Supplier On-Boarding Pack

ANZ Fuels Marketing - Ariba Network Enabled

August **2018**

Welcome to BP

At BP we are committed to establishing transparent, 'fit-for-purpose' and reliable trading relationships with our Suppliers.

Prior to trading with BP it is important that you reach-out to your nominated Procurement or Business representative to ensure that you understand our preferred channels of trade and your obligations as a Supplier.

The following pack provides information on the on-boarding and enablement of third-party Suppliers of goods and services for the BP Fuels Marketing Business in Australia and New Zealand including supporting information on SAP Ariba, expectations when transacting with BP and other related resources to support Suppliers.

What scope does it cover?

Retail Asset spend including Capital Project and Maintenance services, Marketing and Technology, Utilities and other Indirect services such as Legal, HR and IT etc.

In this pack you will find information on:

bp

more on your terms

What are our **preferred channels** for transacting with Suppliers?

BP has three core channels available for transacting with third-party Suppliers. The preferred method varies based on the type of transaction and the amount.

Credit Card
For approved low value, low frequency non-travel related purchases BP accepts MasterCard as a method of payment.

Non-PO Invoice
Payment channel for approved categories only. Examples incl. Government Agencies, Public Services, Insurance, Utilities, Sponsorship.

PO or Invoice against Contract
Preferred channel for the purchase of goods and/or services which is subject to BP's standard terms and conditions of purchase or references an agreement.

For additional information on the above channels, please visit:

https://www.bp.com/en_au/australia/products-services/procurement/transacting-with-us.html, or

https://www.bp.com/en_nz/new-zealand/Products-and-Services/procurement/transacting-with-us.html

bp

more on your terms

Credit card and **non-PO** channels

Credit card

1 Contact your BP representative to approve the method of payment

Before supplying any goods to or commencing and services on-behalf of BP, please ensure you contact your BP representative to qualify the purchase for Credit Card.

2 Send Invoice to your BP representative for verification of the charges

Once any goods and/or services have been supplied to and accepted by BP please send a copy of the Invoice to your BP representative to verify the charges.

3 Process Credit Card transaction or submit Invoice via PayPal for processing

Once the charges have been verified, request the Credit Card details from your BP representative and process the payment.

For Suppliers without MasterCard merchant facilities, submit the Invoice to your nominated BP representative via PayPal (email notification) for payment.

4 PayPal only: BP representative to process payment

The BP representative will receive an interactive email from PayPal to enter their Credit Card details and process the payment.

Non-PO

1 Contact your BP representative to approve the method of payment

Before commencing any services on-behalf of BP, please ensure you contact your BP representative to qualify the purchase for a non-PO channel.

2 Send Invoice to BP via one of the following email addresses

Invoices related to services performed on-behalf of Australian BP legal entities should be sent to **arbau@bp.com** or **arbnz@bp.com** for New Zealand BP legal entities in a TIFF, JPEG or PDF format.

3 The Invoice is scanned and electronically routed for coding

Key pieces of information are extracted from the Invoice during scanning which is used for compliance and matching purposes.

Non-compliant Invoices will be rejected by Accounts Payable and returned to the Supplier. Compliant Invoices will be routed to the nominated BP representative for verification and coding.

4 Invoice is coded and sent to Finance for approval and payment

Once the Invoice has been coded it is then sent to a Finance representative for approval and payment.

If rejected, Suppliers will be notified via email.

Ariba Network for Suppliers

On the 8th of Nov. '17, the BP Fuels Marketing Business in Australia and New Zealand implemented **SAP Ariba** for the management of non-hydrocarbon third-party spend.

The Ariba Network is a **web based portal for Suppliers** to interact with Customers for the exchange of transaction based documentation related to the supply of goods and/or services.

What does this mean for our Suppliers?

