

BHP External Case Management: FAQ

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- A. What changes have been made to the case management forms? Why have they been updated?**

As part of a digital transformation initiative to enhance our services, supplier case management forms have been updated to provide users with a more streamlined, efficient, and user-friendly experience.

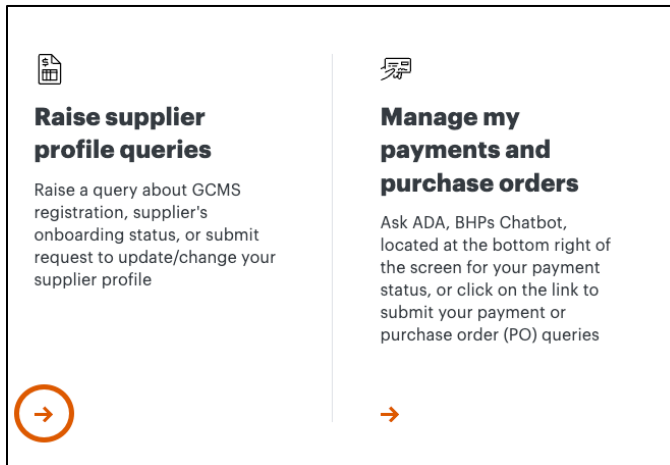
- The Supplier Queries and Supplier PO and Payments query forms have been updated with a new and improved design.
- The eBusiness form has been decommissioned – Inquiries related to Ariba onboarding should now be submitted through the **Raise supplier profile queries** form on the [New and Existing Suppliers](#) homepage.

B. How do I raise a Supplier Query?

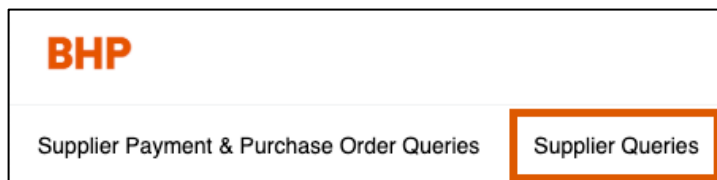
For any queries pertaining to SAP Ariba Network Queries, Business or Organization Changes, or Global Contract Management System (GCMS), please use the **Supplier Queries form**. Further information regarding SAP Ariba Network Queries can be found in Section D.

To initiate the query, please follow the steps below:

1. On the [BHP Supplier Portal](#), select **Raise supplier profile queries** on the BHP website for you to be redirected to the form.



2. At the top left corner of the page, select the appropriate query type.



3. A blank **Supplier Queries** form will open:

Supplier Queries


Use the form below to describe and submit your case related to supplier query

Ensure to attach any relevant documents if needed. For step-by-step guidance, refer to the [External Case Management Training Guide](#). For quick guides and training materials related to SAP Ariba Network, please visit <https://support.ariba.com/item/view/171401>

*Requestor's full name ⓘ
Insert your name ✕

*Contact Number ⓘ
Insert your phone number in the event we need to contact you for further information, depending on the urgency, with the following format: ✕
Country code + Area + number
eg. +61 364 555999

*Email Address ⓘ
Insert ONE (1) valid email address. This will be the preferred communication/contact method to address your query ✕

*What support do you require?
-- None -- ▾

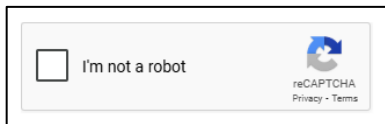
4. Fill out the form with the following information. Fields marked with a red asterisk (*) are mandatory:
- Requestor's Full Name*** The name of the person requesting support.
 - Contact Number*** The requestor's phone number, in case follow-up contact is required. The required format is Country code + Area + Number.
 - Email address*** One valid email address.
 - What support do you require*** This field determines which additional fields are shown or hidden based on your selection. Available options include:
 - SAP Ariba Queries
 - Business or Organization Changes
 - Global Contract Management System (GCMS)
 - BHP Supplier ID*** EXAMPLE: This should start with 300xxxxx, 140000xxxx or 160000xxxx. If you do not have a BHP Supplier Number or GCMS profile, please contact your BHP Representative.

Tip: If support is needed for GCMS Main User Update, the BHP Supplier ID will not be required. The main user details can be updated by BHP Supply. Sub-user changes are not supported and needs to be done by the GCMS main profile user.

