Fortescue

SUPPLIER P2P FACTSHEET

Procurement Services

20 November 2025

100-QC-CP-0488
Rev 1

External

1. PURPOSE

The purpose of this document is to support supplier in understanding and navigating Fortescue's **Procure-to-Pay (P2P)** process. It provides a clear overview of requirements to help ensure smooth transactions and minimise the risk of payment delays.

Fortescue's **preferred method of engagement** with suppliers is via the **SAP Business Network (SBN) portal**, formerly known as Ariba. Existing suppliers who wish to transact with Fortescue through the SBN portal are encouraged to contact: SBN.enablement@fortescue.com.

Quick find

Purchasing

Invoicing and payment

Managing your details

Queries and support

2. PURCHASING

Suppliers should **not** commence supply of goods or performance of services without first receiving a valid Fortescue Purchase Order (PO) or contract.

2.1 Quotations

When submitting a quote for the supply of goods or services, please include the following information.

GOODS	SERVICES
• Unit price (excluding GST/VAT) • Unit of measure • Part number • Item description • Lead time • Quote expiration date • Payment terms as per **Fortescue's Purchase Order terms and conditions** (refer Fortescue's website) • Supplier Name and Tax information (GST, VAT etc.).	• Detailed description of services to be performed • Scope of work, deliverables, and any key milestones • Pricing structure (e.g. hourly/daily rate, fixed fee, or subscription/licensing cost (excluding GST/VAT)) • Contract term or subscription period (start and end dates) • Location where services will be performed • Commencement date • Quote expiration date • Payment terms as per **Fortescue's Purchase Order terms and conditions** (refer Fortescue's website) • Supplier Name and Tax information (GST/VAT etc.) • Any applicable licenses, insurances, or certifications.

2.2 Purchase Orders

Purchase Order verification and confirmation is essential. Suppliers **must** review and confirm all POs, ensuring any discrepancies are identified and resolved before delivery of goods or rendering of services.

When a supplier receives a PO, they should verify the following details before supplying goods or performing services:

- Pricing
- Quantity
- Supplier / Vendor Part numbers (as applicable)
- Unit of Measure (UOM)
- Description of goods or services to be rendered
- Tax information
- Freight inclusion
- Delivery dates.

SBN-enabled suppliers are required to **confirm POs through the SBN portal**. This ensures faster acknowledgement, improved visibility, and smoother order processing. For SBN-enabled suppliers invoice can't be submitted without PO confirmation.

Suppliers receiving PDF POs by email must send an order confirmation to the email address provided in the Information section on page 1 of a PO.

Suppliers are required to supply only the goods, or perform services listed on a PO.

2.3 Proof of Delivery or Pickup Guidelines

All deliveries to Fortescue or pick-up arranged, must meet the requirements set out in the **Fortescue's Packaging Standard** available on Fortescue's website.

Suppliers must capture and retain valid Proof of Delivery (POD) or Proof of Pickup documentation to confirm goods receipt or release to support invoice and payment processing. Incomplete or missing documentation may result in invoice rejection and payment delays.

2.3.1 Proof of Delivery

Depending on location for delivery, a valid POD consists of the following:

HAZELMERE OR KENWICK DISTRIBUTION CENTRES	ALL OTHER FORTESCUE LOCATIONS
• An official Fortescue POD document that includes a unique QR code, and • Copy of Packing Slip or Delivery Note outlining: a. Valid 10 Digit Fortescue Purchase Order Number b. Itemised breakdown of goods delivered.	Copy of Packing Slip or Delivery Note outlining: a. Valid 10 Digit Fortescue Purchase Order Number b. Fortescue Employee Receiving delivery – SAP ID, Full name, signature, date / time goods received c. Delivery location d. Itemised breakdown of goods delivered.

2.3.2 Proof of Pick-up

Fortescue may arrange collections through a **pre-approved third-party logistics provider** or by a **Fortescue employee**.

