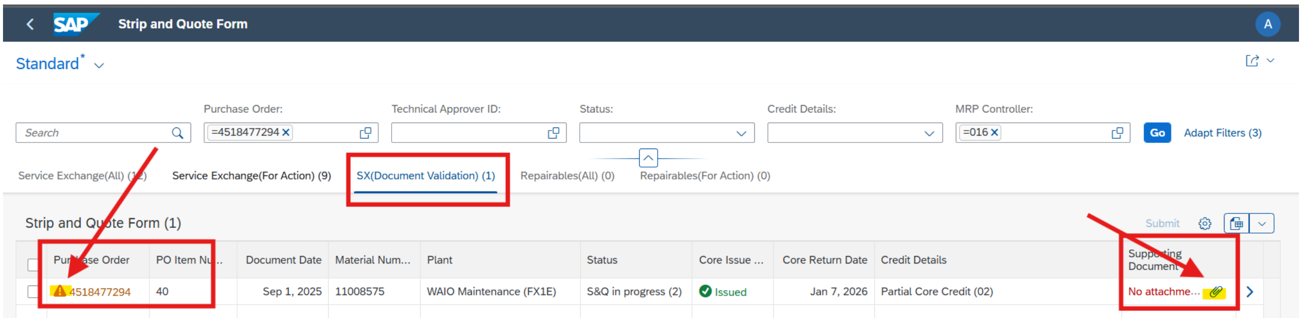
- If **Partial Core Credit** or **No Core Credit** is selected:
  - Supporting documentation is **mandatory**
  - Remarks must be provided
  - Refer to Section 3.4 for the Partial and No Core Credits Validation Error Fix

3.3 Uploading and Submitting S&Q in Bulk

1 After completing and saving the updated Excel template, return to the Strip & Quote (S&Q) Overview screen	
2 Select *Bulk Upload.* In the bulk upload pop-up window, choose the completed Excel file. **3** Upload the updated excel file template to submit the file for processing.	
4 Once the upload is completed, a confirmation message will be displayed showing the upload status. **5** Vendors may download the output file from this message to review: Successfully uploaded items, and any items requiring correction or resubmission.	
6 With the output files, it will indicate whether each line was processed successfully or requires correction.	

Examples of Upload Results (From the sample upload output):

1. **PO Line 20,30 – Successful**
   - Credit details were completed correctly.
   - Line was uploaded successfully and submitted to BHP for processing.
2. **PO Line 60 - 130 – Error: “Mandatory fields are missing”**
   - One or more mandatory fields were not completed.
   - Vendors must complete all required fields and re-upload the affected lines.
3. **PO Line 50 – Error: “Correct the core credit values”**
   - The submitted core credit value does not align with the selected Credit Eligible indicator.
   - Example: *No Core Credit* should be submitted with “0” values, Credit Details selected as *No Core Credit* but value was stated as $ 500 hence it is showing failed under this error.
   - Vendors must correct the credit details/value and re-upload the line.
4. **PO Line 40 – Error: “Data is saved, please check the supporting document and submit from "SX Document Validation" tab.”**
   - Occurs when **Partial Core Credit** or **No Core Credit** is selected without a required attachment.
   - The line will appear under **SX (Document Validation)** for document upload.
   - Refer to **Section 3.4 – Partial and No Core Credits (Two-Step Validation)** for details



⚠️ Understand Upload Outcomes

Successful lines

- Successfully validated and submitted.
- These lines will flow directly to BHP for review and will move to the Service Exchange (All) tab
- No further vendor action is required

Error lines

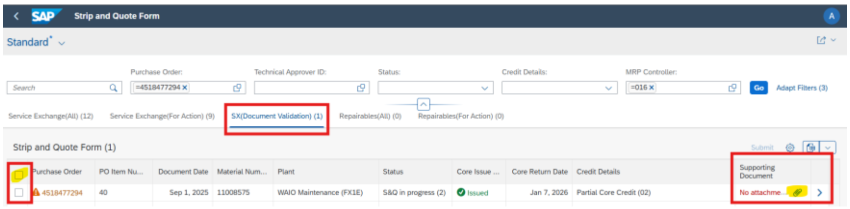
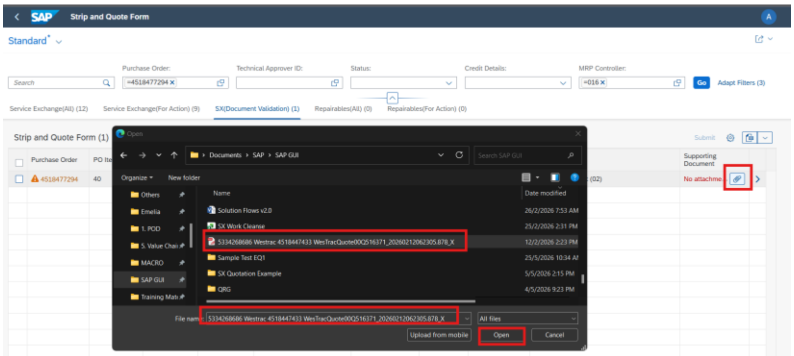
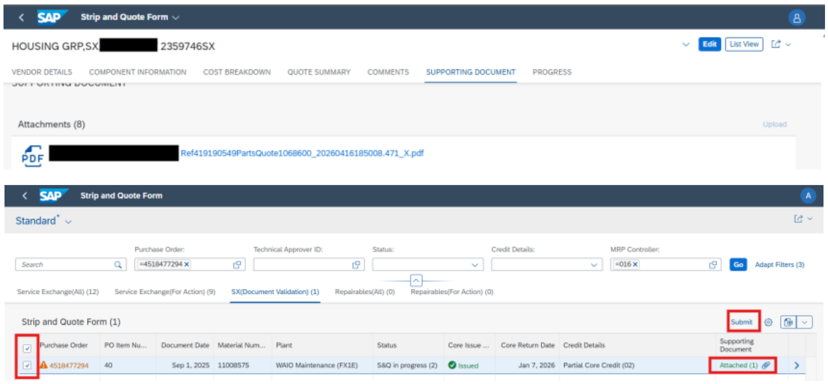
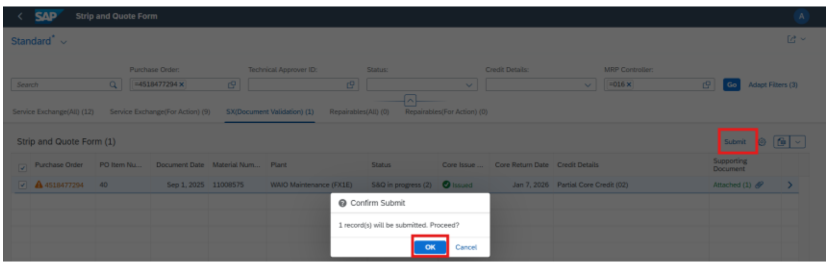
- Lines with validation errors will not be submitted
- Vendors must correct the identified issues and re-upload the affected lines
- Vendors must also attach the relevant documents if its missing of attachment

