SAP Business Network

Supplier Onboarding Package

February 2025

Index

What is SAP Business Network?

SAP Business Network is a cloud-based digital platform that connects ExxonMobil and suppliers, enabling seamless procurement, invoicing, and collaboration. It drives collaboration around key transaction documents such as POs, change orders, order confirmations, ASNs, invoices, and more.

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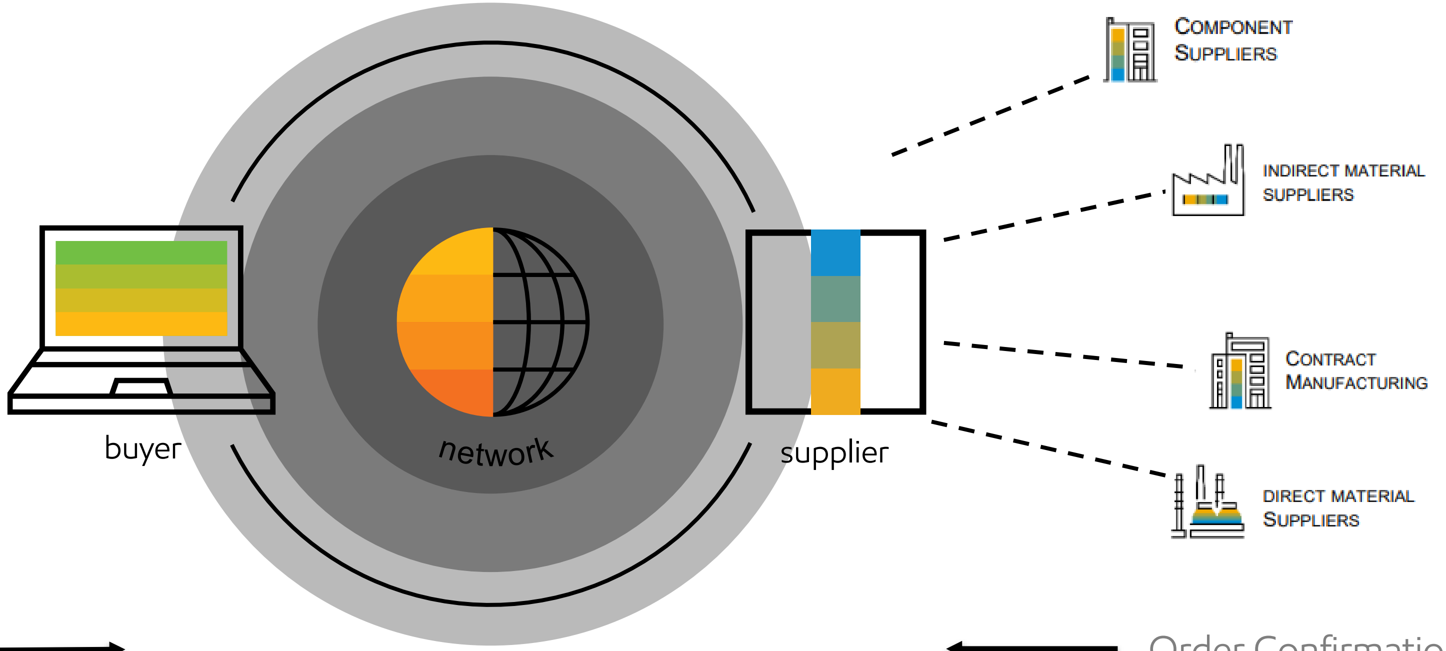

Purchase Orders →
SES approval →
Goods Receipt →
Payment →

← Order Confirmation
← Service Entry Sheet
← Advanced Ship Notice
← Invoice

Why SAP Business Network?

Collaborate immediately with all trading partners

Turn paper into efficient electronic transactions

Catch errors and correct them, before they even happen

Track invoice and payment status online in real-time and accelerate receivables

Features of the Enterprise Account

- **Access:** Online Dashboard/Workbench
- **Document Management:** Supports all document types with status updates
- **Legal Archive:** Long-term invoice archiving for global compliance and mass download capability
- **Support:** Available via phone, chat, or email, with access to experts and technical support
- **Electronic Catalogs:** Available with assistance
- **Integration and Reporting:** Both are supported
- **Account Management:** Supports multiple customer relationships and multiple users per account
- **Mobile Access:** Includes access to a mobile app and Ariba Discovery

ExxonMobil Registration Invitation Email

Accepting the Trading Relationship Request (TRR)

What is the Trading Relationship Request (TRR)?

The TRR is an electronic agreement that connects us on SAP Business Network. It comes in the form of email from SAP at "*SAPBN@exxonmobil.com*" and must be accepted electronically.

Once you receive the email, click on the link to proceed. This will take you to SAP Business Network sign in page.

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Connect with ExxonMobil Global Services Co. to collaborate on SAP Business Network!

To John Doe at Acme Supplier,

We are pleased to invite you to transact with us via the SAP Business Network. Please click the link below to establish a Trading Relationship with our company.

Click Get started to connect.

Get started

About this invitation

From:
ExxonMobil Global Services Co.
22777 Springwoods Village Parkway
Spring, TX 77389
United States
@exxonmobil.com

To:
John Doe
Acme Supplier
123 Main Street, rm 202,
San Francisco, CA 94307
United States
+1 6506906996
john.doe@acme.com

Learn more:

- Visit the Supplier Information Portal for instructions provided by ExxonMobil Global Services Co..
- About SAP Business Network

Accepting the Trading Relationship Request (TRR)

Two options to accept

When accepting the TRR there are two options for suppliers. Please note that you may be prompted to review potential existing accounts.

1. **New User –** select Register Now to create a new SAP Business Network Account.
2. **Existing User –** Log in using your current SAP username and password to accept the TRR under an existing SAP Business Network account.

<u>Reasons to create a new account</u>:

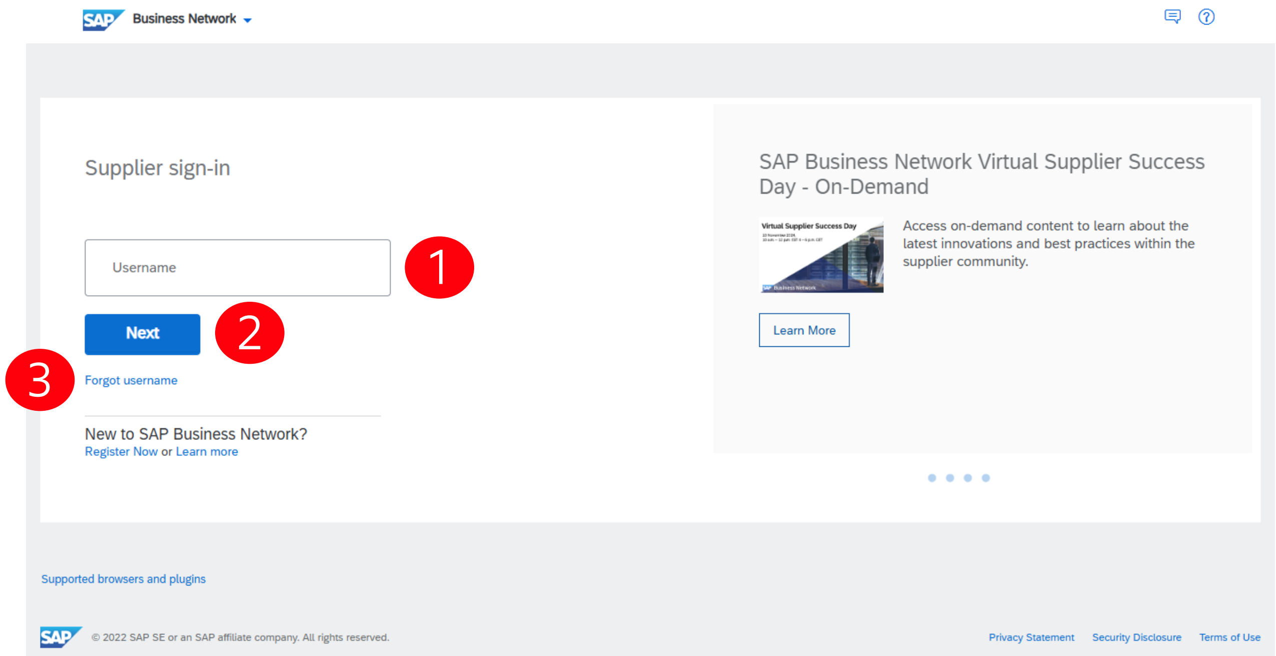
- You do not already have an existing SAP business network account
- You have an existing network account but prefer to separate the transactions (manage multiple accounts)

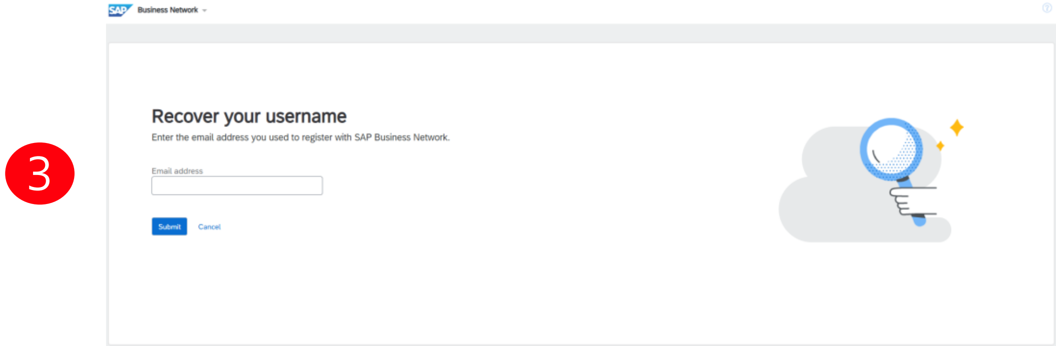
If selecting to accept the TRR with an existing account, you will be connected with ExxonMobil and use your profile as normal. In case you select to create a new account, you will be prompted to enter all of your information into SAP Business Network. Once you have filled out the required information your connected account will be created.

SAP Business Network Access and Navigation

Access and Navigation

Accessing SAP Business Network





To Login:

1 Enter your **Username**

2 Click on **Next**

If you have forgotten your Username or password, click on **Forgot Username or Password**

3 **Forgot Username or Password**

1) Enter your **email OR username**
2) Click **Submit**
3) An email from Ariba Commerce Cloud will be sent to the registered email address

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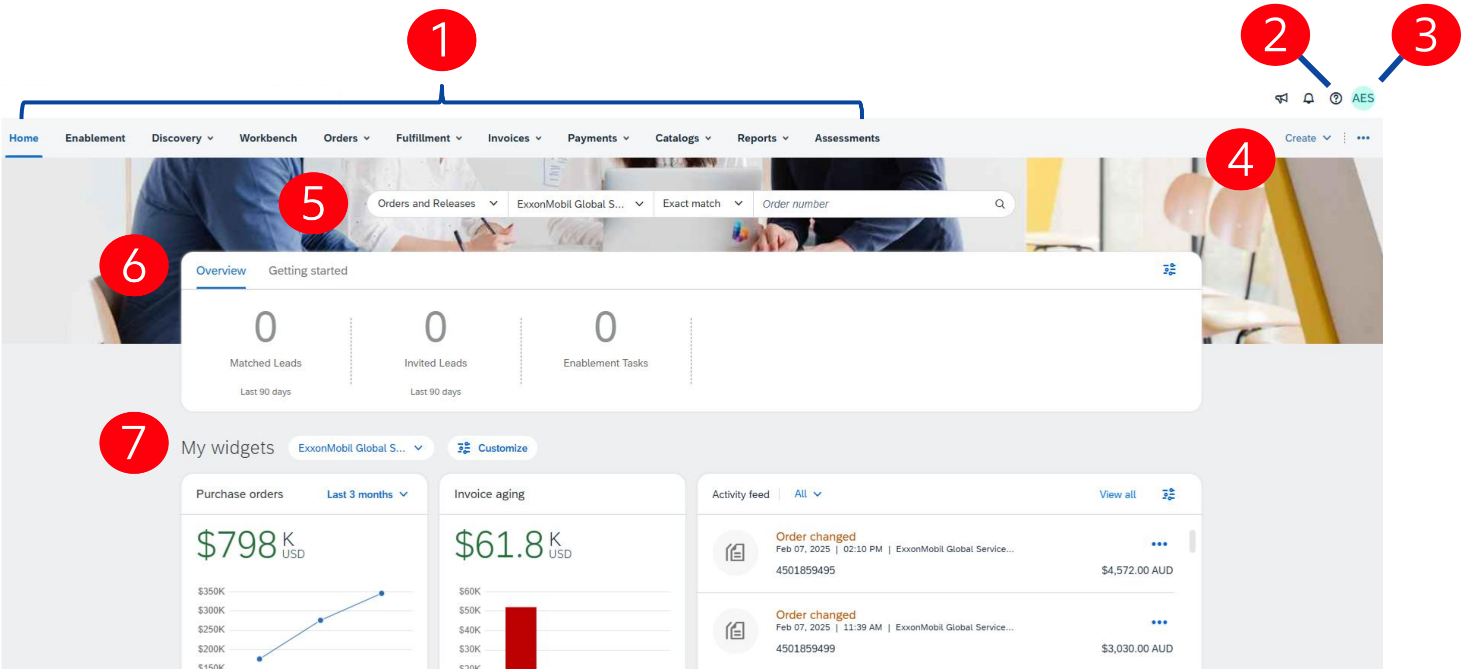
Access and Navigation

SAP Business Network Navigation and Homepage



1 **Header**
Includes tabs to quickly access the resources needed.

2 **Help**
Access to Help

3 **Username Initials**
Access to Settings, Company Profile, My account

4 **Create**
A drop down that provides short cuts to processes

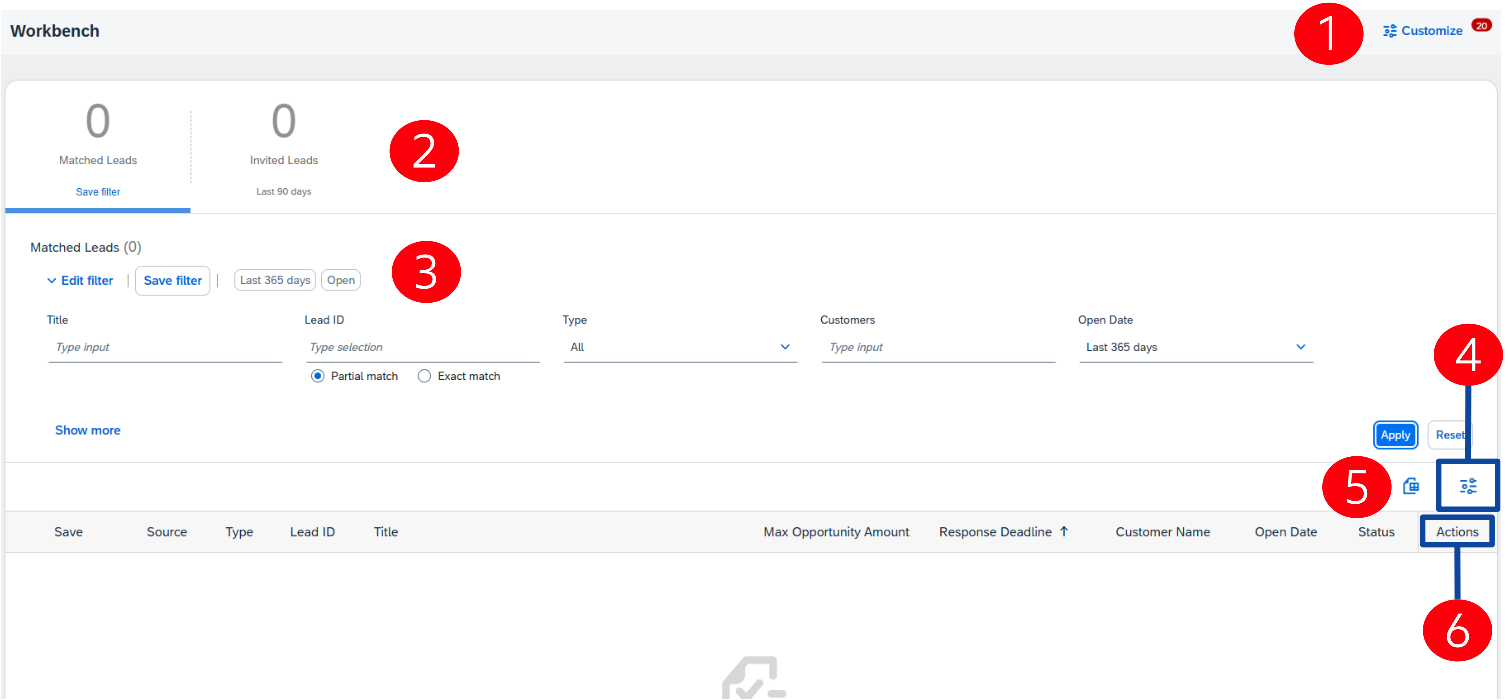
5 **Quick search options**
Allows searching for selected parameters from the Seller Dashboard/ Home page

6 **Overview Bar**
Helps to focus on important tasks related to orders and Invoices

7 **My Widgets**
Allows users to change the identify what widget they want to see on the Seller Dashboard /Home page

Access and Navigation

Workbench



Provides customizable, filtered views of information.