Depending on the pickup method, the following documentation is required:

PRE-APPROVED THIRD-PARTY LOGISTICS PROVIDER	FORTESCUE EMPLOYEE
• Copy of Logistics Provider's collection documentation with Unique Reference Number, and • Copy of Pickup Docket or Collection Note outlining: a. Valid 10 Digit Fortescue Purchase Order Number b. Logistics Provider driver – Full name, signature, and collection date c. Itemised breakdown of goods collected.	Copy of Packing Slip or Collection Note outlining: a. Valid 10 Digit Fortescue Purchase Order Number b. Fortescue Employee collecting goods – SAP ID, Full name, signature, date / time goods pick-up c. Pick-up location d. Itemised breakdown of goods collection.

2.3.3 Supporting Invoice Processing and Payment

Suppliers should include Proof of Delivery (POD) or Proof of Pickup when submitting invoices through SBN.

Fortescue may request this documentation to verify delivery or collection. Providing accurate and complete delivery information helps prevent invoice rejections and payment delays.

Goods invoices should only be submitted after successful delivery is confirmed and goods receipting is complete.

3. INVOICING

Suppliers can submit invoices using one of two methods, depending on whether they are enabled on the SBN.

EMAIL SUBMISSION (NON SBN ENABLED)	SAP BUSINESS NETWORK (SBN) ENABLED
• Valid invoices and credit notes for goods and services should be submitted via email to invoices@fortescue.com • All invoices and credit notes must be submitted with a valid PO number quoted and in accordance with the invoice submission guidelines at section 3.1 • If invoices or credits notes fail to meet the invoice submission guidelines, they will be automatically rejected due to incorrect submission.	• Submit all invoices against the "Confirmed" Purchase Order through the supplier's SBN Account[1] • Suppliers who are enabled in the SBN system must submit all related invoices and/or credit notes to Fortescue via the SBN portal • Do not send invoices via email to invoices@fortescue.com as they will be automatically rejected due to incorrect submission.

[1]Not all suppliers currently receiving Purchase Orders from Fortescue via SBN are configured to submit invoices via the SBN portal. If unsure, contact the Accounts Payable team.

3.1 Invoice and Credit Note Submission Guidelines

3.1.1 Email Submission Requirements

FORMAT REQUIREMENTS

- Invoices and credit notes must be submitted in clear, legible, and unaltered PDF format with no password protection; other file types will be auto rejected.
- Invoices and credit notes must reference the PO and credit notes must also reference the invoices it relates to.
- Invoices and credit notes should be submitted in black and white format.
- Invoice and credit note document pages should be of the same orientation, and high-resolution images must be excluded.
- Invoice and credit note email submissions must not exceed 7MB in total size.
- To ensure accurate processing, one (1) invoice or credit note per PDF file should be submitted.
- If supporting documents are required for service invoice approval or payment, they must be combined into a single PDF file with only one (1) invoice or credit note, placed as the **first page**.
- Supporting documents attached separately to the PDF invoice copy in an email will not be processed or reviewed.
- To support timely review and accurate processing, it is recommended that supporting documents be sent directly to the Fortescue Team member who requested the goods or services, separately from the invoice email.
- Invoices and credit notes must **not** be provided via hyperlinks for access or download; such submissions will be automatically rejected.

3.1.2 Format and Content Requirements

INVOICE AND CREDIT NOTE - FORMAT AND CONTENT REQUIREMENTS	Australian Supplier	International Supplier	SBN Enabled Supplier
Valid Purchase Order number must be quoted (PO must have sufficient funds available)	✓	✓	
Invoices should only be submitted upon completion of the services or delivery of goods	✓	✓	
Goods invoices must include **delivery details** consistent with those on the issued Purchase Order	✓	✓	
Must meet all local statutory requirements (e.g. ABN, VAT No., NIF No., Tax invoice compliance etc.)	✓	✓	✓
Must be addressed to the Fortescue entity that is listed on the Purchase Order.	✓	✓	
Must be issued from the supplier entity listed on the Fortescue Purchase Order	✓	✓	
Invoice or Credit Notes must only reflect what was specified in the Fortescue Purchase Order including: • Quantity (if applicable) • Unit of measure • Description of cost invoiced or clear description for credit • Pricing (unit and net amounts) • Tax amount • Total amounts (including Tax) • Other relevant details.	✓	✓	✓
If the supplier is not registered for GST, the invoice must not include or reflect any GST amount	✓		✓
Clearly outline the: • Subtotal (excluding tax) • Tax amount (if applicable) • Any other statutory charges • Total amount to be paid or credited (inclusive of all tax and statutory charges).	✓	✓	✓
For an invoice or credit note issued in a foreign currency where GST is charged by a Supplier with an ABN, the document must include: • Exchange rate used to calculate GST amount, or • Specify the standard daily Reserve Bank of Australia (RBA) exchange rate applicable on the invoice or credit note.	✓	✓	✓
For international invoices, banking details (Account number, Account name, SWIFT / BIC / ACH, IBAN and Bank name) must be clearly outlined on the invoice.		✓	
Invoices issued from Suppliers based in the USA and paying from a US Banking institution, must include: • ACH Routing Bank Information clearly outlined on the invoice • Standard international invoice payment details (as above).		✓	
Clearly state whether the document is a Tax Invoice, Invoice, Credit Note, Credit Memo or Adjustment.	✓	✓	
When submitting via SBN, credit notes cannot be issued for partial invoice amounts: • The original invoice must be fully credited • A new invoice should be raised for the adjusted quantities or value.			✓