- **All Suppliers** will need to register for a 'Light' Ariba Network account following the output of an Interactive Email attached to an Order
- Once registered on the Ariba Network Suppliers shall:
  - Submit an **Order Confirmation** to acknowledge acceptance of the Order
  - Submit a **Service Entry Sheet** to BP for verification and approval following the completion and acceptance of Services performed
  - Submit an **Invoice** electronically via the Ariba Network referencing the corresponding Order number and an approved Service Entry Sheet (for Services).

For more information on the Ariba Network, please visit:

https://www.ariba.com/ariba-network or https://www.ariba.com/about

more on your terms

Ariba Network **benefits** and **features**

**Benefits** of using the Ariba Network to transact with your customers:

- **Free** for all basic transactions ('Light' account enabled Suppliers only)
- Ability to create and submit all **documents electronically** with multiple Customers
- Improved **Invoice accuracy** ensures Suppliers are paid on-time
- Increase business with existing and future Customers using Ariba Discovery
- Promote your company to other Customers on the Ariba Network
- **Email notifications** and **real-time status updates** keep Suppliers informed of where a transactional document is in the processing and payment lifecycle
- Electronic Invoices can be downloaded for local archiving
- Enjoy a single, unified user experience using one account for Order management and processing
- It's all accessible on your mobile device via the **Ariba app.**

Note: Suppliers can also unlock additional features by upgrading to a 'Full' account, however **fees may apply**.

more on your terms

Ariba Mobile **app.**

Suppliers can receive **notifications** and **status updates**, monitor Order and Invoice activity, 'Confirm' Orders and also view basic reports all via the Ariba mobile app.
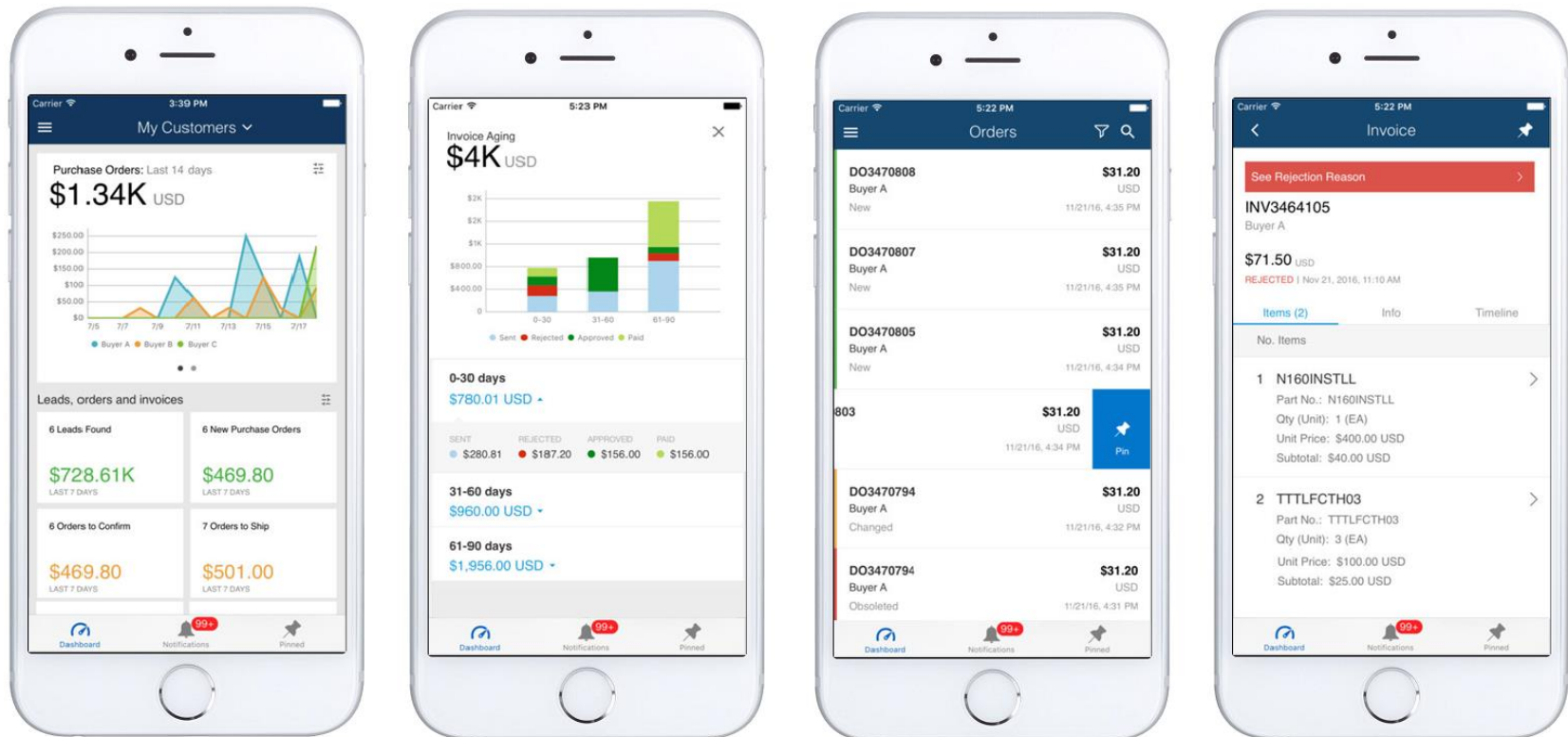
The app. can be downloaded directly from iTunes or Google Play or via the link on the Home page of the Ariba Network.

