



SOUTH32 SUPPLIER INFORMATION GUIDE

March 2022

CONTENTS

Topic	Sub-Topic	Slide
Overview	Introduction	
	Key Messages	<u>4</u>
	What do you need to know	<u>5</u>
	Supply Process Overview	<u>6</u>
Purchase Order	Receiving your Purchase Order	<u>7</u>
	How to differentiate between a goods and services order	<u>8</u>
Methods of Transacting with South32		<u>9</u>
Process Map	Ariba Network - Service claims & invoice submission process	<u>10</u>
	Standard - Service claims & invoice submission process	<u>11</u>
	Standard with Evaluated Receipt Settlement (ERS) - Service claims & invoice submission process	<u>12</u>
Service Claims	What is a Service Claim	<u>14</u>
	Service claims submission guidelines	<u>15</u>
	How to submit a claim form	<u>16-19</u>
	Top 10 reasons for service claim being rejected	<u>20</u>
Invoice	Invoice submission guidelines	<u>22</u>
	Top 10 reasons for invoice being rejected	<u>23</u>

INTRODUCTION

South32 with the support of our Supply department is embarking on a process of improving long term relationships with our business partners.

A review of our internal and external process has identified some root causes resulting in wastages, re-work and delays in timely payment. The common themes identified are:

- ineffective communication to our suppliers,
- lack of understanding of the processes and interdependencies of actions, and
- lack of understanding of our internal processes by our suppliers.

The intent of this information pack is to:

- outline the key South32 policies and procedures impacting our business partners, and
- provide process specific requirement and implications overview.

It is important you understand how your current way of interacting with South32 and what you can do to ensure the prompt execution of all relevant activities.

KEY MESSAGES

Important:

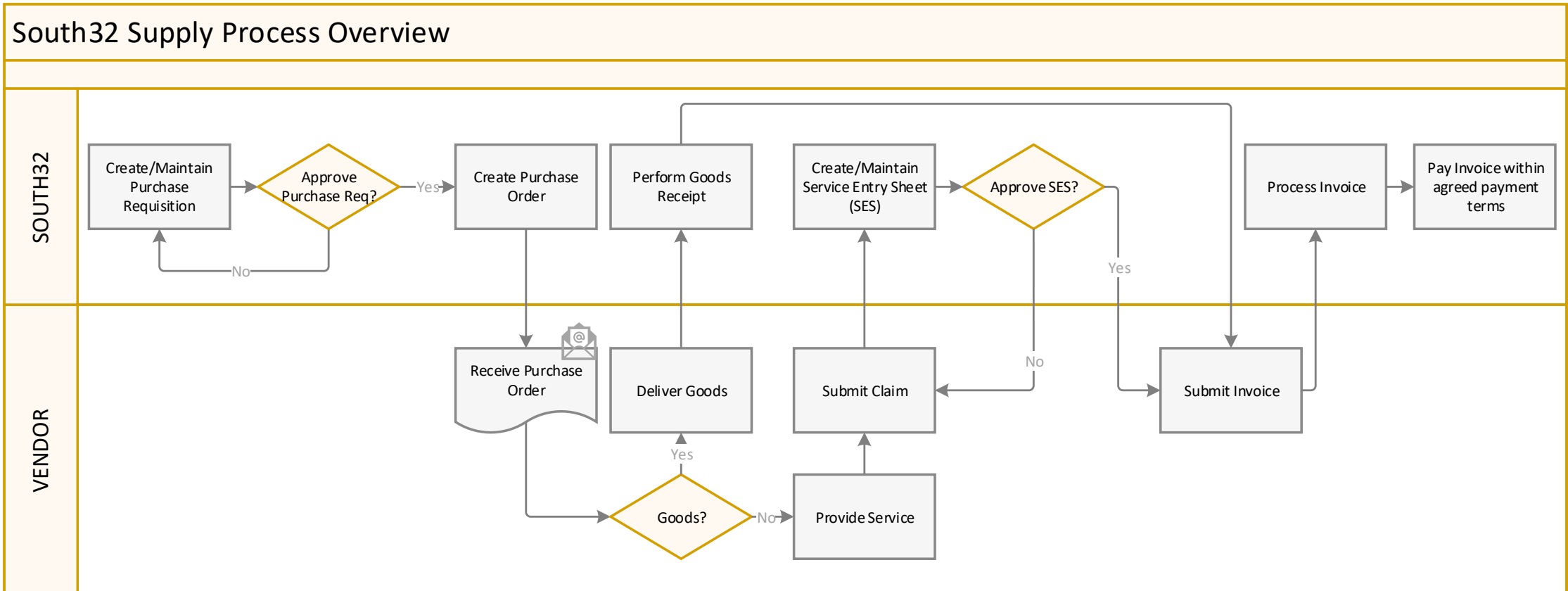
- Do not accept verbal instruction from any South32 employees to perform work or deliver goods without a valid purchase order.
- Do not deliver any goods and/or render a service without a valid South32 purchase order.
- Goods must be delivered before or on the date stipulated on the purchase order. The supplier must contact the relevant purchasing team and request for an updated order if delivery date cannot be met.
- Services must be rendered by the date stipulated on the purchase order.
- All goods and/or services received by South32 will require proof of delivery/services rendered.
- All invoices issued must clearly reference the South32 name as per purchase order received.

WHAT DO YOU NEED TO KNOW?

