Frequently asked questions (FAQs)

bp South Africa suppliers

Content:

1. SAP Business Network ---------- 2
2. Invoice against contract (IAC) ---------- 5
3. Summit ---------- 6

Frequently asked questions (FAQs)

SAP Business Network

I have not received an Order from bp, what should I do?
Please contact your bp representative, with whom you have contracted work, to confirm if an order has been created.

Can more than one person access the SAP Business Network 'Standard' account within our organization?
Yes, additional users can be added by the account administrator to the SAP Business Network account. For more information on how to add create roles and add users to the SAP Business Network account, please access the 'Generic SAP Business Network supplier training' via bp Supplier Portal.

What are examples of notifications that I will receive within the SAP Business Network under a 'Standard' 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. For more information on how to set up the notifications, please access the 'Generic SAP Business Network supplier training' via bp Supplier Portal.

Can notifications be sent to multiple people within our organization?
Yes, notifications can be sent to up to three email addresses. For more information on how to set up the notifications, please access the 'Generic SAP Business Network supplier training' via bp Supplier Portal.

How to update a Supplier's Tax information so that it automatically outputs on all Invoices?
A Supplier's Tax registration details can be administered from within your SAP Business Network account in the Company profile which is accessible under Company Settings > Company Profile. From here, select Additional addresses and click on Create. Populate the Tax ID column for the address. Once you click the Save button, the system will auto populate the Tax ID on future invoices.

How do I access my SAP Business Network 'Standard' account?
You can access your 'Standard' account from this link here. If you are not yet registered, please contact suppliersupportsa@bp.com for assistance.

Is the Mobile App available for SAP Business Network 'Standard' account?
Yes, it is highly recommended as new functionality will be rolled out in future to enhance the current options in the App.

Frequently asked questions (FAQs)

SAP Business Network

Does tax need to be added to the Service Entry Sheets that are being submitted?
No, Service Entry Sheets should be submitted without VAT / Tax. If you have submitted an SES with VAT / Tax, you should contact your bp representative who approved the incorrect SES, requesting to immediately reject the SES. If the SES is not approved yet, you will have the option to cancel it from your side.

What happens if I submit a Service Entry Sheet with Tax and it is approved?
You must reach out to your bp representative and request them to reject the SES before starting the invoice submission. Once rejected, you must create a new SES without any tax amount.

If I supply goods to bp, who will perform 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.

How does bp want my Service Entry Sheets submitted?
For more information on how to submit the Service Entry Sheet through SAP Business Network, please visit bp Supplier Portal and look for the related supporting material.

Do I need to include Tax when creating an Invoice?
If the goods and/or services are taxable under local tax legislation, Tax must be applied to the Invoice line(s). Note that the system accommodates if the rates differ per line item.

What should I do if the Invoice contains multiple line items, and some are Tax-exempt?
You should select “Line-level tax” (which means that the lines are having different tax rates and tax is being added to the line level separately) during the invoice submission and after selecting this, you will be able to apply different tax rates on the invoice lines.

How do I know when my Invoice is going to be paid?
During the invoice submission, the invoice date is auto-populated when the supplier creates the invoice. While the supplier can edit this date to an earlier date, this will not cause the invoice to be paid any earlier. Ariba will record the submission date, but please note that the agreed payment terms are calculated from the day that you submit the invoice in Ariba.

Frequently asked questions (FAQs)

SAP Business Network

What should be done if there is no VAT number?
If the VAT number is not applicable, you may enter "NON-VAT REGISTERED" in the "Supplier VAT Number" field and the system will let you proceed. You can also update your company profile with this information in the "VAT ID" field so that you don't need to enter it for each invoice individually.

If you register at any point and starts charging VAT, then you should update this field in the system to your applicable VAT number.

What type of accounts exist on SAP Business Network?
There are two type of accounts:

1. Standard account, which is free of charge and
2. Enterprise account, which comes with fees

*Please note that bp recommends suppliers to register with the **Standard account**, which is free of charge.*

Click links below for more information:
- Difference between Standard and Enterprise account
- SAP Business Network Standard account
- SAP Business Network Enterprise account and any associated fees

How can I get in touch with bp if I have questions?
You can get in touch through channels below:

1. bp Supplier Portal
- It is a web-based, free of charge application that provides you increased visibility of payments and access to real-time support. Besides these options, you can raise a change request to update master data, and you can access comprehensive help and support materials on bp's procurement process. It also gives you access to use the live chat or create tickets.

2. Supplier Support Helpdesk mailbox
- Please note this email will be shut down soon and all tickets will need to be raised via the bp Supplier Portal.