more on your terms

Ariba Network **account types**

There are two types of Ariba Network accounts for Suppliers:

Light	Full
• Ability to transact with BP, and collaborate on all basic document types; Orders, Order Confirmations, Service Entry Sheets and Invoices • Receive Invoice Status notifications in real-time and view scheduled payment dates • Access is always initiated via an Interactive Email attached to the Order • Access can be provided to multiple users in the Supplier organisation • Mobile enabled and it's **free**	• Supplier funded subscription which **is subject to fees** • Provides the ability for Suppliers to manage their own Catalogues • Invoices are archived online for the life of the account • Dedicated live-chat, phone and email support included from SAP Ariba • Enables back-end Integration with a Suppliers ERP system • Enhanced reporting capabilities

For more information on the various Ariba Network account types, please visit:

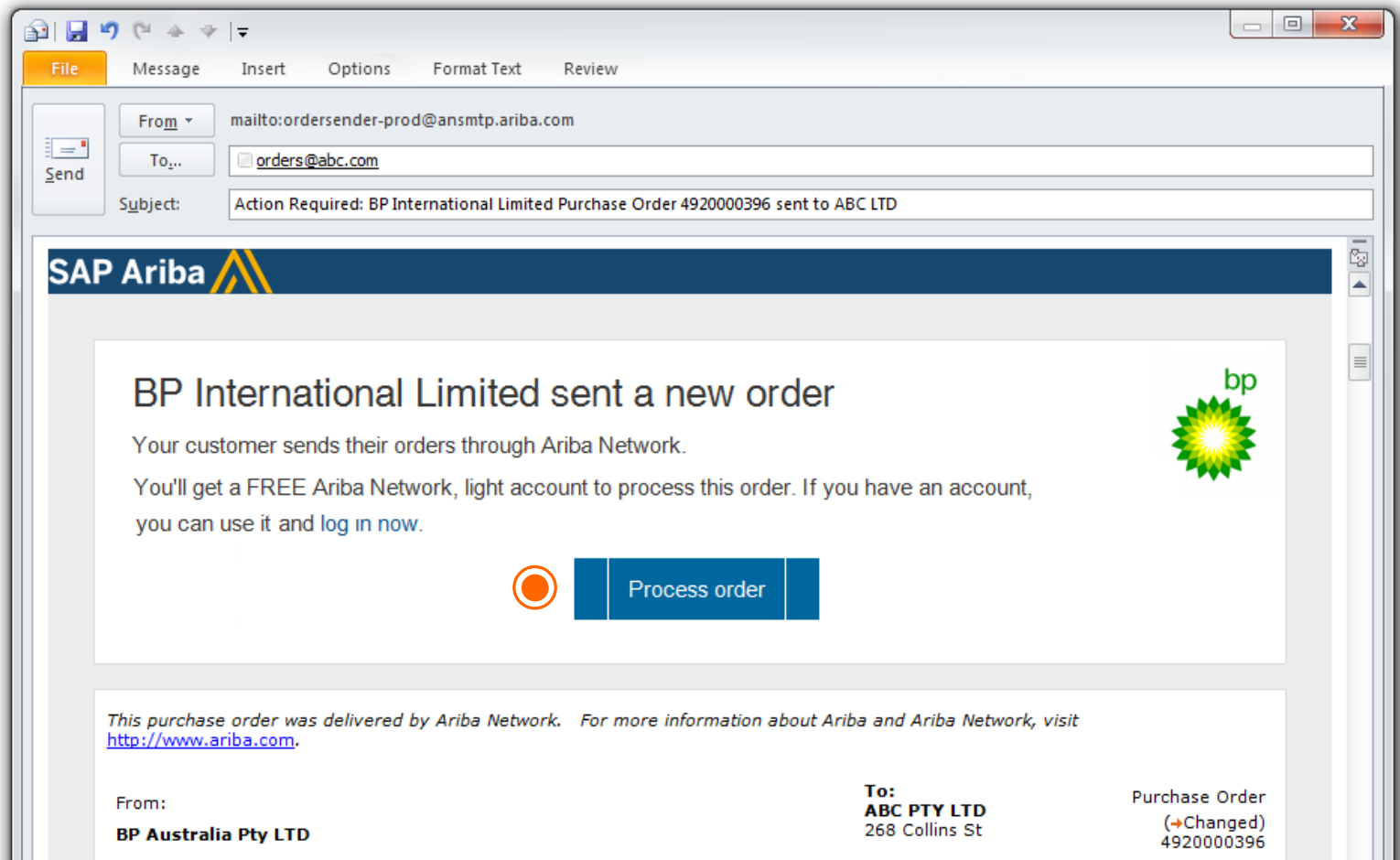https://www.ariba.com/solutions/solutions-overview/services-for-buyers/light-enablement

more on your terms

AN **registration** and **account set-up** process