3.2 Payment Terms

Payment Terms are outlined in the Purchase Order.

Supplier payment terms will apply from the date an invoice (new or re-submitted) is received by Fortescue as follows:

1. Email submission – Date invoice is received at invoices@fortescue.com.
2. SBN Enabled vendors (Ariba):
   - Goods invoices – Date invoice is submitted in the SBN portal
   - Service invoices – Date invoice is posted to the Fortescue ERP (occurs when the SES is approved).

If an Invoice is rejected and later resubmitted, payment terms will apply from the date the revised invoice is submitted, not the original submission date.

3.3 Invoice or Credit Note Rejections

Invoices or credit notes may be rejected by Fortescue due to but not limited to the following:

- Failure to meet Fortescue's Invoice and Credit Note Submission requirements (refer section 3.1).
- Failure to meet Fortescue's Proof of Delivery or Pickup requirements (refer section 2.3).
- SBN (Ariba) enabled supplier submitting invoices via email where this has not been approved by Fortescue.
- Duplicate supply of invoice or credit note.
- Discrepancies in the supply of goods or rendering of services.
- Failure to provide additional or sufficient proof of services or goods delivery as required by Fortescue.
- Ongoing disputes raised by Fortescue for supply of goods or rendering of services.

All invoices rejected will clearly state the reason and remediation action required.

4. MANAGING YOUR DETAILS

Suppliers must promptly notify Fortescue of any changes to their details. This ensures that all validation processes can be completed without delay.

Please contact vendor.info@fortescue.com to provide updated information.

4.1 Change of Supplier Details

Fortescue must be notified of the following change of information:

- Entity changes (company name, trading name, Tax Registration information)
- Change in entity trading with Fortescue
- Payment details (Bank details)
- Contact details (phone, email, address).

Failure to provide up-to-date information may result in:

- Invoices being rejected
- Delays in payment processing
- Delays in issuing Purchase orders
- Fortescue communications not being received.

4.2 Payment Details Update Requirements

Upon receiving a request to update bank details, Fortescue will validate the requested changes which may include using a trusted third-party verification service.

No supplier payments will be processed while bank details are being verified or updated.

To ensure timely payment, suppliers must promptly notify Fortescue of any changes to their banking details.

5. QUERIES AND SUPPORT

5.1 Query Guidelines

Contact Fortescue's P2P Team for any PO, Invoice, or payment-related query.
To help resolve supplier queries as efficiently as possible, please follow the guidelines below.

DO'S	DO NOT'S
Do utilise the SBN portal to review PO, delivery, Invoice and payment statuses before raising a query with the P2P team (SBN enabled suppliers).	Do not contact the P2P team for basic transaction status updates if SBN enabled supplier. Purchase order, invoice status, and related information can be viewed directly in the SBN portal.
Do include the following details in your email subject to ensure your query can be routed correctly and in a timely fashion: • Purchase Order number • Invoice number • Query type (e.g. "PO Confirmation Query" or "Invoice Status update required" etc.).	Do not request invoice or payment status updates prior to the listed PO Delivery date.
Do provide clear and specific details in your email query – Such as: • Clearly outline what your query or request is regarding • Include any relevant context that may assist the Fortescue team when addressing your query.	Do not request invoice status updates before the invoice due date has elapsed – these requests will not be actioned. Invoices will be paid according to agreed payment terms as outlined on the Purchase Order and above (refer section 3.2 - Payment Terms).
Do provide all necessary details in the email body to enable prompt handling of your query such as: • Supplier Name • Purchase Order line reference (if applicable) • Invoice number • Payment Details (if applicable) • Related supporting documents attached (including Proof of Delivery (POD) if applicable) • Best contact details for any reply or follow-up.	Do not email queries to the Invoices Mailbox (invoices@fortescue.com) as these will be rejected.
Do send queries only to the appropriate Fortescue shared mailbox or specific Fortescue contacts to ensure timely review and action of all queries.	Do not "CC" Fortescue P2P shared mailboxes or other team members — these emails are automatically filed and not actioned.

