SOUTH32

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.

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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**.

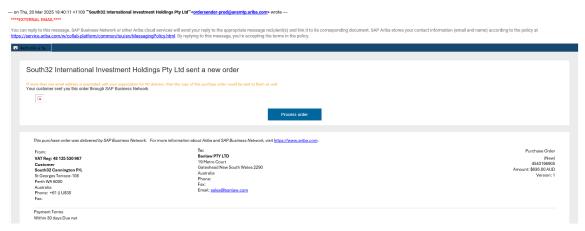- **Each invoice must reference only one PO number**.

▸ Confirm Your Purchase Order Details

Check Your Email or Ariba Network Platform

1 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.
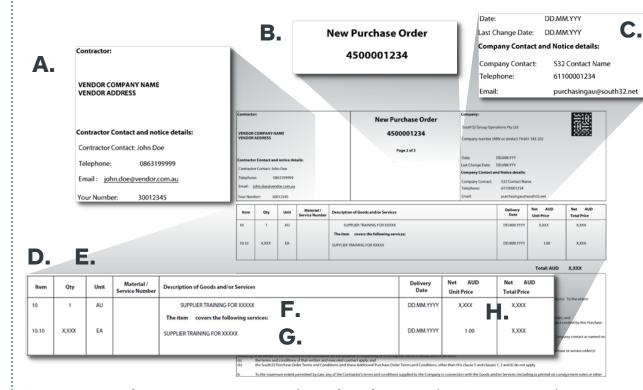
---- on Thu, 20 Mar 2025 18:40:11 +1100 ""**South32 International Investment Holdings Pty Ltd**""<ordersender-prod@ansmtp.ariba.com> wrote ----
****EXTERNAL EMAIL****

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/w/collab-platform/common/tou/en/MessagingPolicy.html. By replying to this message, you're accepting the terms in the policy.

Right-click or ta...

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:	To:	Purchase Order
VAT Reg: 48 125 530 967	**Banlaw PTY LTD**	(New)
Customer	19 Metro Court	4543166905
South32 Cannington P/L	Gateshead New South Wales 2290	Amount: $636.00 AUD
St Georges Terrace-108	Australia	Version: 1
Perth WA 6000	Phone:	
Australia	Fax:	
Phone: +61 () U830	Email: sales@banlaw.com	
Fax:		

Payment Terms
Within 30 days Due net

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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. 45xxxxxxxx)

C. South32 Contact Information: company contact name, phone and email

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).

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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 receipt of services.

- **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

► Service Delivery

Requirements

1. 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.
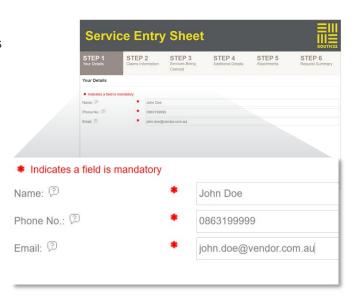
1 **Access the SES Portal:**
Open a web browser and navigate to the South32 Service Claim Form:
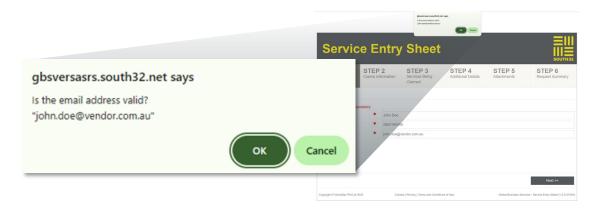
🔗 https://gbsversasrs.south32.net/serviceclaimform/

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.

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

▶ **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.

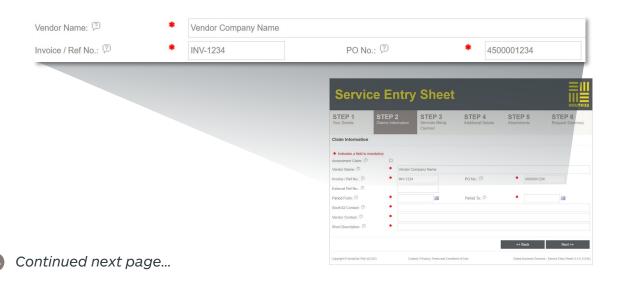   - **Reason for Amendment** – select the appropriate reason from the dropdown list.

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.
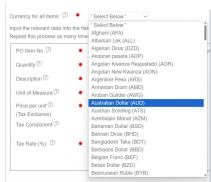- **Short Description** – A brief service description that matches the PO.