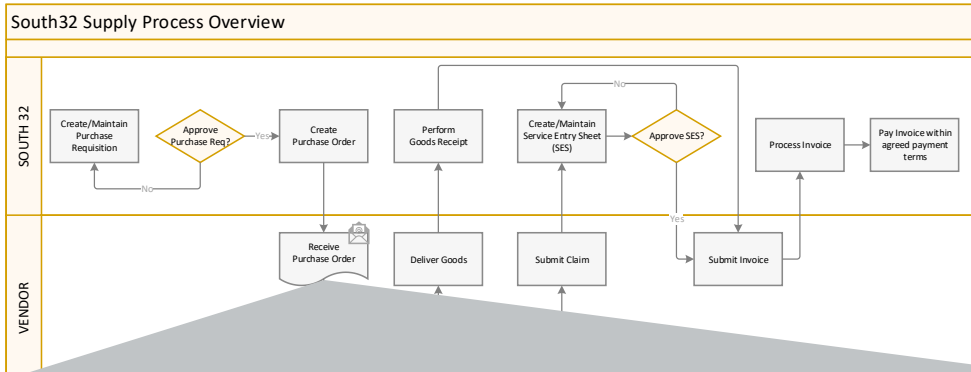
1. Understand the inbound Supply processes.
2. Be aware of the Purchase Order format and Purchase Order number.
3. Understand the claims and invoice submission processes.
4. Know who to contact for purchase order, contracts, invoice and payment queries.
5. Read and save this information pack for future reference.



SOUTH32 SUPPLY PROCESS OVERVIEW



RECEIVING YOUR PURCHASE ORDER



Use Purchase Order Number

All correspondence related to the delivery of the specified service **MUST** include the Purchase Order number shown on this form, including invoices, service claims and queries.

- Following the approval of a good or service being supplied, South32 will create and email you a Purchase Order or if you transact through Ariba the Purchase Order will transmit to your Supplier Portal.
- Check all details on the Purchase Order, including:
 - Your details
 - Description of Goods and/or Services
 - Quantity
 - Delivery date
 - Unit Price
 - Delivery point
- Notify South32 if any details are incorrect via:
 - Email address on the purchase order; **OR**
 - Request change order in Ariba for Ariba Network vendors.
- Goods/services should not be supplied before a purchase order is received

Contractor: Allegra Printing 1300 S. Park Avenue Tucson AZ 85713		New Purchase Order 4541919713 Page 1 of 2		Company: Arizona Minerals Inc.				
Contractor Contact and notice details: Contractor Contact: Telephone: 5204687101 Email: cyd@allegraarizona.com Your Number: 30020278		Date: 12.03.2021 Last Change Date: 12.03.2021		Company Contact and Notice details: Company Contact: Diana Marquez Telephone: Email: diana.marquez@south32.net				
Invoice address: All invoices to be submitted via email to: GBSInvoices@south32.net For queries relating to: Contracts and Purchase Orders, please email HermosaProcurement@south32.net Payments, please email xxx		All correspondence, including invoices and packages, must reference the above Purchase Order number. All commercial enquires relating to this Purchase Order must be addressed with the listed Company contact.		Delivery point (if specified, otherwise same as Site) Arizona Minerals Inc. Plant: Site Company Hmogdia 2210 E Fort Lowell Road Tucson AZ 85719 Delivery terms: FOB Hermosa				
Item	Qty	Unit	Material / Service Number	Description of Goods and/or Services	Delivery Date	Net USD Unit Price	Net USD Total Price	
10	1	AU		Test System The Item covers the following services:	31.12.2021	270,000.00	270,000.00	
10.10	200	HR		Hourly rate	31.12.2021	850.00	170,000.00	
10.20	100	HR		Over time rate	31.12.2021	1,000.00	100,000.00	
Total: USD							270,000.00	
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 this 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 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 5 below: (a) this Purchase Order is issued by the Company to the Contractor, and adopts and is subject to the South32 Purchase Order Terms and Conditions in force as at the date of this Purchase Order; and (b) by accepting this Purchase Order (including by 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 created 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/supplier/), 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 requesting 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 clauses 1, 2 and 4) 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 consignment notes or other documents) are of no legal effect, do not bind the Company and will not constitute part of the terms and conditions which govern or apply in any way to Goods and/or the Services (even if any representative of the Company signs any such terms and conditions or amends them to this Purchase Order).								

HOW TO DIFFERENTIATE BETWEEN A GOODS OR SERVICE ORDER?



Goods Order

Contractor: 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	Purchase Order 4542276252 Page 2 of 5	Company: South32 Worsley Alumina Pty Ltd Company number (ABN or similar): 58 008 905 155 Date: 03.02.2022 Last Change Date: 25.02.2022 Company Contact and Notice details: Company Contact: Telephone: Email:	
--	---	---	--

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, NO3, COPPER/RAWHIDE, 44MM Your Material Number 100020594 Contract Call Off against contract 5600089606 Item 00005 / Ref: CW2376911 *** Item completely delivered ***	17.02.2022		
30	3	EA		CLUB HAMMER, 4LB, FIBREGLASS HANDLE, OX Your Material Number 100098364 Contract Call Off against contract 5600089606 Item 00005 / Ref: CW2376911 *** Item completely delivered ***	17.02.2022		
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		

Item Column

- Goods order numbering are created in sequential order.

Example:

- Item 10 is referred to as Item 10.

Service Order

Contractor: COMPASS GROUP REMOTE HOSPITALITY SERVICES PTY LTD LEVEL 3 12 NEWCASTLE STREET PERTH WA 6000 Contractor Contact and notice details: Contractor Contact: Telephone: 0892234500 Email: ar@compass-group.com.au Your Number: 30010720	Purchase Order 4542275286 Page 2 of 3	Company: South32 Worsley Alumina Pty Ltd Company number (ABN or similar): 58 008 905 155 Date: 02.02.2022 Last Change Date: 10.02.2022 Company Contact and Notice details: Company Contact: Telephone: Email:	
---	---	---	--

Item	Qty	Unit	Material / Service Number	Description of Goods and/or Services	Delivery Date	Net AUD Unit Price	Net AUD Total Price
10	1	AU		BAYER TEAM MEETINGS JAN 2022 *** Item partially delivered *** The Item covers the following services:	05.02.2022		
10.10	1	EA		ESS - BAYER TEAM MEETING JAN 20 2022	05.02.2022		
10.20	1	EA		ESS - BAYER TEAM MEETING JAN 21 2022	05.02.2022		
10.30	1	EA		ESS - BAYER TEAM MEETING JAN 25 2022	05.02.2022		
10.40	1	EA		ESS - BAYER TEAM MEETING JAN 27 2022	05.02.2022		

Item Column

- Service order numbering are created in hierarchical order with a parent and a child line or a parent with multiple child lines.