The registration process for an Ariba Network 'Light' account is initiated when you receive an **Interactive Email** containing an Order from BP.

Below is an example:

717 Bourke St
Dockland VIC
3080
Australia

3000
Australia
Phone:
Fax:
Email:
orders@abc.com

Amount: $295,000.00 AUD
Version: 2

Payment Terms
NET 0

Before 20th of the Next Month Due Net

Other Information
CompanyCode: AU0A
Purchasing Unit Name: Downstream / ASPAC / MSL / Australia /AU0A

Ship All Items To	Bill To	Deliver To
BP Australia Pty Ltd 717 Bourke St Docklands VIC 3008 Australia Ship To Code: AU07035 Email: walter.smith@bp.com	**BP Australia Pty Ltd** 717 Bourke St Docklands VIC 3008 Australia	Walter Smith

Line Items

Line #	Change	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	Tax
	→ Edited	Not Available	Services		13 Nov 2017	$295,000.00 AUD	$324,500.00 AUD	$29,500.00 AUD
		Business Consulting Services – Project Bluebird						

Order submitted on: Monday 13 Nov 2017 2:00 AM GMT-08:00
Received by Ariba Network on: Monday 13 Nov 2017 2:00 AM GMT-08:00
This Purchase Order was sent by BP International Limited AN01047986513 and
delivered by Ariba Network.

Sub-total:	$	295.000	AUD
Est. Total Tax:	$	29.500	AUD
Est. Grand Total:	$	324.500	AUD

Reply to this email to send your customer a message.

