

## The Supply Process – Services

### South32 Suppliers – Service Providers

#### Who Should Use This Guide?

This guide is for **service providers** working with **South32**. It provides an overview of the supply process and outlines the steps from receiving a Purchase Order (PO) to submitting a Service Entry Sheet (SES) claim and invoicing.

Use this guide if:

- You supply **services** (not goods), 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 approved SES claims.

If you provide **goods**, please refer to the **QRG – The Supply Process – Goods**.

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.

## The Supply Process – Services

### South32 Suppliers – Service Providers

#### 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 services** or **payment**, the following requirements **must be** strictly followed:

- **Do not accept verbal instructions** from any South32 employee. You must have a valid **Purchase Order (PO)** before starting any service.
- **Do not commence services** until a valid South32 PO has been issued.
- **Deliver services on or before the date stated** in the PO. If the deadline cannot be met, you must contact the relevant/local purchasing team to request an updated 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 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** Souths2 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](mailto:no_reply@south32.net)>  
Sent: Thursday, April 3, 2025 4:30 AM  
To: John Doe <[john.doe@vendor.com.au](mailto: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](mailto:no_reply@south32.net)>  
Sent: Tuesday, 8 April 2025 6:38 PM  
To: John Doe <[john.doe@vendor.com.au](mailto: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@ansmto.ariba.com](mailto:ordersender-prod@ansmto.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/w/collab-platform/common/you/en/MessagingPolicy.html>. By replying to this message, you're accepting the terms in the policy.

Right-click or tap

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: 48 125 530 967  
Customer  
South32 Cannington P/L  
St Georges Terrace-108  
Perth WA 6000  
Australia  
Phone: +61 () U830  
Email:

To:  
**Banlaw PTY LTD**  
19 Metro Court  
Gateshead New South Wales 2290  
Australia  
Phone:  
Fax:  
Email: [sales@banlaw.com](mailto:sales@banlaw.com)

Purchase Order  
(New)  
4543166905  
Amount: \$636.00 AUD  
Version: 1

**Payment Terms**  
Within 30 days Due net

 Continued next page...

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. 45xxxxxxxx)
- C. South32 Contact Information: company contact name, phone and email

Diagram showing PO components: A. Contractor details, B. New Purchase Order (4500001234), C. South32 contact details, D. Item table, E. Service line table, F. Item description, G. Service line description, H. Pricing table.

- D. Item Number: e.g. 10, 20, etc. and Service Line Item (10.10, 10.20, etc.).
- E. Quantity & Unit Type
- F. Item Description: Scope of work and requirements
- G. Service Line Item Description: Scope of work and requirements
- H. Pricing: Unit price and total price

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

Continued next page...

► 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 receipt of services.
- **Standard Suppliers:** You must submit invoices manually via email to [GBSinvoices@south32.net](mailto: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](mailto:purchasingau@south32.net)

South32 Repairables  
[South32PurchRepair@south32.net](mailto:South32PurchRepair@south32.net)

South32 Vendor Payment Queries  
[GBSVendorQueries@south32.net](mailto:GBSVendorQueries@south32.net)

South32 Contract Queries  
[GBSContractAdministration@south32.net](mailto:GBSContractAdministration@south32.net)

**Standard Supplier address example**

**Invoice address:**

All Invoices to be submitted via email to  
[GBSinvoices@south32.net](mailto:GBSinvoices@south32.net)

For any queries, please contact:

[GBSVendorqueries@south32.net](mailto:GBSVendorqueries@south32.net)

► Service Delivery

**Requirements**



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



**Perform Services as per PO Scope:** Ensure services are delivered as per the agreed scope and timeline in the PO.



**Maintain Records of Work Completed:** Keep supporting documents such as work logs, timesheets, or signed job completion reports.



**Obtain Approval from South32 Contact:** If necessary, ensure that the designated South32 representative acknowledges and verifies service completion, e.g. signed worksheets.

**Prepare for SES Claim Submission:** Before invoicing, an SES claim must be submitted online for approval.

## ► Submitting a Service Entry Sheet (SES) Claim

All service providers must submit a Service Entry Sheet (SES) claim to confirm that services have been delivered before invoicing.