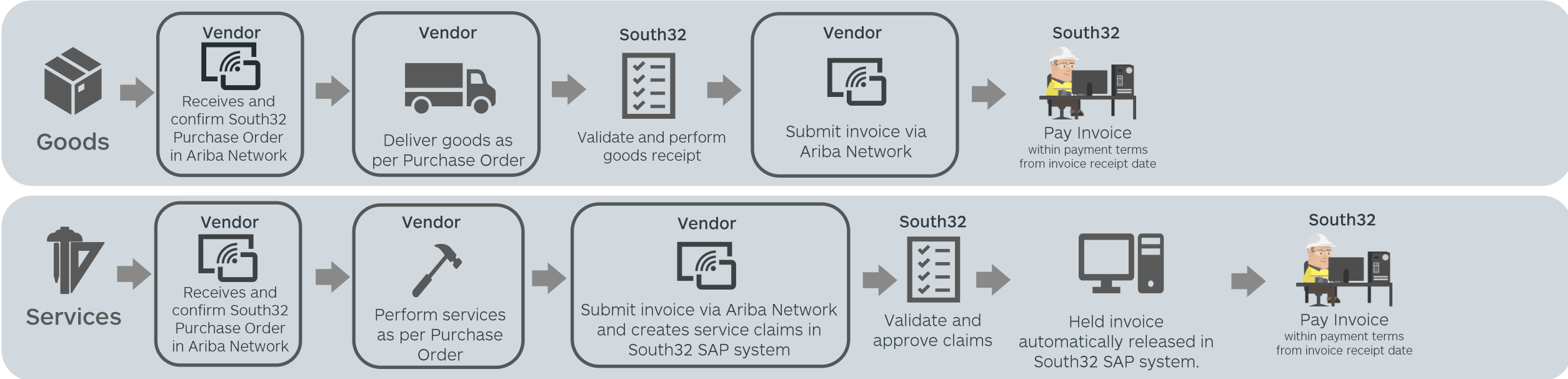
Example:

- Item 10 is referred to as Service/Item 10
- Item 10.10 is referred to as Service line 10.

METHODS OF TRANSACTING WITH SOUTH32

Supplier Types	Details	Process Map
Ariba Network (e-Marketplace)	Suppliers that are onboarded to transact on the Ariba Network to receive purchase orders, request purchase order changes, receive goods notifications, submit claims, invoices and receive remittance advices.	Slide 10
Standard	Suppliers that transact via: <ul style="list-style-type: none">• email to receive purchase orders, invoices and remittance advices.• submit claims via the South32 service claim portal. http://www.south32.net/serviceclaimform	Slide 11
Standard with ERS (evaluated receipt settlement) arrangements Note: <ul style="list-style-type: none">• Agreement with supplier for South32 to generate invoice on their behalf in South32 SAP system.• Only applicable to Australia	Suppliers that transact via: <ul style="list-style-type: none">• email to receive purchase orders, invoicing summary and remittance advices.• submit claims via the South32 service claim portal. http://www.south32.net/serviceclaimform Note: No invoice submission required as the automated batch job will generate invoice on behalf of supplier and send invoicing summary via email.	Slide 12

ARIBA NETWORK – SERVICE CLAIMS & INVOICE SUBMISSION PROCESS



Update my company information	Purchase order queries	Claim submission	Invoice submission	Invoice and payment queries
-------------------------------	------------------------	------------------	--------------------	-----------------------------

To update my company information for e.g.:

- banking details
- email address
- physical address
- telephone number

Email: GBSvendorcreation@south32.net

Pre-requisite:

- Reference your vendor number (e.g. 8 digit number - 3xxxxxxx) and providing relevant supporting documents for changes.

For purchase order and contract queries.

Contact South32 via email address reflected on purchase order copy.

Pre-requisite:

- If relating to purchase order, reference your purchase order number (e.g. 10 digit number - 45xxxxxxxx).

For service claims upon completion of service:

Submit invoice via Ariba Network.

Pre-requisite:

- confirmed purchase order number (e.g. 10 digit number - 45xxxxxxxx).
- claim quantity, description, rate that matches the purchase order.
- sufficient balance on purchase order.
- supporting documents.
- documents that address the relevant legal entity.

For invoice submission upon delivery of goods or submission of service claim:

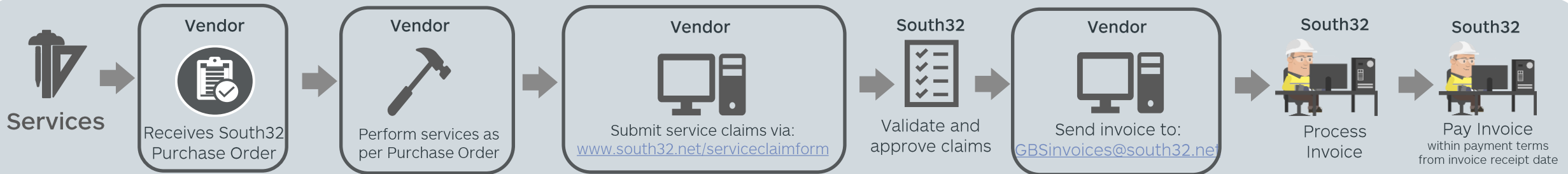
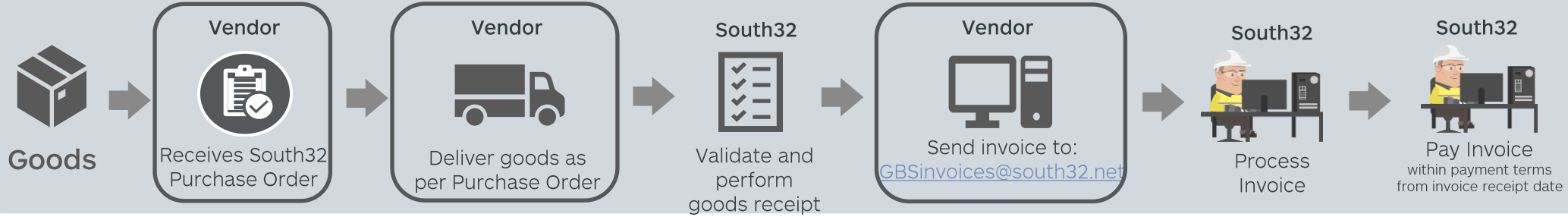
For Goods:
Submit invoice once good receipt notification is received in Ariba Network.