1 **Customize**
Allows users display the tiles based on their requirements

2 **Tiles**
Allows users to display the information required

3 **Active Filters**
Indicate the active filters for the tile displayed and the filters attached

4 **Settings**
Users can change the settings based on their requirements

5 **Export**
Allows users to export a specific tiles information to an Excel spreadsheet

6 **Actions**
Allows users to perform actions without opening the document first

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Company Profile Configuration

Company Profile Configuration

Administration – User Creation and Maintenance

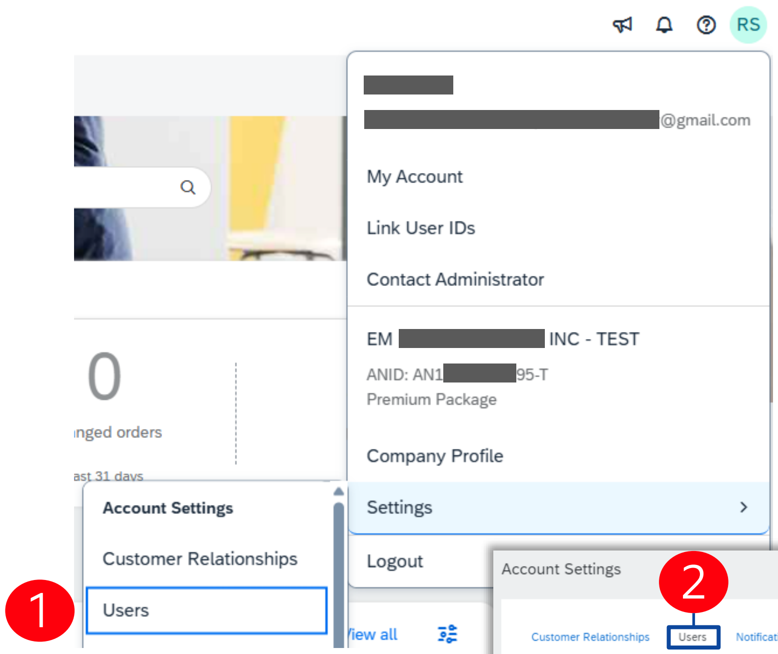
A Role must be available or created before adding a user, many users can be associated with a particular role. Roles can be named using your businesses terminology and permissions can be added or removed when required

1. You are the System Administrator and need to provide a sub-user access to the SAP Business Network
2. Create or confirm that a role already exists

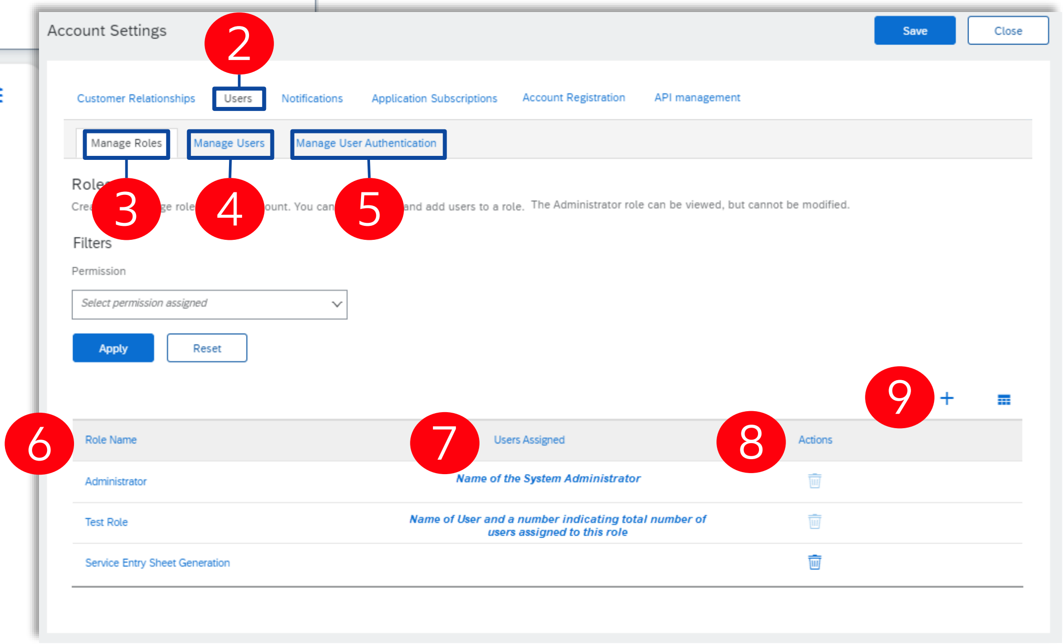
   If there is not a role or an appropriate role, then create a role
3. Assign the correct permissions
4. Create a User
5. Assign a Role
6. Assign Specific Customers (if required)

Company Profile Configuration

Administration – User Creation and Maintenance



**The Users tab/selection is only available to the System Administrator.*



1. Click on your initials icon on the top right corner > Click on Settings > And then click in Users.
2. **Users**
   The tab accessed by the System Administrator to create, update and maintain users
3. **Manage Roles**
   Roles must be created prior to creating users, roles are created based on the functions/roles within the supplier organisation
4. **Manage Users**
   Add, delete, update and maintain both users and specific permissions of users
5. **Manage User Authentication**
   Increase system security
6. **Role Name**
   Name of the function/role added by the System Administrator
7. **Users Assigned**
   Indicates the number of users assigned to the Role
8. **Actions**
   The actions allowed, the System Administrator role cannot be deleted, there is only 1 System Administrator at any one time
9. Used to Add Roles

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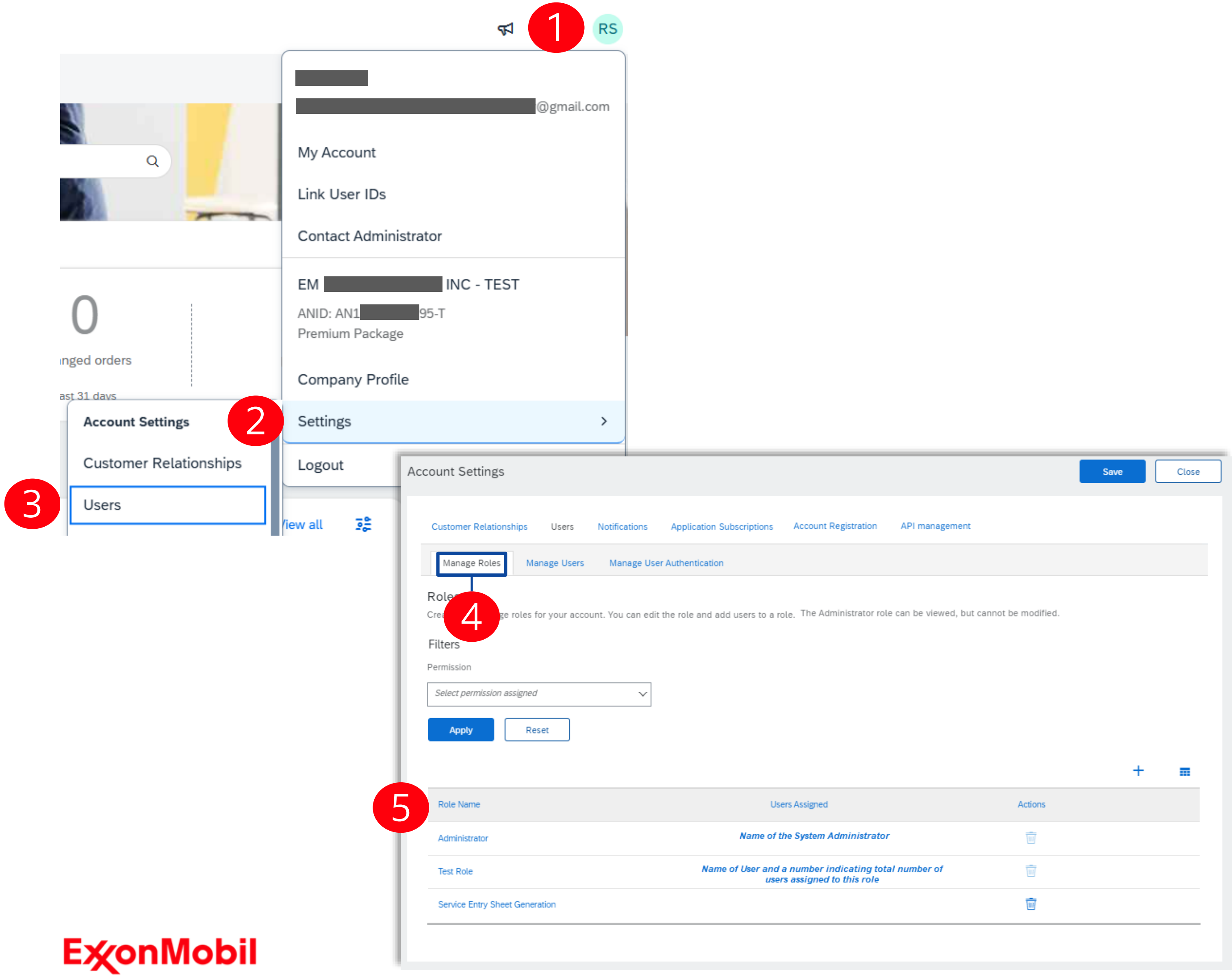
Company Profile Configuration

Administration – Role Creation and Maintenance



Only the System Administrator can manage roles, add users and control permissions. Even selecting all available permissions will not provide access to the Users section of the SAP Business Network.

Roles should reflect the job roles within your organization, particularly those that need to interact with the SAP Business Network.

Roles are then assigned permissions so that sub-users are able to access the network and perform the tasks required.

1. Sign in to the SAP Business Network, click on your initials
2. Select Settings
3. Select Users
4. Confirm you are on the Manage Roles tab
5. Locate Role Names and determine whether you need to add, edit or update permissions on an existing role

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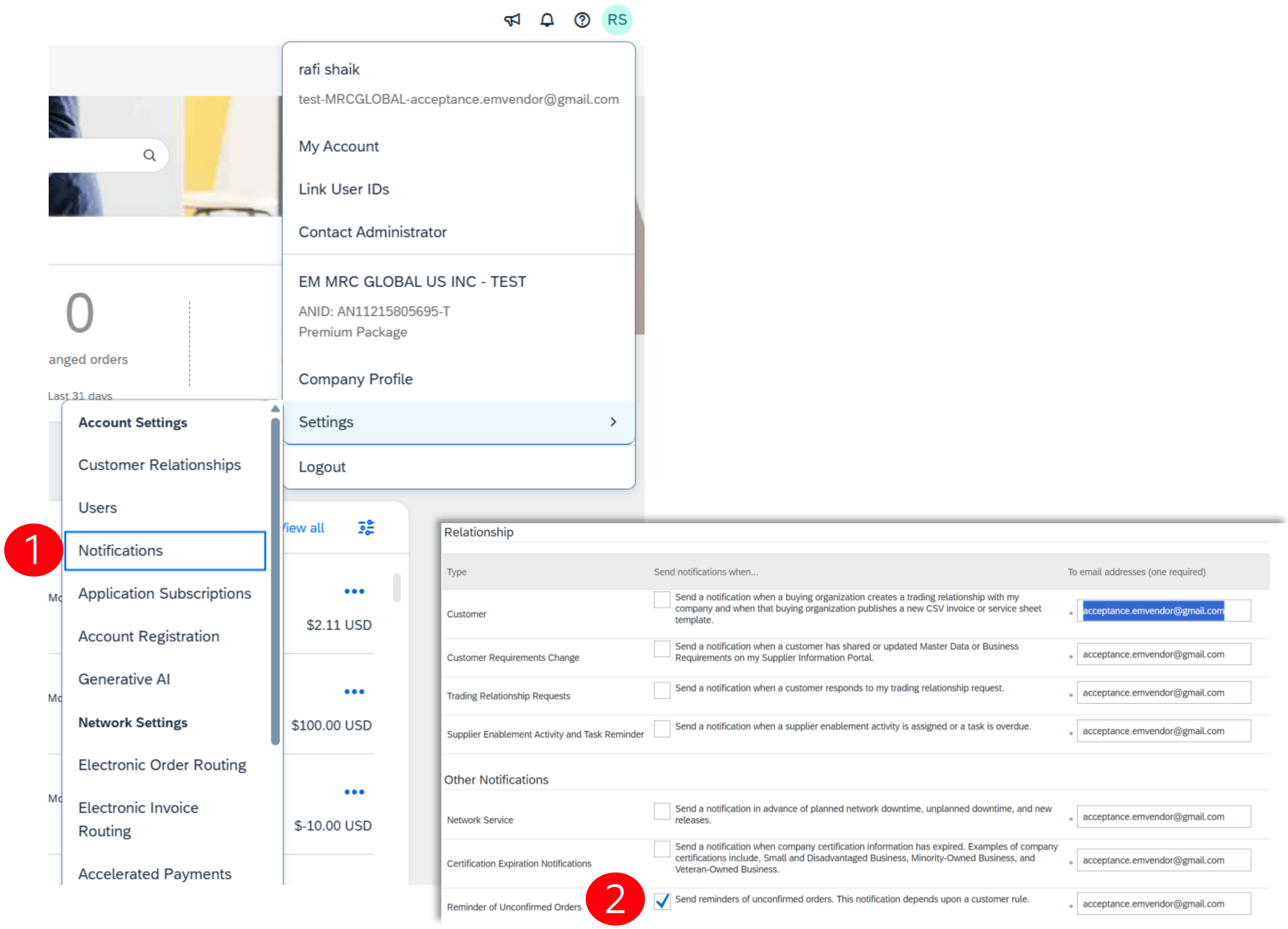
Company Profile Configuration

Create Email Notification



In SAP Business Network all emails are sent to the administrator unless this is changed.

1. On the Homepage, click on Settings and go to Notifications

2. Tick the box. You can type in up to 3 other email addresses and this will ensure they are also sent a copy of all new notifications. Then hit save.

Complete email address for each of the following Notifications (in Network):

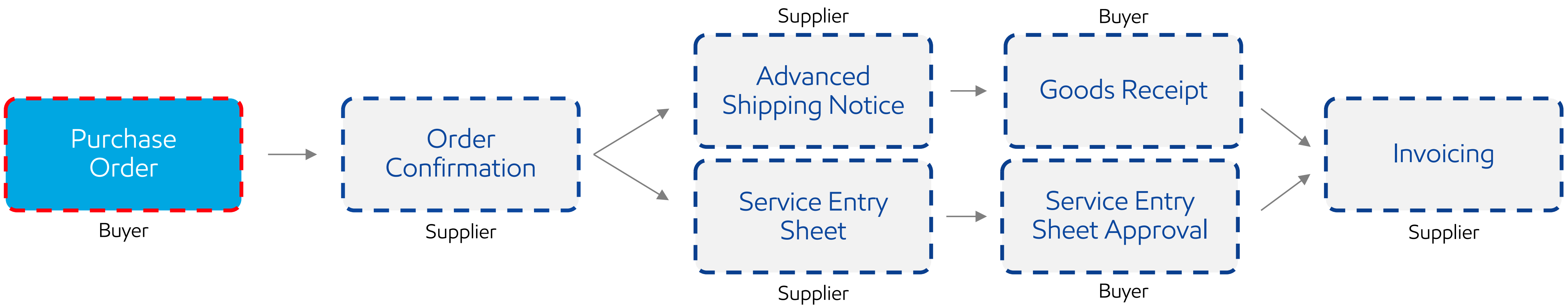
Service Sheet
Service Sheet Failure & Service Sheet Status Change

Electronic Invoice Routing
Invoice Failure, Invoice Status Change & Invoice Created Automatically

Ship Notice
Ship Notice Failure, Ship Notice Declined & Ship Notice Accepted with Changes

Settlement
Payment Remittance & Payment Remittance Status Updates

Purchase Order Collaboration



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Purchase Order Collaboration

Introduction

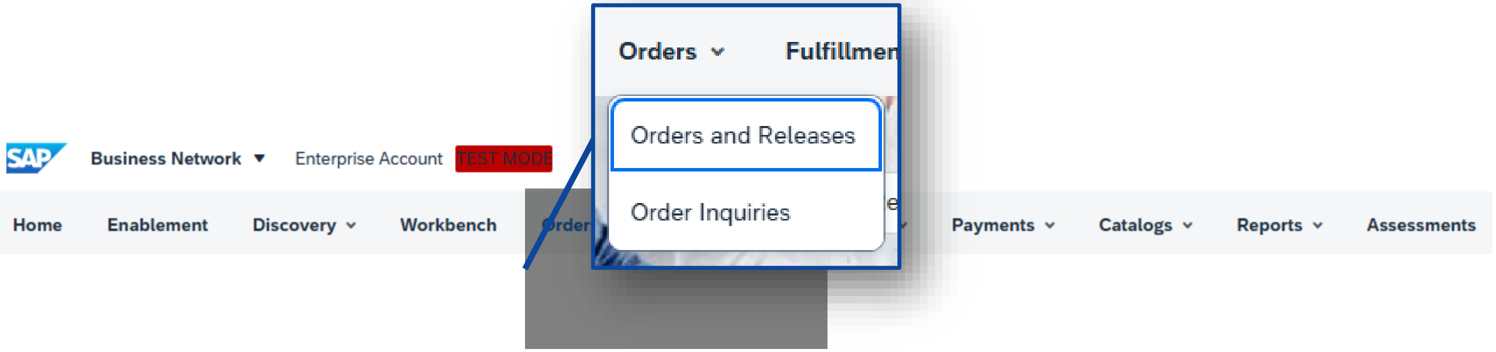
A Purchase Order (PO) is a commercial document issued by ExxonMobil, indicating the types, quantities, and agreed-upon prices for products or services that you will provide to them.

Types of POs:

- Materials and Goods: For physical items.
- Services: For tasks or activities performed.

The subsequent responses depend on the PO type and the requirements of ExxonMobil. A single PO can contain lines of multiple types (e.g., one line for goods and one for services).

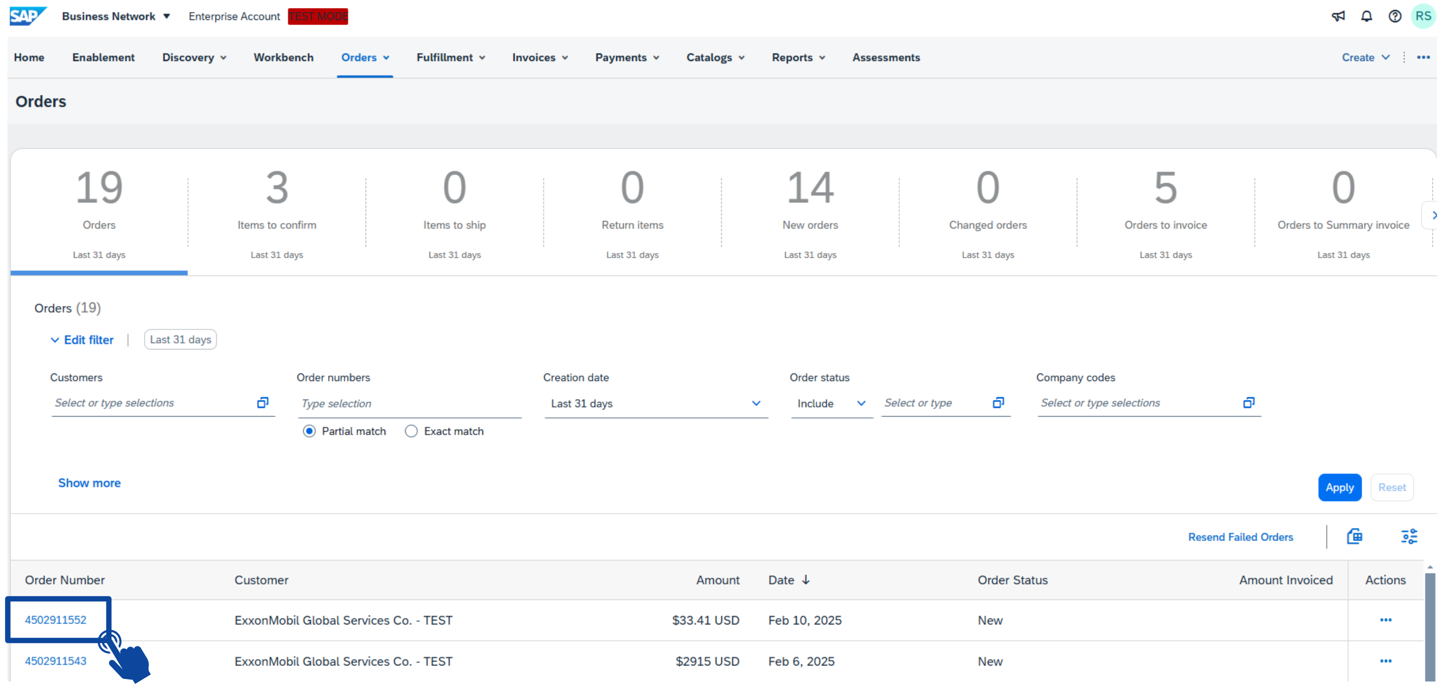
Navigate to the Orders tab to access and manage your purchase orders.