### 1 Access the SES Portal:

Open a web browser and navigate to the South32 Service Claim Form:

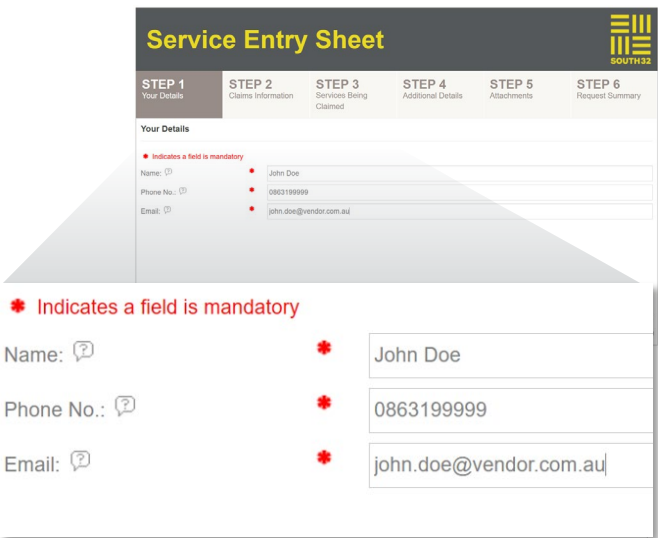
 <https://gbsversasrs.south32.net/serviceclaimform/>

## Step 1 – Your Details

To begin submitting a Service Entry Sheet (SES), provide the following mandatory information.

### 1 Enter the Requestor's Details:

- Name - This can be your name or the name of the company (as it appears on the Purchase Order)
- Phone Number - include a valid contact number
- Email Address - This is where all communication/confirmation related to this SES claim will be sent.



**Service Entry Sheet**

STEP 1 Your Details | STEP 2 Claims Information | STEP 3 Services Being Claimed | STEP 4 Additional Details | STEP 5 Attachments | STEP 6 Request Summary

**Your Details**

• Indicates a field is mandatory

Name: [?] John Doe

Phone No.: [?] 0863199999

Email: [?] john.doe@vendor.com.au

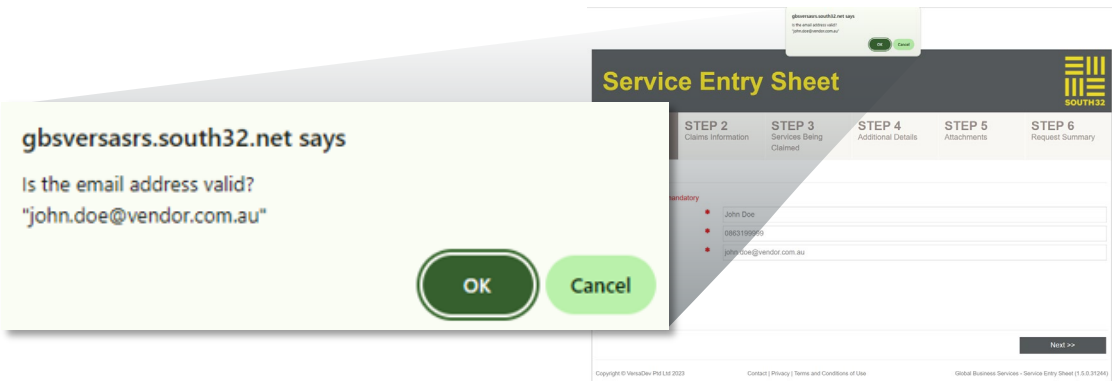
• Indicates a field is mandatory

Name: [?] John Doe

Phone No.: [?] 0863199999

Email: [?] john.doe@vendor.com.au

### 2 Click **Next** to proceed and select **Ok** on the email confirmation popup.



**Service Entry Sheet**

STEP 2 Claims Information | STEP 3 Services Being Claimed | STEP 4 Additional Details | STEP 5 Attachments | STEP 6 Request Summary

gbsversasrs.south32.net says

Is the email address valid?

"john.doe@vendor.com.au"

OK Cancel

gbsversasrs.south32.net says

Is the email address valid?

