FULCRUM
Supplier Information
Pack
What is Fulcrum?

The Fulcrum team is a new Glencore initiative which will:

- Provide Procurement and Vendor services to Mount Isa Mines
- Provide Accounts Payable, Accounts Receivable and Cataloguing services to Mount Isa Mines, McArthur River Mine, Lady Loretta, Townsville (Port and Refinery) and Ernest Henry Mine

Why do you need this pack?

This pack has been put together to provide you with information regarding the changes which will take place as a result of the introduction of Fulcrum including process changes, contact information and go-live dates.
What areas does the Purchasing team cover?

- Direct Charge, and Recommended Order PO Creation
- Expediting Urgent Orders
- Invoice Mismatches
- Overdue Orders Follow-up
- After Hours Orders

**Direct Charge Requisitions**

**Before Fulcrum**

Request for quotations or general purchasing enquiries were sent from individual Purchasing Officers

**With Fulcrum**

Request for quotations will be sent via FulcrumRFQ@Accenture.com.
General purchasing enquiries will be sent via FulcrumProcurement@Accenture.com.

Please only reply to the emails and do not initiate any communication to the above email addresses.

POs sent to suppliers have the name, phone number and email address of the Purchasing Officer who sent the PO.

All POs sent to suppliers will have “Fulcrum Procurement” as the buyer ID, FulcrumHelpDesk@accenture.com as the email address and the Fulcrum Help Desk phone number 07 3220 8000.

**Invoice Mismatch**

Purchasing Officers communicate with Suppliers via email for invoice mismatch cases.

Relevant Suppliers will receive communication from a Fulcrum Buyer to resolve invoice mismatches.
What areas does the MM team cover?

- Cataloguing
- Material Code Creation
- Modifying Part Number, Description, Unit of Issue

What are the updated MM processes

Before Fulcrum

Material (Stock item) changes were made by contacting one of the Glencore Purchasing Officers.

With Fulcrum

All Master Data requests to be emailed to FulcrumMDsupport@accenture.com.
**Vendor Master**

**What areas does the VM team cover?**

- Raising and Modifying Suppliers

**What are the updated VM processes?**

**Before Fulcrum**

Vendor accreditation was completed by a Glencore Contractor Development Advisor

**With Fulcrum**

The Fulcrum VM team will facilitate all vendor accreditation requests which are made by Glencore End Users.

Vendor banking details, email address, and other updates were made by the Accounts team.

**Accounts Payable**

**What areas does the AP team cover?**

- Invoice Processing (Approval and Rejection) and Payments
- Foreign Currency Payments
- Urgent Payments

**What are the updated AP processes?**

**Before Fulcrum**

Suppliers email invoices to Concur and contact AP Officers directly for any queries.

**With Fulcrum**

- Suppliers will email standard invoices – one invoice per email - with a Purchase Order number through to Glencorecuzn_invoice@concur.com.
- Suppliers will send contract and non-order invoices to the applicable End User for processing.
- Send credit notes to FulcrumHelpDesk@accenture.com
Suppliers would contact individual AP Officers for invoice enquiries and updates.

Suppliers should email FulcrumHelpDesk@accenture.com or phone the Help Desk on 07 3220 8000 for invoice enquiries.
Fulcrum Help Desk will be available to address questions relating to purchasing, master data, accounts payable, accounts receivable and accreditation.

The Help Desk is based in Brisbane with a presence in Mount Isa and operates between 7am to 6pm AEST Monday to Friday.

**When should I contact the Help Desk?**

Contact the Help Desk to:
- Advise if an order will be late
- Advise if there is an error with the PO
- Check the status of an invoice payment
- Any other Procurement or Accounts related queries

**How do I contact the Help Desk?**

There are two ways to contact the Help Desk:

- Email your question or query to FulcrumHelpDesk@Accenture.com at any time of the day
- Phone 07 3220 8000 to speak to a Fulcrum representative from 7am - 6pm Monday to Friday
Fulcrum Mailbox Information Overview

Sending Emails

As a Supplier you may need to send emails to the following email addresses:

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Email Address/Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send your standard invoices (one invoice per email) with Purchase Order number for payment. Ensure that the Purchase Order number is included on your invoice.</td>
<td><a href="mailto:Glencorecuzn_invoice@concursolutions.com">Glencorecuzn_invoice@concursolutions.com</a></td>
</tr>
<tr>
<td>Send your Contract, Foreign Currency and Non-order invoices (invoices which do not have a PO number or a contract number) for processing.</td>
<td>To applicable End User</td>
</tr>
<tr>
<td>Use this email address to update your supplier details (banking information, contact details, etc.) with the Fulcrum team.</td>
<td><a href="mailto:FulcrumMDSupport@accenture.com">FulcrumMDSupport@accenture.com</a></td>
</tr>
<tr>
<td>For all your questions or queries regarding any procurement, accounts and master data activity including status requests, change requests, etc.</td>
<td><a href="mailto:FulcrumHelpDesk@accenture.com">FulcrumHelpDesk@accenture.com</a></td>
</tr>
</tbody>
</table>

DO NOT

Please do not send your statements to the Fulcrum team. Instead, send a copy of your outstanding invoices to FulcrumHelpDesk@accenture.com for actioning.

Receiving Emails

You may also receive correspondence from the below email addresses. Please reply to those emails without changing the subject line. Please do not initiate any communication to those email addresses.

<table>
<thead>
<tr>
<th>Purpose: Purchasing</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>To send a request for quote to the vendor.</td>
<td><a href="mailto:FulcrumRFQ@accenture.com">FulcrumRFQ@accenture.com</a></td>
</tr>
<tr>
<td>To ask for clarifications regarding a goods or service</td>
<td><a href="mailto:FulcrumProcurement@accenture.com">FulcrumProcurement@accenture.com</a></td>
</tr>
</tbody>
</table>

Escalations

If your concern is not being addressed appropriately please follow the below escalation model:

First Level of Escalation

Call the Help Desk at 07 3220 8000

Second Level of Escalation

Contact your Fulcrum Mt Isa team members:

Yvonne Luhrs (Procurement): 07 4744 3199
Sheila Taylor (Accounts): 07 4744 5823
**Supplier Quotation Process**

1. **End User Requires new Tyres for Dumper Truck**
   - End User needs to buy a new set of tyres for a dumper truck

2. **End User Raises a Purchase Requisition**

3. **Fulcrum Send Request for Quote to Vendors**
   - Vendors receive communication from [FulcrumRFQ@accenture.com](mailto:FulcrumRFQ@accenture.com)

4. **Vendors Respond with Quotation for goods/services**
   - Vendors must reply with their quote or request for further information without changing the subject line to [FulcrumRFQ@accenture.com](mailto:FulcrumRFQ@accenture.com)

5. **Fulcrum will Present Quotes to End User**
   - End user will make a final decision on which vendor and quotation to select.

6. **Once Vendors is Selected, PO is Created**
   - Based on the End User’s choice, Fulcrum will create the Purchase Order and send it to the chosen vendor.

7. **PO is Sent to Selected Vendor**
   - PO is sent to supplier
   - Supplier to check the following:
     - Price
     - Quantity
     - Unit of Measure
     - Delivery details

8. **Supplier Delivers Goods/Services**

---

**Key Takeaways**

- The quotation process is entirely managed via Fulcrum through [FulcrumRFQ@accenture.com](mailto:FulcrumRFQ@accenture.com)
- Suppliers should not be sending quotations directly through to End Users unless asked by the End User for a quote.
**Supplier Invoicing Process (Purchase Order Invoices)**

1. **Supplier Delivers Goods/Services**
   - Supplier should hand in or send goods Proof of Delivery (POD) notice to IDC on delivery of the goods.

2. **Supplier Sends Invoice to glencorecuzn_invoice@concursolutions.com**
   - Supplier Invoice is received in Concur

3. **Fulcrum Officer Verifies Invoice**
   - Invoices must provide all of the following:
     - Tax Invoice (clearly marked on document)
     - ABN
     - Invoice Number
     - Purchase Order Number
     - Total Value
     - GST Value
     - Supplier Name
     - Invoice Date
     - Payment Date
   - If the invoice is not compliant, the supplier will receive a Rejection note

4. **Invoice is Compliant**
   - If the invoice is compliant, it is checked and then loaded into the system
   - Information is checked to confirm quantity and price

5. **3-way Match on Data Performed**
   - Our systems perform 3-way matching on the:
     - Price
     - Quantity of goods or services provided

6. **Approval Obtained (Services Only)**
   - Payment Made to Supplier

**Key Takeaways**
- All Purchase Order invoices must be sent to glencorecuzn_invoice@concursolutions.com (one invoice per email)
**Supplier Invoicing Process (Non-Order and Contract Invoices)**