Purchase Order Collaboration

Select a Purchase Order

1



1 To open the PO and view its information, click on the order number in the PO list at the bottom of the page.

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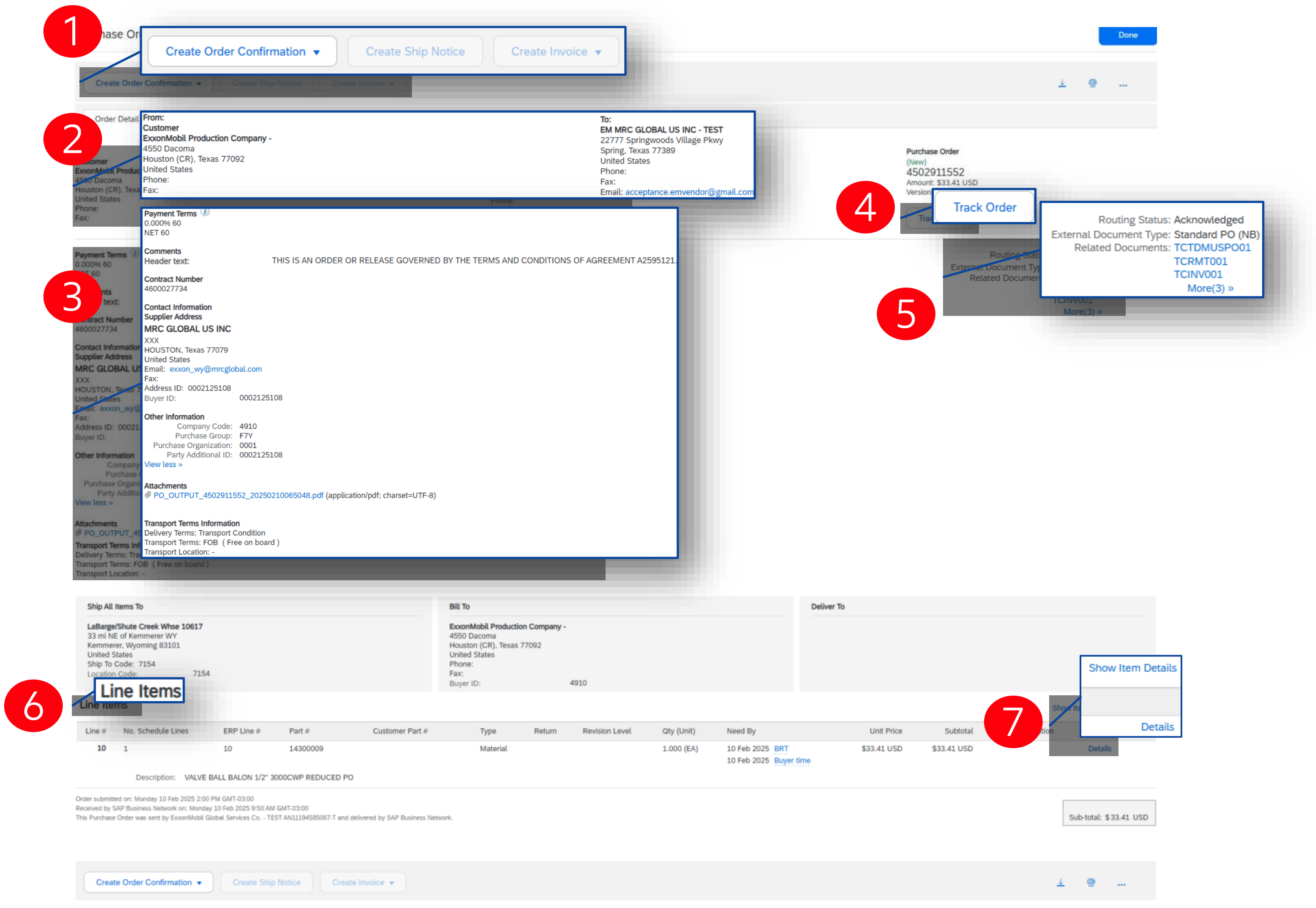
Purchase Order Collaboration

View Purchase Order Details



1 **Header**
View Order Details and Actions

2 **Heading Address**

3 **PO information**

4 **Track Order**
Access from the purchase order header for status, history, and execution.

5 **Related Documents**
List of all other documents related to the PO.

6 **Line Items**
Describes ordered items.

7 **Item Details**
Click "Details" or "Show Item Details" for more info (control keys, schedule lines, etc.).

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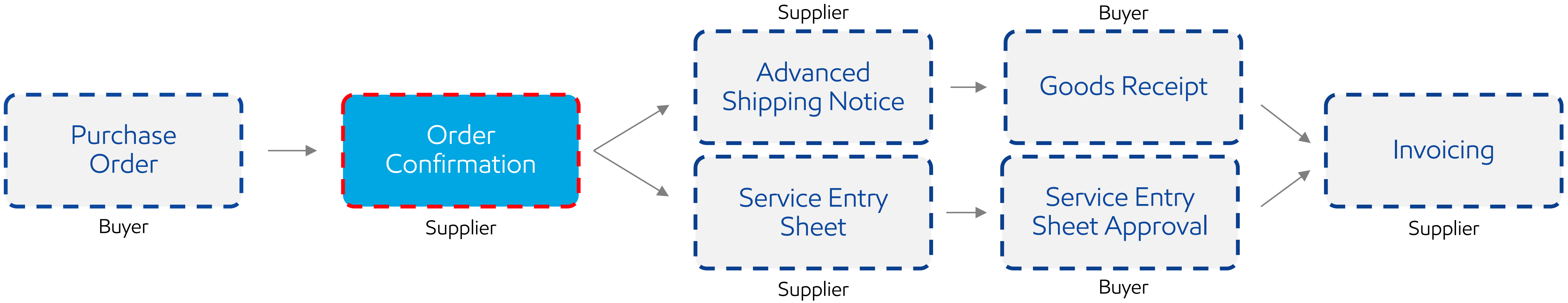
Order Confirmation Collaboration



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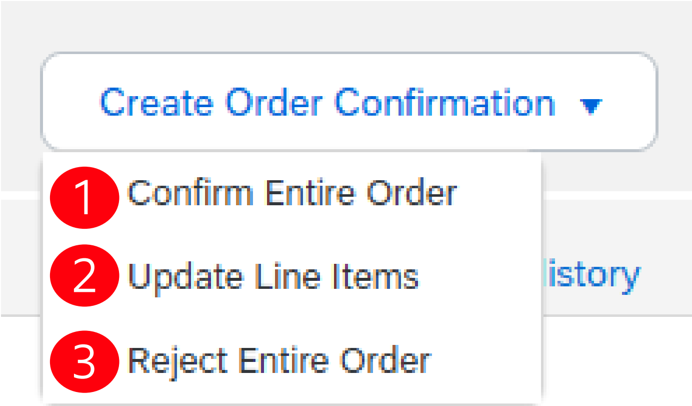
Order Confirmation Collaboration

Introduction

The order confirmation is sent as an acceptance of the Purchase Order, signifying an agreement to fulfil the order as proposed by ExxonMobil.

Order Confirmations/Order Changes may require an approval by ExxonMobil.

Order Confirmation Collaboration



From the PO, to create an Order Confirmation, please select Create Order Confirmation to display a drop-down menu with 3 types of confirmations :

1 **Confirm Entire Order**
You accept the order as a whole, both for prices and quantities. If you change the delivery date, this new date will be applied to all lines.

2 **Update line items**
You want to change certain conditions of the order, such as a price, quantity or delivery date.

3 **Reject Entire Order**
You do not agree with the order. Enter a comment to explain your rejection.

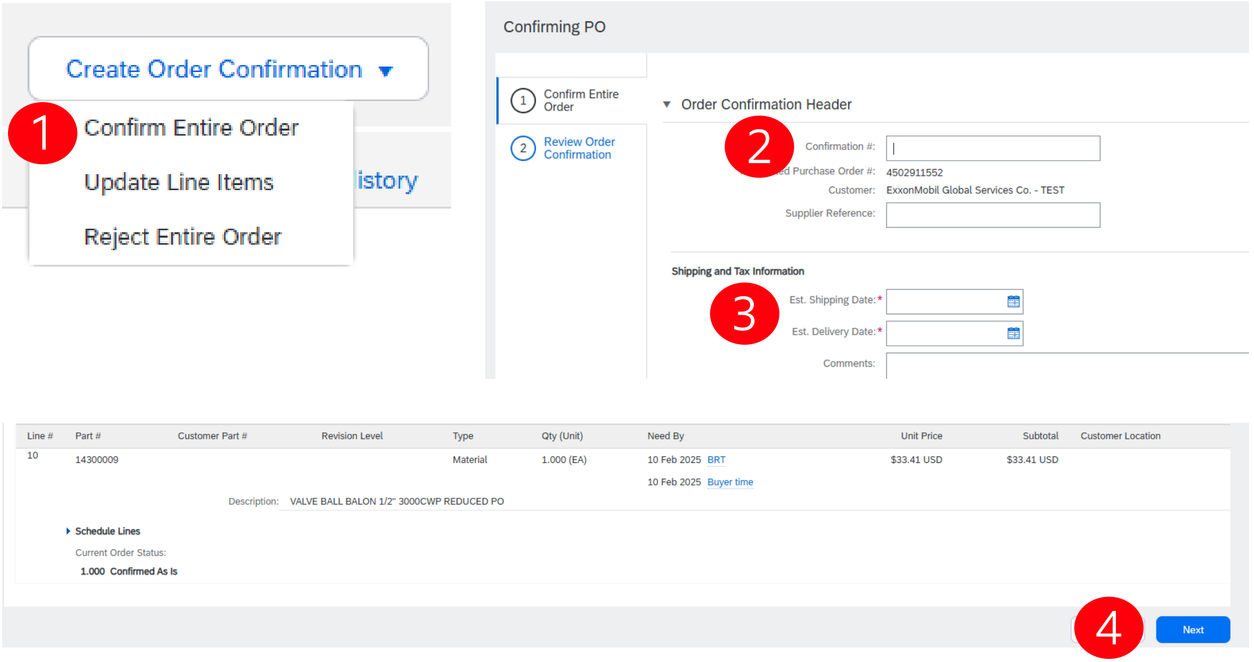
Note
If you request to change the price or quantity and ExxonMobil accepts this proposal, you must fully confirm the second version.

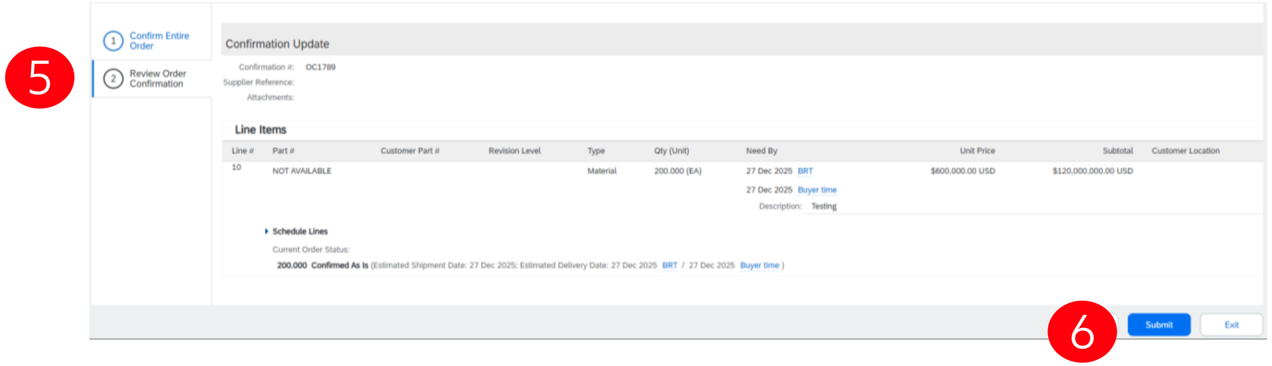
Order Confirmation Collaboration

Confirm Entire Order

Order Confirmation Collaboration

Confirm Entire Order





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Navigate to the PO view.

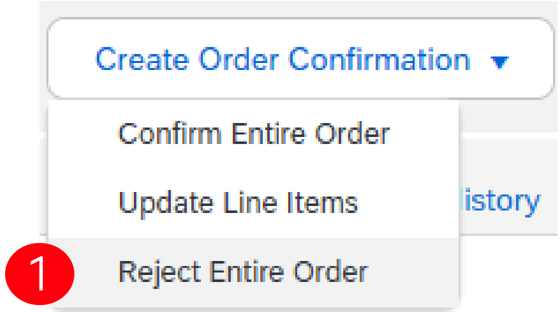
1. If all the PO Terms & Conditions are Agreed, click on "Create Order Confirmation" followed by "Confirm Entire Order."
2. Please make sure to leave the **Confirmation # field empty!**
3. Specify Estimated Shipping Date or Estimated Delivery Date to apply to all line items.
4. Proceed to the next step by clicking "Next."
5. Review the order confirmation thoroughly.
6. Upon confirmation, click "Submit" to finalize the process.

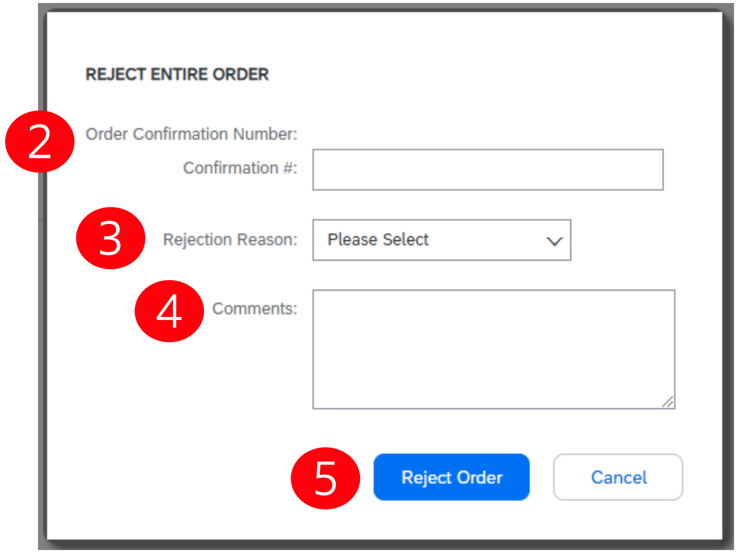
Order Confirmation Collaboration

Reject Entire Order

Order Confirmation Collaboration

Reject Entire Order





Navigate to the PO view.

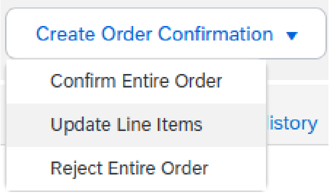
1. Click on "Create Order Confirmation" followed by "Reject Entire Order".
2. Input the unique Confirmation Number for identification purposes.
3. Select a rejection reason from the dropdown list.
4. Provide details for rejection in the Comments section.
5. Click Reject Order button in the bottom of the screen when finished.

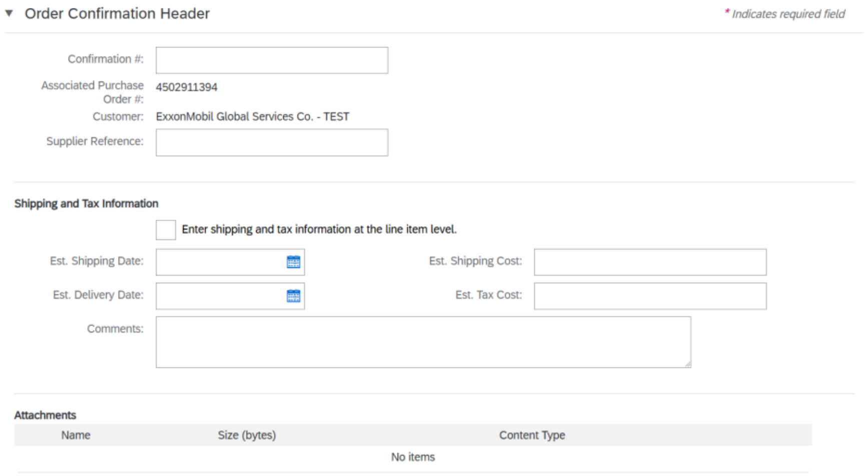
Order Confirmation Collaboration

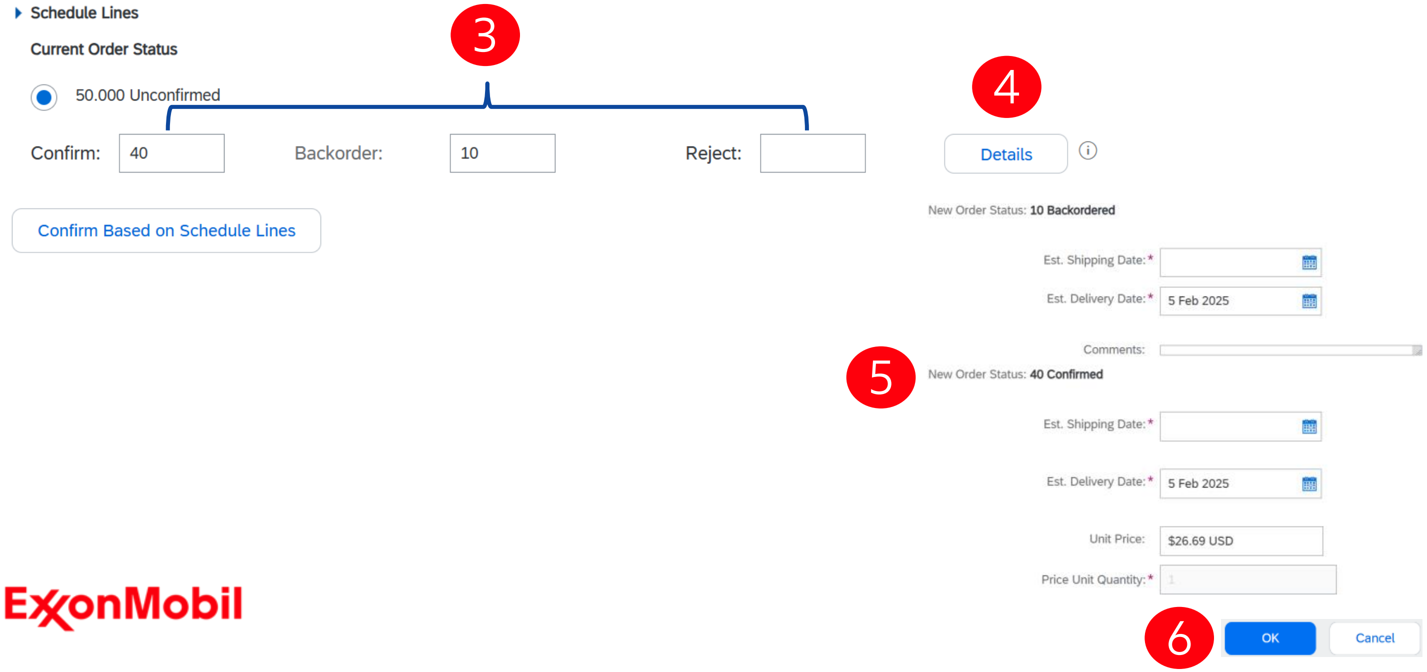
Update Line Item

Order Confirmation Collaboration

Update Line Items







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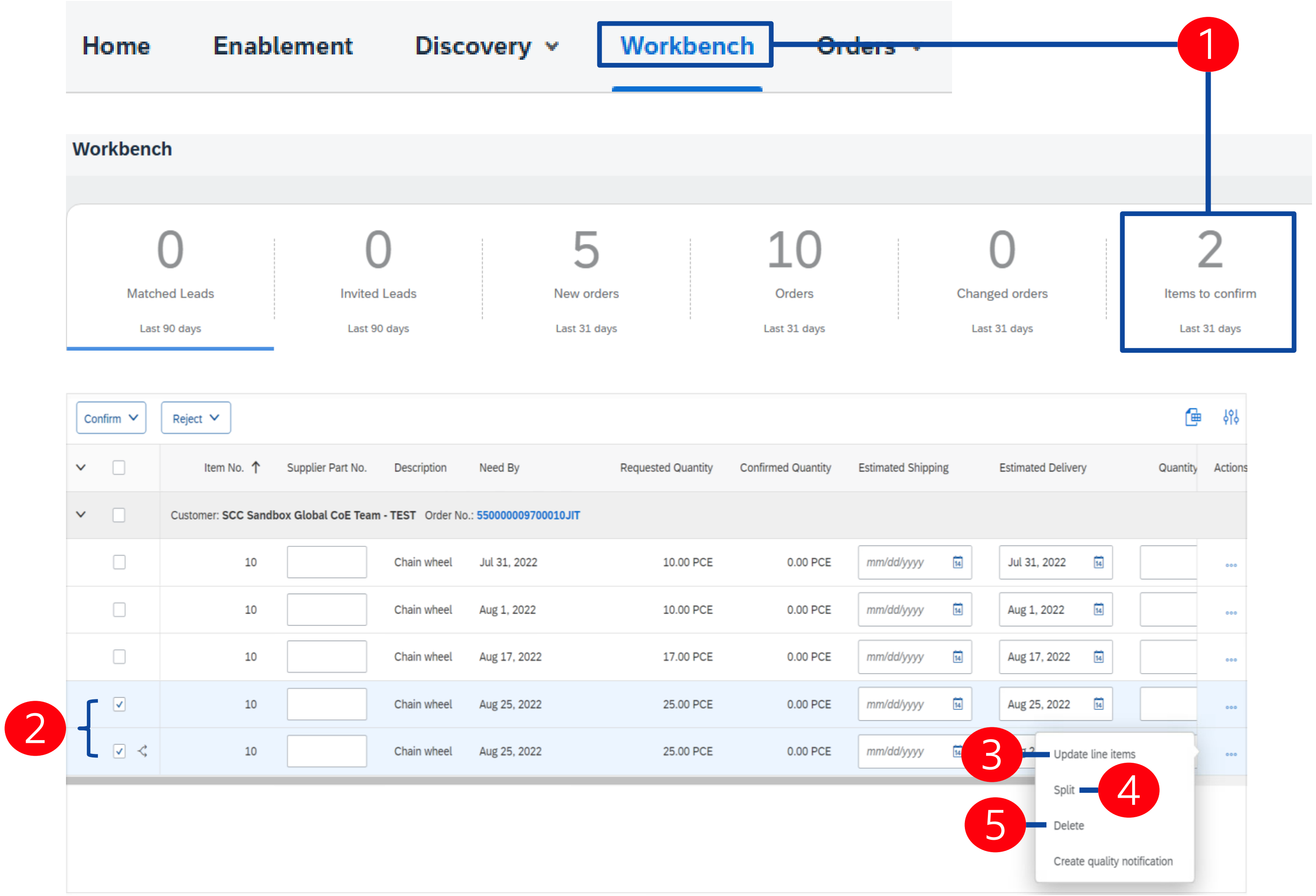
1. If you select Update Line Items, you can confirm, reject and update line-item information.
2. At a header level, you can add comments, attachments and further details. Make sure to leave the **Confirmation # field empty!**
3. At a line level, add the amounts you need to update.
4. Click 'Details' to modify price, shipping, delivery dates, or add comments.
5. Once completed, click OK to return to main screen.
6. After confirming all requested items, click Next button in the bottom of the screen.