"john.doe@vendor.com.au"

OK Cancel

STEP 2 Claims Information | STEP 3 Services Being Claimed | STEP 4 Additional Details | STEP 5 Attachments | STEP 6 Request Summary

• Indicates a field is mandatory

Name: [?] John Doe

Phone No.: [?] 0863199999

Email: [?] john.doe@vendor.com.au

Next >>

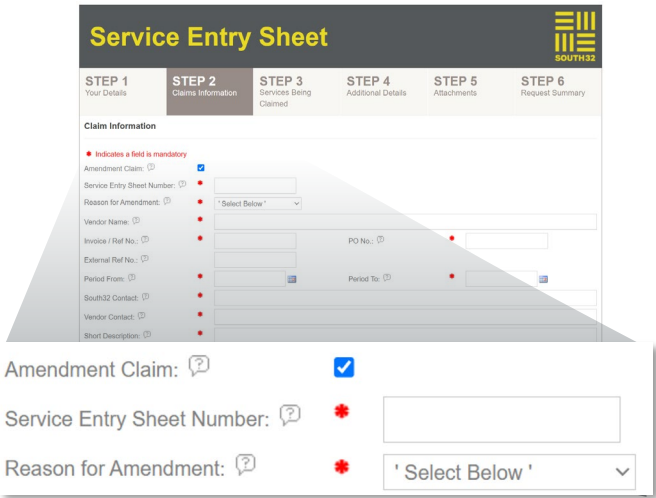
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► Submitting a Service Entry Sheet (SES) Claim - Continued...

Step 2 – Claim Information

**1 For Amendment Claims:**  
If you are updating an existing claim:

- **Tick the ‘Amendment Claim’ box.**
- Enter the following mandatory information:
  - **SES Number** – 10-digit Service Entry Sheet number that needs to be amended.
  - **Reason for Amendment** – select the appropriate reason from the dropdown list.

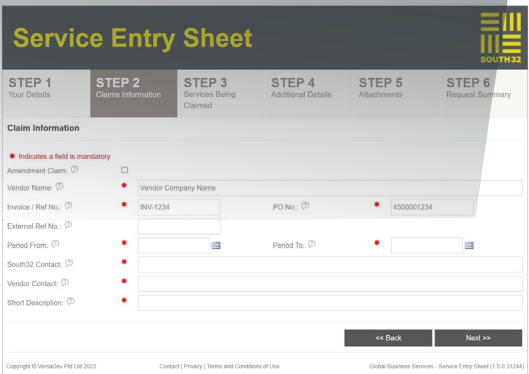
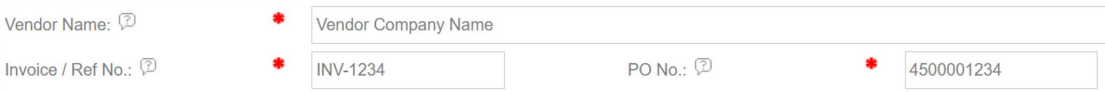


**Tip:** This step only applies if you are correcting or updating a previously submitted SES claim.

**2 Enter Claim Details**

For the **initial service claim submission**, all fields below are **mandatory** and must match your Purchase Order (PO):

- **Vendor Name** – must exactly match the name listed on the PO.
- **Invoice/Reference Number** – use a **unique internal reference number** (if an invoice is submitted, this number must match the one on the invoice).
- **PO Number** – a **10-digit PO number starting with ‘45’**.



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► Submitting a Service Entry Sheet (SES) Claim - Continued...

3 Enter the remaining claim details:

- **Period From** – start date of the service provided.
- **Period To** – end date of the service completed.
- **South32 Contact** – person responsible for approving the service (usually the contact detailed on the PO).
- **Vendor Contact** – Your company’s representative.
- **Short Description** – A brief service description that matches the PO.

Period From:  Period To:

South32 Contact:

Vendor Contact:

Short Description:

⚡ **Important:** The short description entered in the SES must match the service line item description on the PO exactly. This helps avoid delays in the approval process.

**Service Entry Sheet**

STEP 1 Your Details STEP 2 Claim Information STEP 3 Services Being Claimed STEP 4 Additional Details STEP 5 Attachments STEP 6 Request Summary

Claim Information

\* Indicates a field is mandatory

Amendment Claim: ☐

Vendor Name:

Invoice / Ref No.:  PO No.:

External Ref No.:

Period From:  Period To:

South32 Contact:

Vendor Contact:

Short Description:

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Item	Qty	Unit	Material / Service Number	Description of Goods and/or Services
10	1	AU		SUPPLIER TRAINING FOR XXXX
10.10	X,XXX	EA		SUPPLIER TRAINING FOR XXXX

The item covers the following services:

**New Purchase Order**

4500001234

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Company: South32 Group Operations Pty Ltd  
Company number (ABN or similar): 74 631 345 202