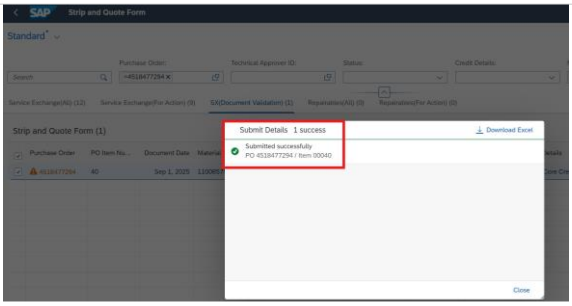
⚠️ Important Notes

- Only successfully validated lines are submitted to BHP.
- Error lines must be corrected and re-uploaded before processing can continue.
- Supporting documents are **mandatory** for Partial Core Credit and No Core Credit.

3.4 Partial and No Core Credits – Two Step Validation

This process applies when the Bulk Upload fails with the error “Data is saved but supporting document is missing”, which occurs when Partial Core Credit or No Core Credit is selected without a required attachment.

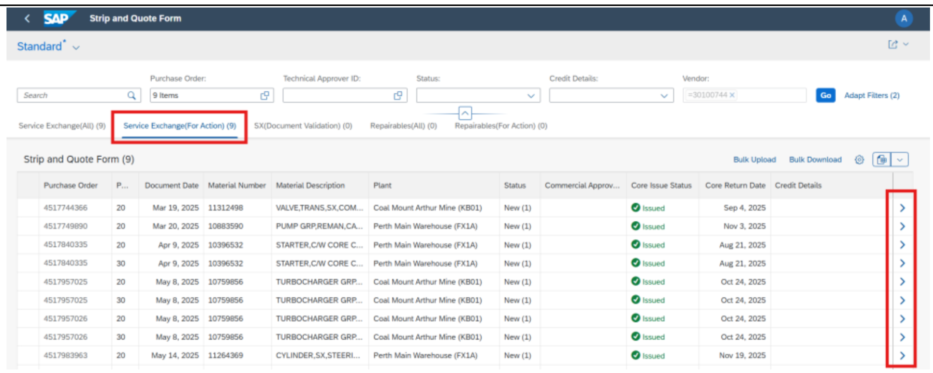
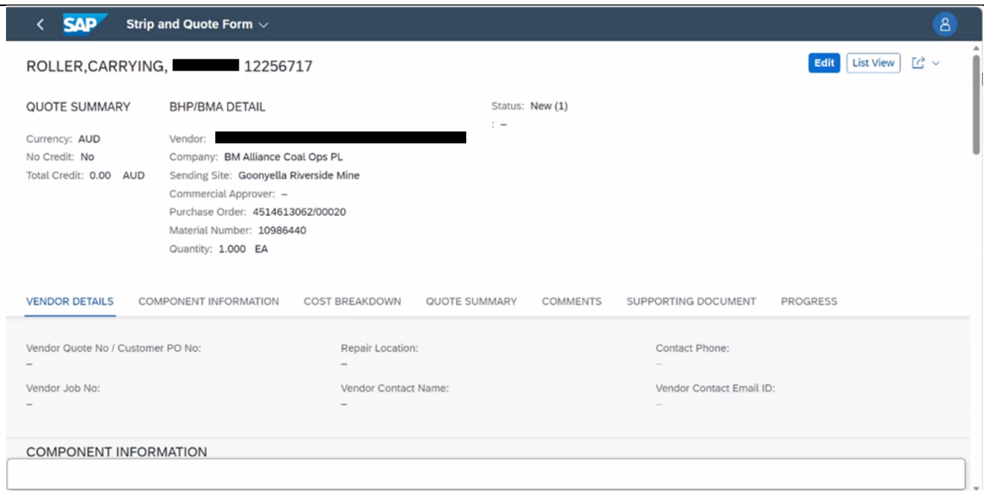
1	After uploaded the excel file and reviewing the output message • Navigate to the ***SX (Document Validation)*** tab • Select the *attachment icon* for the relevant line and have the document upload	
2	Upload Supporting Document • In the upload window, select the relevant file(s) from device. • Choose the appropriate document(s) that support the **Partial Core Credit** or **No Core Credit** justification. • Confirm the upload.	
3	Verify and Submit • After upload, the attached document will be visible under the ***Supporting Document*** section of the PO. • Once the attachment requirement is satisfied, back to the list view and tick the required PO for submission and select ***Submit***	
4	Once ***Submit*** was selected, a pop up will needed to confirm before proceeding, select ***OK***	
5	Once the submission is completed, a pop-up message will be displayed showing the submit details status.	
6	Vendors may download the output file from this message to review: Successfully uploaded	