For Services:
Not required as held invoice will be automatically released upon claims approval in South32 SAP system.

For invoice and payment related queries.

Email: GBSvendorqueries@south32.net

STANDARD – SERVICE CLAIMS & INVOICE SUBMISSION PROCESS



Update my company information

Purchase order queries

Claim submission

Invoice submission

Invoice and payment queries

To update my company information for e.g.:

- banking details
- email address
- physical address
- telephone number

Email: GBSvendorcreation@south32.net

Pre-requisite:

- Reference your vendor number (e.g. 8 digit number - 3xxxxxxx) and providing relevant supporting documents for changes.

For purchase order and contract queries.

Contact South32 via email address reflected on purchase order copy.

Pre-requisite:

- If relating to purchase order, reference your purchase order number (e.g. 10 digit number - 45xxxxxxxx).

For service claims upon completion of service. Complete webform: www.south32.net/serviceclaimform

Pre-requisite:

- purchase order number (e.g. 10 digit number - 45xxxxxxxx).
- claim quantity, description, rate that matches the purchase order.
- sufficient balance on purchase order.
- supporting documents.
- documents that address the relevant legal entity.

Note: Refer to 'Service Claims' slides in this information pack on how to complete the claim form.

For invoice submission upon delivery of goods or submission of service claim:

Email: GBSinvoices@south32.net

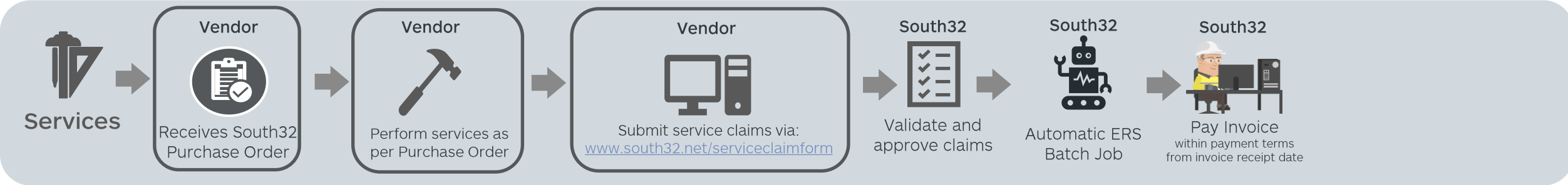
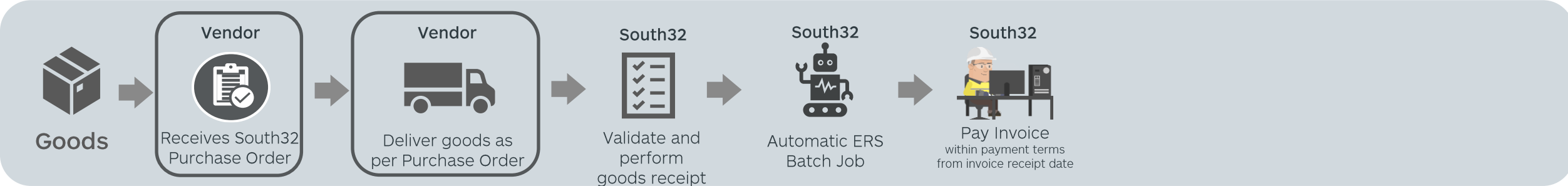
Pre-requisite:

- submit invoice only once.
- invoice must contain a valid purchase order (e.g. 10 digit number – 45xxxxxxxx).
- invoice format must meet local regulatory requirements.
- all information must match the purchase order.
- invoice must be in black and white (no colour).
- email must be less than 3MB and in PDF, TIF/TIFF, DOC/DOCX, JPG, HTM/HTML or RTF format.

For invoice and payment related queries.

Email: GBSvendorqueries@south32.net

STANDARD WITH ERS – SERVICE CLAIMS & INVOICE SUBMISSION PROCESS



Update my company information

To update my company information for e.g.:

- banking details
- email address
- physical address
- telephone number

Email:
GBSvendorcreation@south32.net

Pre-requisite:

- Reference your vendor number (e.g. 8 digit number - 3xxxxxxx) and providing relevant supporting documents for changes.

Purchase order queries

For purchase order and contract queries.

Contact South32 via email address reflected on purchase order copy.

Pre-requisite:

- If relating to purchase order, reference your purchase order number (e.g. 10 digit number - 45xxxxxxxx).

Claim submission

For service claims upon completion of service. Complete webform:
www.south32.net/serviceclaimform

Pre-requisite:

- purchase order number (e.g. 10 digit number - 45xxxxxxxx).
- claim quantity, description, rate that matches the purchase order.
- sufficient balance on purchase order.
- supporting documents.
- documents that address the relevant legal entity.

Note: Refer to '**Service Claims**' slides in this information pack on how to complete the claim form.

Invoice submission

For invoice submission upon delivery of goods or submission of service claim:

For Goods:
Not required as invoice is automatically generated upon completion of goods receipt by South32.

For Services:
Not required as invoice is automatically generated upon claims approval by South32.