Date: 03/06/2025  
Last Change Date: 03/06/2025  
Company Contact and Notice Details:  
Company Contact: S32 Contact Name  
Telephone: 61 80000 1234  
Email: purchase@south32.net

Item	Qty	Unit	Material / Service Number	Description of Goods and/or Services	Delivery Date	Net Unit Price	Net AUD Total Price
10	1	AU		SUPPLIER TRAINING FOR XXXX	03/06/2025	X,XXX	X,XXX
10.10	X,XXX	EA		SUPPLIER TRAINING FOR XXXX	03/06/2025	1.00	X,XXX

Total: AUD X,XXX

Additional Purchase Order Terms and Conditions

1. If the Contractor creates or uses the specified Delivery Date, promptly provide the Company contact as named on the Purchase Order.

2. Unless expressly stated otherwise in this Purchase Order, all assets in this Purchase Order are stated exclusive of Consumption Tax (as defined in the South32 Purchase Order Terms and Conditions). To the extent Consumption Tax is applicable and payable by the Company under the applicable contractual terms and conditions, this shall be added at the time of settlement of the Contractor's Invoice.

3. Subject to clause 1, the Contractor shall:

(a) The Purchase Order is issued by the Company to the Contractor, and adapted and subject to the South32 Purchase Order Terms and Conditions in force as at the date of this Purchase Order; and

(b) Not accept this Purchase Order (including the supply of any Goods and/or performance of any Services referred to in it), the Contractor accepts and agrees to be bound by the contract established by this Purchase Order read together with the South32 Purchase Order Terms and Conditions.

4. The South32 Purchase Order Terms and Conditions can be accessed from the South32 website (<https://www.south32.net/suppliers>) or, alternatively, can be obtained by contacting the Company contact as named on this Purchase Order.

5. Where this Purchase Order relates to Goods and/or Services, the subject of a written and executed contract between the Contractor and the Company which contemplates the use of purchase or service order(s) issued by or on behalf of the Company to the Contractor for the purpose of procuring or ordering the relevant Goods and/or Services.

(a) The terms and conditions of that written and executed contract apply; and

(b) The South32 Purchase Order Terms and Conditions and these Additional Purchase Order Terms and Conditions, other than this clause 5 and clause 1, 2 and 6 do not apply.

6. To the maximum extent permitted by Law, any of the Contractor's terms and conditions supplied to the Company in connection with the Goods and/or Services (including as printed on commitment notes or other



▶ Submitting a Service Entry Sheet (SES) Claim - Continued...

Step 3 – Services Being Claimed

1 Select the Currency

Use the dropdown menu to select the currency that matches the Purchase Order (PO).

Currency for all items: \* Select Below \*

Input the relevant data into the field. Repeat this process as many times as necessary for claim all items.

PO Item No. \*

Quantity \*

Description \*

Unit of Measure \*

Price per unit (Tax Exclusive) \*

Tax Component \*

Tax Rate (%) \*

\* Select Below \*

- Afghani (AFA)
- Albanian Lek (ALL)
- Algerian Dinar (DZD)
- Andoran peseta (ADP)
- Angolan Kwanza Realjustado (AOR)
- Angolan New Kwanza (AON)
- Argentine Peso (ARS)
- Armenian Dram (AMD)
- Aruban Guilder (AWG)
- Australian Dollar (AUD)**
- Austrian Schilling (ATS)
- Azerbaijani Manat (AZM)
- Bahaman Dollar (BSD)
- Bahrain Dinar (BHD)
- Bangladesh Taka (BDT)
- Barbados Dollar (BBD)
- Belgian Franc (BEF)
- Belize Dollar (BZD)
- Belorussian Ruble (BYB)

**Service Entry Sheet**

STEP 1 Your Details STEP 2 Claims Information **STEP 3 Services Being Claimed** STEP 4 Additional Details STEP 5 Attachments STEP 6 Request Summary

Services Being Claimed

\* Indicates a field is mandatory

NOTE: All items being claimed on this form must be entered in a single currency denomination. Please also ensure all currency input are entered manually as international decimal values. Do not copy & paste values into the fields.

Repeat this process as many times as necessary for claim all items.

Currency for all items: \* Australian Dollar (AUD) \*

Input the relevant data into the fields below, and press "Add" button to add the record.

Repeat this process as many times as necessary for claim all items.