- f. **BHP Supplier Name***
- g. **Description*** Provide a detailed explanation of your query.
- h. **BHP Employee Email address.** Please enter the email address of the BHP Supply or Procurement representative you've interacted with.

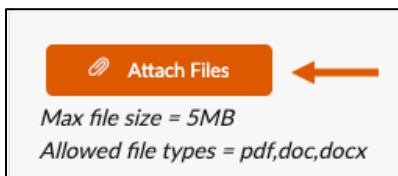
Tip: Some fields include a hint icon  Hover over the icon to view additional guidance.

5. At the end of the form, tick the checkbox on the **CAPTCHA** to proceed.

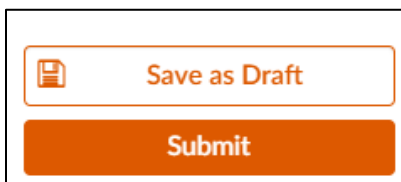


Note: Ensure the form is submitted promptly after completing the CAPTCHA verification. Failure to do so may require you to repeat the verification process.

6. After completing the CAPTCHA verification, attachments are required prior to submitting the form. Select the **Attach Files** button, then select the file. Acceptable file types are PDF, DOC and DOCX.



7. Once all required fields are accurately populated, select the **Save as Draft** button to save for later submission, or the **Submit** button to submit the form now.



8. You will receive an email from support@bhp.com to confirm your query submission.

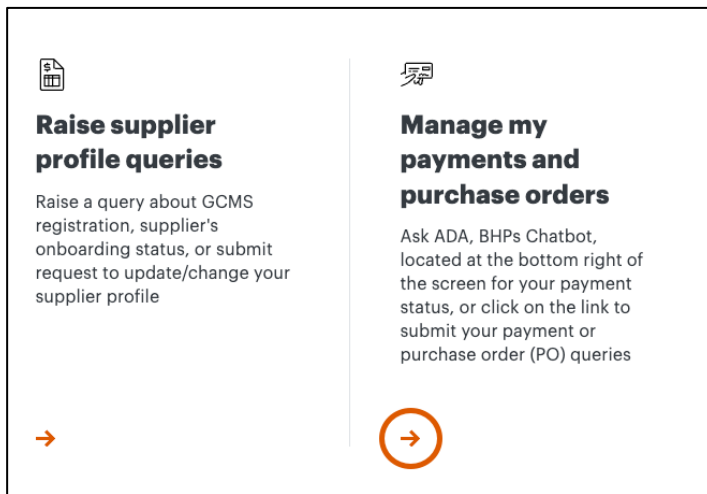
Tip: Please add this email address to your contact list to prevent the email from being marked as spam.

9. Once the form is submitted, a confirmation email with the case details will be sent to the provided email address where you can reply to the emails to interact with the processor. You will be redirected to the BHP website after submitting the form.

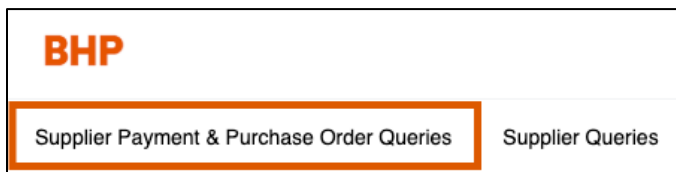
C. How do I raise a Supplier PO and Payments query?

For any invoices, payment investigations or purchase order issues, please raise a query using the **Supplier Payment & Purchase Order Queries form**. To initiate the query, please follow the steps below:

10. On the [BHP Supplier Portal](#), select the **Manage Payments and Purchase Order** link in the BHP website for you to be redirected to the form.



11. From the top left corner of the page, select the appropriate query type.





12. A blank **Supplier Payment & Purchase Order Queries** form will open:


Supplier Payment & Purchase Order Queries


Submit your queries for Supplier Payments (Invoices) & Purchase Order.

Use the form below to describe and submit your case related to invoice/payment investigation and purchase order issue. Ensure to attach any relevant documents if needed. For more detailed guidance on the payment services and invoicing categories and subcategories for which you can raise a case, please refer to the Knowledge Base Article.