Review the order confirmation and click Submit to send it to buyer's system. Click Exit to leave the page without saving any changes. Click Previous to return line items update.

Order Confirmation Collaboration

Manage Individual PO – Split Lines



1. Split action is available from the Workbench > Items to Confirm tile.
2. Split icon indicates which lines are added via the split action.
3. Adjust dates and quantities as appropriate for your split rationale.
4. Split action allows to add (or remove) split lines as necessary, directly in the confirmation table.
5. Delete split line if necessary.

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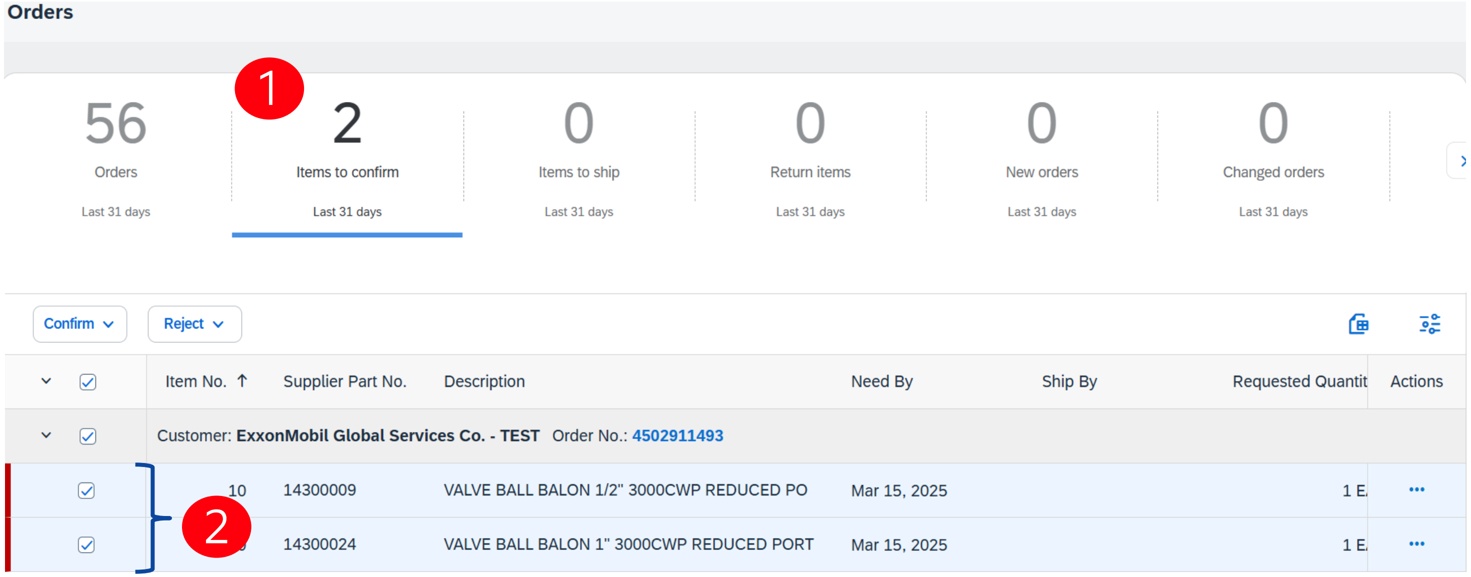
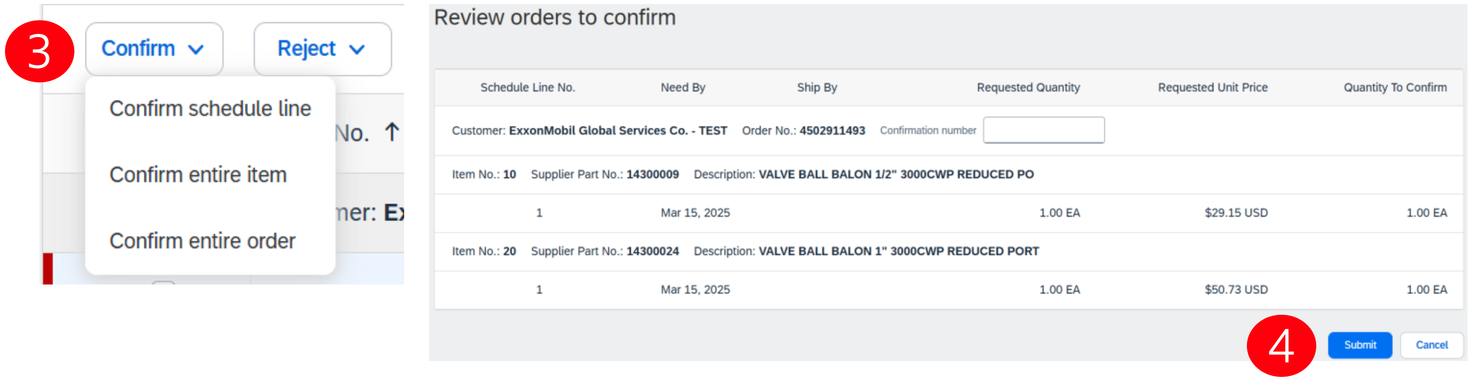
Order Confirmation Collaboration

Manage Multiple PO's





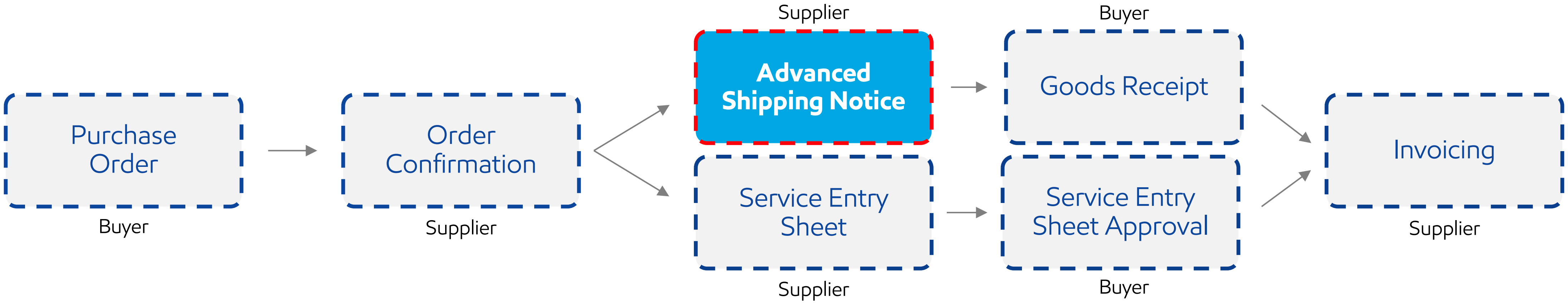
In case of multiple POs to be confirmed at the same time, you should use "Items to Confirm" tile. It summarizes all line items across different POs, and gives you the possibility to confirm multiple lines at once.

1. From Orders > Orders and Releases, click Items to Confirm tile.
2. Select items to confirm.
3. Click Confirm and select any of the actions from the dropdown.
4. Review confirmation and click Submit to send it to buyer system.

Note

It is not possible to propose price changes, split a single PO line into several confirmations, and reject quantities with this option.

Advanced Shipping Notice Collaboration



Advanced Shipping Notice Collaboration

Introduction

An **Advanced Shipping Notice (ASN)** is a document sent from the supplier to ExxonMobil, providing advance notification of an upcoming shipment.

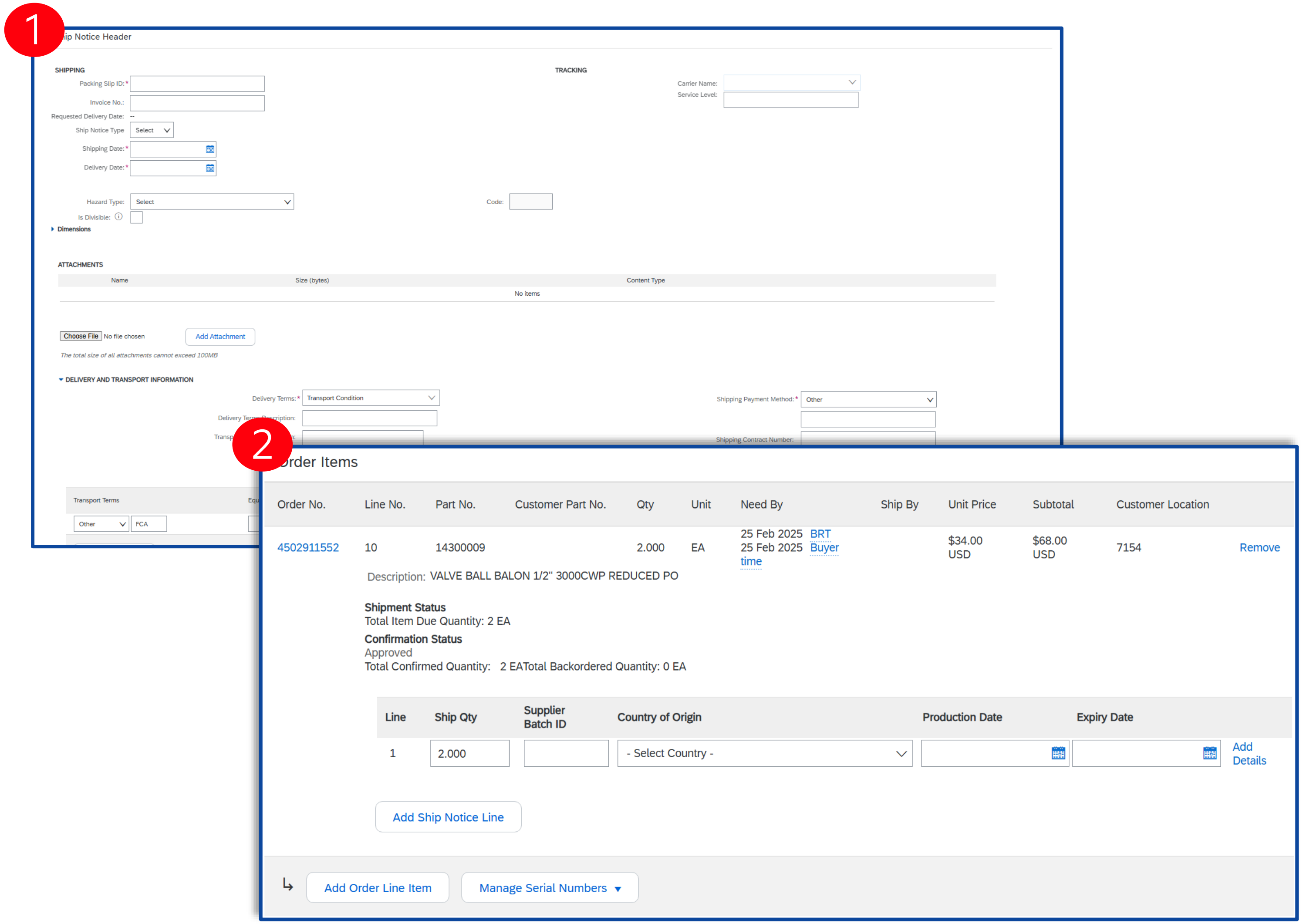
This notice typically includes:
Related Documents: Purchase Orders, Confirmations
Shipment Details: Contents, delivery date/place, vehicle and driver info
Packaging: Type and ID
Goods ID: Batches/serial numbers

Submit the ASN as close as possible to the actual shipping date. To reap the most mutual benefits from the information exchange, timeliness is crucial.

Ensure that all necessary documents are attached to the ASN prior to its submission. Examples are Bill of Lading (BOL), Packing Slip, Certificate of Analysis (CoA)

Advanced Shipping Notice Collaboration

Create the Advanced Shipping Notice



The Advanced Shipping Notice (ASN) is typically structured into two main sections:

1. The Header Section
2. The Item Section

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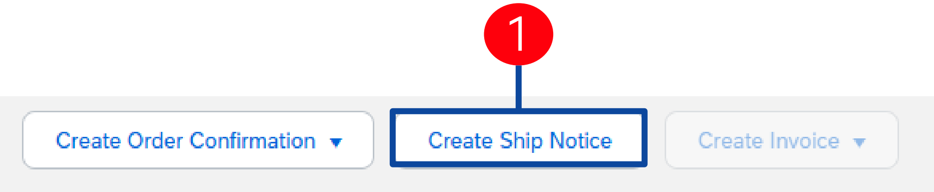
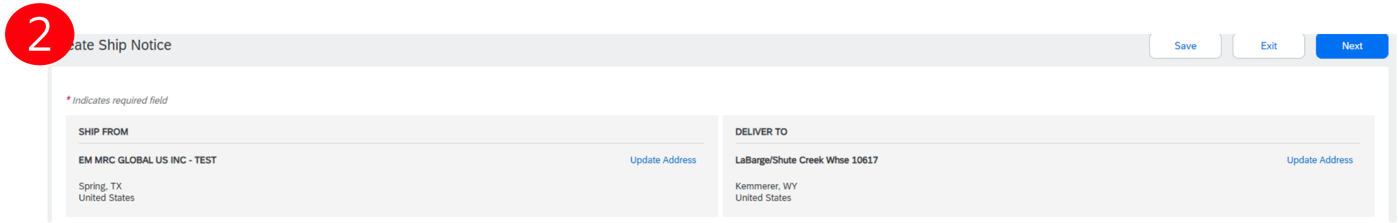
Advanced Shipping Notice Collaboration

Create the Advanced Shipping Notice





Initiate an ASN once items are prepared for shipping. It's possible to send multiple Ship Notices per Purchase Order (PO).

1. Click on "Create Ship Notice" to proceed.
2. Verify Shipping Details.

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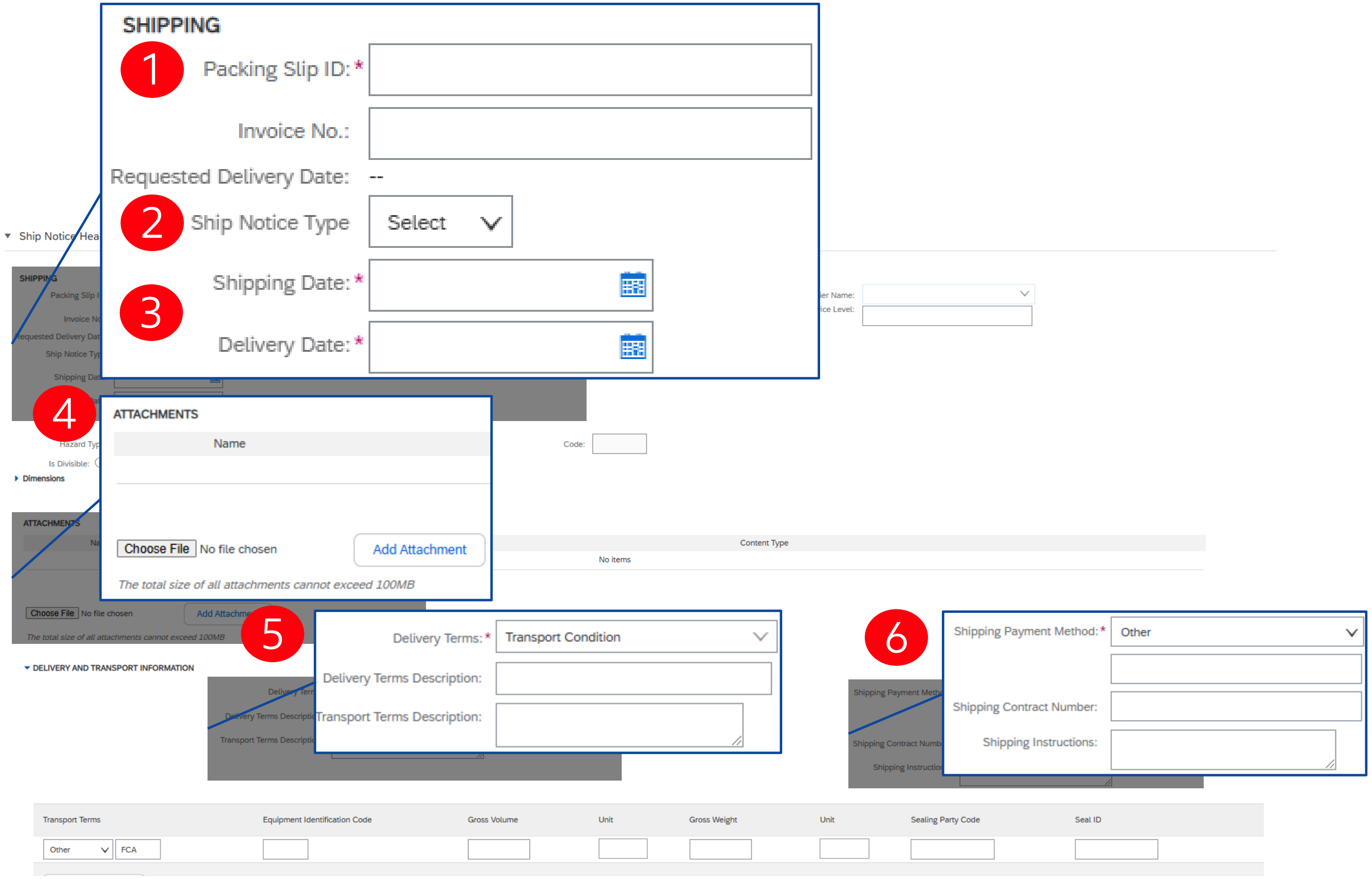
Advanced Shipping Notice Collaboration

Header – Shipping, Tracking and Transport Information



1. The Packing Slip ID is a mandatory field. Enter the supplier unique delivery number.
2. Specify the Advanced Shipping Notice Type.
3. Provide shipping/delivery date.
4. Attach additional documents if needed.
5. In section "delivery and transport information", provide Delivery terms and shipping method.
6. Add Shipping Payment Method in the required field.

