



Arrow Energy – Purchase Order (PO) Guide for Vendors

Use this guide to confirm, deliver, and invoice correctly against Arrow Energy purchase orders.

Process Overview

Step 1 — Receive PO

PO received by email (PDF attached). Review before starting work or shipping.

Step 2 — Review & Confirm

Check scope, dates, pricing/limits, delivery location, and payment terms; confirm via the Order Confirmation link embedded in the PDF copy of your PO.

Step 3 — Resolve Queries

If anything is incorrect, contact the requestor shown on the PO and pause until resolved.

Step 4 — Deliver / Perform Work

Deliver Materials or Perform Services exactly to the PO. Shipping documents or Invoice documents must indicate the Arrow SAP material number where possible. All shipments into Arrow must comply with our [Freight Preparation Guideline](#)

Step 5 — Send Supporting Docs (if required)

If the delivery address is not 28 Healy Street Dalby QLD 4055, Please email the delivery docket to inventory@eraenergy.com.au

Step 6 — Submit Invoice

Email invoice (PDF) to invoicing@arrowenergy.com.au, quoting the PO number and matching PO line items and limits.

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Step Details

1) Receive PO

Arrow Energy issues POs via email, with the PO attached as a PDF.

2) Review & Confirm

Suppliers must review the PO in full before commencing any work or delivery, then confirm acceptance using the Order Confirmation link provided in the PDF copy of your PO.

Step 2 checklist (confirm these on the PO)

- ☒ Delivery dates
- ☒ Items or services listed (scope, quantities, descriptions)
- ☒ Pricing and PO limits
- ☒ Delivery location
- ☒ Payment terms

3) Queries or Discrepancies

If you have any questions or discrepancies:

- Contact the Arrow Energy requestor listed in the top-right corner of the PO
- Do not proceed with work or delivery until the matter is resolved

4) Service Purchase Orders (Service POs)

For Service POs, complete the services as specified on the PO, then invoice in line with contract terms (or the PO where no contract exists).

5) Material Purchase Orders (Material POs)

For Material POs, suppliers must comply with the requirements below.

5.1 Delivery date confirmation

- Confirm that delivery dates can be met
- If delivery dates cannot be met, select “Send New Order Confirmation” from the PO and update the delivery dates accordingly

5.2 Material labelling

- All materials must be labelled with the applicable Arrow Energy SAP material code
- SAP material codes are shown on the PO:
- Under the Item section, and
- In the Material Header

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5.3 Delivery locations (non-stores deliveries)

- If delivery is to a location other than the stores address stated on the PO (e.g. direct delivery to a rig or site):
 - Email a copy of the delivery docket to inventory@eraenergy.com.au

5.4 Dangerous goods requirements

- The consignor is responsible for completing all dangerous goods documentation
- The manufacturer and importer are responsible for correct dangerous goods labelling

All dangerous goods must be correctly identified with:

- Proper shipping name
- Dangerous goods class
- Subsidiary risk (if applicable)
- Packing group (if applicable)
- UN number
- Hazchem code

All labelling and documentation must comply with applicable codes and regulations.

⚠ Failure to comply may result in suspension of your company's trading account with Arrow Energy.

5.5 Freight preparation and transport

- For freight preparation and packaging requirements, refer to Arrow's Freight Preparation and Packaging Guideline [Freight Preparation Guideline](#)
- For requesting transport [link here](#)

6) Submit Invoice

Invoices must be submitted as follows:

- Email to invoicing@arrowenergy.com.au
- Invoice must be attached as a PDF document

To ensure timely approval and payment, invoices must meet all of the following requirements:

Invoice Requirements

- ☒ The PO number must be clearly stated on the invoice
 - Arrow Energy operates a No PO, No Payment policy
- ☒ Invoice lines must match the PO line items
- ☒ Invoice amounts must not exceed the PO limit, at both:
 - Line-item level, and

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- Total PO value
- ☒ Payment terms on the invoice must match the PO
- ☒ Payment terms commence from receipt of the invoice into Arrow's system

GST requirements (Australia)

For vendors registered for GST in Australia:

- The invoice must be a Valid Tax Invoice in accordance with ATO guidelines
- [Insert link to ATO Valid Tax Invoice Guidelines]

Bank detail changes

- Arrow Energy validates bank details prior to payment

If bank details have changed:

- A change request must be submitted in Ariba Business Network "Self-Serve Portal" before payment can be made to the new account
- This is a mandatory security requirement

Freight charges

- Remove any freight charges from invoices unless explicitly agreed in PO header or valid contract
- **Suppliers are required to use Arrow Energy's nominated freight providers**
- Refer to the Arrow Transport Guidelines for further details

7. Support and Contact Details

- PO or delivery queries: Contact the requestor listed on the PO
- Delivery dockets (non-stores deliveries): inventory@eraenergy.com.au
- Invoice submissions and payment queries: invoicing@arrowenergy.com.au