*Requestor's Name 


Insert your name 


*Contact Number 

Insert your phone number in the event we need to contact you for further information, depending on the urgency, with the following format: 

Country code + Area + number
eg. +61 364 555999

*Email Address 

Insert ONE (1) valid email address. This will be the preferred communication/contact method to address your query 



* I have issue with

Payment

Purchase Order

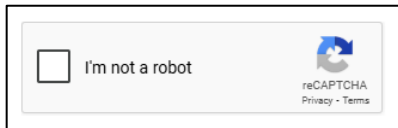
13. Fill out the form with the following information. Fields marked with a red asterisk (*) are mandatory:

- a. **Requestor's Full Name*** The name of the person requesting support.
- b. **Contact Number*** The requestor's phone number, in case follow-up contact is required. The required format is Country code + Area + Number.
- c. **Email address*** One valid email address.
- d. **I have issue with*** This field determines which additional fields are shown or hidden based on your selection. Available options include:
 - i. **Payment.** For issues or queries related to invoicing, service entry sheets, ARIBA system support concerning payment matters.
 - ii. **Purchase order.** For issues or queries related to purchase orders to support accurate processing and fulfillment.
- e. **Region*** The region you are located in.
- f. **Supplier Name*** The name of your company.
- g. **PO Number*** The PO number this query relates to.
- h. **Description*** Detailed explanation of the issue or request.

- i. **BHP Employee Email address.** Full email address of your BHP contact person.

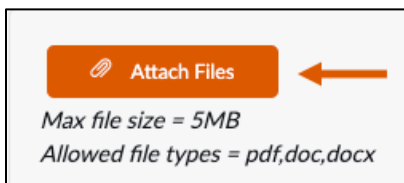
Tip: Some fields include a hint icon ⓘ Hover over this icon to view additional guidance.

14. At the end of the form, tick the checkbox on the **CAPTCHA** to proceed.

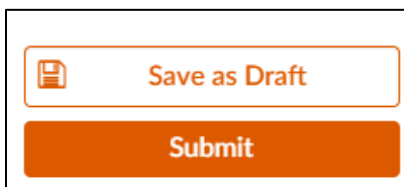


Note: Ensure the form is submitted promptly after completing the CAPTCHA verification. Failure to do so may require you to repeat the verification process.

15. After completing the CAPTCHA verification, attachments are required prior to submitting the form. Select the **Attach Files** button, then select the file. Acceptable file types are PDF, DOC and DOCX.



16. Once all required fields are accurately populated, select the **Save as Draft** button to save for later submission, or the **Submit** button to submit the form now.



17. You will receive an email from support@bhp.com to confirm your query submission.

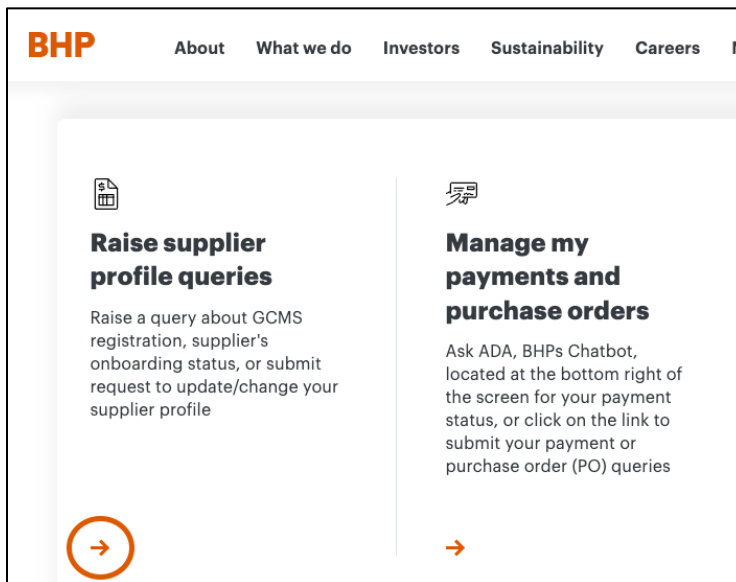
Tip: Please add this email address to your contact list to prevent the email from being marked as spam.

18. You will be redirected to the BHP website after submission. Any conversations between you and the processor will be sent out via email.

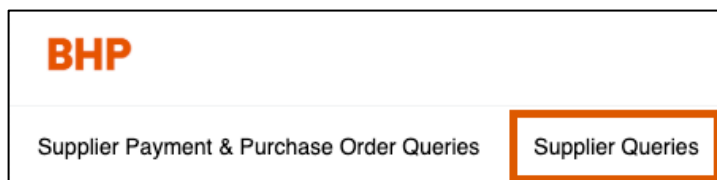
D. How do I raise an SAP Ariba Network onboarding query?

