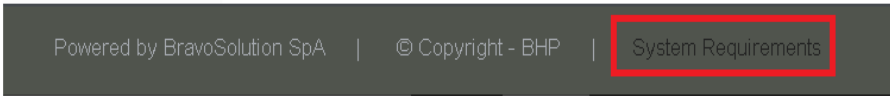


GCMS: Supplier – Frequently Asked Questions

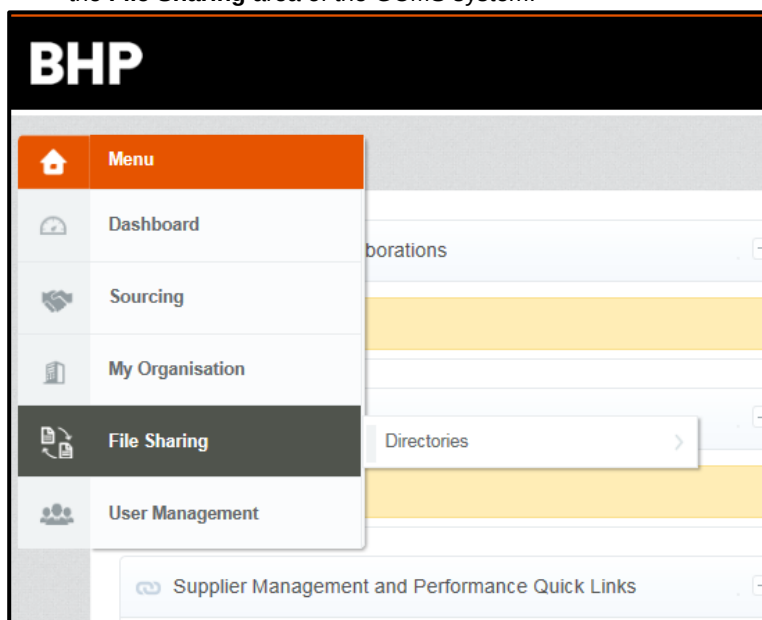
Question	Answer
How do I access the BHP Global Contract Management System?	- Navigate to www.bhp.com - Go to Suppliers, then Click New and existing suppliers - Go to A guide for new suppliers - Go to Step by step guide to on-boarding to GCMS - Click Login to GCMS Portal
What is the GCMS web address?	The web address is supplierportal.bhp.com
How much does it cost to register and maintain my account	- Its 100% free for suppliers. - There is no cost associated with registering your BHP GCMS Supplier account - There is no cost associated with maintenance of your BHP GCMS Supplier account - There is no cost associated with collaborating with BHP through GCMS
Do I need an internet connection to access the GCMS?	Yes, users will need internet connection as GCMS is hosted on the internet. You can access GCMS from any standard internet browser (Internet Explorer, Mozilla Firefox, Google Chrome etc.)
How can I know system requirements for using the system?	Click on “System Requirements” at the bottom of the main screen. The system requirements will be displayed on the screen as shown. 
How can I request a username and password / login to the GCMS system?	- Suppliers can only get access to GCMS by invitation from BHP Procurement. For any questions or clarification, please approach your BHP Supply point of contact. - Suppliers will receive access link along with the username and password within 3 days after registration from domain supplierportal@mailier.bhp.com. - Please check your Junk/Spam Folders if you have not received the email post registration. - Once registration is completed the Supplier will get a system generated username and password which can be used for logging into the system
What will be my user name?	The user name will be provided in the Welcome to BHP GCMS email together with the password
What happens if I forget my user name or password?	- In cases where you have changed your username, you can click the “Forgot your password?” on the GCMS log in page, then click the “Recover Username” button and follow the prompts. - In cases where you have forgotten your password, you can click the “Forgot your password?” button on the GCMS log in page and follow the prompts. 

GCMS: Supplier – Frequently Asked Questions

Support

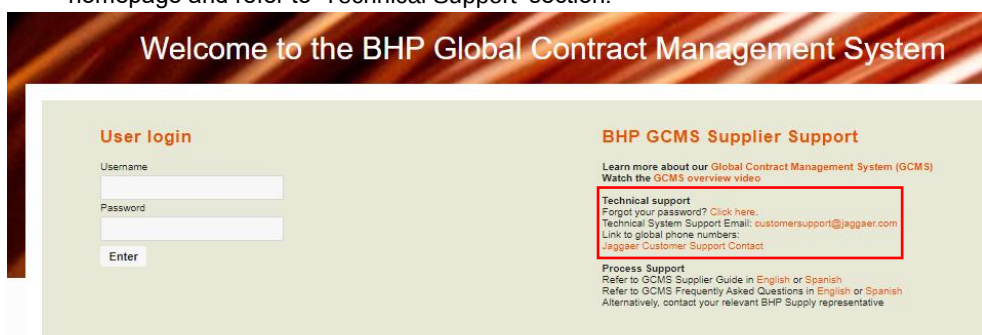
What is my first point of contact for support?

- For support please first refer to [BHP GCMS Supplier Guide](#), which can be located in the **File Sharing** area of the GCMS system.



Where do I go for technical support (system issues)?

- For technical support please refer to the BHP Supplier Portal (GCMS) system homepage and refer to 'Technical Support' section.



Where do I go for process support?