	items, and any items requiring correction or resubmission.	
7	⚠️ Lines will not progress until the required attachment is uploaded.	

⚠️ Important Notes for vendors

- If an existing attachment is already available for a PO line, any new submission for **Partial Core Credit or No Core Credit** will still be routed to the **SX (Document Validation)** tab for review.
- Vendors must review the validity of the existing attachment before proceeding.
- If the **existing attachment is no longer valid**:
  - Vendors must upload a new supporting document using the Attachment icon
  - Multiple attachments may be visible after re-upload (e.g. existing + new attachment)
- If the **existing attachment is valid**:
  - Vendors may select/tick the relevant line and proceed with submission without uploading a new document
- ⚠️ Mandatory Requirement: Every Partial Core Credit and No Core Credit submission must have at least one valid supporting document; this applies regardless of whether the attachment is existing or newly uploaded
- Any lines with errors must be corrected and re-uploaded before processing can continue
- Supporting documents are **mandatory** for:
  - Partial Core Credit
  - No Core Credit

3.5 Submitting S&Q in Single Line Submission

1 Return to the S&Q Overview screen and locate the relevant purchase order which you would like to submit. • Select the right arrow (>) to open the PO item for single-line submission.	
2 Select *Edit* and complete all mandatory fields following the standard S&Q process. **3** Attach any required supporting documentation, where applicable. Note: [Refer to this video on how to submit the S&Q form.]()	
4 Once all mandatory and required field filled; select *Save* > *Submit* to send the S&Q form to BHP for review and processing.	

3.6 Submission and Validation

- Valid submissions will be processed in the system
- Items requiring further review may remain in the overview with status updates
- Vendors can track progress using the status column

TIP: Vendors always retain the option to submit S&Q individually

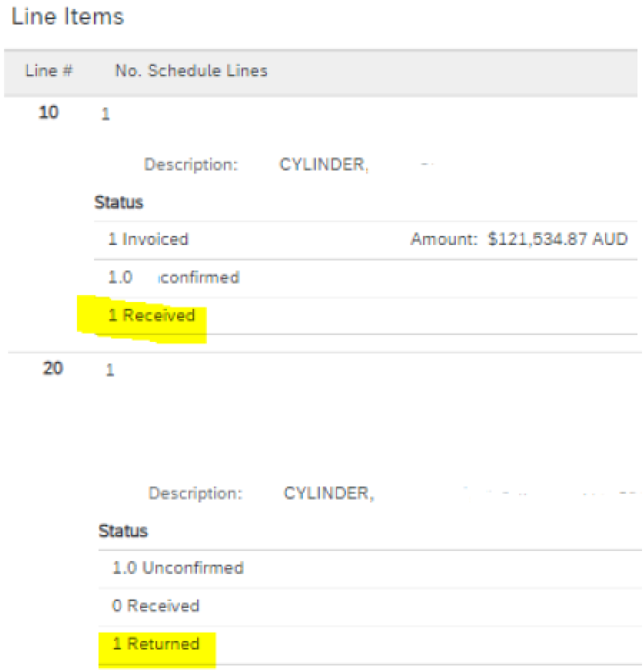
Bulk Upload applies to Service Exchange only

4 SUBMITTING INVOICE / CREDIT INVOICE

1. Once the Goods Receipt Notice has been posted, you will be able to submit your invoice and credit memo.

2. Check if the items have been receipted/returned in the Order History tab

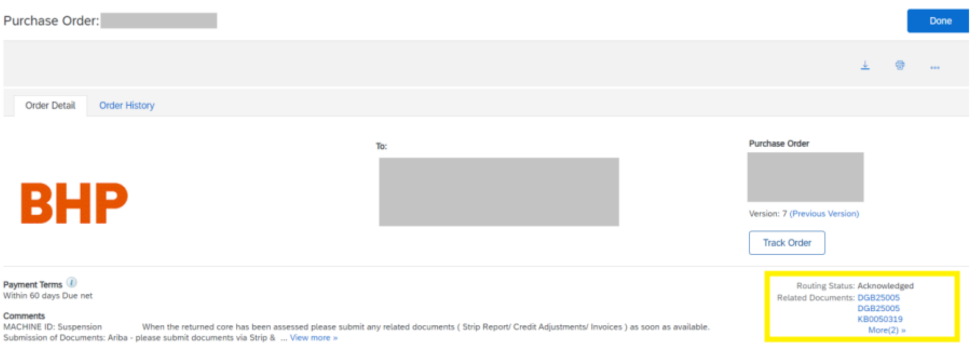
   Notes:
   If you need the order to be amended or the Goods Receipt Notice has not been posted you can follow-up by [raising a case to the Purchasing Team]



