



SERVICE CLAIM PROCESS

Administrator Appointed

WI31.126
Revision 20
**Strategic Sourcing &
Procurement**

1 PURPOSE

The purpose of this work instruction is to describe the method of receipting a service purchase order for SIMEC Mining / Liberty Primary Steel (LPS). The proof required for each claim depends on the type of service being delivered. The final approval in each case is the acceptance of the service claim by the business representative through the SAP workflow system.

2 SCOPE

This work instruction covers all orders/contracts for services from suppliers providing the following services:

- Manufacture and install/erect/commission
- Site work services
- Consultants
- Contract Agreements
- Miscellaneous services such as licences, training etc

3 REFERENCES, ABBREVIATIONS, ACRONYMS AND DEFINITIONS

The documents listed below are referenced in this document or are related to it.

Document Number	Document Title
WI31.126.A1	Service Claim Form

The abbreviations and acronyms used in this document are defined below:

Abbreviation	Description
ATW	Authority to Work
GST	Goods & Services Tax
HR	Human Resources
LPS	Liberty Primary Steel
PO	Purchase Order
POD	Proof of Delivery
SCF	Service Claim Form
SEN	Service Entry Number
SES	Service Entry Sheet
UoM	Unit of Measure
WO	Work Order

The definitions used in this document are defined below:

Definition	Description
Proof of Burden	The required proof for each type of service.

4 PROCEDURE

4.1 Overview

Each type of service requires a different type of proof. These are defined in Appendix B: Proof of Burden Guide. A general form that may sometimes be used is the Service Claim Form (SCF), an example is shown in Appendix A: Service Claim Form “Example Only”. This has been designed to help the vendor to supply the relevant information so the Purchase Order (PO) can be receipted and the invoice paid efficiently.

4.2 Responsibilities and Discrepancies

4.2.1 Vendor’s Responsibilities to supply relevant Proof of Burden for a claim

Upon completion or part completion of a service, the Vendor should ensure that any changes required to the Work Order (WO) / Requisition due to agreed changes to the scope or performance of the work, additional costs etc be agreed to with the business and enacted by the business. In the case that such changes are required to an existing PO, a claim should not be sent until the Purchase Order has been updated and notification is received of the changed PO.

When the Vendor has completed part or all of the service identified in a Purchase Order, a claim may be made by emailing whyscf@libertygfg.com.

The Vendor should ensure that the relevant and necessary documents are attached to any claim being emailed. The type of documentation to be supplied at a minimum is identified in Appendix B: Proof of Burden Guide.

The Vendor should ensure that the correct identifiers have been supplied. The minimum requirements are:

- Purchase Order number(s)
- Invoice number or other unique identifier for the claim
- The date(s) the service was delivered in the claim should be clearly identified.
- The types of service, the quantity, Unit of Measure (UoM) and the rate (if relevant) need to be listed.

The vendor may utilise the SCF form to assist in identifying all of the required data. Some types of service require that an SCF is supplied once it has been signed by the relevant site representative who can verify that the service was completed as claimed.

If there are problems with a claim being processed, then it will be returned to the vendor with a detailed explanation to help the vendor resolve the issues.

If the claim can be processed as one or more Service Entries, these will be entered in SAP. The documentation received will be attached to the Service Entry in SAP. The Service Entry approval will then be electronically issued to the Requisitioner for approval.

Once the Service Entry has been approved in SAP, an automatic notification will be sent to the vendor via fax or email (depending how the vendor is setup in the system) with the Service Entry number (SEN) as a reference, notifying the vendor that the invoice can be sent to Accounts Payable (accpay_po@libertygfg.com) for processing payment.

4.3 Discrepancies

If the completed price does not match the purchase order price, the vendor must liaise with the Requisitioner who is also known as the Site Representative responsible for engaging them. In the case of a discrepancy, where the representative does not agree with the claim or the information supplied; the representative will contact the vendor to resolve this discrepancy.

In the event of an incorrect or incomplete claim being submitted for processing, the email will be returned to the vendor who will need to contact the site representative to provide the vendor with the correct information. The vendor is then responsible for re-sending the claim with supporting documentation for processing.

4.4 Proof of Burden

The purpose of the Proof of Burden requirement is to ensure all claims submitted have been verified and approved by the business.

The Proof of Burden document has been created to align with all contract agreements with vendors. Any claims submitted that do not provide the correct verified documentation aligning with the Proof of Burden Listing will be returned to the vendor requesting further verification from site.