Invoice and payment queries

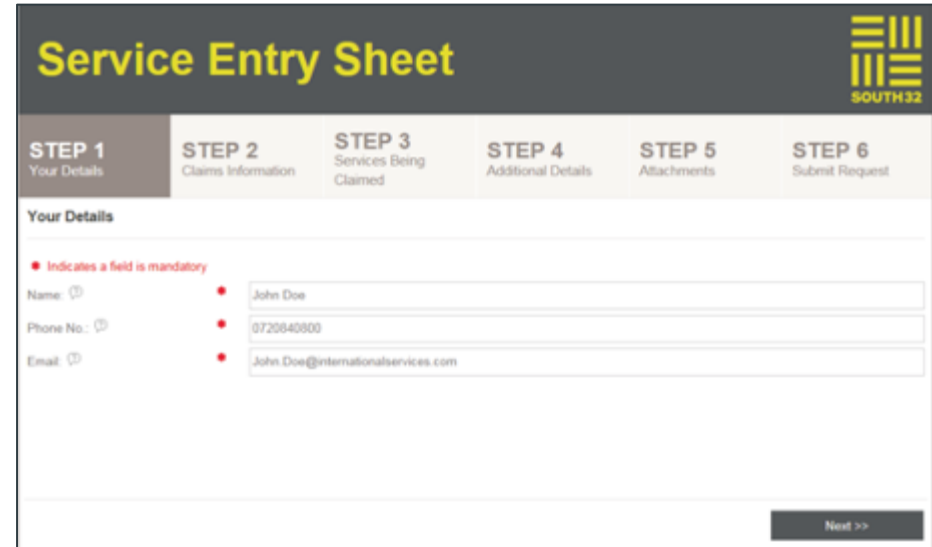
For invoice and payment related queries.

Email:
GBSvendorqueries@south32.net

SERVICE CLAIMS

WHAT IS A SERVICE CLAIM?

- If you have provided a service to South32 we will require you to complete a Service Entry Sheet.
- This is confirmation that the work has been completed to an appropriate level of satisfaction.
- Approval for the Service Entry Sheet will be given by the person at South32 who requested the work.



The screenshot shows the 'Service Entry Sheet' form. At the top right is the South32 logo. Below it is a progress bar with six steps: STEP 1 Your Details (highlighted), STEP 2 Claims Information, STEP 3 Services Being Claimed, STEP 4 Additional Details, STEP 5 Attachments, and STEP 6 Submit Request. The 'Your Details' section contains three mandatory fields: Name (John Doe), Phone No. (0720940800), and Email (John.Doe@internationalservices.com). A red dot next to each field label indicates it is mandatory. A 'Next >>' button is located at the bottom right of the form.

SERVICE CLAIMS SUBMISSION GUIDELINES



To assist with your claim being processed as efficiently as possible ensure:

- The Claims period (Period From and Period To) entered in the online form **MUST** be the date the services were actually provided
- Service Claims should be submitted before the invoice is submitted. Failure to conform will result in the invoice being rejected
- Only English and Spanish claims are supported



Pre-requisite for your claim:

- Known purchase order number
- Claim quantity, description and rate that matches the purchase order
- Sufficient balance on purchase order
- Correct tax code
- Supporting documentation
- Documents that address the relevant legal entity



Create and submit your claim via

<http://www.south32.net/serviceclaimform>

OUR COMMITMENT TO YOU



After submitting a service claim, you will receive an auto-generated email notifying that the service claim has been received and is in the queue.



If an auto-generated response is not received, this indicates that the service claim submission has failed. You must submit a new service claim form.





Service claims will be managed using a case management tool on a first in first out basis and will take up to 72 hours to process.



In the event where the agreed SLA of 72 hours has not been met then email GBSvendorqueries@south32.net

HOW TO SUBMIT A CLAIM FORM

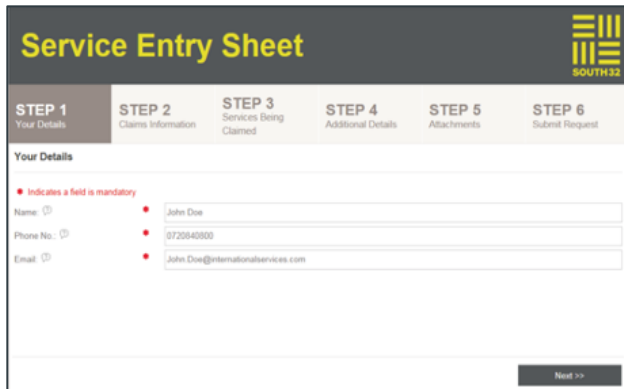
 Help is available for all fields when completing your online service claim form. Hover your mouse over the field where the symbol  is displayed.

1. Open your internet browser and go to: <http://www.south32.net/serviceclaimform>

2. Complete the fields in **STEP 1 Your Details** tab:

- Name : **<Requestor's Name>**
- Phone No : **<Requestor's Phone Number>**
- Email : **<Requestor's Email Address>**

NOTE: A request acknowledgment email will be sent to this email address.



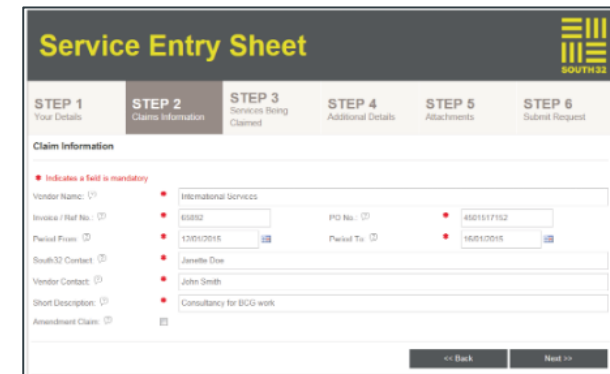
3. Click **Next**.

4. Complete the fields in **STEP 2 Claim Information** tab:

- Vendor Name : The Supplier name must match information listed on the Purchase Order.
- Invoice/Ref No : The reference number provided on the service claim form must match the reference number on the supporting document attached – limited to 16 characters.
- PO No : Valid 10-digit Purchase Order Number, all Purchase Orders begin with 45xxxxxxx.