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.

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

Step 3 – Services Being Claimed

1 **Select the Currency**

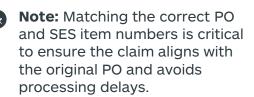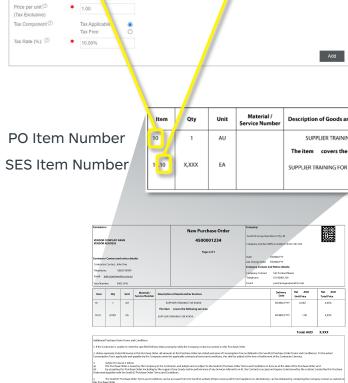Use the dropdown menu to select the currency that matches the Purchase Order (PO).

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 Number

SES Item Number

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

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▶ **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**.
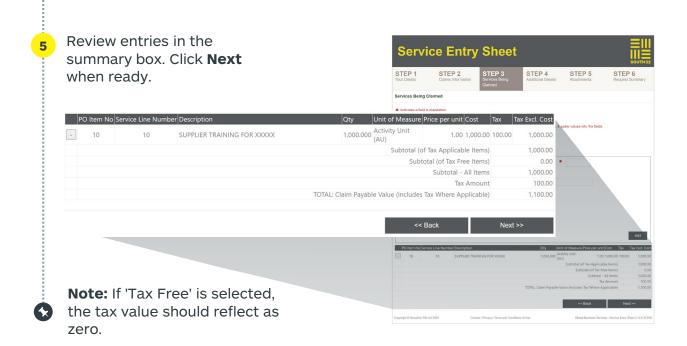

4 **Add Each Service Line Item**

- Click '**Add**' to save each service line entry.

- Repeat this step to enter additional service items if required.

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

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.

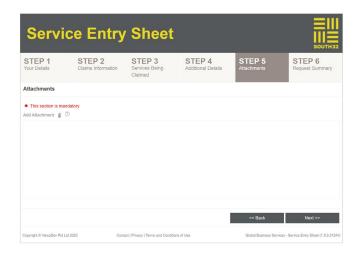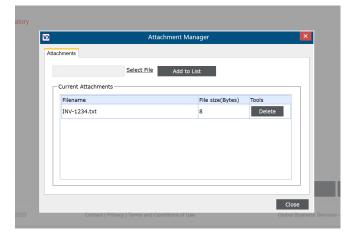Once all relevant details are entered, click **Next** to proceed to the next step.
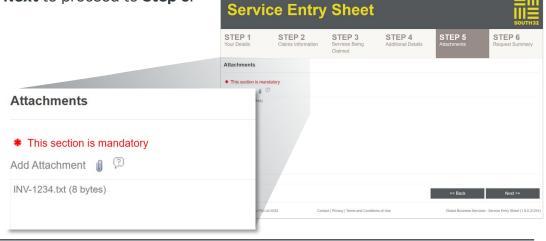
Step 5 – Attachments

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**.

▶ **Submitting a Service Entry Sheet (SES) Claim** - Continued...
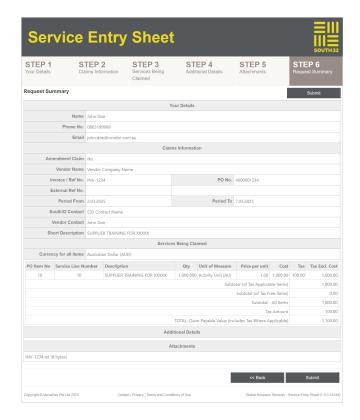
Step 6 – Request Summary

1 **Review Details Before Submitting**

- Carefully review all the information you have entered.

- To make changes, use the **Back** button to navigate to previous steps.

- When ready, click **Submit**.

- A confirmation message will appear – click **Ok** to finalise the submission.

✦ **Note:** A confirmation email will be sent to you, including a request number for tracking purposes.

2 **SES Confirmation Document**

Once processed, a **Service Entry Sheet (SES)** confirmation document will be generated. This will include:

- The SES Number

- Purchase Order number and item details

- Service period and description of services performed

- Total value (excluding tax)

The SES confirmation serves as a record in South32's Accounts Payable system. The SES must go through South32's internal approval process before any invoice can be processed. Suppliers are not required to follow up on the SES approval, as this is handled internally.

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▶ **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

- **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

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
- 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: 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.