Frequently asked questions (FAQs)

Invoice against contract (IAC)

What should I select for Business unit address?
For Business unit, address please select SAP.

Which fields are mandatory to be filled in while creating an IAC?
The mandatory fields are Contract, Invoice number, Invoice date and Sold to email.

Is there a maximum number of characters for the Invoice number field?
Yes, the Invoice number field allows maximum 16 characters.

Which email should I enter in the "Sold to email" field?
In the "Sold to email" field, please enter your customer's name who will approve the invoice.

Is VAT number mandatory?
Yes, please fill in VAT number under Supplier VAT/Tax ID.

How do I add items to the invoice?
Scroll to the 'Line items' section and click "Add items".

Should I add VAT to my invoice?
If the goods and/or services are taxable under local tax legislation, Tax must be applied to the Invoice line(s). Note that the system accommodates if the rates differ per line item.

What should I do if I made a mistake while creating an IAC?
You have the option to create a Credit memo against an IAC.

How do I check my invoice status?
You can see the status of an invoice on the bp Supplier portal. In addition, in your SAP Business Network account, you can see the status of the invoice as well as the date when the invoice will be paid.

Frequently asked questions (FAQs)

Summit

Are there training materials regarding quick quote submission in SAP Business Network?
Yes, related supporting materials are available on bp Supplier Portal. For more information, please visit the portal.

If we have more than one SAP Business network account, how do we ensure we are linked with the correct account?
Once you clicked on the 'Process Order' button upon receiving the PO notification e-mail, you'll be able to decide whether you want to use an already existing Ariba account to connect with bp or create a new account if you don't have any Ariba account yet.

Please be informed that bp recommend Suppliers to use the Standard account which is free of charge.

Can we receive new POs for projects that have not been invoices yet, although we have received a PO prior to 1 November 2024?
POs received before 1 November 2024 will be invoiced via email at ariba.za@bp.com. Please note that it is a mandatory requirement to add the legacy PO number in the invoice. Only the POs created after 1 November 2024 will be processed via the SAP Business Network account.

If we didn't receive payment for previous invoices, what will happen to these unpaid invoices?
Invoices created for the POs received before 1 November 2024 will be submitted via email at ariba.za@bp.com. Please note that it is a mandatory requirement to add the legacy PO number in the invoice. You can track the payment details of a submitted invoice via the bp Supplier Portal.

For all the PO's that we received before 1 November 2024, should all the invoices be submitted on the old PO?
Yes, invoices that belong to POs received before 1 November 2024 will be submitted on the same PO via email at ariba.za@bp.com. Please note that it is a mandatory requirement to add the legacy PO number in the invoice.

Our company are supplying a service to bp. If we did not invoice on the project yet, will we receive new PO for the projects?
If you did not receive a PO yet, please contact your bp representative.

Frequently asked questions (FAQs)

Summit

Will we attach a copy of our internal invoice, or do we need to create an invoice in SAP Business Network?
Invoices should be created in your SAP Business Network account. Although it's not mandatory, we advise you to upload your original invoice copy. It helps our Accounts Payable department to check and identify the correct bank details for a timely payment.

How to find the details of my Standard account?
Depending on which type of information you require, you can search it by clicking on different menus. For example, on the top right corner if you click on your initials, you can find the ANID of your account, the company profile and settings.

Will all new POs be received in my SAP Business Network account?
POs issued after 1 November 2024 will be received in your SAP Business Network account. For more information on how to process the PO, please visit bp Supplier Portal.

What is the standard payment terms to expect payment for an invoice?
It depends on the contract. The bp standard is 60 days but, in many cases, there are also shorter ones: e.g. 30 or 45 days.

Can we produce 2 invoices for a purchase order if there is a combination of services and materials needed to execute?
The system will not allow to create a PO for both material and services. You will receive a PO for a material order and another PO for services.

How to follow up on a payment?
You can see the status of an invoice on the bp Supplier portal. In addition, in your SAP Business Network account, you can see the status of the invoice as well as the date when the invoice will be paid.

Can we submit partial invoices against a PO?
Yes, multiple invoices can be submitted for different amounts until you reach the PO limit.

Are these changes implemented for bp Sout Africa (SA) and bp International?
Yes, bp International is our general name associated to our SAP Business Network account.

Can we create an account upon receiving our first PO?
You can create a new account prior to receiving the first PO and link the PO to this newly created account upon receiving the first PO. Otherwise, you can wait for the first PO to be released and create the new account from the PO notification e-mail through the 'Process Order' button.

Frequently asked questions (FAQs)

Summit

What are the advantages of the Enterprise account?
The advantages of the Enterprise account are possibility of integration, archive invoices, sales and transaction reporting, dedicated support team.