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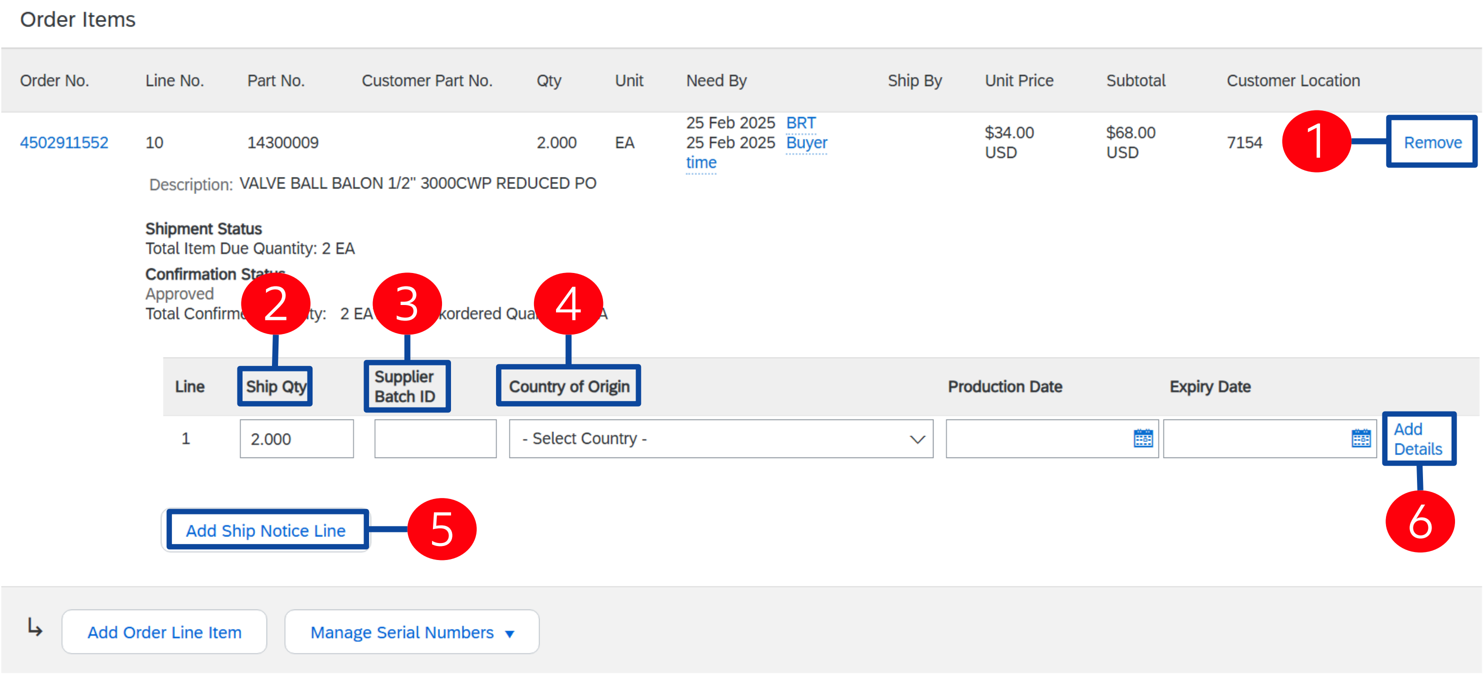
Advanced Shipping Notice Collaboration

Line-Item Details



Information from the purchase order is copied to the ASN. Scroll down to view the line-item information.

1. Click 'Remove' button if you want to exclude the whole line from this ASN.
2. Update the quantity shipped for each line item to be equal to the purchase order quantity.
3. Provide the Supplier Batch ID.
4. The Country of Origin can be selected from the dropdown menu.
   **The Country of origin cannot be entered when the Supplier Batch ID field is empty.*
5. If you click 'Add Ship Notice Line' button, you can split the quantity to populate multiple batch ID's per quantity.
6. If you click 'Add details' button, you can manually add the serial numbers.
   **To be able to click on Add details, you need to fill at least the packing slip ID and delivery date.*

Note: Multiple shipping notices per purchase order can be sent until the quantities are fully shipped.

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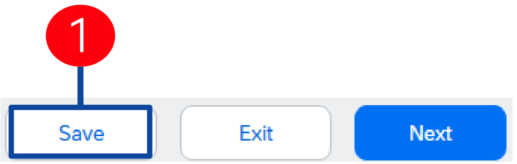
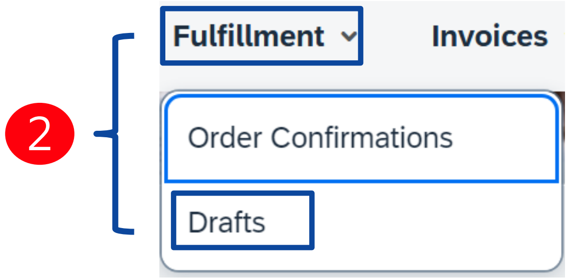
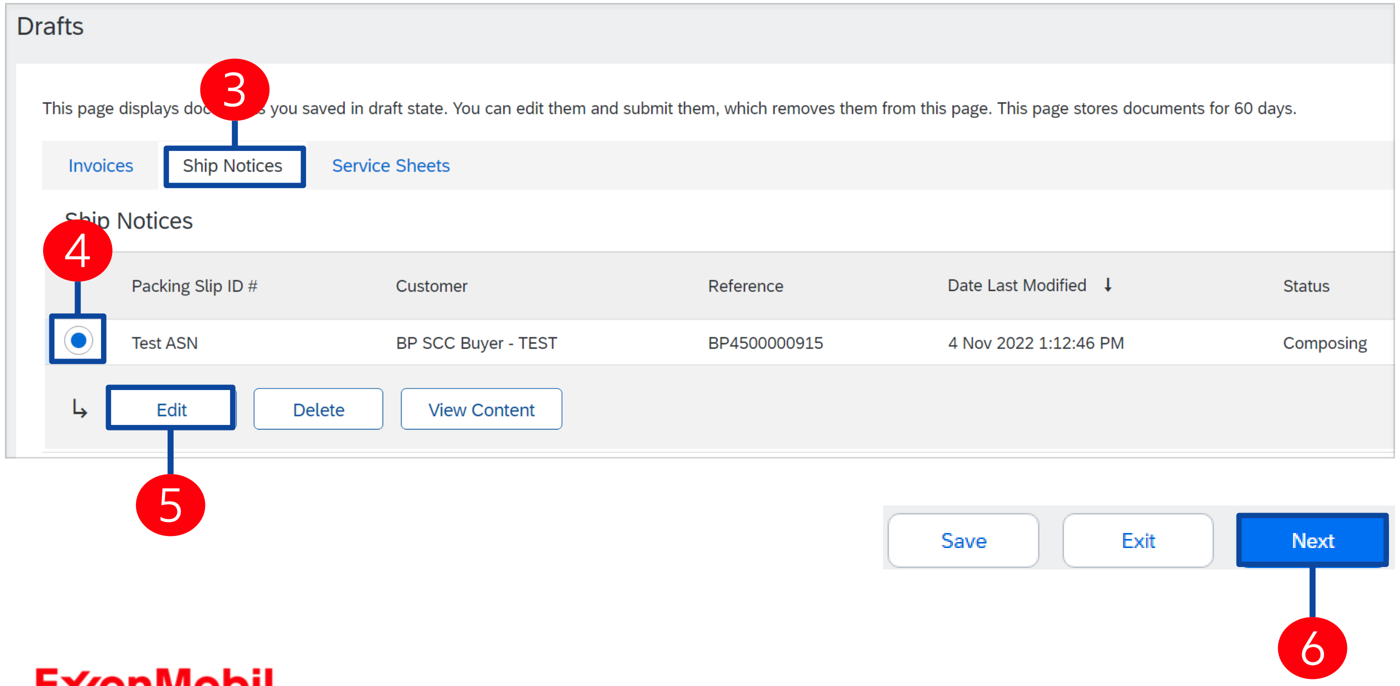
Advanced Shipping Notice Collaboration

Review Before Submitting







1. To save a draft document click Save. The saved draft will **not** be sent to the customer.
   **The saved ASN will be saved for 60 days.*
2. The draft can be accessed and modified from Fulfillment > Drafts.
3. Go to Ship notices tab.
4. Select the document
5. Click Edit to modify and finalize it.
6. In case everything is correct on the ASN, click 'Next'.

After submitting your Ship Notice, the Order Status will be updated to Shipped. Submitted Ship Notices can be viewed from the *Fulfilment* tab or by clicking the link under the Related Documents from the PO View.

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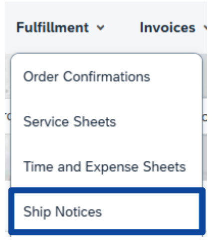
Advanced Shipping Notice Collaboration

Cancel ASN

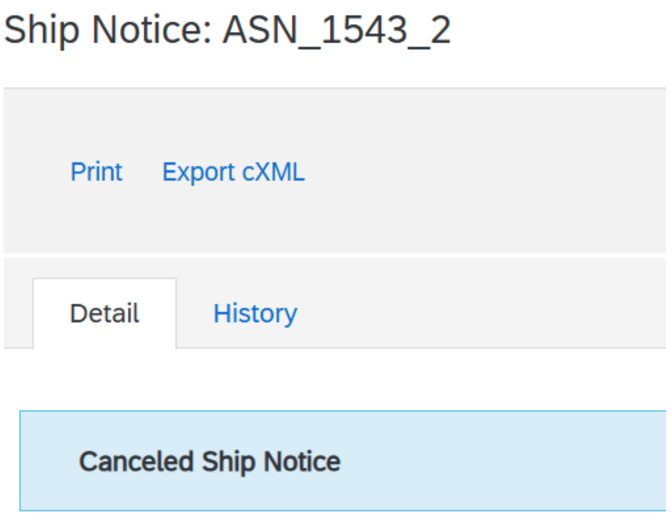
1



2

Packing Slip ID	Customer	Order #	Date	Completion Status	Receipt Status	Routing Status	Ship Notice Status
ASN_1543_2	ExxonMobil Global Services Co. - TEST	4502911543	25 Feb 2025 9:16:14 AM			Obsoleted	Canceled
ASN_1543	ExxonMobil Global Services Co. - TEST	4502911543	25 Feb 2025 8:55:47 AM			Acknowledged	

3



4

To cancel or modify an ASN, use the Cancel/Edit button at the top of the Ship Notice details page. You can cancel a Sent ship notice only if specific conditions are met:

Its goods receipt is fully reversed on your buyer's system.

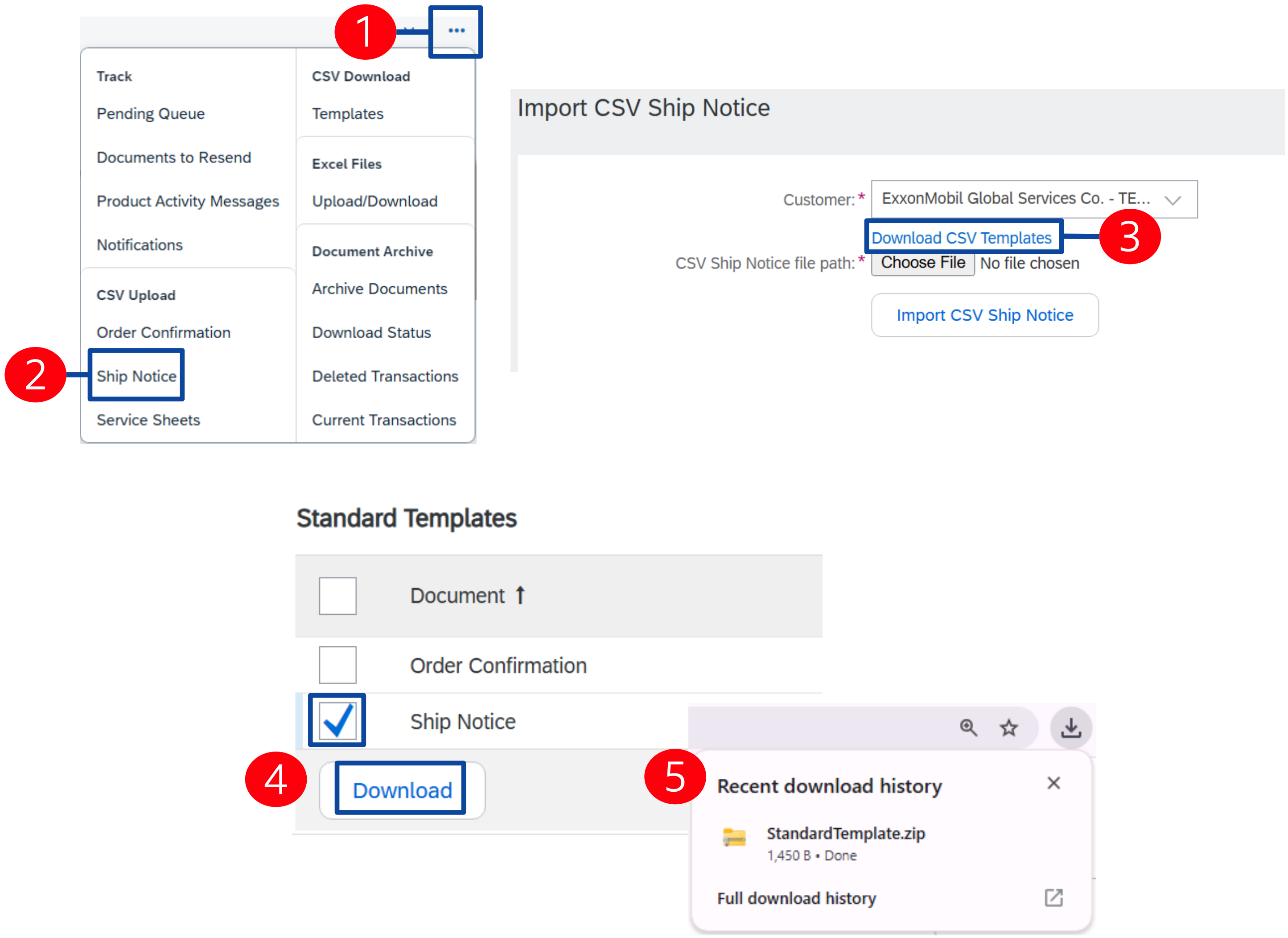
It does not have any other related goods receipts.

1. Go to Fulfillment > Ship Notice.
2. To cancel an Advanced Shipping Notice (ASN), open it by clicking on the Packing Slip ID number.
3. Click ‘Cancel’ or ‘Edit’.
4. Once it is cancelled, a blue banner will show in the ASN. Also, the items will be visible again in Items to Ship tab and a new shipping notice can be created.

A ship notice with a fully reversed goods receipt is no longer associated with that goods receipt if the ship notice is canceled and a new one is created, or if the ship notice is edited.

Advanced Shipping Notice Collaboration

Mass ASN Upload – Download CSV Template



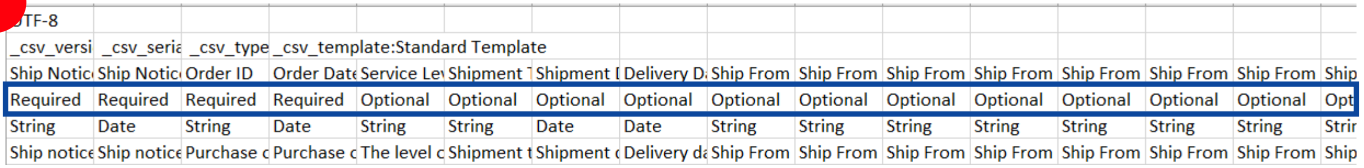
From the Homepage:

1. Click on ••• button.
2. Select CSV Upload > Ship Notice.
3. Click Download CSV Templates.
4. Select Ship Notice and click Download.
5. Save the file.

Advanced Shipping Notice Collaboration

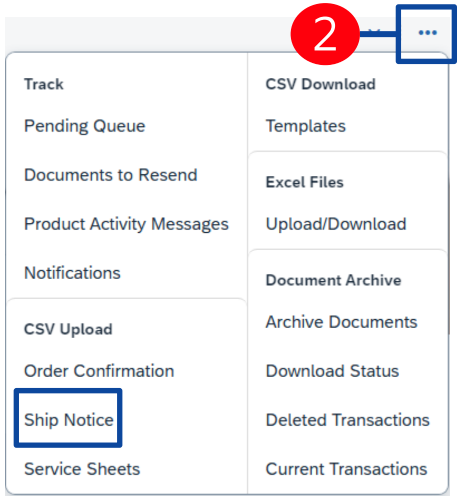
Mass ASN Upload – Update and Upload CSV Template

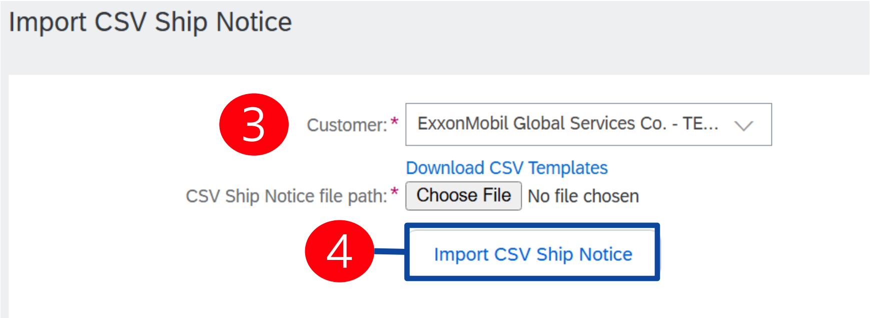
1



TF-8															
_csv_versi	_csv_seria	_csv_type	_csv_template:Standard Template												
Ship Notic	Ship Notic	Order ID	Order Date	Service Le	Shipment T	Shipment [	Delivery D	Ship From	Ship From	Ship From	Ship From	Ship From	Ship From	Ship From	Ship
Required	Required	Required	Required	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Opt
String	Date	String	Date	String	String	Date	Date	String	String	String	String	String	String	String	Strir
Ship notice	Ship notice	Purchase c	Purchase c	The level c	Shipment t	Shipment c	Delivery da	Ship From	Ship From	Ship From	Ship From	Ship From	Ship From	Ship From	Ship

2





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1. Add the ship notice data to the CSV template.
2. From the Portal homepage go to CSV Documents > Ship Notice.

   From the CSV Upload/ Ship Notice:
3. Select the customer.
4. Click Import CSV Ship Notice and add the file.
5. If mandatory information is missing or there are errors, an error message will appear. You can download and view the errors.
6. Correct the errors and reupload the file using the same steps.

Notes:

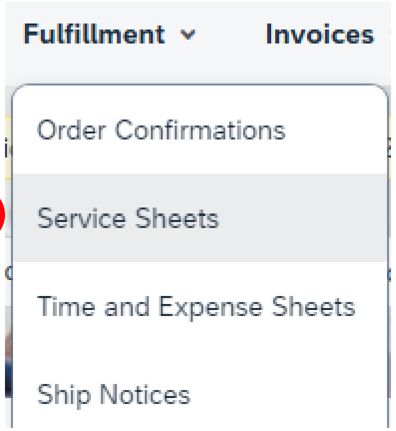
You can upload multiple ship notices from one CSV file, but they must be for the same customer.

Enter the header information in the first row for the ASN. You don't need to repeat it on subsequent rows.