- Period From : The start date of services provided.
- Period To : the end data of services completed. – *Period start date must not be later than period end date.*
- South32 Contact : The name of the South32 contact person who signed off the services.
- Vendor Contract : the name of the Supplier contact person who provided the services – limited to 12 characters.
- Short Description : Short description about service provided as per the official Purchase Order.
- Amendment Claims : Tick the **Amendment Claims** box if you wish to amend an already submitted claim. Additional fields will appear to be completed. *NOTE: this is not applicable for rejected service claim forms. For rejected service claim forms a new claim form must be submitted.*
- SES Number : Insert the valid 10-digit Service Entry Sheet number that requires change.
- Reason for Amendment : Enter in the reason for the required change in the text box
- Go to **STEP 4 Additional Details** to provide the motivations for the amendment.

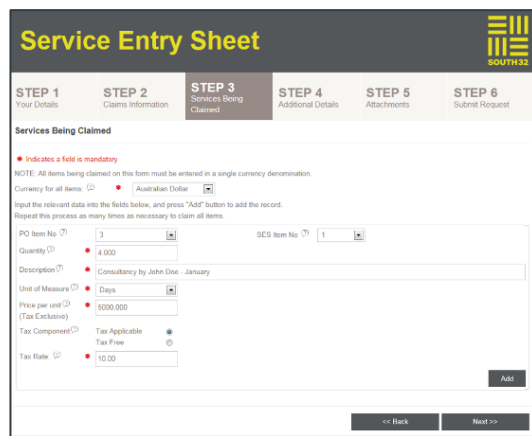
5. Click **Next**.



HOW TO SUBMIT A CLAIM FORM

- Complete the fields in **STEP 3 Services Being Claimed** tab:
 - Currency : Service claim can only be in one currency.
 - PO Item No : Purchase Order Line Item Number being claimed.
 - SES Item No : Service Line Item Number being claimed on the Purchase Order.
 - Quantity : Quantity claiming, as per purchase order e.g. if your PO is for 1 @ \$100 you must enter a quantity of 1.
 - Description : Description to match with Purchase Order Service Line Item.
 - Unit of Measure : Must match with Purchase Order Service Line Item.
 - Price per unit (Exclusive Tax) : Price per unit to match with Purchase Order Service Line item.
 - Tax Component : Select only one option i.e. applicable for tax or tax free.
 - Tax Rate : Percentage of tax for the service provided.

- After all Service Line Item data has been entered, Click **Add** to save information entered to the summary section of your claim.

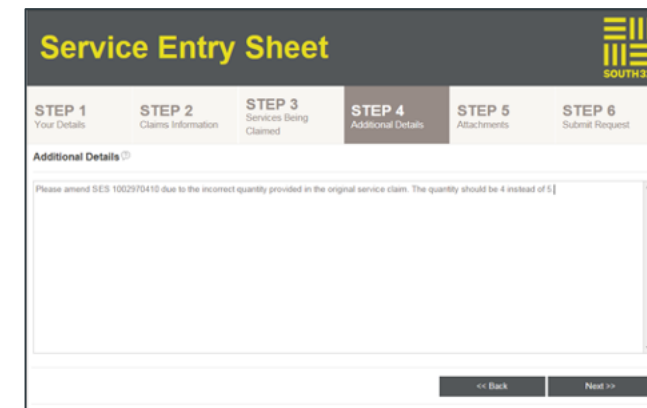


- | PO Item No | SES Item No | Description | Qty | Unit of Measure | Price per unit | Tax | Tax Rate | Cost |
|---|-------------|-----------------------------------|-------|-----------------|----------------|------------|----------|-----------|
| 3 | 1 | Consultancy by John Doe - January | 4,000 | Days | 5,000.000 | Applicable | 10.00% | 25,000.00 |
| Subtotal for Tax Applicable Items | | | | | | | | 25,000.00 |
| Subtotal for Tax Free Items | | | | | | | | 0.00 |
| Subtotal - All Items | | | | | | | | 25,000.00 |
| Tax component | | | | | | | | 25,000.00 |
| Total claim payable value includes tax where applicable | | | | | | | | 25,000.00 |

- When all Service Line Items have been added review your claim in the summary box. Select if a Service Line Item is to be deleted.

- Click **Next**.

- Complete the fields in **STEP 4 Additional Details** tab:
 - Add additional details into the text box that related to the service claim.
 - If you have ticked Amendment Claim in **Step 2 Claim Information**, please provide a brief description of the reason for the amendment.

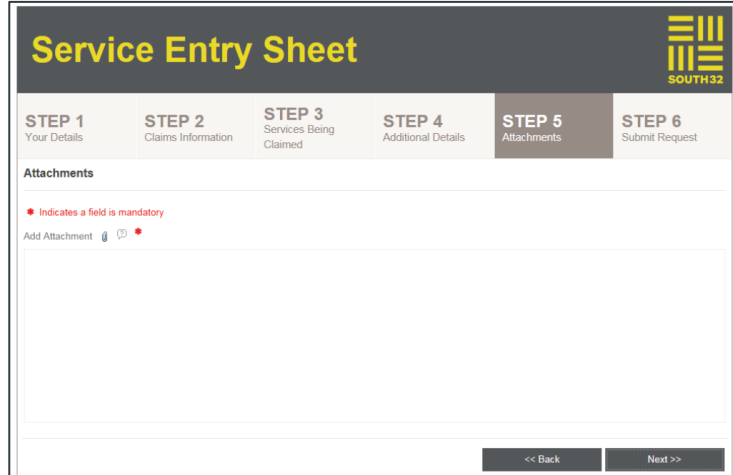


- Click **Next**.