1. **START**
   - Supplier Provides Goods/Service

2. **Supplier Sends Invoice Directly to End User**
   - Invoices must contain all of the following:
     - Tax Invoice (clearly marked on document)
     - ABN
     - Invoice Number
     - Purchase Order Number
     - Total Value
     - GST Value
     - Supplier Name
     - Invoice Date
     - Payment Date
   - Suppliers should communicate directly with the End User for contact information and addresses

3. **End User Sends Invoice to Accounts Payable with relevant approval and Costing for Non Order**

4. **Fulcrum Officer Verifies and Loads Invoice**

5. **End User is Notified Invoice has been Processed**

6. **Payment is Made to Supplier**

---

**Key Takeaways**
- If you are submitting an invoice without a PO attached, you must submit the invoice directly to the End User.
- Processes for Ernest Henry Mine vary; please see ** on the bottom of page.

---

**Required Invoicing Information:**
- Tax Invoice (clearly marked on document)
- ABN
- Invoice Number
- Purchase Order Number
- Total Value
- GST Value
- Supplier Name
- Invoice Date

---

**For contract invoices carried from the Ernest Henry Mine (EHM), contract invoices are loaded by EHM representatives and approved in Ellipse by Fulcrum.**
**Invoice Rejection & Mismatch Process**

**Key Takeaways**
- If an invoice mismatch is detected the supplier will be contacted by a Fulcrum buyer.
- If an invoice has been rejected suppliers will receive email notification.

- Once invoice has been corrected, please resubmit your invoice to Fulcorecuzn_invoice@concursolutions.com

**Reasons for Rejections Include:**
- PO Completed or Cancelled
- Invoice Illegible
- Missing Information on invoice
- Invoice is Not Required to be Sent to Glencore
- Purchase without Invoice Agreement is in Place

---

**Required Invoicing Information:**
- Tax Invoice (clearly marked on document)
- ABN
- Invoice Number
- Purchase Order Number
- Total Value
- GST Value
- Supplier Name
- Invoice Date

---

**Supplier Sends Invoice to**
Fulcorecuzn_invoice@concursolutions.com

Invoices are checked against the following rejection criteria:
- PO invalid
- Invoice is illegible
- Required information is not provided*
- Invoice is not required
- Purchase Without Invoice arrangement is in place

---

**Key Takeaways**

- If an invoice mismatch is detected the supplier will be contacted by a Fulcrum buyer.
- If an Invoice has been rejected suppliers will receive email notification.

- Once invoice has been corrected, please resubmit your invoice to Fulcorecuzn_invoice@concursolutions.com
Supplier Information Update Process

START
1. Supplier would like to Update Critical Information

2. Supplier must email Fulcrum MD Support
   - FulcrumMDSupport@Accenture.com

3. Fulcrum Officer will Respond
   - Fulcrum Officer will respond within 24-48 Hours of the request

4. Updates are made Successfully

Key Takeaways
- If a supplier wants to make any updates to their supplier profile they should contact
  FulcrumMDSupport@Accenture.com
Supplier Help Desk Request Process

1. Supplier has a Question or Query on:
   - Procurement
   - Accounts
   - Master Data

2. Supplier email or call Fulcrum Help Desk:
   - Fulcrumhelpdesk@Accenture.com
   - Or on 07 3220 8000

3. Fulcrum Officer will Contact/Respond to Request
   - Fulcrum Officer will respond within 24 Hours of the request

4. Response is Provided to Supplier
   - Once a help request has been opened Fulcrum officers will work to close out the query ASAP

Key Takeaways
- All enquiries in relation to procurement, accounts and master data should be sent to Fulcrumhelpdesk@Accenture.com
**Goods Receipt Notice (GRN) Process**

**Supplier Delivers Goods**

1. **Suppliers Organises Goods Delivery**
   - Deliver Goods to Warehouse
   - Store Person Unloads Goods From Supplier Vehicle

2. **Goods are Checked Against the GRN**
   - GRN is accepted by Warehouse

3. **Goods are Entered into and Received in Glencore System**

**Key Takeaways**

- In Scenario 1.1 the Supplier must provide the POD on delivery.
- In Scenarios 1.2 and 2 the Supplier is required to email the POD through to the correct operation email address.