What are the fees associated with the Enterprise account?
More information on the associated fees can be found on the SAP Business Network website.

Where can I check if I receive a quote request from bp?
Please login to Ariba, then go to the SAP Business Network login page and click on the drop-down arrow and select Ariba Proposals and Questionnaires.

Why is the "Create invoice" button greyed out?
The "Create Invoice" button will be greyed out only if the steps required for a particular PO is not followed correctly. Otherwise, the button for invoice creation should be available after completing the previous required steps.

For example:
1. For a service PO - if the SES is not approved by bp, the "Create Invoice" button will be greyed out. Once bp approves the SES, "the Create Invoice" button will become available.
2. For a material PO, if the order is not yet confirmed, the "Create Invoice" button will be greyed out.

Will SAP Business Network assist with real time support when uploading our first invoice?
SAP Business Network does not support this kind of service, the invoicing part can be done by the supplier after going through a training by accessing 'Generic SAP Business Network supplier training' via bp Supplier Portal and have access to all required material. Additionally, the supplier support team can guide them in this matter.

Who can support me if I have any Fieldglass process related question?
Please contact team TAPFIN via WoD-SOW@bp.com email address. Tapfin is our Managed Service Provider who will deliver services on behalf of bp.

How can I submit an invoice for a legacy POs after the go live date (1 November 2024)?
We do not migrate any Purchase orders from the legacy Fraxion-ISP system to SAP Business Network. So, after 1 November 2024, if you do not have an SAP Business Network PO, please contact your bp representative for requesting a new PO. In case no new PO will be created - based on discussion with bp, you can submit the invoice for the remaining amount via email to ariba.za@bp.com. Please note that it is a mandatory requirement to add the legacy PO number in the invoice. Then these invoices will be paid by as an exception, with non-PO process after validation.

Frequently asked questions (FAQs)

Summit

As a company, are we allowed to have multiple accounts depending on the user within the same company?
Each user from the same organization can create separate Ariba accounts and in this case, the person who created the account will be the account administrator. But we recommend to have only one account registered for a company.

How can we provide access to other users?
The account administrator can provide access to other users within the company by creating roles and adding users to those roles. If you need more information about how to create roles and users, please access 'Generic SAP Business Network supplier training' via bp Supplier Portal.

If we have already submitted the invoices, do we need to resubmit them to be paid after the 1 November 2024?
No, if you already submitted the invoice, please don't resubmit it again. It will only create a duplicate in the system. To check the status of the invoice you already submitted, please access bp Supplier Portal.

How to create users for other colleagues within the company?
If you are the account administrator, you can add users by granting them access to the SAP Business Network account. To add users to the account, you must first create at least one role. You can assign multiple users to the same role or create a separate role for each user. For more information on creating a new role, please access 'Generic SAP Business Network supplier training' via bp Supplier Portal.

Will all users have the same password?
For each account, you can have only one account administrator, but the account administrator can provide access to multiple users. All users from your company will have their own Username and Password to access the account.

Should proposals/quotes be submitted via SAP Business Network account?
Yes, all quotes / responses to RFQ events should be submitted in your SAP Business Network account. Invites to RFQ events will also be received in your SAP Business Network account.

For more information on quick quote submission, please visit bp Supplier Portal.

If we have a PO expiring at the end of the year and are required to now Invoice Against Contract, would the PO be null or put it in another way that would allow us to invoice against Contracts?
Please contact your bp representative to discuss how to proceed.

Frequently asked questions (FAQs)

Summit

In the invoice submission process, does the email address that we used to submit invoices change?
Starting 1 November 2024, all new POs will be received in your SAP Business network account, where you will be creating the invoice. It will no longer be accepted for invoices to be submitted via email.

For invoices pertaining to services or deliveries completed before 1 November 2024, please submit the invoice via the ariba.za@bp.com email address. Please note that is it mandatory requirement to add the legacy PO number in the invoice.

If materials are required to complete the service, must this form part of the Service Entry Sheet as a line item or must this form part of the material invoice process?
If you require a material item to complete a service, please contact your bp representative and ask them to create a material PO to cover the cost for the material item.

Can you confirm if bp Singapore is also included?
No, bp Singapore is not included.

When I add my banking details, what should I choose for Preferred Payment Method?
Please select the "Preferred Payment Method" as "Wire" from the dropdown. This will ensure that your banking details will be visible on the invoice. For more information on how to update your banking details, please visit bp Supplier Portal.

What documents can I send to ariba.za@bp.com?
Please note that ariba.za@bp.com email address is not to be used for any other documents, except non-PO invoice documents.