PO Item No. \* 10 Service Line Number \* 10

Quantity \* 1000.000

Description \* SUPPLIER TRAINING FOR XXXXX

Unit of Measure \* Activity Unit (AU)

Price per unit (Tax Exclusive) \* 1.00

Tax Component \* Tax Applicable

Tax Rate (%) \* 10.00%

Add

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2 Enter the Service Item Details from the PO

You must input the following information accurately:

- **PO Item Number** – The line item number on the PO being claimed (e.g., 10, 20, 30, etc.).
- **SES Item Number** – The corresponding sub-item number for the SES (e.g. PO item 10.20, the SES item number is 20).

PO Item No. \* 10 Service Line Number \* 10

Quantity \* 1000.000

Description \* SUPPLIER TRAINING FOR XXXXX

Unit of Measure \* Activity Unit (AU)

Price per unit (Tax Exclusive) \* 1.00

Tax Component \* Tax Applicable

Tax Rate (%) \* 10.00%

Add

PO Item Number

SES Item Number

Item	Qty	Unit	Material / Service Number	Description of Goods and
10	1	AU		SUPPLIER TRAINING
10.20	1	EA	XXXX	SUPPLIER TRAINING FOR X

**Note:** Matching the correct PO and SES item numbers is critical to ensure the claim aligns with the original PO and avoids processing delays.

Continued next page...

**Contractor**

**Vehicle Company Name**

**Vehicle Number**

**Contractor Contact and notice details**

**Contractor Contact:** John Doe

**Headphone:** 0800 000000

**Email:** john.doe@company.co.nz

**Your Number:** 0800 000000

**New Purchase Order**

**4500001234**

**Page 1 of 3**

**Company**

**South 32 Group Operations Pty Ltd**

**Company Number (AU or NZ):** 74001 342102

**Date:** 10/06/2025

**Contract Date:** 10/06/2025

**Company Contact and Notice details**

**Company Contact:** S32 Contract Manager

**Headphone:** 01 80000000

**Email:** purchase@south32.co.nz

Item	Qty	Unit	Material / Service Number	Description of Goods and/or Services	Delivery Date	Net Unit Price	Net Total Price
10	1	AU		SUPPLIER TRAINING FOR XXXXX	10/06/2025	1.00	1.00
10.20	1	EA	XXXX	SUPPLIER TRAINING FOR XXXXX	10/06/2025	1.00	1.00
						<b>Total AUD</b>	<b>2.00</b>

**Additional Purchase Order Terms and Conditions**

1. If the Contractor is unable to meet the specified Delivery Date, promptly notify the Company contact as named on the Purchase Order.

2. Where expressly stated otherwise in this Purchase Order, all amounts in this Purchase Order are stated and valid in New Zealand Dollars (NZD). To the extent that the Contractor's obligations and liabilities to the Company under the applicable contractual terms and conditions, shall be subject to the terms of the Purchase Order.

3. Subject to Clause 1 below:

(a) The Contractor shall be responsible for the Contractor and its subcontractors and suppliers to comply with the South 32 Purchase Order Terms and Conditions in full at the date of this Purchase Order and

(b) By accepting this Purchase Order, the Contractor is deemed to have agreed to be bound by the South 32 Purchase Order Terms and Conditions, whether they are stated or not.

4. The South 32 Purchase Order Terms and Conditions can be accessed from the South 32 website (<https://www.south32.com/supplier>) or, alternatively, can be obtained by contacting the Company contact as named on the Purchase Order.

5. Where this Purchase Order relates to Goods and/or Services, the Contractor shall be responsible for the Contractor and its subcontractors and suppliers to comply with the South 32 Purchase Order Terms and Conditions in full at the date of this Purchase Order and

(a) By accepting this Purchase Order, the Contractor is deemed to have agreed to be bound by the South 32 Purchase Order Terms and Conditions, whether they are stated or not.

6. To the maximum extent permitted by law, any of the Contractor's terms and conditions, including its general terms and conditions, shall be subject to the South 32 Purchase Order Terms and Conditions, whether they are stated or not.

► Submitting a Service Entry Sheet (SES) Claim - Continued...

3 Enter the following fields exactly as per the PO

- **Quantity** – must match with the PO quantity. Partial claims (e.g. for milestone payments) are permitted, if the claimed quantity and rate match the PO.
- **Note:** The total of all claims submitted must not exceed the total value or quantity stated in the PO.
- **Description** – must **exactly match** the PO service line item description.
- **Unit of Measure** – use the same unit listed in the PO.
- **Price per Unit (Excl. Tax)** – must match the PO value.
- **Tax Component** – select either ‘Tax Applicable’ or ‘Tax Free’ radio button.
- **Tax Rate** – enter the applicable **tax percentage**.