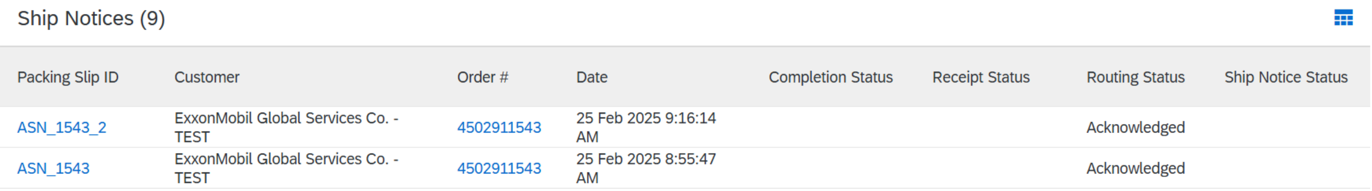
Advanced Shipping Notice Collaboration

Review Submitted Ship Notice

1



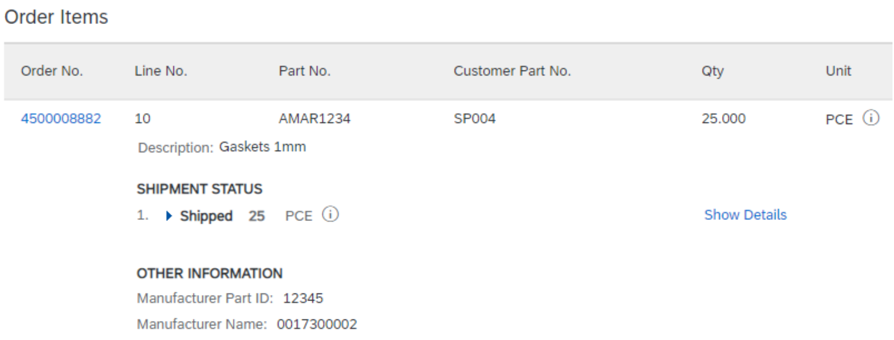
2



Ship Notices (9)

Packing Slip ID	Customer	Order #	Date	Completion Status	Receipt Status	Routing Status	Ship Notice Status
ASN_1543_2	ExxonMobil Global Services Co. - TEST	4502911543	25 Feb 2025 9:16:14 AM			Acknowledged	
ASN_1543	ExxonMobil Global Services Co. - TEST	4502911543	25 Feb 2025 8:55:47 AM			Acknowledged	

3



1. To view a submitted ASN go to Fulfillment > Ship Notices.

2. Open ASN by clicking Packing Slip ID.
   **You can also access ASN from the related PO screen, Related Documents section.*

3. When reviewing the Ship notices you have sent in mass upload, you will see all the lines submitted for this particular ship notice number, potentially referring to various orders.

   After submitting ASN, related order/s status will be updated to shipped or partially shipped.

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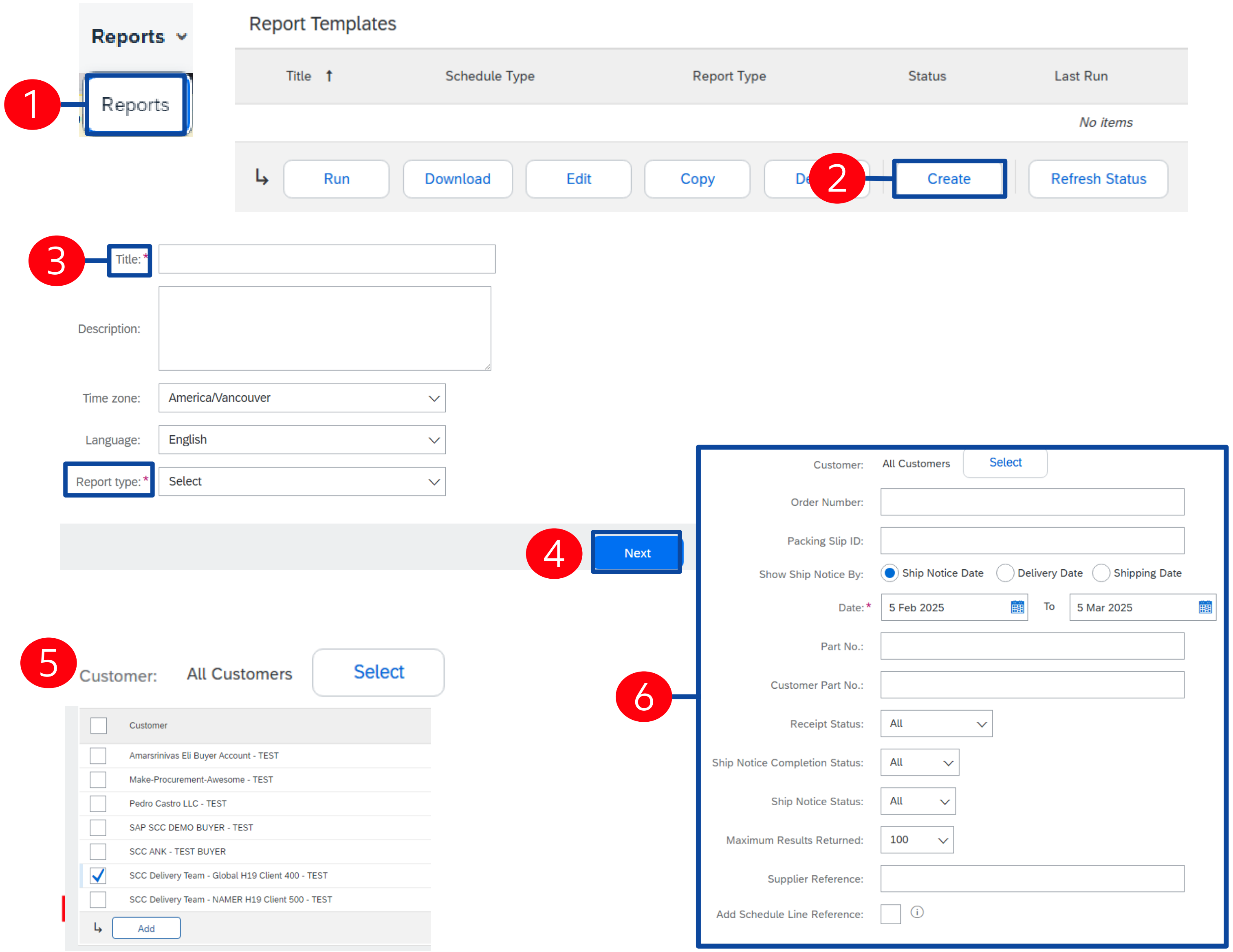
Advanced Shipping Notice Collaboration

Download Ship Notice Report



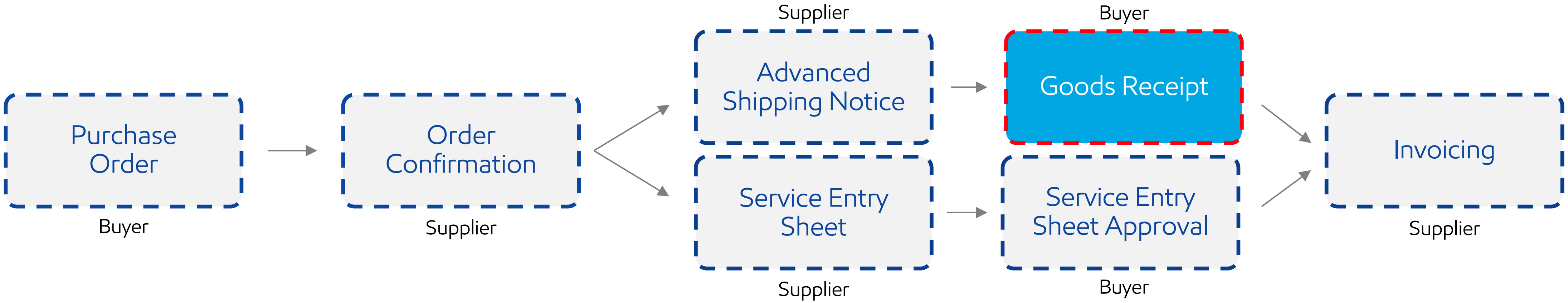
The report can include schedule-line information from purchase orders when the related ship notice was created using the Items to Ship tile or tab.

From the Homepage:

1. Click Reports.
2. Click Create.
3. To create a report template enter your criteria and fulfill all mandatory fields. Set report type as Ship Notice.
4. Click Next.
5. On the Criteria page click on Select to select your customer and click on Add, then click on OK.
6. Now fill in all the details and click on submit.

When the status changes to Processed, click Download.

Goods Receipt Collaboration



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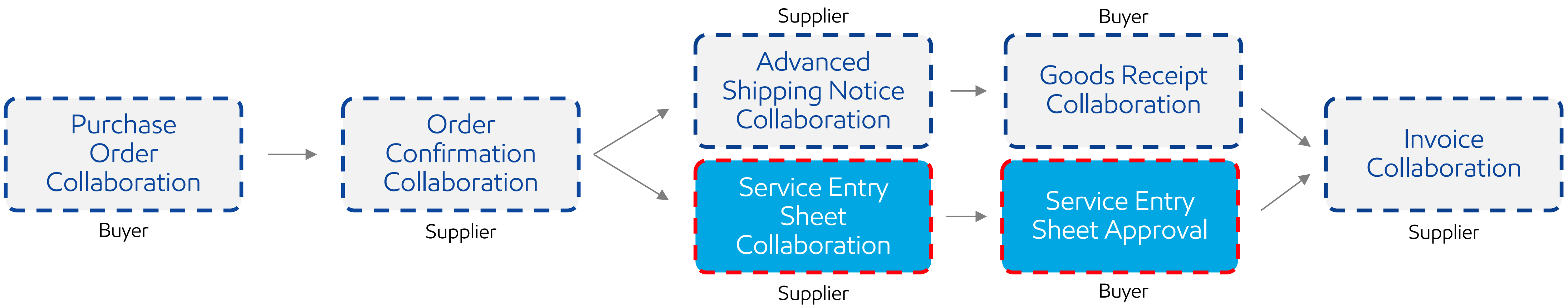
Goods Receipt Collaboration

Introduction

GR is the document that indicates the goods fulfilled against a Purchase Order have been received by ExxonMobil.

Goods receipts in SAP Business Network are informational only. No External Partner action is required against a goods receipt

Service Entry Sheet Collaboration



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Service Entry Sheet Collaboration

Introduction

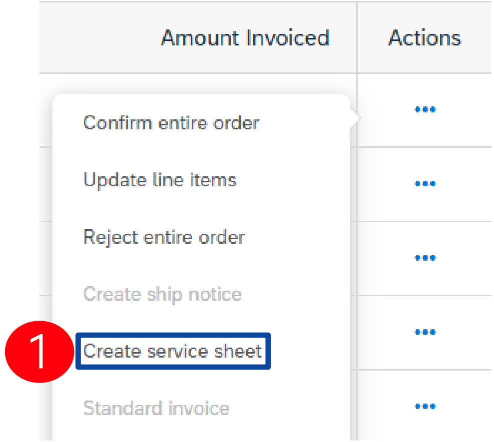
The Service Entry Sheet logs details of services provided, such as type, duration, and cost. It's crucial for tracking performance, managing budgets, and ensuring accurate invoicing and payments.

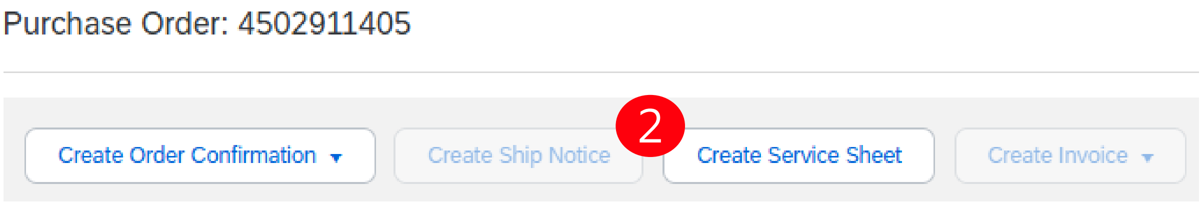
Like the process for material orders, the status of a service PO changes with fulfillment. If services are partially completed, the status updates to "Partially Serviced." Once fully completed, it updates to "Serviced”.

Always follow your customer's instructions for required documents and procedures in service procurement. This ensures smooth processing and fulfillment of service orders.

Service Entry Sheet Collaboration

Creating a SES





Locate your service PO

1 In the three dots, click Create Service Sheet under Actions

OR

2 Click the order number and then Create Service Sheet.

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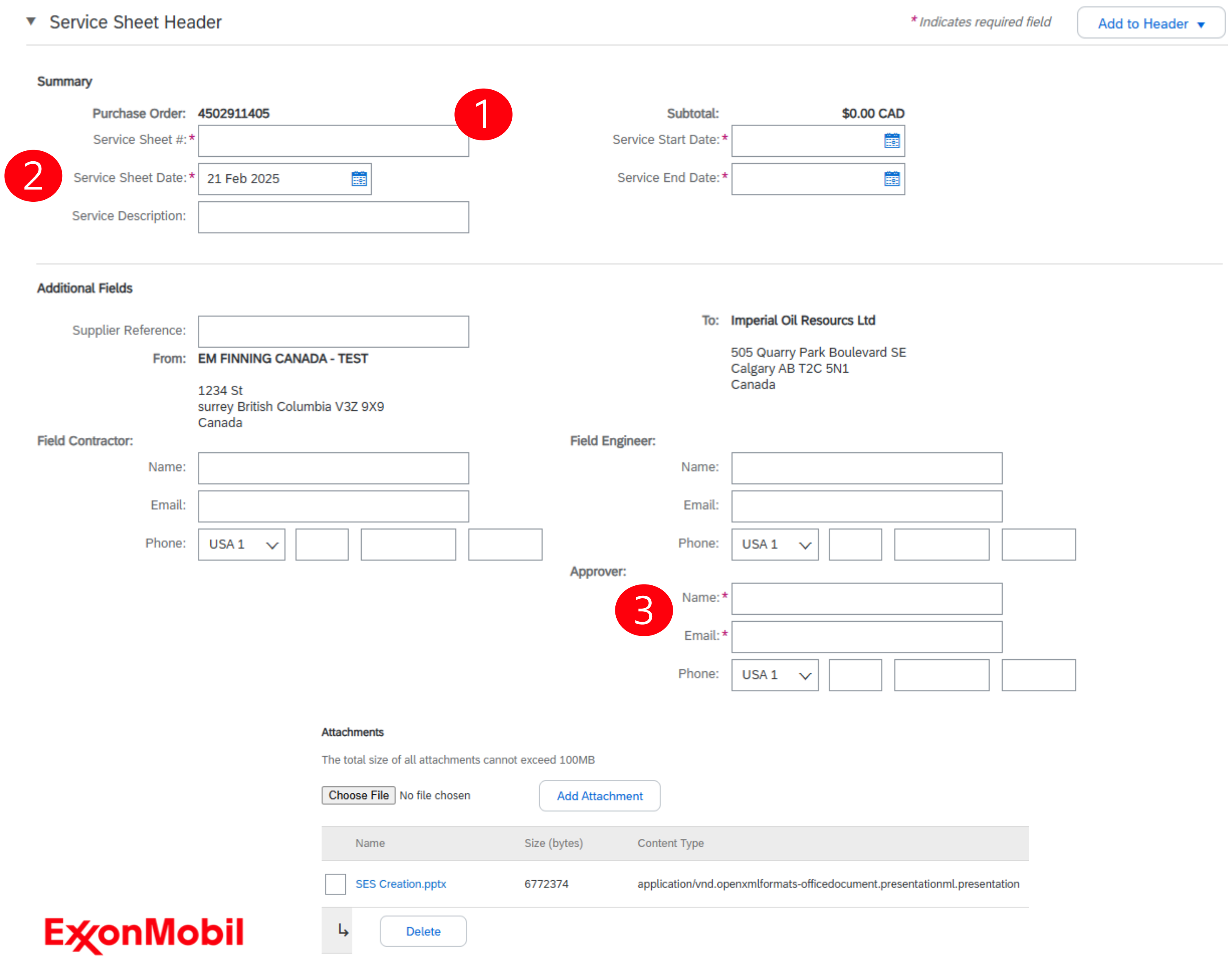
Service Entry Sheet Collaboration

Header Information



1. Service Sheet # should always follow the format: DOCUMENT_LAST 4 DIGITS OF THE PO_DOCUMENT ORDERING NUMBER (E.g.: **SES_1405_1**; **SES_1405_2**,)

2. Enter the Service Sheet Date.

3. Input the SES approver's **SAP ID** (in the 'name' field) **and Email address** (information provided on the PO)

⚠ Adding an attachment to the SES is **mandatory**.

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Service Entry Sheet Collaboration

Header Information

Attachments

The total size of all attachments cannot exceed 100MB

Choose File No file chosen Add Attachment

	Name	Size (bytes)	Content Type
☐	SES Creation.pptx	6772374	application/vnd.openxmlformats-officedocument.presentationml.presentation

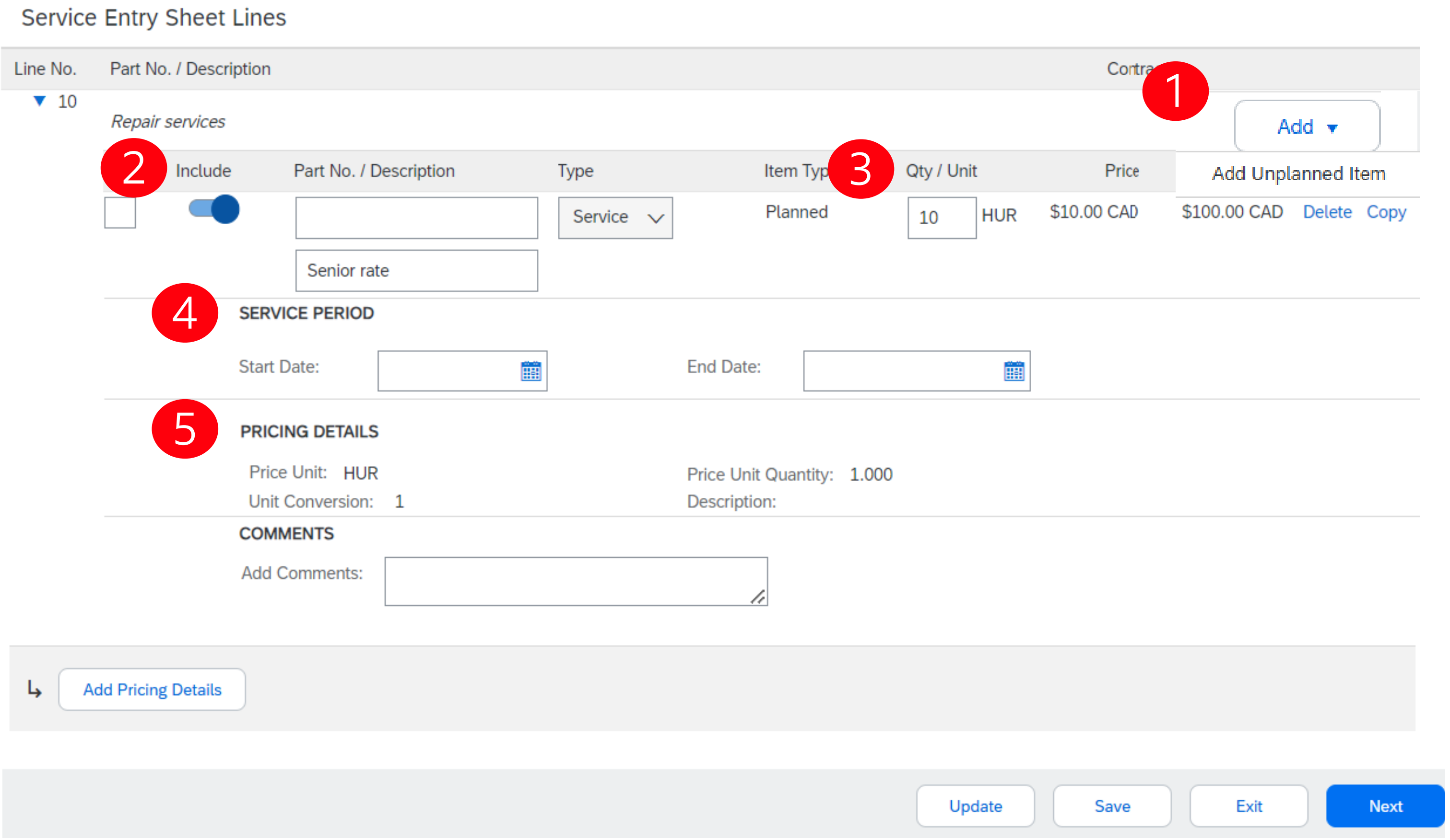
↳ Delete

Adding an attachment to the SES is **mandatory**.

Make sure to click on Choose File, select the file you want to use, and then click on Add Attachment button one more time.

Service Entry Sheet Collaboration

Line-Item Section



Scroll down to SES Lines section.

