

The Supply Process – Goods

South32 Suppliers – Goods Providers

Who Should Use This Guide?

This guide is for **goods suppliers** working with **South32**. It provides an overview of the supply process and outlines the steps from receiving a Purchase Order (PO) to invoicing.

Use this guide if:

- You supply **goods** (not 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).

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.

Not sure which supplier type applies to you? Check your purchase order - pages 4 and 5 of this QRG to find these details.

Troubleshooting:

If you encounter any issues during the supply process—such as incorrect PO details, invoicing discrepancies, or delayed payments—please refer to the Troubleshooting Quick Reference Guide for solutions to common problems.

* 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.

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What is Covered in this QRG?

▶ Confirm Your Purchase Order Details	03
How to review, verify, and manage your South32 purchase orders.	
▶ Goods Delivery	05
Ensure timely and compliant delivery of goods as per South32 requirements.	
▶ Submitting an Invoice	06
How to correctly format and submit invoices for processing.	
▶ Invoice Processing & Payment	07
Understand the validation, approval, and payment timelines for invoices.	
▶ Updating Company Information & Queries	07
How to update supplier details and resolve purchase order or payment issues.	

Important Notes

Please Read Carefully:

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

- **Do not accept verbal instructions** from any South32 employee. Goods must only be supplied against a **valid Purchase Order (PO)**.
- **Do not dispatch goods** without a valid South32 PO.
- **Goods must be delivered by the delivery date** specified in the PO. If the deadline cannot be met, you must contact the relevant/local purchasing team to request an **updated PO**.
- **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 invoices must reference the exact South32 entity name** as shown on the PO.
- **Invoices submitted without referencing a valid PO will be rejected.**
- **Each invoice must reference only one PO number.**

► Confirm Your Purchase Order Details

Check Your Email or Ariba Network Platform

1 South32 issues purchase orders (POs) via **email** or the **Ariba Network**, depending on supplier type. Remember, a separate guide is available for Ariba Network suppliers.

★ **Note:** Standard suppliers and suppliers with ERS receive POs via email. Both examples below would have a PDF PO copy attached to the email.

Example 1:

-----Original Message-----
From: Purpose: User EC1 batch job process <no_reply@south32.net>
Sent: Thursday, April 3, 2025 4:30 AM
To: John Doe <john.doe@vendor.com.au>
Subject: Purchase Order 4543177881

=====

Sent from South32

Example 2:

-----Original Message-----
From: Purpose: Auto-Create PR to PO Conve <no_reply@south32.net>
Sent: Tuesday, 8 April 2025 6:38 PM
To: John Doe <john.doe@vendor.com.au>
Subject: Purchase Order 4543183106

=====

Sent from South32

★ **Note:** Below is an email notification of a PO sent to the Ariba Network platform. Suppliers then log into the Ariba Network platform to request changes or confirm the PO.

— on Thu, 20 Mar 2025 18:40:11 +1100 "South32 International Investment Holdings Pty Ltd" <ordersender-prod@ansmtp.ariba.com> wrote —
****EXTERNAL EMAIL****
You can reply to this message. SAP Business Network or other Ariba cloud services will send your reply to the appropriate message recipient(s) and link it to its corresponding document. SAP Ariba stores your contact information (email and name) according to the policy at <https://service.ariba.com/v/collab-platform/common/tou/en/MessagePolicy.html>. By replying to this message, you're accepting the terms in the policy.

South32 International Investment Holdings Pty Ltd sent a new order

If more than one email address is associated with your organization for PO delivery, then the copy of this purchase order would be sent to them as well. Your customer sent you this order through SAP Business Network.

Process order

This purchase order was delivered by SAP Business Network. For more information about Ariba and SAP Business Network, visit <https://www.ariba.com>.

From:

VAT Reg: 48 125 539 967

Customer

South32 Cannington P/L

St Georges Terrace-108

Perth WA 6000

Australia

Phone: +61 () U830

Fax:

Tel:

Banlaw PTY LTD

19 Metro Court

Gatehead New South Wales 2290

Australia

Phone:

Fax:

Email: sales@banlaw.com

Payment Terms

Within 30 days Due net

Purchase Order

(New)

4543165905

Amount: \$636.00 AUD

Version: 1

Continued next page...

03

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► **Confirm Your Purchase Order Details - Continued...**

2

Carefully review your Purchase Order (PO) to ensure all details are correct, as these will be required when submitting your invoice.

- A. Supplier Details:** Name, contact information
- B. Purchase Order Number:** a 10-digit PO number (e.g. 45xxxxxxxxx)
- C. South32 Contact Information:** company contact name, phone and email

A.

PRIME INDUSTRIAL PRODUCTS PTY LTD
PO Box 5003
BUNBURY WA 6230

Contractor Contact and notice details:

Contractor Contact:

Telephone: 0897801102

Email: sales@primesupplies.com.au

Your Number: 30012937

B.