PO Item No <sup>?</sup>

10

Service Line Number <sup>?</sup>

10

Quantity <sup>?</sup>

1000.000

Description <sup>?</sup>

SUPPLIER TRAINING FOR XXXXX

Unit of Measure <sup>?</sup>

Active Unit (AU) ▼

Price per unit <sup>?</sup>  
(Tax Exclusive)

1.00

Tax Component <sup>?</sup>

Tax Applicable ☒

Tax Free ☐

Tax Rate (%) <sup>?</sup>

0.00%

Add

4 Add Each Service Line Item

- Click ‘Add’ to save each service line entry.
- Repeat this step to enter additional service items if required.

Contractor

VENDOR COMPANY NAME  
VENDOR ADDRESS

New Purchase Order

4500001234

Company

South32 Group Operations Pty Ltd  
Company number (ABN or similar): 74021 342 202

Contractor Contact and invoice details

Contractor Contact: John Doe  
Telephone: 0800 123456  
Email: john.doe@contractor.com.au

Contractor Contact and invoice details

Contractor Contact: John Doe  
Telephone: 0800 123456  
Email: john.doe@contractor.com.au

Contractor Contact and invoice details

Contractor Contact: John Doe  
Telephone: 0800 123456  
Email: john.doe@contractor.com.au

Total AUD: X,XXX

Additional Purchase Order Terms and Conditions

1. If the Contractor is unable to meet the specified Delivery Date, the Contractor shall be liable for the cost of the Purchase Order.  
2. Unless expressly stated otherwise in this Purchase Order, all amounts in this Purchase Order are stated exclusive of Consumption Tax (as defined in the South32 Purchase Order Terms and Conditions). To the extent Consumption Tax is applicable and payable by the Contractor under the applicable contractual terms and conditions, this shall be added at the time of settlement of the Contractor's invoice.  
3. Subject to clause 1 above:  
a) This Purchase Order is issued by the Company to the Contractor and shall remain subject to the South32 Purchase Order Terms and Conditions in force at the date of this Purchase Order and shall be deemed to be incorporated into the Supply Order and any subsequent orders for the supply of goods and/or services referred to in this Purchase Order and any subsequent orders for the supply of goods and/or services referred to in this Purchase Order.  
b) The South32 Purchase Order Terms and Conditions shall be deemed to be incorporated into the Supply Order and any subsequent orders for the supply of goods and/or services referred to in this Purchase Order and any subsequent orders for the supply of goods and/or services referred to in this Purchase Order.  
4. The South32 Purchase Order Terms and Conditions can be accessed from the South32 website (<https://www.south32.com/suppliers>) or, alternatively, can be obtained by contacting the Company contact as named on this Purchase Order.  
5. Where the Contractor intends to Goods and/or Services to the subject of a written and executed contract between the Contractor and the Company which contemplates the use of purchase or service orders (as defined in the South32 Purchase Order Terms and Conditions) for the supply of goods and/or services, the Contractor shall be deemed to have accepted the use of purchase or service orders for the supply of goods and/or services referred to in this Purchase Order and any subsequent orders for the supply of goods and/or services referred to in this Purchase Order.  
6. To the maximum extent permitted by law, any of the Contractor's terms and conditions supplied by the Contractor to connect with the Goods and/or Services to be supplied in connection with this Purchase Order shall be deemed to be rejected and shall not be binding on the Contractor.



Continued next page...

► Submitting a Service Entry Sheet (SES) Claim - Continued...

5 Review entries in the summary box. Click **Next** when ready.

**Service Entry Sheet**

STEP 1 Your Details   STEP 2 Claims Information   **STEP 3 Services Being Claimed**   STEP 4 Additional Details   STEP 5 Attachments   STEP 6 Request Summary

Services Being Claimed

• Indicates a field is mandatory

PO Item No	Service Line Number	Description	Qty	Unit of Measure	Price per unit	Cost	Tax	Tax Excl. Cost
10	10	SUPPLIER TRAINING FOR XXXXX	1,000.000	Activity Unit (AU)	1.00	1,000.00	100.00	1,000.00
Subtotal (of Tax Applicable Items)								1,000.00
Subtotal (of Tax Free Items)								0.00
Subtotal - All Items								1,000.00
Tax Amount								100.00
TOTAL: Claim Payable Value (includes Tax Where Applicable)								1,100.00

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**Note:** If 'Tax Free' is selected, the tax value should reflect as zero.