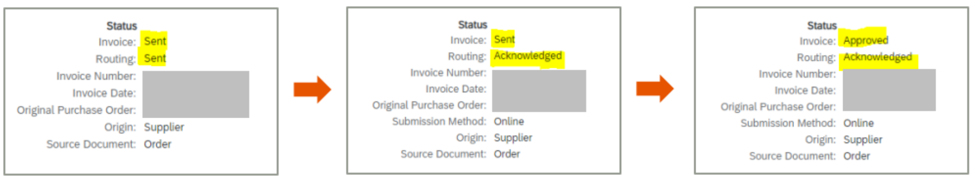
3. Submit an Invoice against receipted items and a Credit Memo for Return Items.

4. For the above example, an invoice was submitted for item 10 and a credit memo for item 20.

5. Monitor the status of your invoice and credit memo under Related Documents.

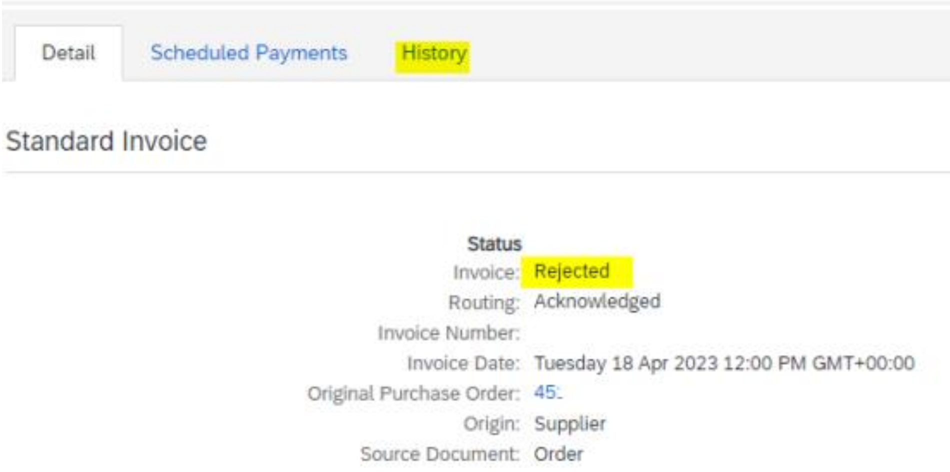


6. The status of your documents should change from Sent to Approved:



7. If the status is not updated after 48h please raise a case for further support.

   [Supplier Payment & Purchase Order Queries]

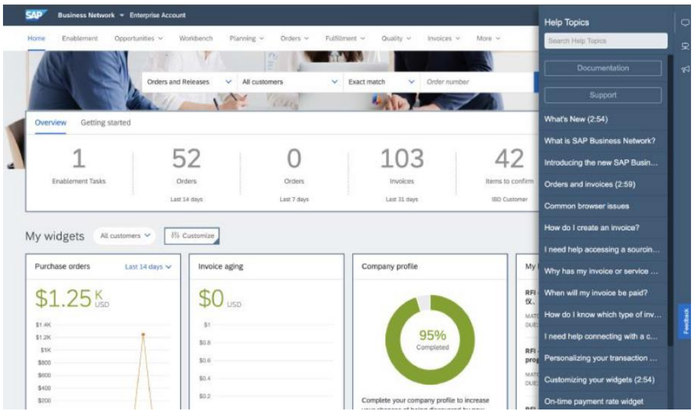
8. Your invoice or credit could be rejected, if your document was rejected, please go to the *History* tab to find the rejection reasons. Submit a new invoice/credit when applicable or raise a case to the Payment Service team for further clarification.	

5 Request Support/Help

5.1 Help Online

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

- Click the Help Center link at the bottom of your interactive email
- When logged into your Standard account, click the Help (?) icon in the upper right corner to expand the panel and gain access to relevant help topics
    - **Help topics** are based on current transaction page
    - **Documentation** - generic information regarding how to complete a transaction
    - **Support** – users online help only
    - **Support-> BHP Specific**: Click on the BHP Icon. It directs you 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.

5.2 BHP Reference documents

A series of videos and easy to use guides are available in:

- Transacting with BHP website (including ADA Chatbot which is able to provide information on how to submit your claims)
- English BHP Supplier Material Portal (including Ariba Administration Guide, FAQs, RFQ specific guides, guide for subcontracting orders)
- Spanish BHP Portal De Información De Proveedores.
- SAP Business Network Training Guide

5.3 Support contacts

A. Follow the steps in this link to raise a case with the SAP Business Network (Ariba) team.
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 a case through Portal - Supplier Queries (Ariba Queries)
   - You should submit PO update requests submitting an Order Confirmation from your Ariba portal. Need help with purchase orders, invoices, payment status and service entry sheet related queries? Contact us through Portal - Supplier Payment & Purchase Order Queries
   - For queries on Sourcing, RFQ or Negotiations, please contact the Purchasing Group email stated on your purchase order or your BHP Representative
   - For questions regarding changes in your company details or company ownership contact BHP Vendor Master team - Portal - Supplier Queries (Business or Org Changes)

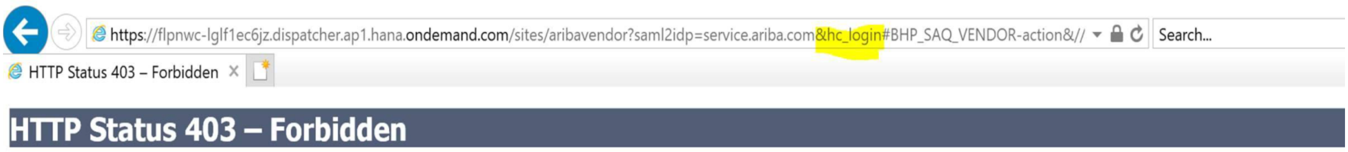
C. If you require additional support, please contact your BHP Supply Representative.