The eBusiness form has been decommissioned and will become part of the **Supplier Queries** form. To raise an SAP Ariba Network onboarding query, please follow the steps below. For suppliers with an **Enterprise account**, please contact your designated SAP Ariba Network support team or visit the [Supplier Education Materials Portal](#) Contact Ariba Support (Enterprise) for a quick step-by-step guide.

19. On the [BHP Supplier Portal](#), select **Raise supplier profile queries** in the BHP website to be redirected to the form.



20. From the top left corner of the page, select the appropriate query type.





21. A blank **Supplier Queries** form will open:


Supplier Queries


Use the form below to describe and submit your case related to supplier query

Ensure to attach any relevant documents if needed. For step-by-step guidance, refer to the [External Case Management Training Guide](#). For quick guides and training materials related to SAP Ariba Network, please visit <https://support.ariba.com/item/view/171401>


*** Requestor's full name** 


Insert your name 


*** Contact Number** 

Insert your phone number in the event we need to contact you for further information, depending on the urgency, with the following format: 

Country code + Area + number
eg. +61 364 555999

*** Email Address** 

Insert ONE (1) valid email address. This will be the preferred communication/contact method to address your query 



22. Fill out the form with the following information. Fields marked with a red asterisk (*) are mandatory:

- Requestor's Full Name*** The name of the person requesting support.
- Contact Number*** The requestor's phone number, in case follow-up contact is required. The required format is Country code + Area + Number.
- Email address*** One valid email address.

23. In the support section, select the following fields from the dropdowns:
- What support do you require*** Select **SAP Ariba Account Queries**
 - What would you like to request?** Select **SAP Ariba Network - Onboarding Request**

*What support do you require?

SAP Ariba Account Queries

For suppliers with an Enterprise account, please contact your designated SAP Ariba Network support team or visit <https://support.ariba.com/item/view/171401> Contact Ariba Support (Enterprise) - for a quick step-by-step guide.

*What would you like to request?

-- None --

SAP Ariba Network Portal-Supplier Access

Change of ANID/Account Type

SAP Ariba Account Setup / Linking

Ariba Onboarding Request

24. Fill out the rest of the form fields:
- BHP Supplier ID***. EXAMPLE: This should start with 300xxxxx, 140000xxxx or 160000xxxx. If you do not have a BHP Supplier Number or GCMS profile, please contact your BHP Representative.
 - BHP Supplier Name*** The name of your company.
 - Description*** Detailed explanation of the issue or request.
 - BHP Employee Email address.** Please enter the email address of the BHP Supply or Procurement representative you've interacted with.

Tip: Some fields include a hint icon  Hover over this icon to view additional guidance.

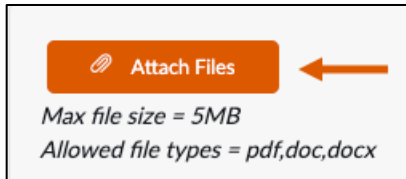
25. At the end of the form, tick the checkbox on the **CAPTCHA** to proceed.

I'm not a robot

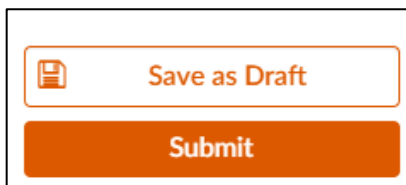
reCAPTCHA
Privacy - Terms

Note: Ensure the form is submitted promptly after completing the CAPTCHA verification. Failure to do so may require you to repeat the verification process.

26. After completing the CAPTCHA verification, attachments are required prior to submitting the form. Select the **Attach Files** button, then select the file. Acceptable file types are PDF, DOC and DOCX.



27. Once all required fields are accurately populated, select the **Save as Draft** button to save for later submission, or the **Submit** button to submit the form now.



28. You will receive an email support@bhp.com to confirm your query submission.

Note: Please add this email address to your contact list to prevent the email from being marked as spam.

29. You will be redirected to the BHP website after submission. Any conversations between you and the processor will be sent out via email.

E. How to update your language preference

30. At the top right corner of the page, select the globe icon.



31. From the dropdown, select your preferred language.