HOW TO SUBMIT A CLAIM FORM

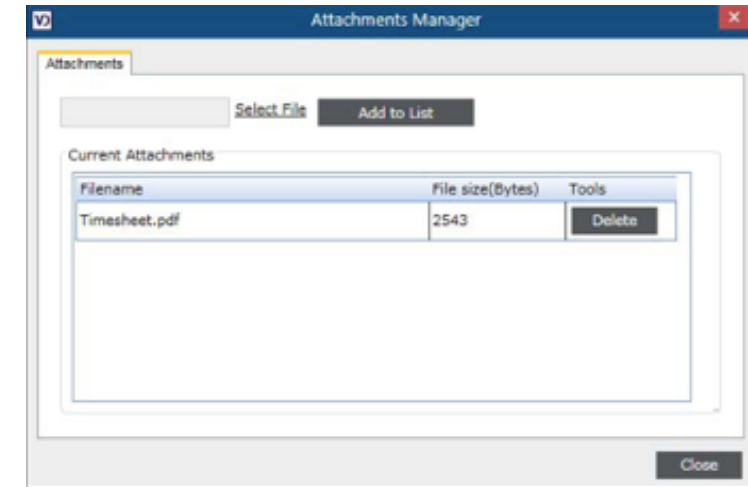
13. To add supporting documentation, go to the **STEP 5 Attachments** tab, select **Add Attachment**. The **Attachments Manager** window will appear. Examples of supporting documents that can be uploaded:

- Claim Sheet
- Hire dockets
- Signed Timesheet
- Job Tickets
- Completed Work Orders
- Labor Schedule
- Completed Work Sheets
- Receipts
- Invoices

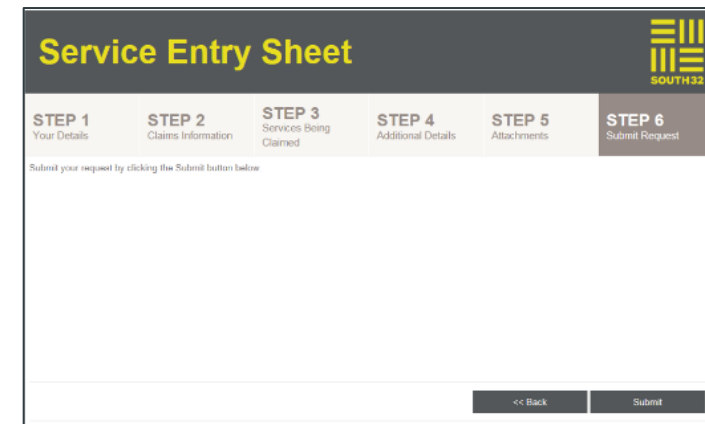


14. Click **Select File** to add supporting document. After selecting the file, click **Add to List**. Repeat this process for multiple attachments. Your attached files will appear on the screen.

NOTE: Total size of all attachments must be less than 5 megabytes (5MB). If 5MB is exceeded, you will not be able to submit your service claim. To reduce the file size, please scan supporting documentation as black and white at a medium resolution or zip text files and spreadsheets.

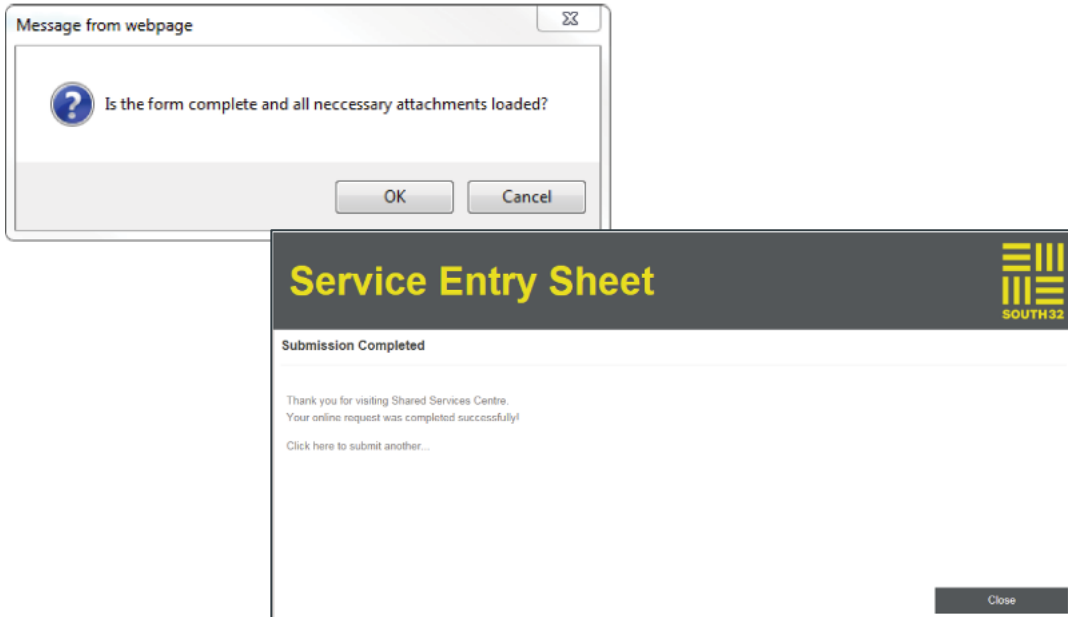


15. To complete your submission go to **STEP 6 Submit Request** and click **Submit**

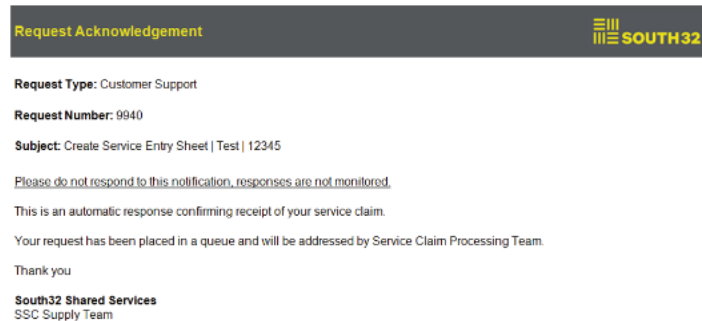


HOW TO SUBMIT A CLAIM FORM

16. After you click **Submit**, a confirmation window will appear. Click **OK** if you want to proceed to submit the service claim. You may submit another claim by selecting **Click here to submit another...** or click **Close** to exit the webpage.