It is the responsibility of the vendor to ensure all correct supporting documentation is provided at time of submission or to communicate with site to receive further verification.

Payments cannot be processed without correct supporting documentation.

Vendor to confirm with their contract manager what their obligation is as per their individual contract terms / business requirements.

4.5 Invoicing

Upon confirmation of the Service Entry Sheet (SES), note the SEN and Purchase Order number on the invoice and send to Accounts Payable accpay_po@libertygfg.com.

NOTE: There will be a delay in payment if the invoice is sent into Accounts Payable without the PO number and SEN.

APPENDIX A: SERVICE CLAIM FORM "EXAMPLE ONLY"

GFG ALLIANCE		WI31.126.A1		29/03/2019	
SERVICE CLAIM FORM					
GENERAL DETAILS					
Vendor Name					
Vendor Contact		Invoice No or Unique ID			
Vendor E-mail		Purchase Order No.			
Invoice Date		PO Item No.			
Service Started On		Service Finished On			
Service Description					
SERVICE DETAILS					
Service Line Description	Qty	UOM	Rate (ex GST)	Line Total	
1				\$0.00	
2				\$0.00	
3				\$0.00	
4				\$0.00	
5				\$0.00	
6				\$0.00	
7				\$0.00	
8				\$0.00	
9				\$0.00	
10				\$0.00	
11				\$0.00	
12				\$0.00	
13				\$0.00	
14				\$0.00	
15				\$0.00	
16				\$0.00	
17				\$0.00	
TOTAL CLAIM VALUE (Excluding GST)					\$0.00
Final Claim Advice: Is this the final claim for this Purchase Order Item? Please select Yes or No. If left blank, it will default to YES - meaning NO further claims can be loaded against PO Item					
Special Notes					
VERIFICATION SIGNATURE - To be completed if this is presented as the actual proof of service.					
I hereby certify that the works have been performed to GFG alliance's satisfaction and that all appropriate standards were adhered to.					
GFG Representative's Name					
GFG Representative's Signature					
Signature Date					
NOTE - Proof of Service- Claims must have appropriate signed proof, this may be the SCF, Final Close Out Sheets, ATW's, Delivery Dockets. Note that additional information may be requested if required - accomodation/travel receipt copies should be supplied					
First Step - Email the SIGNED SCF with proof of service to: whyscf@libertygfg.com					
Second Step - After the Service Entry has been created and accepted by the plant you will receive an email or fax advising the Service Entry Sheet approval (number starts 100..), Submit the invoice as a PDF formatted file to accpay_po@libertygfg.com					
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APPENDIX B: PROOF OF BURDEN GUIDE

General Requirements

- Any Claim submitted must have the PO number.
- Any Claim submitted must have the value being claimed as the ex GST price.
- Any Claim submitted requires a vendor based unique identifier – usually the Tax Invoice number.
- Any Claim submitted requires the date the service was completed or the invoice date.
- Email verification requires the PO number, a unique vendor identifier (tax invoice number by preference) and value ex GST.
- All claims are verified by the business after service claims are entered as the final approval.

General Nature of Service	Documentation Required
Labour – Fixed Price on Site	• Signed Authority to Work (ATW).
Labour – Variable on Site	• Signed Time Sheets OR Close Out Sheets.
Service – Fixed Fee with a contract in place	• No specific verification required. • Someone within our business to confirm completion.
Service – Variable Charges	• Signed Summary of Service OR Email Verification.
External Manufacture or Repairs	• Claim submitted for PO's created by MRO Buyer team.
Hire of Equipment without labour component	• Claim submitted.
Consultancy Fees	• Signed SCF OR Emailed verification. • Expenses claims must include copies of receipts.
Capital Jobs	• Signed SCF by Project Manager OR Signed Progress Payment form.
Training Fees	• Signed SCF OR • Emailed claim with Attendance Sheets.
Miscellaneous Claims	• Signed SCF OR Emailed verification. • NOTE - Expenses claims must include copies of receipts.
Special Cases and Plant Wide Services	
Medical Fees Processed By Human Resources (HR)	• Signed SCF OR Emailed verification.
Transport	• Signed SCF or signed Proof of Delivery (POD).
IT	• Signed SCF OR Email verification by IT.
Security & Fire	• Signed SCF OR Email verification by Contract Controller.

DOCUMENT REVISION DETAILS

Revision	Revision Date	Revision Description	Prepared By	Reviewed By	Approved By
20	21/10/2021	Issued for Use	Alan Parker	Michelle White	Carla Markadonatos Daniel Schmidt