Step 4 – Additional Details

1 In this step, you are required to provide any extra information related to the service claim.

- If the claim is an amendment, briefly describe the reason for the **amendment** in the text box provided.

Once all relevant details are entered, click **Next** to proceed to the next step.

**Service Entry Sheet**

STEP 1 Your Details   STEP 2 Claims Information   STEP 3 Services Being Claimed   **STEP 4 Additional Details**   STEP 5 Attachments   STEP 6 Request Summary

Additional Details (0)

<< Back   Next >>

► Submitting a Service Entry Sheet (SES) Claim - Continued...

## Step 5 – Attachments

1 Click Select **File** and upload any supporting documents such as:

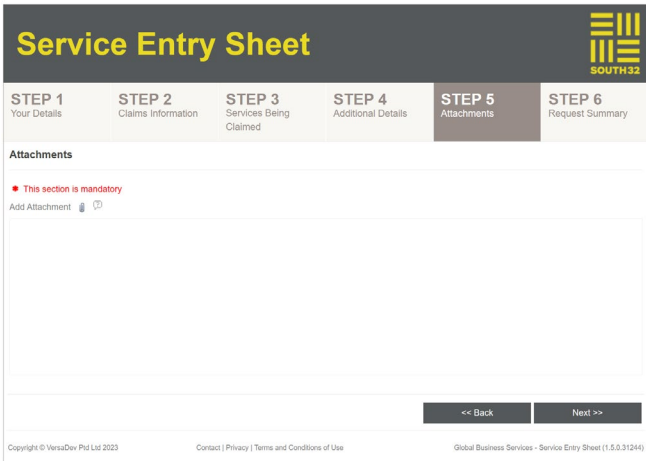
- Claim Sheets
- Signed Timesheets
- Job Tickets
- Completed Work Orders
- Labour Schedule
- Receipts
- Invoices

★ **Note:** Ensure total attachment size does not exceed 5MB.

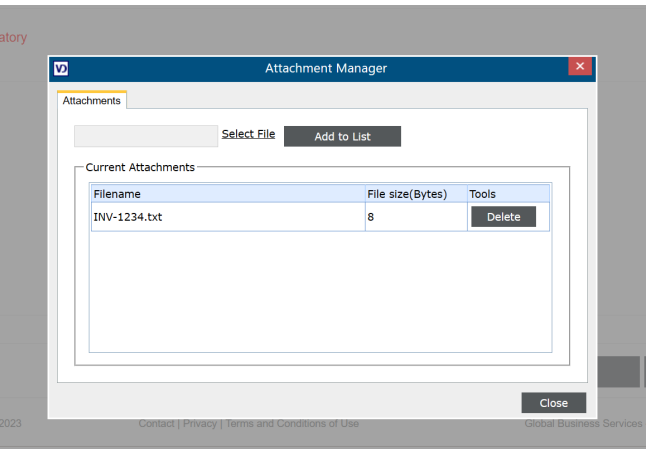
2 **Review and Manage Uploaded Files**

- Uploaded files will appear in the **Attachments** list.
- Review the list. If needed, select **Delete** to remove a file.
- When all necessary documents have been uploaded, click **Close**.