1. You can add Unplanned Item to the SES line.
2. You can choose to exclude a line from the service sheet.
3. Update quantities of line items if needed.
4. Enter Service Start and End dates if available, as well as any additional comments as needed.
5. You can add pricing details to selected line, if needed.

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Service Entry Sheet Collaboration

Unplanned Service PO

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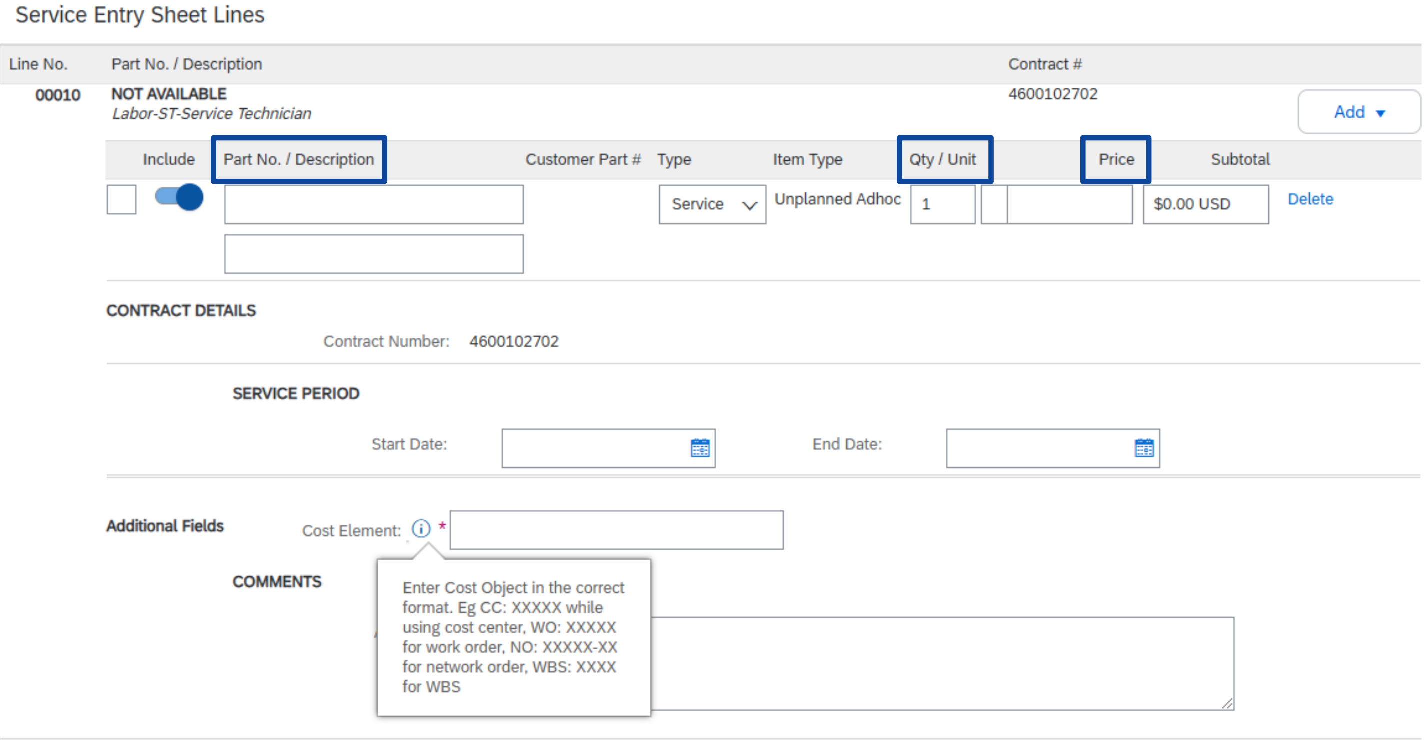
Service Entry Sheet Collaboration

Unplanned Service PO



If the Services PO is Unplanned, then you will be required to enter the **Service Master Code** (Part No.), and the **Description**; the **Quantity**; **UoM**; and **Price**.

**All of this information must match with what's currently in SAP for this agreement.*

You will be using **your own** Service Codes. This list will be provided beforehand to be populated, which will then be sent back to ExxonMobil.

If the PO has an Unknown Account Assignment, then you must provide it in the specified format.

Service Entry Sheet Collaboration

Planned Service PO

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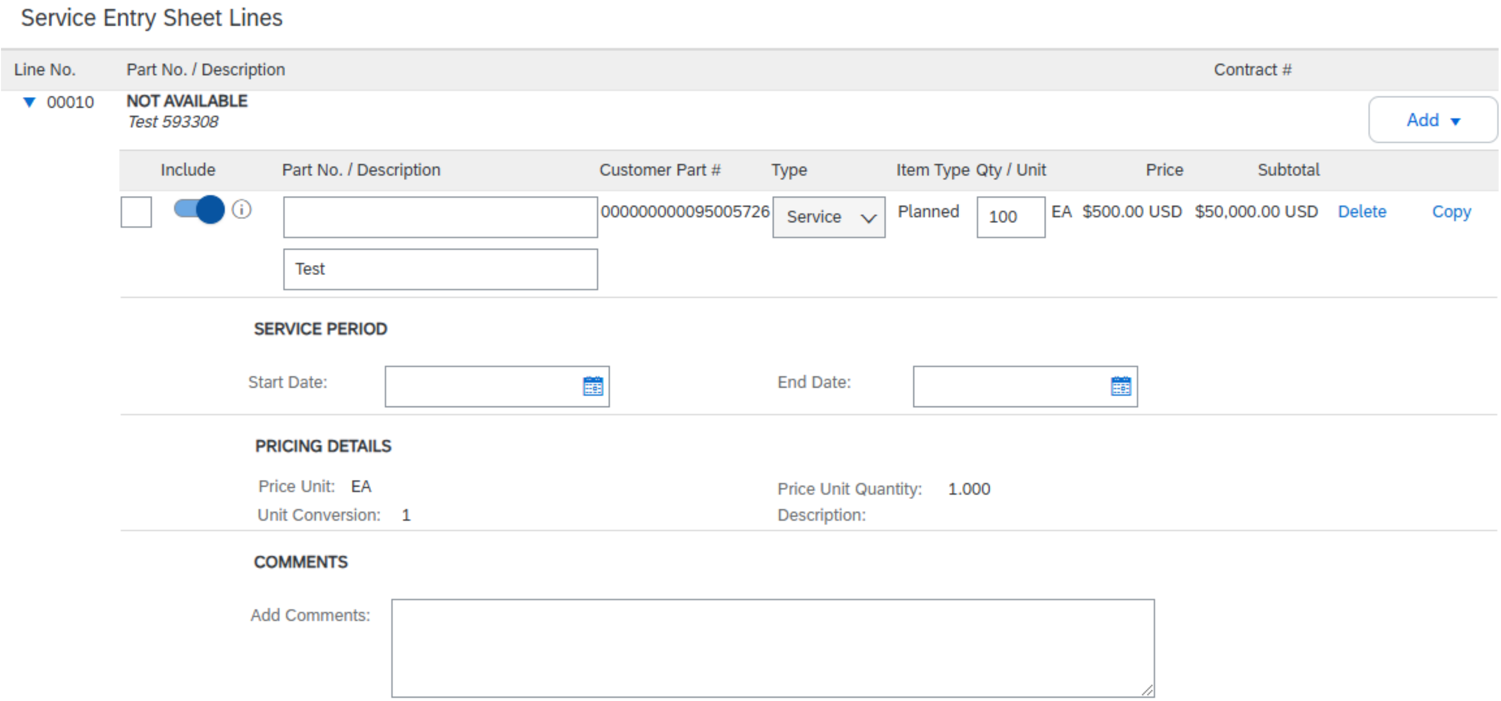
Service Entry Sheet Collaboration

Unplanned Service PO



If the Services PO is Planned, then all of the Line Item Level information will be auto-populated, and there won't be a need for the supplier to enter it again.

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Service Entry Sheet Collaboration

Mass Upload

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Service Entry Sheet Collaboration

Service Entry Sheet Data Requirements

ServiceEntrySheetID must be always present.
ServiceEntrySheetDate, *SESStartDate*, *SESEndDate* are required – Input format should be *mm/dd/yyyy*.
PurchaseOrder - Service Sheet PO Reference.
PurchaseOrderLineItem - Required Purchase Order line number (Populate ERP Line # on the Order when opened in Business Network).
Language - Required to specify the language of the data populated.
Currency – must be 3 characters.
Supplier Address and ExxonMobil Address are required.

Service Entry Sheet Collaboration

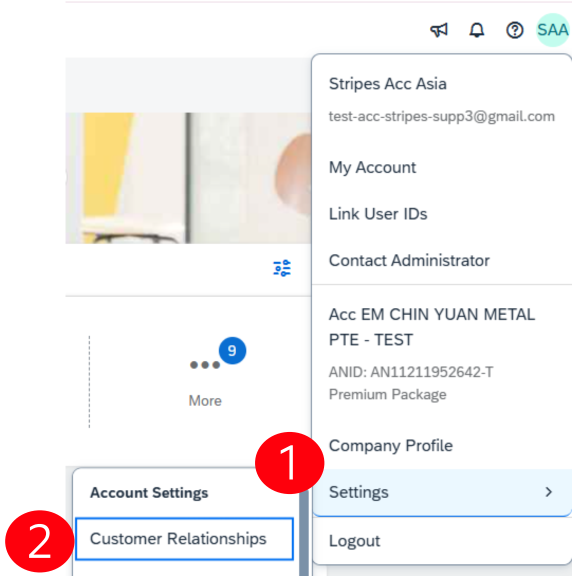
Additional Data Requirements

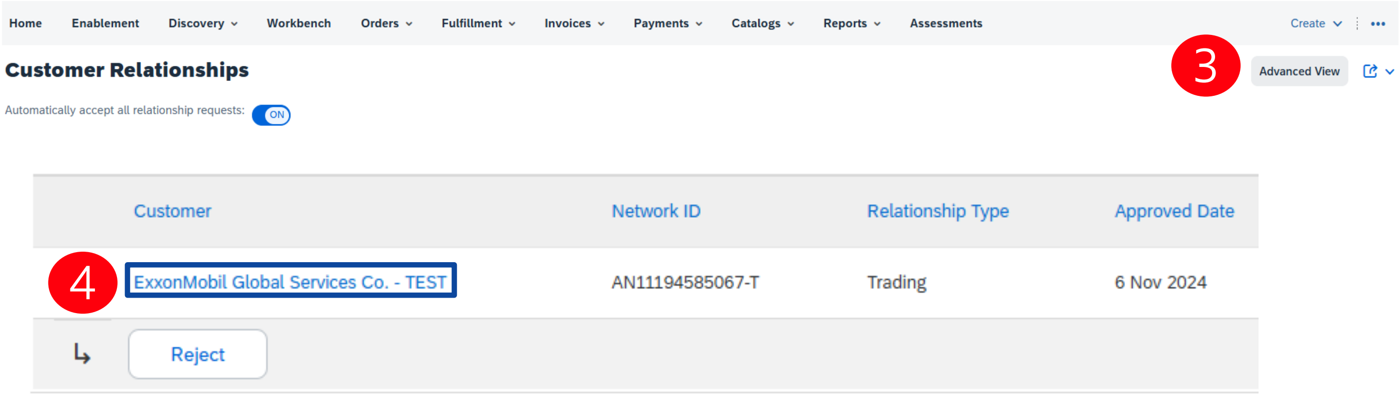
REQUIRED FIELDS
SESLineItem
ItemDescription
Quantity
UnitOfMeasure
UnitPrice
IsLineFromPO **yes if line item is from the PO, else no*
SESApprover, SESApproverEMail

OPTIONAL FIELDS
ExxonMobilAddressID, ExxonMobilMunicipality
HeaderComments, LineItemComments
ServiceDescription, SupplierReference, SupplierPartNumber
ParentPOLineNumber – Required when there is parent-child type of line items present on order.
CostElement – Required when Order has unknown Account Assignment 'U'

Service Entry Sheet Collaboration

Downloading the CSV Template





1. From the Home Page, click on Settings
2. Click in Customer Relationships
3. Click in Advanced View on the top right corner
4. And now, click on the ExxonMobil link within your list

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Service Entry Sheet Collaboration

Downloading the CSV Template

1 CSV Service Sheet Fields

Name	Description
ServiceEntrySheetID	Service Entry Sheet Id (Required)
ServiceEntrySheetDate	SES submitted Date (Required) INPUT FORMAT: mm/dd/yyyy
SESStartDate	Header Level SES Start Date (Required) INPUT FORMAT: mm/dd/yyyy
SESEndDate	Header Level SES End Date (Required) INPUT FORMAT: mm/dd/yyyy
Language	xmllang code eg: en, en-us (Required)
SupplierName	Supplier Name (Required)
SupplierStreet	Supplier Street (Required)
SupplierCity	Supplier City (Required)
SupplierState	Supplier State (Required)

2 Download CSV Service Sheet Template

1. Scroll all the way down to the 'CSV Service Entry Sheet Fields'
2. Click on Download CSV Service Sheet Template button. You will be prompted to Open or Save the file.

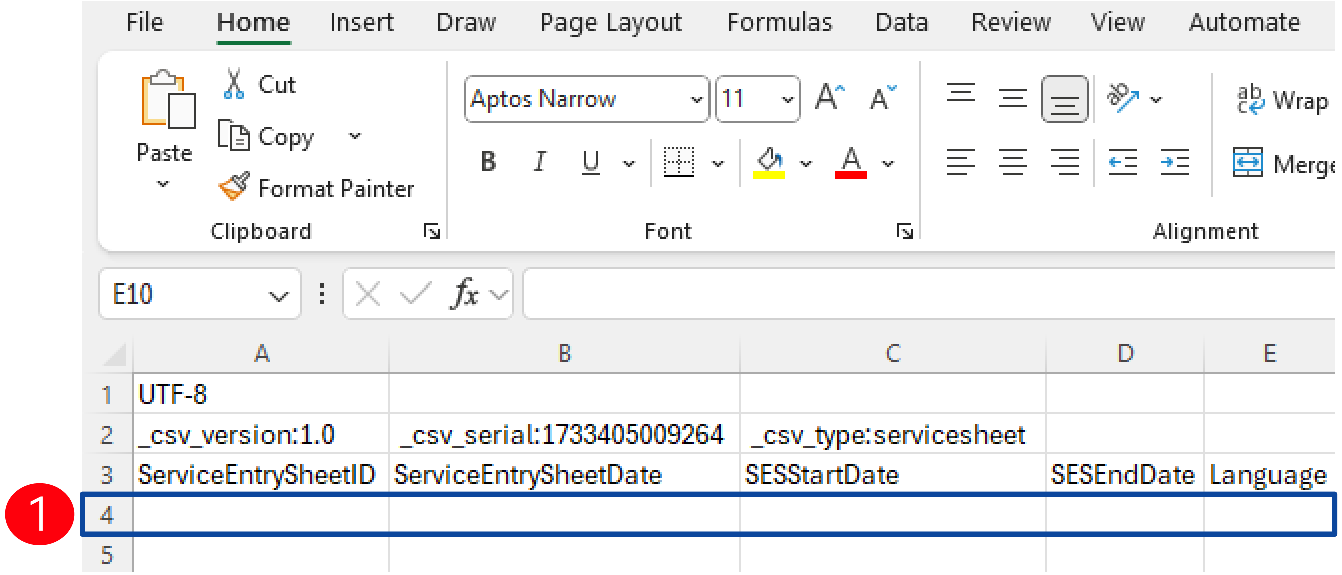
   Save the file to your local hard drive.

   Once you are finished saving the template file, click the Done button to exit this section.

   You will be back at your Customer Relationship page.

Service Entry Sheet Collaboration

Populate the CSV Service Entry Sheet Template



1 Populate each available field as appropriate – starting in Row 4

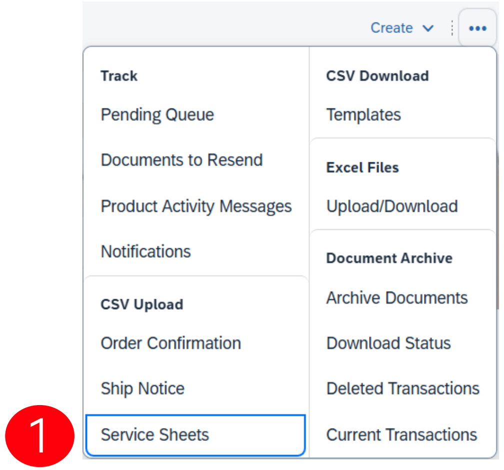
** Note that Rows 1, 2 and 3 are CSV File information rows and cannot be removed or modified in any way. **If these fields are changed or removed, the file will fail at upload**.*

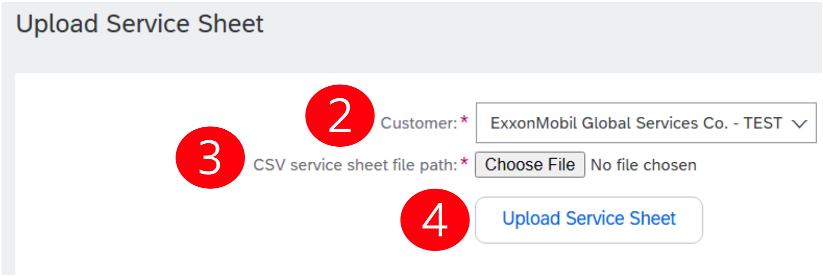
To populate value for each field select that cell, right click and chose option 'Edit with Edit Panel.

When you have completed populating all fields for your particular service sheet, Save the file to your local drive.

Service Entry Sheet Collaboration

Upload the CSV Service Entry Sheet





1. From the Portal homepage go to CSV Documents > Service Sheets.
2. Select the customer.
3. Click the Browse button and find the CSV File you have created and saved.
4. Once the file path is shown, click the Upload Service Sheet button.
5. If mandatory information is missing or there are errors, an error message will appear. You can download and view the errors.

   Correct the errors and reupload the file using the same steps.

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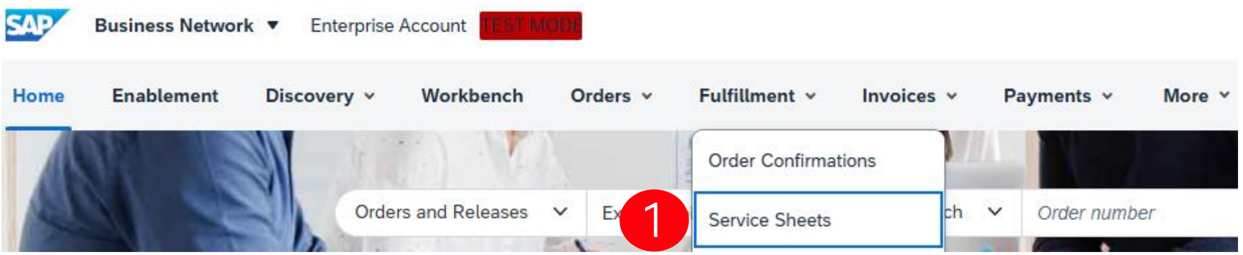
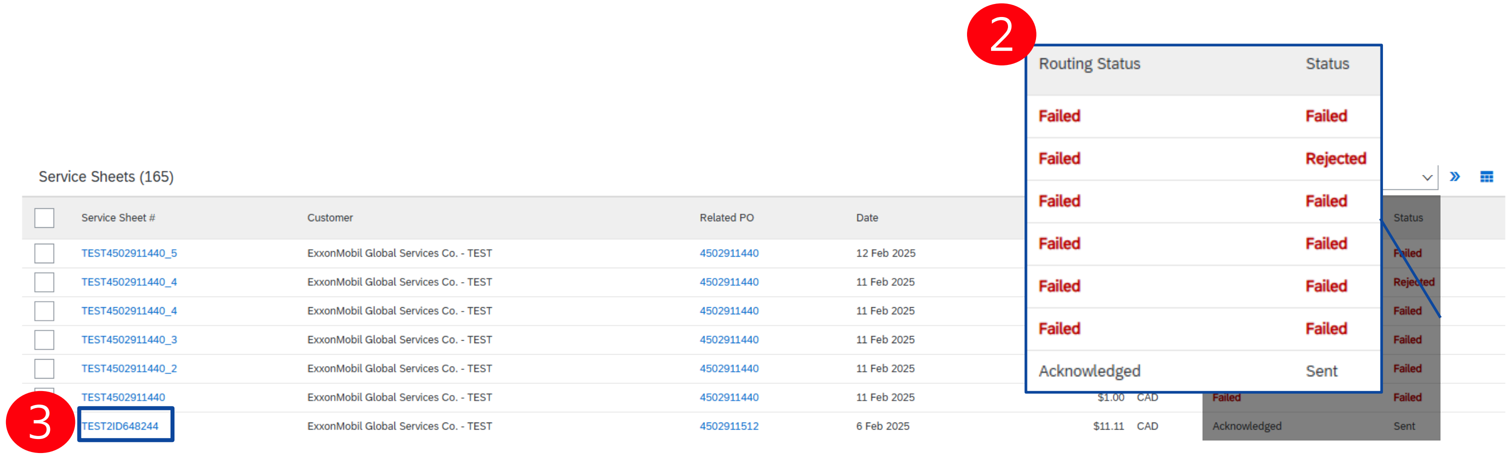
Service Entry Sheet Collaboration

Service Sheet Status





You can at any moment check the status of a service sheet.