DO'S	DO NOT'S
Do follow up if the resolution to your query was unsatisfactory – If your issue hasn't been fully resolved, reply to the resolution email with a clear explanation of your expectations.	Do not send invoices to any P2P shared mailboxes– invoices sent to these addresses will not be processed. Refer to invoice submission instructions outlined in this guide (refer section 3-Invoicing).
Do submit bulk invoice queries or statement requests in Excel. For multiple invoice queries, please use an Excel file that includes: • Invoice Reference • PO Number • Invoice Date • Invoice Amount (ex. GST/VAT) • Invoice Amount (incl. GST/VAT) • Currency.	Do not send screenshots for queries for multiple Purchase Orders or Invoices as they cannot be used for processing or investigation.
Do submit all invoice statement reconciliation requests for multiple invoices in excel format.	Do not send through follow up queries related to goods invoices without attaching relevant Proof of Delivery (POD) information.
	Do not send payment escalation emails to AP_Supervisor@fortescue.com without first contacting the appropriate AP queries shared mailbox (refer section 5.3).
	Do not submit invoices or credit notes through SPEAR — these are not automatically routed to Accounts Payable for processing.
	Do not send follow up emails within five (5) business days of the original email.

5.2 Purchasing Contact Details

For support with a current Purchase Order, please contact the Purchasing Team using the email address provided below:

- **Purchase Orders received via SBN (Ariba):** refer email address displayed in the *Order Details* Section within the Purchase Order (available in the SBN portal)
- **Purchase Orders received via email:** refer email address displayed in the *Information* section on page 1 of the Purchase Order.

To support timely query resolution, please contact only the email address listed. Including other unrelated Purchasing Hub contact emails may delay query response times.

5.3 Accounts Payable Contact Details

Supplier accounts are allocated to a specific Accounts Payable (AP) team based on the first letter of the supplier's name or specific supplier groups. Supplier AP queries must be sent to the relevant AP shared mailbox as outlined in the table below.

Monthly statements, invoice, payment or general queries should be directed to the appropriate shared mailbox.

Suppliers enabled on SBN (Ariba) can monitor invoice and payment status in real time directly through the SBN portal. To obtain the most current information and prevent delays associated with email communication, Suppliers are encouraged to use SBN as their initial source for invoice and payment status details.

For more guidance on using the SBN platform, please visit the SBN | Fortescue Supplier Information Portal.

SUPPLIER TEAM ALLOCATION (SUPPLIER NAME LETTER RANGE)	AP EMAIL ADDRESS
H; R;T	AP01_accountspayable@fortescue.com
0-9; O; W	AP02_accountspayable@fortescue.com
I; J; M; X	AP03_accountspayable@fortescue.com
B; Y	AP04_accountspayable@fortescue.com
C; E; K; Q; Z; Government	AP05_accountspayable@fortescue.com
L; N; S	AP06_accountspayable@fortescue.com
A; D; P	AP07_accountspayable@fortescue.com
F; G; U; V; Estate Agents	AP09_accountspayable@fortescue.com
Downpayments - All Suppliers	AP10_accountspayable@fortescue.com
South American Suppliers	southamerica_ap@fortescue.com
Fortescue Belinga (Gabon) Suppliers	comptespayable@fortescue.com
Fortescue Energy Suppliers	energy_accounts payable@fortescue.com
Escalations	AP_Supervisor@fortescue.com

For additional information (including Fortescue's standards, policies, procedures and PO Terms and Conditions) please visit the Information for Suppliers | Fortescue Supplier Centre on the Fortescue website.

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