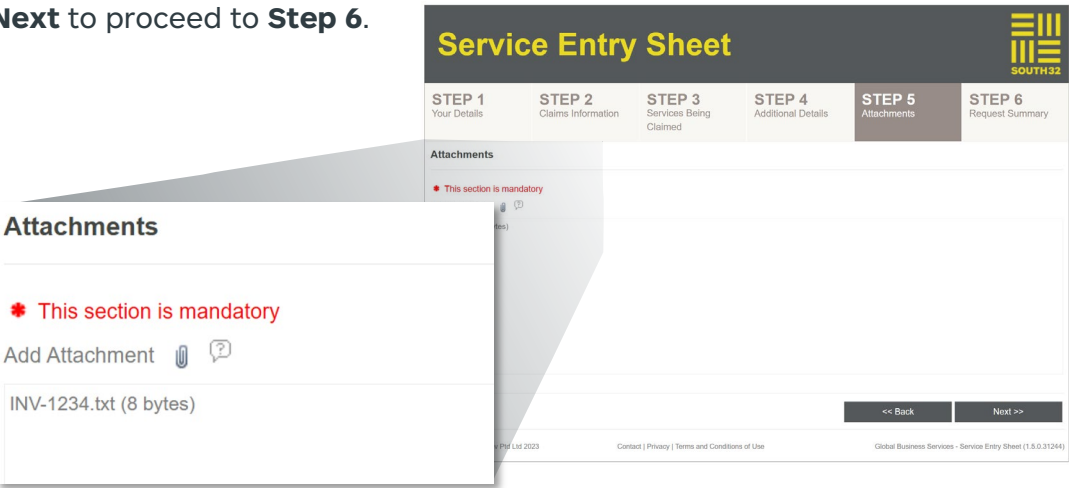
Click **Next** to proceed to **Step 6**.



The screenshot shows the 'Service Entry Sheet' interface with the 'Attachments' tab selected. The page has a header with the South32 logo and a navigation bar with steps 1 through 6. Step 5, 'Attachments', is highlighted. Below the navigation bar, there's a section titled 'Attachments' with a red asterisk indicating it's mandatory. There's an 'Add Attachment' button with a file icon. At the bottom, there are '<< Back' and 'Next >>' buttons. Footer text includes 'Copyright © VersaDev Pty Ltd 2023', 'Contact | Privacy | Terms and Conditions of Use', and 'Global Business Services - Service Entry Sheet (1.0.0.31244)'.



The screenshot shows the 'Attachment Manager' dialog box. It has a title bar with a close button. Inside, there's a 'Select File' button and an 'Add to List' button. Below these, there's a table titled 'Current Attachments' with columns 'Filename', 'File size(Bytes)', and 'Tools'. The table contains one row: 'INV-1234.txt', '8', and a 'Delete' button. At the bottom right, there's a 'Close' button. Footer text is visible at the bottom of the dialog.



This screenshot is similar to the one above, but it includes a callout box pointing to the 'Attachments' section. The callout box has a title 'Attachments' and contains the text '\* This section is mandatory', an 'Add Attachment' button with a file icon, and a text input field containing 'INV-1234.txt (8 bytes)'. The main page content is partially obscured by the callout box.



► Submitting a Service Entry Sheet (SES) Claim - Continued...



**Important Note: Service Entry Sheet (SES) and Invoicing**

- A **Service Entry Sheet (SES)** is **not** an invoice.
- Submitting a SES is part of a **two-step process** for standard suppliers:
  - Submit the SES claim and attach your invoice within the SES form.
  - **Email the invoice separately** to: [GBSinvoices@south32.net](mailto:GBSinvoices@south32.net)
- **For Ariba Network suppliers**, invoices must be submitted directly via the **Ariba Network platform**.

Attaching the invoice to the SES **does not confirm** that South32 has received it for invoice processing. The invoice **must be submitted via the correct channel** to be processed for payment.

This process **does not apply** to suppliers utilising the **ERS (Evaluated Receipt Settlement)** arrangement. For ERS suppliers, an invoice will be **automatically generated** upon SES approval – **no further action is required**.

## ► Submitting an Invoice

### Requirements

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**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**
- SES Number:** provided after SES claim approval
- 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](mailto:GBSinvoices@south32.net)
  - Standard Suppliers with ERS: No invoice submission required. The invoice is automatically generated upon SES approval.
  - ✓ 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 the approved Service Entry Sheet (SES) claim** 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
SES Claim Submission & Processing	For service claim submission only.	Complete the South32 Service Claim Form: <a href="https://gbsversasrs.south32.net/serviceclaimform/">https://gbsversasrs.south32.net/serviceclaimform/</a>
Invoice Submission & Processing	For invoice submission only. Note: Only submit an invoice once. Duplicate invoice submission will be rejected.	Email: <a href="mailto:GBSinvoices@south32.net">GBSinvoices@south32.net</a>
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.	<a href="mailto:GBSvendorqueries@south32.net">GBSvendorqueries@south32.net</a> (for general vendor queries)
Company Information Updates	Updates to banking details, email addresses, physical addresses, or telephone numbers.	Email: <a href="mailto:GBSvendorcreation@south32.net">GBSvendorcreation@south32.net</a> Include your vendor number and relevant supporting documents.