17. A request acknowledgment email with request number and summary of your request will be sent to the email you entered in **STEP 1 Your Details**.



Request Summary

Your Details

Name: JohnDoe
 Phone No.: 0747892413
 Email: john.doe@international-services.com

Claim Information

Vendor Name: International Services
 Invoice/Ref No.: 66892
 PO No.: 4501517152
 Period From: 12.01.2015
 Period To: 16.01.2015
 BHP Billiton Contact: Alex Ong
 Vendor Contact: John Smith
 Short Description: Consultancy for BCG work
 Amendment Claim: No
 Reason for Amendment:

Services Being Claim

Currency for all Items: Australian Dollar

PO Item No	SES Item No	Description	Qty	Unit of Measure	Price per unit	Cost	Tax	Tax Excl. Cost
3	1	Consultancy by John Doe - November	4,000	Day	5,000.00	20,000.00	100,000.00	20,000.00
							Subtotal (of Tax Applicable Items)	\$20,000.00
							Subtotal (of Tax Free Items)	\$0.00
							Subtotal - All Items	\$20,000.00
							Tax Amount	\$100,000.00
							TOTAL: Claim Payable Value (Includes Tax Where Applicable)	\$120,000.00

Additional Details:
 Please amend SES 1002970410 due to the incorrect quantity provided in the original service claim. The quantity should be 4 instead of 5.

**Note: Please do not respond to this notification, responses are not monitored.*

You have now submitted your online service claim form!

18. Congratulations! You have successfully submitted your online Service Claim Form.

TOP 10 REJECTION REASONS

1

Insufficient funds on
Purchase Order

2

Duplicate claim
/request

3

Mismatch of rate

4

Goods Purchase
Order

5

Purchase Order
closed

6

No supporting
documents

7

Mismatch of
information

8

Invalid request

9

E-invoice vendor

10

Incorrect Purchase
Order



INVOICE

INVOICE SUBMISSION GUIDELINES



Regulatory Requirements to be met. Failure to do so may result in the invoice being rejected. Must clearly state

- word 'Invoice' or 'Tax Invoice'.
- Your name, address, contact details and company registration number.
- South32 entity (name) and address
- Invoice date.
- A unique invoice reference number.
- Description of service or good incl. quantity, cost per unit and total item cost.
- Total amount charges with tax information (if applicable).
- Available payment methods, including bank account number and reference code (generally invoice number).



Prior to submission confirm:

- The submission must be on a new email and should contain either a subject line/information in the email body, but preferably both.
- Invoice/s is submitted once only.
- Invoice/s contain a valid Purchase Order number.
- For services, a Service Entry Sheet has already been submitted.
- The vendor name on the invoice matches that listed on the Purchase Order, Goods Receipt / Service Entry Sheet.
- The South32 entity on the invoice matches that listed on the Purchase Order.
- The tax rate on the invoice matches the Purchase Order.
- All invoices are black and white (no colour) to ensure it is legible.
- Invoice/s sent via email must be less than 3MB and in PDF, TIF/TIFF, DOC/DOCX, JPG, HTM/HTML or RTF format.



Submit all invoices **one by one in PDF** format to GBSinvoices@south32.net

OUR COMMITMENT TO YOU



After you have submitted your invoice for processing, you will receive an automatic email notifying that your invoice has been received and is in the queue.



If an auto-generated response is not received, this indicates that the invoice has failed. In this instance if you do not receive any response after a day, do not resubmit your invoice. Send an email to

GBSvendorqueries@south32.net

[t](mailto:GBSvendorqueries@south32.net)



Once your invoice has been submitted successfully, processing will be completed within 48 hours.



In the event the agreed SLA of 48 hours is not met then email GBSvendorqueries@south32.net [t](mailto:GBSvendorqueries@south32.net) to request the invoice expedited



If your invoice has been rejected, you will receive an email notifications with the reasons for the rejection. You must submit a new invoice. In the event you do not agree with the rejection reason, send an email to

GBSvendorqueries@south32.net

[t](mailto:GBSvendorqueries@south32.net)

TOP 10 REJECTION REASONS

1

Duplicate awaiting payment

2

Statement not invoice submitted

3

No Service Entry Sheet created

4

SAP automated invoicing vendor

5

Incorrect / missing Purchase Order

6

Document requirement not met

7

E-invoice vendor

8

Duplicate - paid

9

Mismatch of information between Purchase Order and Invoice

10

Duplicate - held / parked / blocked

HOW TO CONTACT US

WHO TO CONTACT - SUMMARY



Update my company information

Vendor master changes:

GBSvendorcreation@south32.net

Request	Documents required to action request
Change and/or update Banking detail	<ol style="list-style-type: none"> 1. Company letterhead from the vendor dated, signed and not older than 6 months stating <i>Account Name, Bank Name, Account Number, Swift Code, IBAN (if applicable)</i> 2. Bank supporting document (i.e. letter from the bank or voided cheque or bank statement) detailing the following: <ul style="list-style-type: none"> ▪ Bank Name ▪ Bank Account Nr ▪ Account Holder Name ▪ Swift Code, Bank Key ▪ IBAN (if applicable)
Change/update email address for both PO's and Remittance Advices	Email from vendor requesting changes
Change of physical address	Company letterhead from the vendor dated, signed and not older than 6 months
Change of telephone number	Email from vendor requesting changes



Purchase order related

Purchase and Contract queries:

Contact South32 via the email address on the purchase order.



Claims, Invoice and payment related

Claim submission:

www.south32.net/serviceclaimform

Invoice submission:

GBSinvoices@south32.net

Vendor queries:

GBSvendorqueries@south32.net