6 APPENDIX

6.1 Strip & Quote Application Error from webpage

Forbidden error when launching the Strip and Quote form from Ariba Network: -
Error Root Cause - Another session has got the Strip and Quote form open, or slow connectivity.

Below examples of error displayed of HTTP Status 403 - Forbidden:

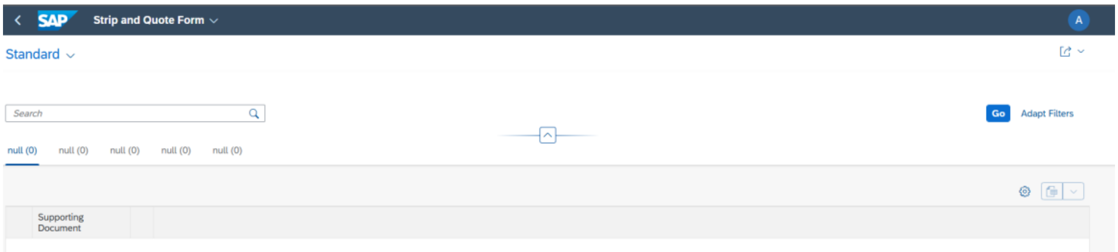


Solution –
1) Log out of all the sessions and delete cookies from settings, then try again.
2) Remove the ‘&hc_login’ part of the URL(highlighted above in the screenshot) and refresh the page.

6.2 Strip & Quote Application Error from List View

In some cases, vendors may see **“null” values displayed across the S&Q screen** after launching the application. This indicates that the S&Q session did not load properly.

Root Cause:-
- Session or navigation mismatch when launching S&Q from Ariba
- Temporary system or connectivity issue

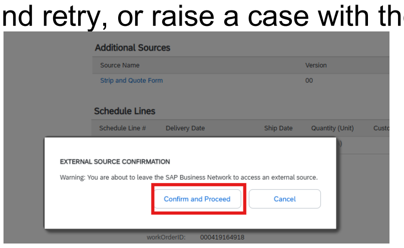


Solution – Re-Access the S&Q Form

Step 1: Return to the Ariba PO Line View
Navigate back to the Service Exchange purchase order line item in SAP Ariba.
Do not continue using the current “null” screen.

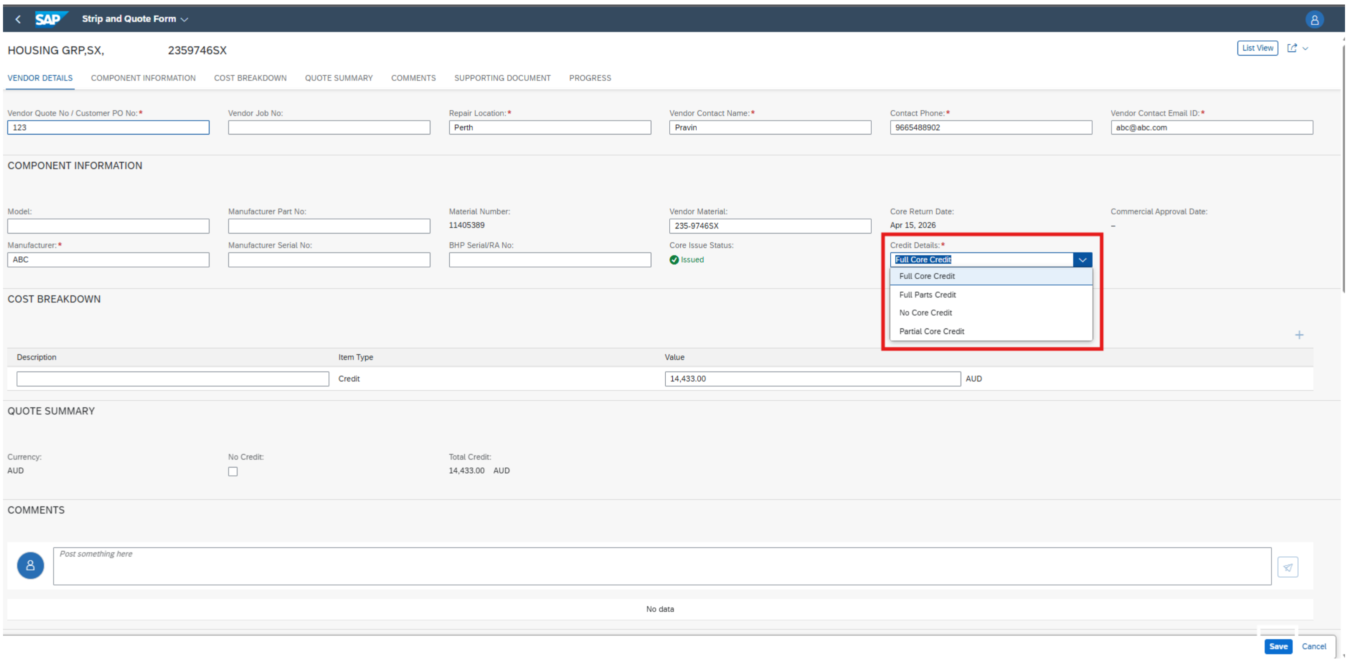
Step 2: Re-Launch Strip & Quote
Click the Strip & Quote Form link again for the relevant PO line.
When prompted with the external access message, select Confirm and Proceed.