**Proof of Delivery Notices for Scenario 1.2 must be emailed to the appropriate warehouse. This does not include Ernest Henry Mine – Macarthur River Mine – Townsville Port – Townsville Refinery**

<table>
<thead>
<tr>
<th>Mine Operation</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mt Isa Copper (MIC)</td>
<td><a href="mailto:lddcontrolroom@glencore.com.au">lddcontrolroom@glencore.com.au</a></td>
</tr>
<tr>
<td>Lead Smelter (PBS)</td>
<td><a href="mailto:lddcontrolroom@glencore.com.au">lddcontrolroom@glencore.com.au</a></td>
</tr>
<tr>
<td>Metallurgica (MET)</td>
<td><a href="mailto:lddcontrolroom@glencore.com.au">lddcontrolroom@glencore.com.au</a></td>
</tr>
<tr>
<td>Copper Corporation (CTH)</td>
<td><a href="mailto:lddcontrolroom@glencore.com.au">lddcontrolroom@glencore.com.au</a></td>
</tr>
<tr>
<td>Mining Exploration (MEX)</td>
<td><a href="mailto:lddcontrolroom@glencore.com.au">lddcontrolroom@glencore.com.au</a></td>
</tr>
<tr>
<td>George Fisher (ZLO)</td>
<td><a href="mailto:Brendan.Young@glencore.com.au">Brendan.Young@glencore.com.au</a></td>
</tr>
<tr>
<td>Bowen Coke (BCP)</td>
<td><a href="mailto:Kylie.Power@glencore.com.au">Kylie.Power@glencore.com.au</a>, <a href="mailto:Kim.Beaasley@glencore.com.au">Kim.Beaasley@glencore.com.au</a></td>
</tr>
<tr>
<td>Lady Loretta (ZLL)</td>
<td><a href="mailto:limcom@glencore.com.au">limcom@glencore.com.au</a></td>
</tr>
</tbody>
</table>
Goods Collection Notice (GCN) Process
End User Picks up Goods

2.1 End User Picks up Goods from Supplier
2.2 Glencore End User Checks Details of GCN at Supplier Premises
2.3 Supplier Emails GCN to relevant Warehouse
2.4 Goods are Entered into and Received in Glencore System

Key Takeaways
- In Scenario 1.1 the Supplier must provide the POD on delivery
- In Scenarios 1.2 and 2 the Supplier is required to email the POD through to the correct operation email address

*Proof of Delivery Notices for Scenario 2 must be emailed to the appropriate warehouse. This does not include Ernest Henry Mine – Macarthur River Mine – Townsville Port - Townsville Refinery

<table>
<thead>
<tr>
<th>Mine Operation</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mt Isa Copper (MIC)</td>
<td><a href="mailto:ldccontrolroom@glencore.com.au">ldccontrolroom@glencore.com.au</a></td>
</tr>
<tr>
<td>Lead Smelter (PBS)</td>
<td><a href="mailto:ldccontrolroom@glencore.com.au">ldccontrolroom@glencore.com.au</a></td>
</tr>
<tr>
<td>Metallurgical (MET)</td>
<td><a href="mailto:ldccontrolroom@glencore.com.au">ldccontrolroom@glencore.com.au</a></td>
</tr>
<tr>
<td>Copper Corporation (CTH)</td>
<td><a href="mailto:ldccontrolroom@glencore.com.au">ldccontrolroom@glencore.com.au</a></td>
</tr>
<tr>
<td>Mining Exploration (MEX)</td>
<td><a href="mailto:ldccontrolroom@glencore.com.au">ldccontrolroom@glencore.com.au</a></td>
</tr>
<tr>
<td>George Fisher (ZLO)</td>
<td><a href="mailto:Brendan.Young@glencore.com.au">Brendan.Young@glencore.com.au</a></td>
</tr>
<tr>
<td>Bowen Coke (BCP)</td>
<td><a href="mailto:Kylie.Power@glencore.com.au">Kylie.Power@glencore.com.au</a> <a href="mailto:Kim.Breasley@glencore.com.au">Kim.Breasley@glencore.com.au</a></td>
</tr>
<tr>
<td>Lady Loretta (ZLL)</td>
<td><a href="mailto:lilmcom@glencore.com.au">lilmcom@glencore.com.au</a></td>
</tr>
</tbody>
</table>
Requesting a Payment Due Report (PDR) Process

1. Supplier would like to Request a Payment Due Report

2. Supplier Must Send Request to: FulcrumHelpDesk@Accenture.com
   - Request email 'Subject' must be – ‘Request Payment Due Report with your supplier number included’.

3. Report will be compiled in Excel by a Fulcrum Officer

4. Fulcrum Officer Responds to Request via Email with Report Attached.

Please request the report on an as needs basis.

Email Example:

To: FulcrumHelpDesk
Cc: 
Subject: Request Payment Due Report - "SUPPLIER NUMBER"