Process order

Note: The Interactive Email **is the entry point** into the 'Light' AN account for all transactional activity. For more information, please visit:

https://support.ariba.com/interactive_email *11*

more on your terms

AN **registration** and **account set-up** process

Overview of the account registration and set-up process for a '**Light' AN account**:

Interactive Email received containing first Order from BP	Click 'Process Order'	Click 'Sign-Up' to register for a 'Light' account	Input the req. information, accept terms of use and click 'Register'	Click 'Create Order Confirmation' to acknowledge acceptance

Important:

- BP will only send Orders to a **single email address** (typically a centrally administered email account) which can be accessed by multiple people internally
- Additional users can be added to the Ariba Network account to process transactional documents which is maintained under 'Account Administration'
- It is the **Suppliers responsibility** to inform BP of any changes to the primary Interactive Email address. Changes are to be requested via the **BP Supplier Help Desk**
- It is important that all Interactive Emails are stored in dedicated folder for BP. If an IE is inadvertently deleted or is lost, please contact the BP Supplier Help Desk to re-output the Order.
- If you are **considering upgrading to a Full account**, please contact the BP Supplier Help Desk before doing so
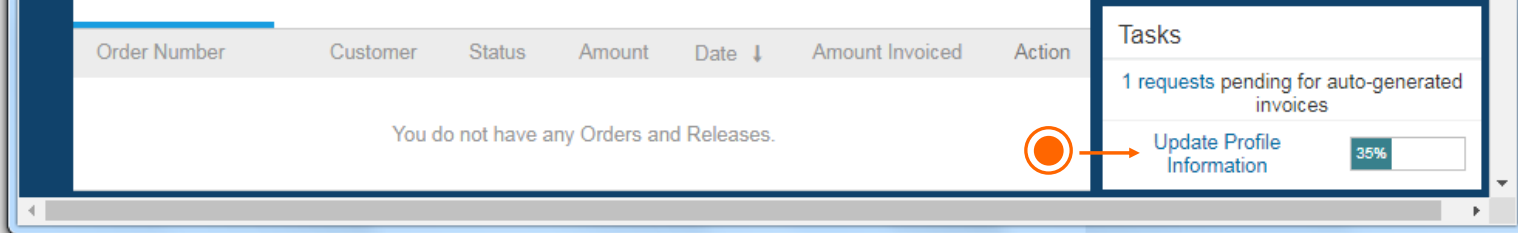
more on your terms

What steps do I need to carry-out after I have registered on the AN?

Once you are 'ready to transact' via your Ariba Network account, we recommend that you spend some time setting-up your account profile including additional users and notifications.

There are two main sources of **self-help information** available on the Ariba Network (refer to the above images for guidance):

◉ **Help Centre** - Contains generic FAQ's, videos, tutorials and self-help functional reference guides on the Ariba Network

◉ **Supplier Information Portal** - Contains BP specific user guides, information on our processes, expectations of Suppliers and contact details for our Help Desk. The SIP is accessible from within and outside of the Ariba Network.

Go-to; **Company Settings**, followed by **Customer Relationships** and click on the BP Supplier Information Portal link, or

Visit: https://connect.ariba.com/KAAcontent/1,,172206,00.html?bypass=1

more on your terms

What steps do I need to carry-out after I have registered on the AN?

Take ownership! The Ariba Network is designed to hand-over control for the processing of transactional documents.

Once you have provided a service to BP in accordance with the agreed acceptance criteria, it is important that you submit a Service Entry Sheet as soon as possible for approval to enable the creation of an Invoice and **ensure timely payment**.

1 Order raised by BP Business Requestor	**5** Service Entry Sheet submitted by the Supplier
2 Interactive Email received containing the Order from BP	**6** Service Entry Sheet approved by BP Business Requestor
3 Order Confirmation performed by the Supplier	**7** Electronic Invoice submitted by Supplier
4 Goods and/or Services delivered to BP	**8** Payment

● BP   ● Supplier

Note: All transactional activity is carried-out in the Ariba Network.

bp

more on your terms

Where do I go for **help**?