⚠️ **Important Notes for Vendors**
- Do not proceed if the screen shows “null” values
- Always re-access S&Q via the Ariba PO line link when this issue occurs
- If the issue persists, log out and retry, or raise a case with the Spend Management (SM) team

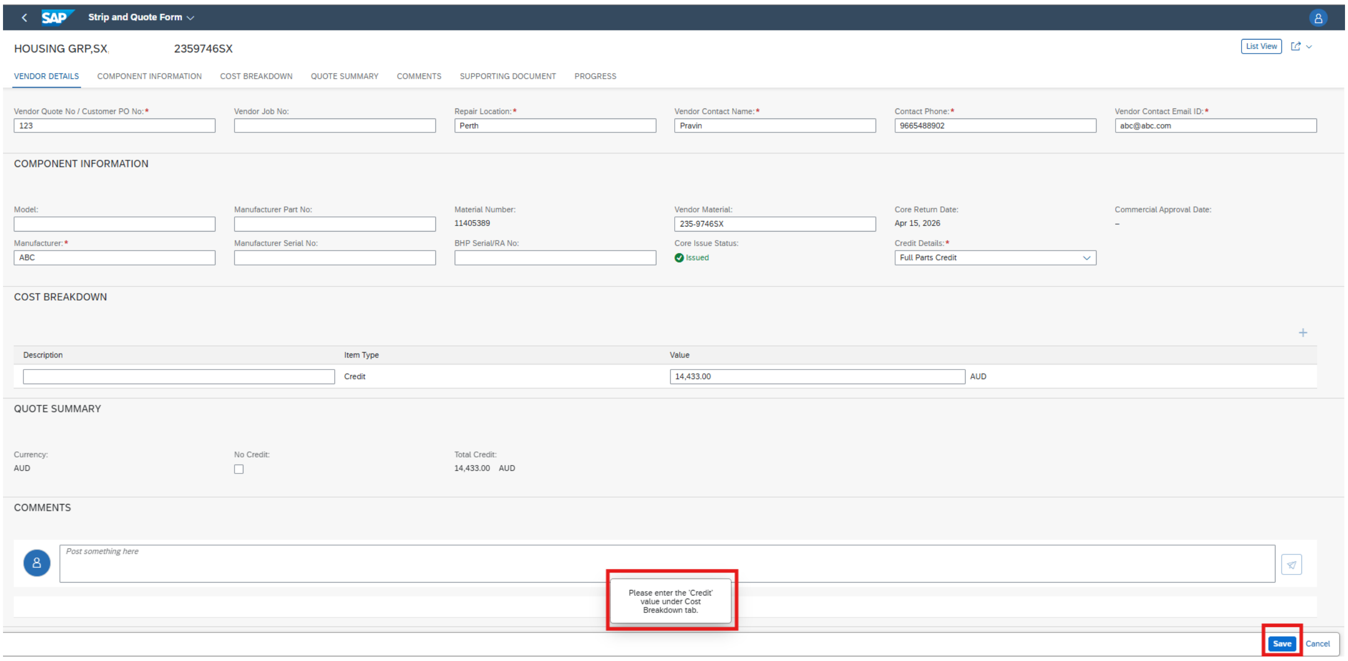


6.3 Credit Details Classification

Inside the S&Q form Vendor view, credit field - “Credit Details” is added under the “Component Information” tab with 4 options to select from the drop-down box with values ‘Full Core Credit’, ‘Partial Core Credit’, ‘No Core Credit’ and ‘Full Parts Credit’. This field applies only for Service Exchange Components and is a mandatory field.



When the user selects the value of this field, a pop up is introduced with the Information message for the Vendor to fill in the Credit field under the ‘Cost Breakdown’ tab.