Purchase Order

4542276252

Page 2 of 5

Company Contact and Notice details:

Company Contact:

Telephone:

Email:

Contractor:		Purchase Order		Company:	
PRIME INDUSTRIAL PRODUCTS PTY LTD PO Box 5003 BUNBURY WA 6230		4542276252		South32 Worsley Alumina Pty Ltd Company number (ABN or similar): 58 008 905 155	
Contractor Contact and notice details:		Page 2 of 5		Date: 09.02.2022 Last Change Date: 25.02.2022 Company Contact and Notice details:	
Contractor Contact:				Company Contact:	
Telephone: 0897801102				Telephone:	
Email: sales@primesupplies.com.au				Email:	
Your Number: 30012937					

Item	Qty	Unit	Material Number	Description of Goods and/or Services	Delivery Date	Net AUD Unit Price	Net AUD Total Price
10	1	EA		CLAMP, EARTH, 250AMP Your Material Number 100015294 Contract Call Off against contract 5600089606 Item 00005 / Ref: CW2376911	21.03.2022		
20	2	EA		THOR HAMMER, N3, COPPER/RAWHIDE, 44MM Your Material Number 100020594	17.02.2022		

Item	Qty	Unit	Material Number	Description of Goods and/or Services	Delivery Date	Net AUD Unit Price	Net AUD Total Price
10	1	EA		CLAMP, EARTH, 250AMP Your Material Number 100015294 Contract Call Off against contract 5600089606 Item 00005 / Ref: CW2376911	21.03.2022		
40	2	EA		IMPACT UNIVERSAL JOINT, 1/2" DVE, LOCKIN Your Material Number 100019793 Contract Call Off against contract 5600089606 Item 00005 / Ref: CW2376911	17.02.2022		

- D. Item Number:** e.g. 10, 20, etc.
- E. Quantity & Unit Type**
- F. Goods Description:** Item details and specifications
- G. Delivery Information:** Location and expected delivery date
- H. Pricing:** Unit price and total price



Note: How to identify Services vs Goods

- Services:** Item numbers follow a hierarchical structure with sub-line items (e.g., 10 → 10.10, 10.20, 10.30).
- Goods:** Item line numbers are sequential in multiples of 10 (e.g., 10, 20, 30) with no sub-line items.



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► Receiving Your Purchase Order - Continued...



Note: Identifying Your Supplier Type

- **ERS Suppliers:** Your purchase order will state "No Invoice Required", as invoices are automatically generated upon Goods Receipt.
- **Standard Suppliers:** You must submit invoices manually via email to GBSinvoices@south32.net.
- **Ariba Network Suppliers:** Purchase orders are only received through the Ariba Network platform, and invoices must be submitted through the platform.



Note:

- If you notice any discrepancies, contact the relevant/local South32 purchasing team using the email address listed on your purchase order or refer to the contact details at the end of this QRG.
- For Ariba Network vendors, submit a Change Order request directly in the Ariba Network platform.

ERS Supplier address example

Invoice address:

Upon receipt of goods/services, South32 will create an electronic record that will be automatically loaded into the South32 Accounts Payable system. Payment will be made in accordance with the agreed trading terms.

NO INVOICE IS REQUIRED

For any queries, please contact the appropriate team:

South32 Purchasing (Materials & Services)
purchasingau@south32.net

South32 Repairables
South32PurchRepair@south32.net

South32 Vendor Payment Queries
GBSVendorQueries@south32.net

South32 Contract Queries
GBSContractAdministration@south32.net

Standard Supplier address example

Invoice address:

All Invoices to be submitted via email to
GBSinvoices@south32.net

For any queries, please contact:

GBSVendorqueries@south32.net

► Goods Delivery

Requirements



Once the PO is confirmed, suppliers must deliver goods according to South32's requirements.



Prepare Goods for Delivery: Ensure items are properly packaged and labelled according to South32's delivery requirements.



Attach Necessary Documentation: Include a Packing List and any required regulatory certificates.



Deliver Goods On Time: Goods must be delivered to the designated location on or before the PO-stated date. A South32 representative must sign the Proof of Delivery (POD).

Goods Receipt Validation: South32 will validate the delivery and issue a Goods Receipt. Once issued, the supplier can submit an invoice.

► Submitting an Invoice

Requirements

1 Prepare the Invoice: Ensure the invoice meets South32's invoicing requirements:



- Clearly labelled as **Invoice** or **Tax Invoice**
- Contains your **company's name, address, and registration number**
- **South32 entity name and address** (e.g. South32 Group Ops Pty Ltd, South32 Worsley Alumina Pty Ltd, South32 Hermosa Inc., etc.)
- **Invoice date** and **unique invoice reference number**
- **10-digit PO number**
- **Line item details & total cost** (including applicable taxes)

2 Submit the Invoice: Ensure the invoice meets South32's invoicing requirements:



Depending on the supplier type:

- Standard Suppliers: Email the invoice to: GBSinvoices@south32.net
- Standard Suppliers with ERS: No invoice submission is required. The invoice is automatically generated upon Goods Receipt.
- Ariba Suppliers: Submit the invoice via the Ariba Network.



Ensure the invoice is:

- In **PDF, TIFF, DOCX, JPG, HTML, or RTF** format
- **Less than 3MB** in size
- Submitted only once. Duplicate invoice submissions will be rejected.


3 Invoice Receipt: You will receive an auto-generated confirmation email once your invoice is received.

► Invoice Processing & Payment

Requirements

- 1

Once an invoice is submitted, South32 will validate it against the Purchase Order (PO) and Goods Receipt before processing.
- 2

Once the invoice is successfully processed, payment will be made according to the agreed payment terms outlined in the PO.
- 

Note: If you experience any delays or have questions regarding payment, please contact: **GBSvendorqueries@south32.net**

► Key Contacts and Support Information

Action Type	Description	Action
Invoice Submission & Processing	For invoice submission only. Note: Only submit an invoice once. Duplicate invoice submissions 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.