The following **self-help support** channels are available for our Suppliers:

Ariba Network overview

For information on the **benefits** of signing up to the Ariba Network as a supplier, visit:

https://www.ariba.com/support/supplier-support

Ariba Network - '**Light'** Account

For a **basic introduction to the Ariba Network** (includes links to short videos on how to get registered, confirm Orders and submit Invoices) visit:

https://support.ariba.com/ariba-network-light-account

For a detailed overview of the 'Light' account process steps, visit:

https://www.youtube.com/watch?v=wJwt03OebtY

more on your terms

Where do I go for **help**?

Live **webinars**

To attend live webinars/training sessions with Q&A visit:

https://gateway.on24.com/wcc/gateway/elitesaparibacustsupport/1391535

Alternatively, training sessions are posted in the Help Centre within the Ariba Network which Suppliers can register for. Use key words such as 'Training' to locate any upcoming events.

BP specific **user guides**

'Go-to' the Supplier Information Portal which is accessible from within and outside of the Ariba Network. For guidance on how to access BP's SIP from within the Ariba Network, please refer to **slide 13** for guidance. First time users will be prompted to create an Ariba Connect account.

https://connect.ariba.com/KAAcontent/1,,172206,00.html?bypass=1

more on your terms

Who do I contact for **Ariba Network support**?

BP LVL. 1 Help Desk

For all level one **functional** support on the Ariba Network or queries related to BP's purchasing and payment process, please email:

✉ **Email:** anzsuppliersupport@bp.com

Hours of **operation**

The **LVL 1.** Help Desk is available for support between the hours of **09:30** and **21:30** AEST/ADST.

Response times

The **LVL. 1** Help Desk is committed to an initial response within **24** hours (Monday - Friday excl. public holidays) of receipt of an incident or service request.

Note: Response times will vary based on the type of incident/service request. This channel is available for both 'Light' and 'Full' account Suppliers and also includes an optional call-back facility.

more on your terms

Who do I contact for **Ariba Network support**?

Ariba Help Desk

The **Ariba Help Desk** provide the following support to Suppliers:

'Light' and **'Full'** account holders:

The Ariba Help Desk provides technical support for all Suppliers which includes:

- Issues accessing the Ariba Network, password resets and script errors

'Full' account holders only:

- Access dedicated functional support and training on the Ariba Network.

To contact the Ariba Help Desk please submit a customer support request via the **Help Centre** in the Ariba Network, or contact

Australia: 1800 766 694

New Zealand: 0800 446 018

more on your terms

Frequently asked questions

I have not received an Order from BP, what should I do?

Please contact your BP representative to confirm if an Order has been created.

Can more than one person access the Ariba Network 'Light' account within our organisation?

Yes, additional users can be added to the Ariba Network by going to **Company Settings**, **Users** followed by 'Create'.

What are examples of notifications that I will receive within the Ariba Network under a 'Light' account?

Examples of notifications include; receipt of new and unconfirmed Order reminders, Service Entry Sheet status changes, Invoice rejection notifications and status changes, payment remittance etc.

Can notifications be sent to multiple people within our organisation?

Yes, notifications can be sent to three email addresses which is administered under **Company Settings**, **Notifications**, followed by General, **Network**, Discovery and Sourcing & Contracts.

Frequently asked questions

How do I update our VAT information so that it is automatically output on our Invoices?

A Suppliers VAT/GST registration details can be administered from within the Company profile which is accessible under **Company Settings**, **Company Profile**, **Business** 'tab' followed by **Tax Information**.

How do I access my Ariba Network 'Light' account?

A Supplier must access their 'Light' account from the Interactive Email containing the original Order from BP.

What happens if I have misplaced the Interactive Email?