- For support please first refer to [BHP GCMS Supplier Guide](#), which can be located in the **File Sharing** area of the GCMS system
- If you require additional support please contact your BHP Supply Representative or contact BHP Vendor Master team:
 - Navigate to www.bhp.com
 - Go to Suppliers, then Click New and existing suppliers
 - Go to **Raise supplier profile queries** and complete as required



Raise supplier profile queries

Raise a query about GCMS registration, supplier's onboarding status, or submit request to update/change your supplier profile



Manage my payments

Ask ADA, BHPs Chatbot, located at the bottom right of the screen for your payment status or click on the link to submit your payment queries



Manage my tenders

Log in to GCMS for registered suppliers to complete and maintain your company profile, and to respond to a request for Tender/Quote/Information



Manage my service claims

If you are not transacting via SAP Business Network and you have fulfilled your work, submit a service claim to trigger a payment process



GCMS: Supplier – Frequently Asked Questions



Registration

Can I use the system without registering?	No – Access to the system and the ability to collaborate with BHP through the system will only be enabled post completion of registration.
What do I need to help me complete the registration?	- To ensure a smooth Registration Profile activation process, please ensure that you have the following documents and information ready: - Evidence of incorporation & registration documentation (legal document relating to the formation of a company or corporation. It is a license to form a corporation issued by state government or, in some jurisdictions, by non-governmental entity/corporation.) - General organisational information (organisation details, contacts, banking details). - Proof of Bank Account (copy of voided cheque, deposit slip, bank statement or bank certificate dated within the last twelve months to support banking details). - Supporting documents for diversity Categories, where applicable. - Details of the organisation's inclusion and diversity programs, if applicable.
How long will it take to complete the GCMS registration?	Allow at least 30 minutes.
What type of information is requested in the GCMS Registration?	Please note that in completing the BHP Registration Profile activation process, you may be asked to provide personal information. BHP will only collect and process such personal information where we have a legal basis for doing so and for business-related purposes, including negotiating, concluding and performing contracts, conducting clearance procedures, managing accounts and records, communicating with you and third party contacts, supporting corporate social responsibility activities and complying with our legal and regulatory obligations. BHP may also request certain sensitive information relating to your or your employees' racial or ethnic origin, health, sexual orientation or similar information in order to inform and support our corporate sustainability, diversity and inclusion initiatives. Please note that this information will be collected on a voluntary basis only. If you do not wish BHP to record this information, please do not provide it to us. If you do provide it, you confirm that you have the appropriate consent of the individual data subject to whom the data relates to do so. For more information on how BHP will collect, use and manage personal information, please see the BHP Privacy Policy.
Will the information provided by my Organisation be shared with any third parties?	BHP may share your information with certain third parties including the authorities (for example, to respond to a legal request or comply with a legal obligation), BHP's advisors for the purposes of seeking legal or other professional advice and the provider of the GCMS software. Because BHP operates globally, we may also share the information you provide with any of our related entities worldwide. We will take steps to ensure that these third parties maintain the confidentiality of this information and are restricted from using it for any purpose other than the purpose for which it was shared with the third party.

GCMS: Supplier – Frequently Asked Questions



Why am I asked questions about Anticorruption, Sanctions and Human Rights?	Wherever we operate we do so with integrity – doing what is right and doing what we say we will do. The BHP Code of Business Conduct sets the standard for our commitment to working with integrity and respect and provides guidance for everyone who works for, or on behalf of, BHP. We expect all of our suppliers to share our commitment to integrity, to operate ethically and to abide by all laws which apply to BHP. These laws include anti-corruption, human rights and international trade laws imposed by our host governments. Refer to the BHP Code of Business Conduct for further information.
Do I have to provide bank account details	- No, but if you eventually become a Supplier to BHP (you will receive BHP Vendor Number) you will need to add/ update your bank account details in GCMS. - If more than 1 bank account should be maintain in your GCMS profile, you can change the number of bank account in GCMS.
I need to update my organisational information, how do I do this?	- You can do this at any time and we encourage organisations to keep their company information as up to date as possible. - To change your details, please refer to the BHP Global Contract Management System (GCMS) Supplier Guide for instructions.
Once I have completed GCMS Registration how long will it take for me to get full access to GCMS?	- Access will be granted within 3 days, you will receive an email notification. - Please check your Junk/Spam Folders if you have not received the email post registration.

General

I have an invoice or service entry sheet question. How do I raise it?	- Navigate to www.bhp.com - Go to Suppliers, then Click New and existing suppliers - Click on the following and complete as required ✓ Manage my payments ✓ Manage my service claims Raise supplier profile queries Raise a query about GCMS registration, supplier's onboarding status, or submit request to update/change your supplier profile → Manage my payments Ask ADA, BHPs Chatbot, located at the bottom right of the screen for your payment status or click on the link to submit your payment queries → Manage my tenders Log in to GCMS for registered suppliers to complete and maintain your company profile, and to respond to a request for Tender/Quote/Information → Manage my service claims If you are not transacting via SAP Business Network and you have fulfilled your work, submit a service claim to trigger a payment process →
How do I grant GCMS access to additional people in my Organisation?	Please refer to the BHP GCMS Supplier Guide.
How do I adjust Language, Time and Date User settings?	Please refer to the BHP GCMS Supplier Guide.

GCMS: Supplier – Frequently Asked Questions

What BHP systems is GCMS replacing?

- GCMS will not impact any other BHP systems (examples Ariba, ProCon, Open Windows), all other systems will continue to operate as normal.