6.3.1 Credit Details – Classification and Vendor Guidance

Credit Details – Classification and Vendor Guidance

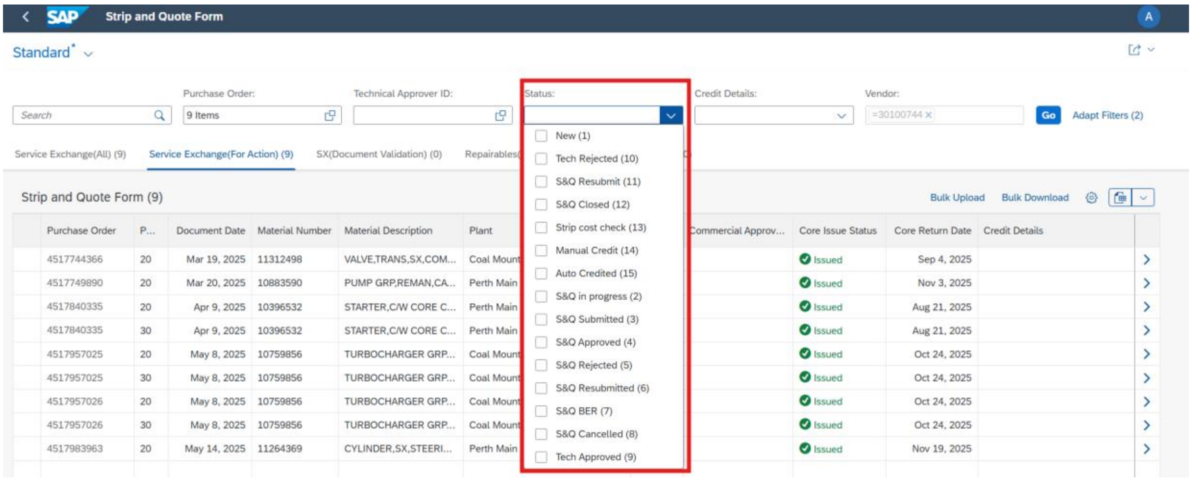
When submitting Strip & Quote (S&Q) information, vendors **must select one Credit Classification** based on the actual condition of the returned core and comply with the applicable statement below.

Full Parts Credit (04)	**Full Core Credit (01)**
• The returned core is in new/unused condition, or • An acknowledged internal PO swapping has occurred. • BHP able to claim full part credit. The claimed value must match PO Line 10 pricing or Line 10 contract pricing	• The used/damage core was returned in good condition and is eligible for full core credit. • The credit value must be in accordance with the contract or quoted core pricing (quotation) provided to BHP. • BHP able to claim full credit amount.
Partial Core Credit (02)	**No Core Credit (03)**
• The returned used/damage core is in slightly worse condition, or • Parts are missing, resulting in reduced credit eligibility. • BHP only able to claim a partial core credit amount • The claimed value is lower than the core price originally quoted to BHP. • Vendors must provide a reason explaining why only partial core credit is applied. • ⚠ If *Partial Core Credit* is selected during S&Q submission, supporting documentation is mandatory.	• The used/damaged core is **beyond economical repair (BER)**, or • No Core Returned, lost on site • Poor condition of Returned Core that is not meeting Cost Capping T&C's • Vendors must provide a thorough justification for applying no core credit. • A detailed report and explanation must be provided to support the no-credit decision. • ⚠ If *No Core Credit* is selected during S&Q submission, supporting documentation is mandatory.

6.4 Strip & Quote Status

This section explains the Strip & Quote (S&Q) status values displayed to help vendors understand the current stage of each Service Exchange item and identify when action is required.

Strip & Quote (S&Q) List View is divided into two main categories based on whether the core has been returned to the vendor.



Service Exchange Status Details: -

***<u>Service Exchange (All)</u>*:**
(Information view – All open and closed line)

This category displays all Service Exchange S&Q items where the core has not yet been returned or returned, and are pending BHP review, auto-processed, or closed. Vendor action is generally not required for items in this category unless specifically advised. Generally, Service Exchange (All) lines is also available in **ALL** tab

- Pending BHP review and approval
  These statuses indicate S&Q submissions that have been completed by the vendor and are awaiting further review or processing by BHP:

S&Q Submitted (3)	The S&Q form has been submitted and is pending BHP review.
S&Q Resubmitted (6)	The S&Q form was previously rejected, updated by the vendor, and resubmitted for BHP review.
Tech Approved (9)	The S&Q submission has passed technical review and is pending commercial review by the purchasing team.

- Service exchange PO Created or Completed
-

New (1)	A Service Exchange PO has been created, but the core has not yet been returned to the vendor.
S&Q Approved (4)	The S&Q submission has been approved by BHP.
Auto Credited (15)	The submitted credit has met defined criteria and has been processed automatically by the system.
S&Q Closed (12)	The S&Q process is fully completed, and no further action is required.

Service Exchange (For Action):
(Action required – core has been returned to the vendor)

This category displays Service Exchange items where the core has been returned to the vendor and vendor action is required to progress the S&Q process.
Vendors should regularly review this section.

- These statuses indicate S&Q items where vendor action is required.

New (1)	A Service Exchange PO where the core has been returned, and the S&Q form has not yet been submitted.
S&Q In Progress (2)	The S&Q form has been opened and edited by the vendor but has not yet been submitted to BHP.
S&Q Resubmit (11) / S&Q Rejected (5)	The S&Q submission has been rejected and requires: ➢ Update of credit details, and/or ➢ Additional justification or supporting documentation

⚠ **Important Notes for Vendors**

- The primary indicator for category placement is whether the core has been returned to the vendor.
- Items under *Service Exchange (All)* are lines from vendor (inclusive (for action) tab)
- The *Service Exchange (For Action)* tab should be monitored regularly to ensure timely submission.
- Rejected or resubmission statuses require vendor updates before processing can continue.
- Completed or auto-credited items will remain visible under Service Exchange (All) for reference.
- Status values are updated automatically based on system processing and BHP review outcomes.