If you misplace an Interactive Email containing an Order you can resend it by clicking on **More** followed by **Orders with Service Lines**, find the respective Order and click **Select** - 'Send me a copy' (under Actions).

If you are unable to locate the Order (limited to 50 documents), contact the BP Supplier Help Desk and request that they re-output the Order for you.

more on your terms

Frequently asked questions

Is the mobile app. available for 'Light' account Suppliers?

Yes, the mobile app. is accessible for use with limited features and functionality however it is highly recommended.

Do I need to add GST to my Service Entry Sheet lines?

No, GST lines should be submitted **exclusive** of GST. If you accidently submit an SES with GST, please contact the BP Requestor immediately requesting that they reject it.

What happens if I submit a Service Entry Sheet with GST and it is approved?

Unfortunately there is currently no ability to reverse an SES document via the Ariba Network. Under this scenario, a new Order may need to be created.

If I supply goods to BP, who performs the goods receipt in this instance?

A goods receipt is performed internally by the BP Requestor only after the requested goods have been successfully received.

more on your terms

Frequently asked questions

How does BP want me to submit my Service Entry Sheet?

It is important to note that if there is a Contract or Catalogue in-place with defined rates for services, BP expects Suppliers to select those line items from the Contact and enter the actual quantity of services performed based on the applicable Unit of Measure.

If there is no published Contract in place with line item information, please provide a full breakdown of those services (free text entry) including any supporting evidence for those ad-hoc charges and submit them to BP for approval.

Please ensure that you provide a detailed description for each line item and specify the applicable Unit of Measure (UOM). Refer to the **BP Service Order Guide** which is accessible from the Supplier Information Portal in the Ariba Network.

How do I know when my Invoice is going to be paid?

The scheduled payment date for an Invoice is visible under the **Invoices Pending Payment** tile on the Home page under 'Orders, Invoices and Payments', which is calculated by applying the agreed payment terms to the Invoice 'Approved' date

more on your terms

Frequently asked questions

Do I need to include GST when creating an Invoice?

If the goods and/or services are taxable under local tax legislation, GST <u>must</u> be applied to the each Invoice line which can contain different rates.

If my Invoice contains multiple line items and some are GST-exempt, what should I do?

Suppliers should utilise the 'Comments' field to explain (i) which of the line items are not subject to GST, and (ii) why the are not subject to GST. This information is important to enable our Accounts Payable team to match the respective line items in an efficient manner.

How do I receive remittance information?

A notification will be generated via email to the recipients noted under the Suppliers **Company Settings** in the Ariba Network which will contain a link to the respective remittance advice.

more on your terms

Appendix

Additional information and resources

Ariba **mobile app.**

For more information on the Ariba mobile app. and step-by-step instructions for enabling it, please visit:

https://www.ariba.com/ariba-network/ariba-network-for-suppliers/fulfillment-on-ariba-network/sap-ariba-supplier-mobile-app

Additional information on the Ariba Network

For information on the features of the Ariba Network and to access webinars and other resources to get started, visit: https://www.ariba.com/support/supplier-support/onboarding

Full account **fee structure**

If you're considering upgrading to a full account, **make sure you review the terms and conditions and fee structure** carefully and contact Ariba for guidance or visit:

https://www.ariba.com/ariba-network/ariba-network-for-suppliers

more on your terms

What are **our expectations** of Suppliers?

As a Supplier to BP, please ensure that you are committed to and act in accordance with BP's **Code of Conduct**:

- Compliance with laws
- Health, Safety and the Environment
- Bribery and corruption, money laundering, conflicts of interests and anti-competitive conduct
- International trade law
- Human rights and modern slavery
- Protecting confidential information
- Non-discrimination, grievance processes and freedom of association
- Ethics and Compliance
- Speak Up

Note: For more information please visit:

https://www.bp.com/en/global/corporate/who-we-are/supplier-expectations.html

more on your terms