

1. HOW TO SUBMIT A SERVICE ENTRY SHEET (SES)

A. Submit Service Entry Sheet via Web Form - Supplier or internally

Link to form: www.south32.net/serviceclaimform

B. **Important Note:** Claim periods (Period From and Period To) entered in the online form MUST be the date the services were actually provided and not a generalized date sequence. This practice can result in the service claim dates being prior to the purchase order creation date. Those that are identified with incorrect dates will be reported and a Supplier Non-Conformance Notification will be received.

C. Completing the Service Entry Form

Step 1 - Your details

The name, telephone number of the person submitting the request

Step 2 – Claim Information

FIELD	DETAILS
Amendment Claim	Only tick this option if you want to make a change to a previous SES created or approved that you have submitted. This is not applicable to a rejected service claim form
Vendor Name	The supplier name on the service claim form must match that listed on the Purchase Order
Invoice/Ref No	The reference number provided on service claim form must match with the reference number on the supporting document attached limited to 16 characters
External Ref No	This is an optional field for external references
PO No	Service claim must have a valid 10-digit Service Purchase Order Number
Period From	The actual date service provided started
Period To	The actual date service provided was completed *Note: Period start date must not be later than period end date
South32 Contact	South32 contact person name on site who signed off the service
Vendor Contact	Supplier contact person name on site who signed off the service limited to 12 characters
Short Description	Short description about service provided as per the official Purchase Order

Reason for Amendment	Please select the reason for your amendment
SES Undercharge	Applicable if your SES has been created below the actual value
SES Overcharge	Applicable if your SES has been created more than the actual value
Incorrect tax rate	Applicable if your SES have been created with the incorrect tax rate
Incorrect reference	Applicable if your SES has been created with an incorrect reference
Incorrect price per unit	Applicable if your SES have been created with an incorrect price
Incorrect Purchase Order number	Applicable if your SES have been created with incorrect purchase order number
Processing Error	Applicable if your SES have been created incorrectly by South32 Service Claim Team *Note: In the additional details (Step 4), please provide more details on your reason for amendment

Step 3 – Services being claimed

FIELD	DETAILS
Currency for all items	Each service claim can only be in one currency
PO Item No	Purchase Order Line Item Number being claimed
SES Item No	SES Line Item Number being claimed in the Purchase Order
Quantity	Quantity you want to claim as per purchase order
Description	Description to match with Purchase Order Service Line Item
Unit of Measure	Measurement to 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 one only if your service claim is applicable for tax or tax free
Tax Applicable	

Tax Free	
Tax Rate	Percentage of tax for the services provided

After you have entered the service line item data, click on the Add button

This will add the details into the summary section of your claim.

NB failure do this will result in the SES being rejected as the service items won't be reflected on the form

To add more service line items, repeat this process as many times as necessary.

Once you have added all your service line items you can review your claim in the summary box.

Step 4 – Additional Details

Add additional details into the text box that relates to the service claim.

If you have ticked Amendment Claim, please provide brief details the reason of amendment.

Step 5 – Attachments

Select add attachments

- Claim Sheet
- Hire dockets
- Signed Timesheets
- Job Tickets
- Completed Work Orders
- Labour Schedule
- Completed Work Sheets
- Receipts, etc

***Note:** Attachments must be less than 5 megabytes (5MB) in total size or you will not be able to proceed 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

Step 6 – Request Summary

Click the Submit request button

View Claim and click OK

A request acknowledgement email with request number and summary of your request will be sent to the email you entered in "Your Details".

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

You have now submitted your online 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

It is the accountability of the SES un-blocker to review the SES and confirm that services were carried out and complete

Purchase order amendment remains the responsibility of the supply team.

D. Do's and Don'ts

DO'S	DON'TS
Attach Supporting Documentation	Submit SES's for Ariba Vendors
Validate the required Information with attached invoice	Service Claims should be submitted before the invoice is submitted. Failure to conform will result in the invoices being rejected.
Duplicate Checks for Vendor Number and Invoice Reference	It is the accountability of the SES un-blocker to review the SES and confirm that services were carried out and complete
Ensure the Purchase Order Number is matched and is for a service	Purchase order amendment remains the responsibility of the supply team.
Ensure the vendor Name on Webform/Supporting document match PO	Only English and Spanish claims are supported
Ensure the vendor Name on Webform/Supporting document match PO	
Ensure Currency on Webform match PO	
Ensure rate match PO	
Confirm there are sufficient funds on the PO	
Confirm Service Line Item match with PO	

2. MINIMUM REQUIREMENTS

- Ensure your Purchase Order has sufficient funds and/or quantity to cover your claim on all the relevant lines on the PO needed for SES

- All supporting documentation must be attached (for example timesheets, hire dockets, claim sheets or receipts).
- It is a requirement to submit a separate service claim form for each Purchase Order
- Service Claims should be submitted before the invoice is submitted. Failure to conform will result in the invoices being rejected.
- Only English and Spanish claims are supported

3. GBS TURNAROUND TIME (SLA)

Service claims should be processed within 72 hours (3 Days)

4. FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
Where do I submit a Service Entry Sheet (SES)?	To create a service claim the Service Claim Form must be completed. This form can be located using the following link: www.south32.net/serviceclaimform
How do I request a modification to a SES?	To modify or delete an existing service claim the Service Request Form must be completed. This form can be located under the Quick Links on the Supply Page on the GBS Customer Portal
Will I receive a response?	After submitting a service claim, you will receive an automatic email notifying that the service claim has been received and is in the queue.
What happens if I don't get a response?	If no automatic response is received, this indicates that the service claim submission has failed.
How long will it take to process my service claim?	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
What happens if my service claim is not processed within 72 hours?	In the event where the agreed SLA of 72 hours has not been met the business can log a Service Request (ref to section Service Request) to have the SES expedited