SOUTH32

The Supply Process – Best Practices and Troubleshooting

South32 Suppliers – Goods & Service Providers

Is this the document for you?

This guide is for **goods suppliers** and **service providers** working with **South32.** It provides best practice checklists to help **South32 suppliers** manage purchase orders, deliver goods and services, submit invoices, and resolve common issues.

Use this guide if:
- You supply **goods and/or services**, and
- You are one of the following supplier types:
  - **Standard Supplier** – You receive purchase orders and submit invoices via email.
  - **Standard Supplier with ERS*** – You receive purchase orders via email, and your invoices are automatically processed based on goods receipt (ERS: Evaluated Receipt Settlement) or SES claim approval (services).

If you provide **services**, please refer to the **QRG – The Supply Process – Services**.

This guide **does not apply** to **Ariba Network Suppliers**. If you are an Ariba Network Supplier, please refer to the separate guide available [HERE](#).

Note: An *Ariba Network Supplier* receives purchase orders and submits invoices through the **Ariba Network platform**, not by email.

* For standard suppliers under an ERS (Evaluated Receipt Settlement) arrangement, the auto-generation of invoices is subject to country-specific regulations. This process is only applicable where such arrangements are permitted. For example, Australia allows auto-generated invoices under the ERS process.

What is Covered in this QRG?

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Important Notes

Please Read Carefully

To ensure compliance with South32's procurement process and to avoid delays in the receipt of goods and/or services or payment, the following requirements must be strictly followed:

- **Do not accept verbal instructions** from any South32 employee to supply goods or provide services without a valid purchase order.

- Only deliver goods or begin services after receiving a **valid Purchase Order (PO)**.

- Goods and services must be delivered **on or before** the date stated in the purchase order. If the deadline cannot be met, suppliers must contact the relevant/local purchasing team to request an updated order.

- A **Proof of Delivery (POD) is mandatory** for all goods delivered to South32. *The POD enables South32 to verify the condition and quantify the delivery against the PO.*

- All services must be supported by a **Service Entry Sheet (SES)** as proof of completion. The SES must be **submitted and approved** before invoicing.

- **All invoices must reference the South32 entity name exactly** as shown in the purchase order.

- **Invoices submitted without referencing a valid PO will be rejected.**

- **Each invoice must reference only one PO number.**

Understanding the Importance of the Purchase Order (PO)

A valid South32 purchase order (PO) is the foundation of all transactions. Suppliers must align their SES claims, invoices, and payments with the PO to avoid delays and rejections.

Key points to remember:

- **Follow PO instructions carefully:** Every PO includes supplier-specific details such as SES requirements, invoice format and submission method. Make sure to follow these exactly.

- **Ensure consistency:** SES and invoice details must match the PO **exactly**, including item descriptions, quantities, pricing and service periods.

- **Know your supplier type**:

    - **Standard suppliers** submit invoices via email to: GBSinvoices@south32.net

    - **ERS suppliers** do not submit invoices – South32 generates them automatically upon goods receipt or SES approval.

    - **Ariba Network suppliers** must submit invoices via the Ariba Network platform.

▸ Best Practices

For Goods Suppliers – Before Delivery & Invoicing

☑ **Confirm PO Validity:** Do not ship goods without a valid South32 purchase order

☑ **Verify Delivery Date & Location:** Ensure goods are delivered on or before the date and to the location specified in the PO.

☑ **Include Packing List & Supporting Documents:** Use correct labelling and attach all necessary shipping documents.

☑ **Obtain Proof of Delivery (POD):** The receiver must sign a Goods Receipt in the system to confirm delivery.

☑ **Wait for Goods Receipt Confirmation:** Goods must be confirmed as received before submitting an invoice.

☑ **Submit Invoice with Correct PO & Goods Receipt Reference:** Only submit invoices once delivery is confirmed.

For Service Suppliers – Before Submitting a SES & Invoice

☑ **Match SES to the PO:** Ensure the SES description, quantity, and pricing match the purchase order **exactly**.

☑ **Include Supporting Documents:** Attach relevant documents such as worklogs, signed timesheets, or completion certificates if required.

☑ **Confirm Service Period Accuracy:** Double-check that the service dates in the SES align with those stated in the PO.

☑ **Verify PO Line Items:** SES claims must reference the correct service line item number from the PO.

☑ **Wait for SES Approval Before Invoicing:** Do not submit an invoice until the SES has been approved.

☑ **Check for Duplicate Submissions:** Ensure the SES hasn't already been submitted.

▶ **Best Practices** - Continued...

Before Submitting an Invoice – Checklist

☑ **Use the Correct Invoice Format:** Ensure the invoice follows South32's required format (PDF), including correct line items and the appropriate PO reference.