BHP

7 S&Q: Supplier – Frequently Asked Questions

Question	Answer
How do I access the Strip and Quote List Page?	• Navigate to https://service.ariba.com • Login based on the credentials • Search any Pos, details section, S&Q link available • When S&Q PO loaded, choose **List** to access the main S&Q page
Do I need an internet connection to access the page?	Yes, users will need internet connection as S&Q is hosted on the internet. You can access the webpage from any standard internet browser (Internet Explorer, Mozilla Firefox, Google Chrome etc.)
Where do I go for technical support (system issues)?	Follow the steps in this link to raise a case with the SAP Business Network (Ariba) team.
Where do I go for process support?	For Support-> BHP Specific: Click on the BHP Icon. It directs you 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.
Who should vendors contact for clarification or support?	• **Spend Management (SM) team** (Purchasing) – by raising a case • **Repairable & Warranty team** – depending on the asset • **BHP Supply Representative**
What should I do if a PO amendment is required?	Vendors must raise a case with the BHP team for any PO amendments.

S&Q: Supplier – Frequently Asked Questions

BHP

Question	Answer
What is Strip & Quote (S&Q)?	Strip & Quote (S&Q) is the process vendors use in SAP Ariba to assess returned Service Exchange components and submit core or parts credit details, supporting documents, and remarks to BHP for review and processing.
Is S&Q submission mandatory for all Service Exchange returns?	Yes. Vendors are require to submit S&Q details for all eligible Service Exchange material returns. S&Q remains the preferred method for credit submission.
Can vendors still submit S&Q one line at a time?	• Yes. Vendors may choose: • Single Line Submission (standard process), or • Bulk Submission (enhanced process) • Both options remain available.
What is the S&Q List View?	The S&Q List View provides a consolidated view of all Service Exchange PO lines, allowing to filter, scope, and manage multiple S&Q items efficiently.
Why is Bulk Upload recommended when there are many PO lines?	• Bulk Upload helps vendors: • Submit multiple S&Q PO line items at once • Reduce repetitive manual entry • Improve efficiency when handling large volumes
Why should vendors extract the PO list before bulk downloading?	• When many PO lines exist: • The Bulk Upload template contains **protected sheets** • Unrequired lines **cannot be deleted** • Extracting the list first allows vendors to **analyse and scope only the required PO lines** before bulk submission • This reduces errors and rework.
Can vendors delete PO lines from the Bulk Upload Excel template?	No. The Bulk Upload template is protected, and lines cannot be deleted. Vendors recommend filtering and scope PO lines in the List View first before performing Bulk Download.
Why did my Bulk Upload fail with an error message?	• Common reasons include: • Missing mandatory fields • Incorrect core credit values • Missing supporting documents for Partial or No Core Credit
When is supporting documentation mandatory?	• Vendor can attach documents at any PO lines, however. • Supporting documentation is mandatory when selecting: • Partial Core Credit • No Core Credit
What is Auto Credit?	Auto Credit is a system-driven process that may apply credit automatically if a vendor does not submit S&Q within the agreed contractual timeframe, subject to eligibility criteria.
Does Auto Credit replace S&Q submission?	No. S&Q submission remains the preferred and recommended process. Auto Credit is a fallback mechanism to support timely credit processing where S&Q is not submitted within the agreed timeframe.
Is Auto Credit applicable to all vendors?	• No. Auto Credit: • Is contract-dependent • Is not applicable to all Service Exchange vendors • Does not apply to Warranty Service Exchange orders
What does "Service Exchange (For Action)" mean?	• It shows PO lines where: • The core has been returned, and • Vendor action is required to submit or update S&Q

S&Q: Supplier – Frequently Asked Questions

BHP

What does "Service Exchange (All)" mean?	• It shows all Service Exchange items, including those in For Action Tab
How can vendors check the status of submitted S&Q items?	• Vendors can track progress directly in SAP Ariba using: • S&Q status indicators filters, and • The S&Q List View tabs
What is the difference between a Service Exchange Material PO and a Free Text Service Exchange PO?	Service Exchange Material POs • All material Service Exchange items are available in Strip & Quote (S&Q). • Vendors must submit credit details through the S&Q process. Service Exchange Free Text POs • Free Text items are not processed through S&Q. • Vendors are required to raise a case with the Spend Management (SM) team for PO credit price amendments and/or credit claims.
How many times can a vendor submit S&Q for the same PO line?	• For audit and control purposes, once an S&Q submission has been approved, the credit value can no longer be amended. • Vendors are therefore advised to review carefully before submission. • Re-submission is permitted only for documents (where applicable); the credit value remains unchanged.
What does the status "S&Q In Progress" mean?	• The vendor has started filling in the S&Q form but has not clicked Submit. • The S&Q has not been sent to BHP. • Vendors must ensure the S&Q form is fully completed and submitted for processing.
What does the status "S&Q Resubmit" mean?	• The initial S&Q submission has been rejected. • Further clarification or additional supporting documentation is required. • Vendors must: • Review the rejection remarks, and • Update the S&Q with the required corrections, justification, and attachments before resubmitting.
Why does a PO line appear under "*Service Exchange (For Action)*" if the core has not been returned?	The Service Exchange (For Action) tab indicates that the system reflects the core as returned. If this does not align with the actual situation, vendors must: • Raise a case with the Spend Management (SM) team, and • Request supporting evidence such as a Proof of Delivery (POD) or Outward Goods Advice (OGA).
How many PO lines can be included in a single Bulk S&Q submission?	• A maximum of 100 PO lines can be processed in a single submission. If the Excel file contains more than 100 lines, it will show error from file download or upload. It will trigger an error message and will not be processed, only 100 lines is allow from the excel file.