☑ **Reference the Correct PO & Goods Receipt / SES Number:**
- For **service invoices**, include the **SES number**.
- For **goods invoices**, reference the **Goods Receipt number**.

☑ **Verify Supplier Type:**
- **Standard suppliers** submit invoices via **email**.
- **ERP suppliers** do not submit invoices manually – these are generated automatically by South32.
- **Ariba Network suppliers** must submit invoices through the **Ariba Network platform**.

☑ **Submit via the Correct Channel:** Make sure the invoice is sent through the correct method based on your supplier type.

☑ **Ensure Tax & Pricing Matches the PO:** All invoice values (excluding tax) must align with the PO. Discrepancies may result in delays or rejection.

☑ **Check for Previous Submissions:** Avoid sending duplicate invoices, as this may delay payment processing.

‣ Troubleshooting Guide (Common Issues & Fixes)

Top SES Claim Issues

Issue	Cause	Resolution
Insufficient funds on Purchase Order	The PO does not have enough allocated funds before work is conducted.	Suppliers must request a PO update before performing additional work, ensuring it covers the required value before submitting an SES.
Duplicate claim/request	The same SES has already been submitted.	Check submission history before submitting another SES claim.
Mismatch of rate or quantity structure	SES quantity or unit rate does not match the PO.	Some POs use total amount as the quantity and set unit rate to 1 for milestone or partial payments. Always follow the PO structure exactly.
Goods Purchase Order	SES submitted against a Goods PO (not required).	SES is only required for services. Goods suppliers follow the Goods Receipt process.
Purchase Order closed	The PO has been fully consumed or closed.	Contact South32 procurement to check if a new PO or amendment is required.
No supporting documents	Missing required documentation (timesheets, approvals).	Attach all necessary supporting documents before submitting SES.
Mismatch of information	SES details (e.g., service dates, descriptions) do not align with the PO.	Cross-check SES details against the PO before submission.
Ariba supplier submission error	Ariba suppliers submitted SES manually instead of via Ariba Network.	Ariba suppliers must submit SES claims through the Ariba portal, not via manual methods.
Incorrect Purchase Order	The PO number referenced is incorrect.	Verify and use the correct PO number as stated in the South32 system.

▶ **Troubleshooting Guide (Common Issues & Fixes)** - Continued…

Top SES Claim Issues

Issue	Cause	Resolution
Duplicate awaiting payment	Invoice already submitted and pending payment.	Check invoice status before resubmitting. If unsure, contact GBS vendor queries.
Statement of Account and not invoice submitted	A statement of account was sent instead of an actual invoice.	Ensure a proper invoice is submitted in the required format (PDF, correct PO reference, line items, etc.).
No Service Entry Sheet (SES) created	Service invoice submitted without an approved SES.	Submit SES and wait for approval before invoicing. Ensure SES number is referenced in the invoice.
SAP automated invoicing vendor	ERS vendors should not submit invoices manually as payments are auto-generated.	No manual invoice submission required. Confirm ERS status before invoicing.
Incorrect/missing Purchase Order (PO)	Invoice does not reference a valid PO, or the PO is incorrect.	Double-check PO number against the issued order. If incorrect, request an update before invoicing.
Document requirement not met	Missing required attachments (e.g., tax documents, supporting records).	Attach all necessary supporting documents as per South32's invoice requirements.
E-invoice vendor error	Vendor submitted a manual invoice instead of using the required Ariba platform.	Ensure invoices are submitted through the correct channel (e.g., Ariba Network for Ariba suppliers).
Duplicate - already paid	Invoice was already processed and paid.	Verify payment records before resubmitting an invoice. Avoid duplicate submissions.
Mismatch of information between PO and Invoice	Invoice details (e.g., pricing, quantity, descriptions) do not match the PO.	Ensure all invoice details align exactly with the PO. Reference correct descriptions, pricing, and units.
Duplicate - held/parked/blocked	Invoice is on hold due to system processing issues or approval delays.	Contact South32 to check the status. Avoid resubmitting unless instructed.

▸ Key Contacts and Support Information

Action Type	Description	Action
SES Claim Submission & Processing	For service claim submission only.	Complete the South32 Service Claim Form: https://gbsversasrs.south32.net/serviceclaimform/
Invoice Submission & Processing	For invoice submission only. Note: Only submit an invoice once. Duplicate invoice submission will be rejected.	Email: GBSinvoices@south32.net
Purchase Order Changes & General Procurement Queries	Queries related to purchase orders or contracts.	Contact South32 using the email address listed on your PO.
Invoice & Payment Queries	Queries regarding invoices or payments.	GBSvendorqueries@south32.net (for general vendor queries)
Company Information Updates	Updates to banking details, email addresses, physical addresses, or telephone numbers.	Email: GBSvendorcreation@south32.net Include your vendor number and relevant supporting documents.