1. Click the Fulfillment tab and select service sheets.
2. Routing and Approval Status will be visible on each line.
3. If a service sheet is rejected or failed, view the reason by opening the service sheet and clicking the History tab.

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Service Entry Sheet Collaboration

Canada Tax (S8P/ERS)

Upstream Canada using NAPES/S8P utilizes the 'Comments' field within SAP Business Network Sublines to provide the tax details for ERS Service Confirmation submissions. This is to allow SAP BN to transmit the appropriate tax code to SAP upon SC approval. **This applies to Canada/S8P/ERS transactions only.**

The 2-character Canada tax code must be provided, while also following an exact format that begins with the word TAX, followed by a colon " : "

- *Example: TAX:TS*

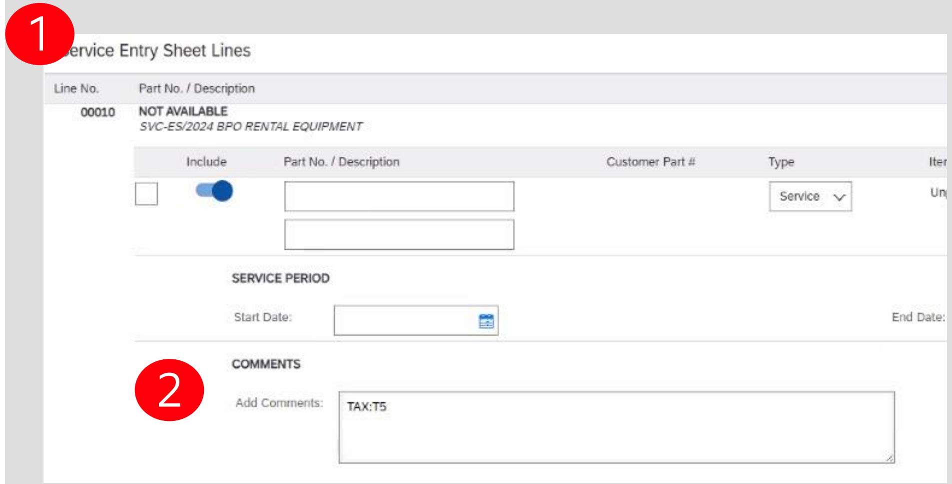
T5 - GST
T6 – HST 13%
TS – HST 15%
T1 – GST + PST Paid
NT – not tax applied

Tax Continue to be the first 6 characters within the comments

You may add other comments following the tax details, but the tax details must come first

1. Go to the line item of the SES
2. Go to the Line-Item Comment section and type the tax details first.

Continue the same line with any comments after the tax details if needed



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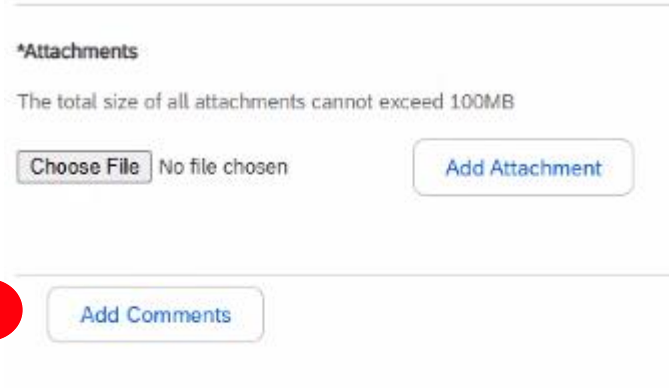
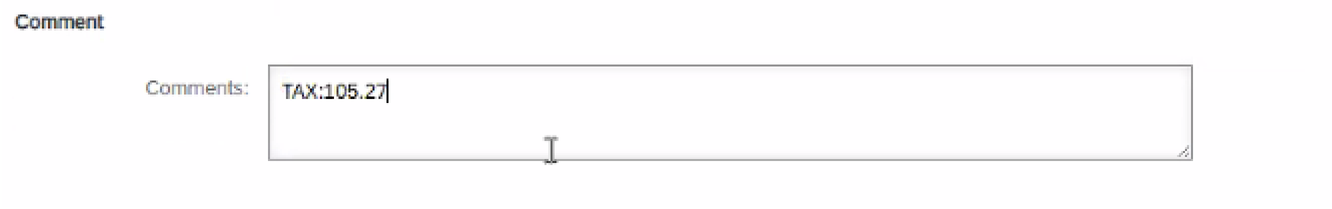
Service Entry Sheet Collaboration

USA - ERS Tax Condition

1



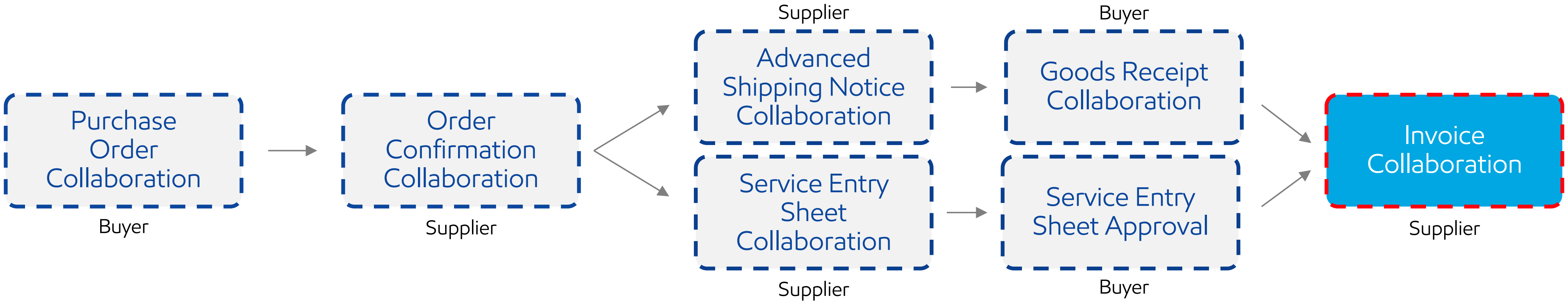
2



Applies only to: USA – ERS (AMP, S8P, G9P) for taxable goods/services provided within states where ExxonMobil does not have a Direct Pay Tax Certificate

1. Add a comment box in the header of the SES
2. Add the Tax information following the template *'TAX:X'*

Invoice Collaboration



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Invoice Collaboration

Introduction

The invoice is the document that requests payment for the goods or services that were fulfilled against a Purchase Order.

Multiple POs cannot be combined into the same invoice.

Due to local tax regulations, some countries will not have invoicing submission available.

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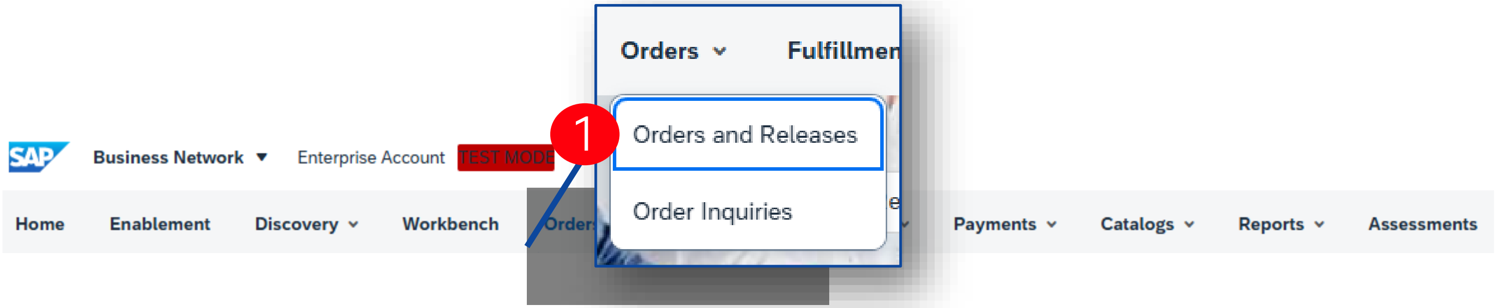
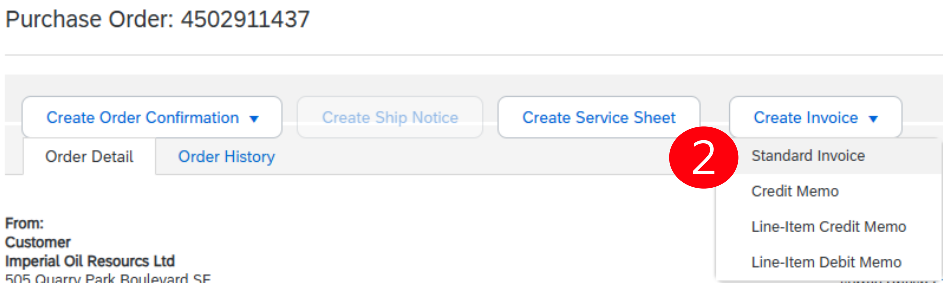
Invoice Collaboration

Create Invoice from PO





1. You can create an Invoice from Orders > Orders and Releases.

   Locate and open the PO you want to invoice.

2. Click Create Invoice > Standard Invoice.

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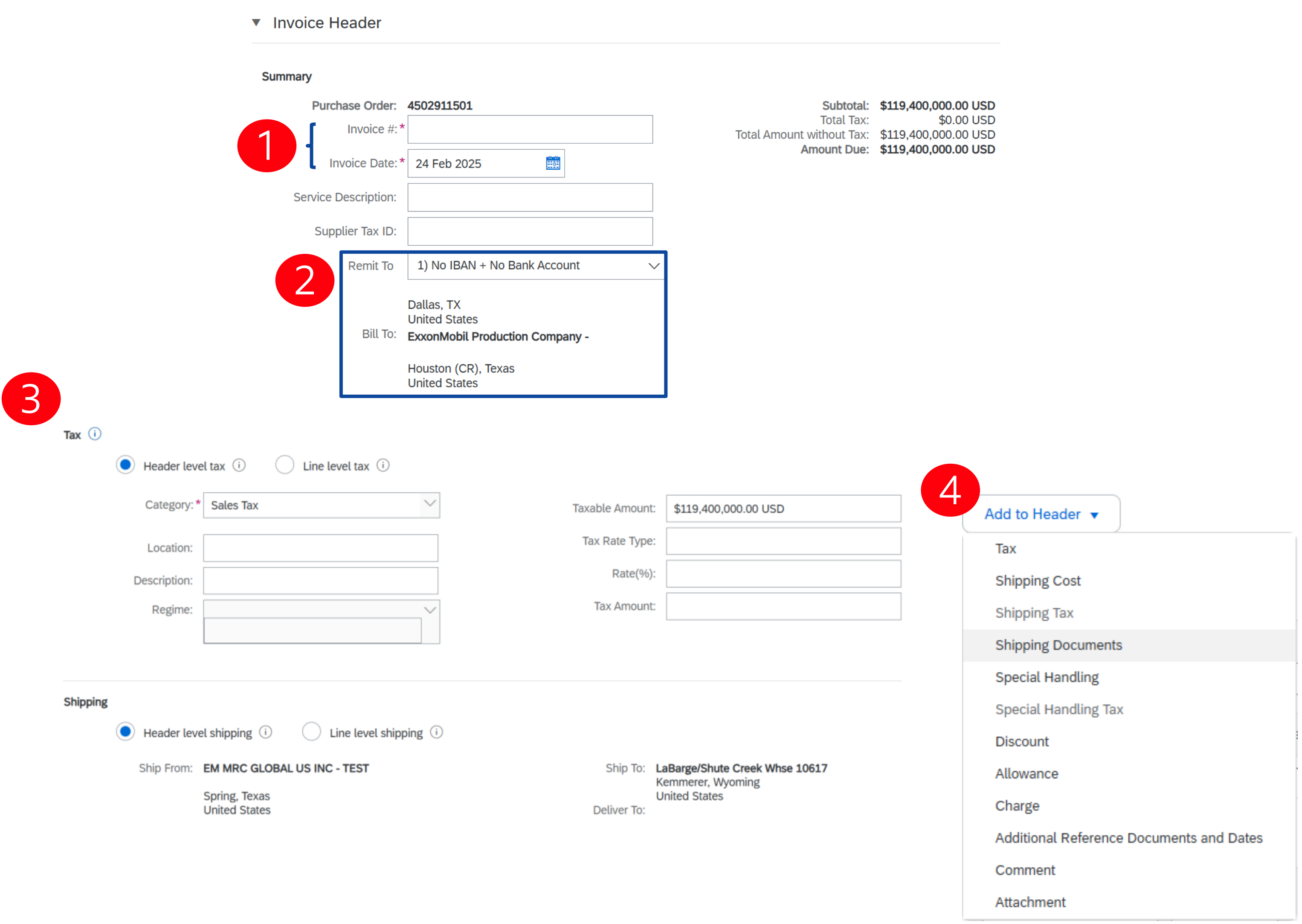
Invoice Collaboration

Create Invoice from PO



1. Enter the Invoice # which should have 16-character limitation and should be in capital letters only, for invoice identification.

   The Invoice Date will auto-populate.

2. The Remit-To address will auto-populate. If you have multiple Remit-To addresses, select from the drop-down box.

3. Tax and Shipping can be entered at either the Header or Line level by selecting the appropriate radio button.
   **This also depends on your country, please check the Regional Variations tile for more information.*

4. You can add additional information to the invoice header, such as Special Handling, Payment Terms, Comments, Attachments, and Shipping Documents.
   **Up to 100MB total.*

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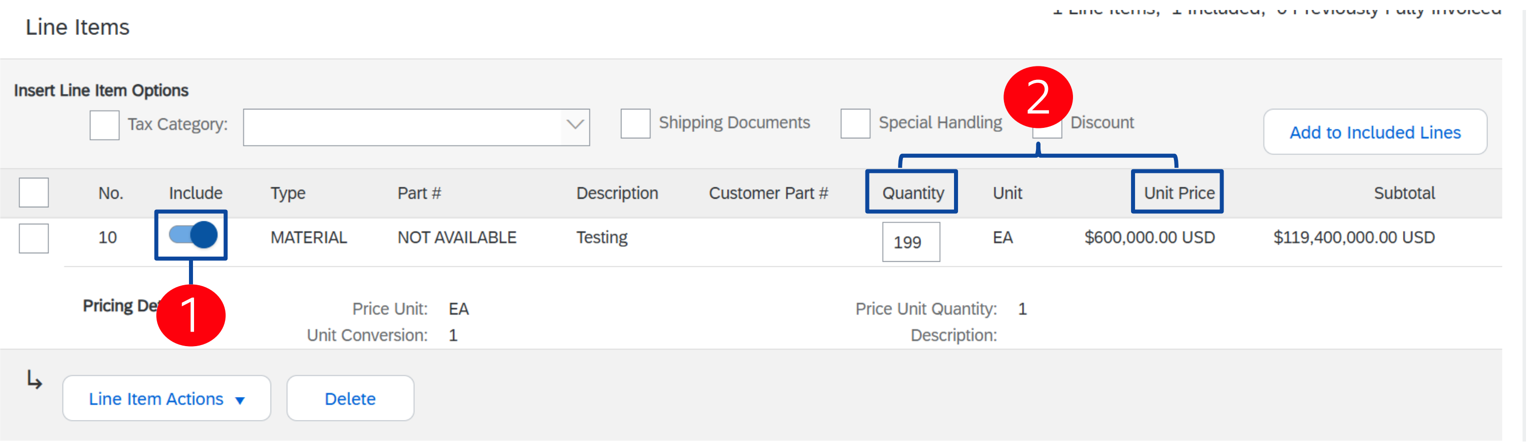
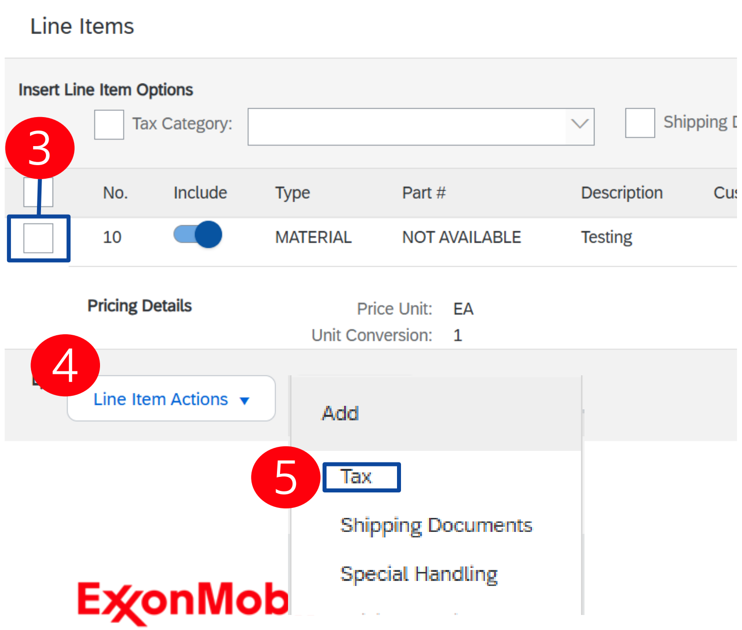
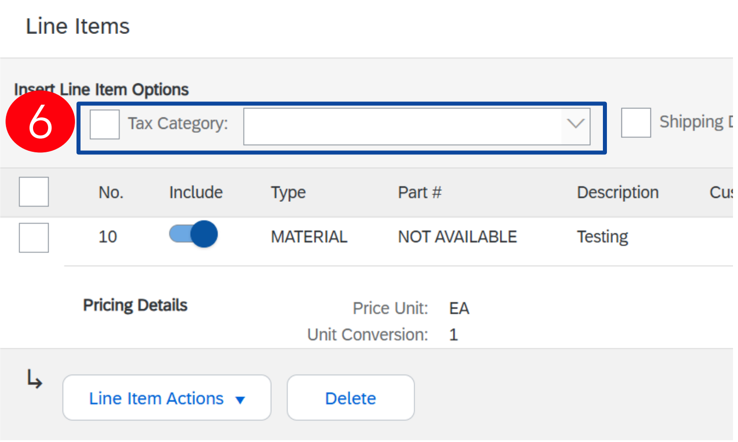
Invoice Collaboration

Create Invoice from PO







Scroll down to the Line Items section to select the items being invoiced. This section displays the line items from the reference document.

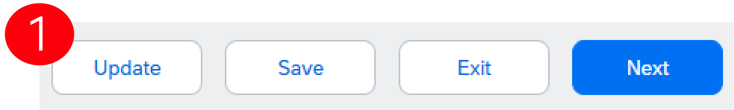
1. To exclude a line item, click the blue slider or check the box and click Delete. You can generate another invoice to bill for that item later.
2. Review or update Quantity / Pricing for each line.

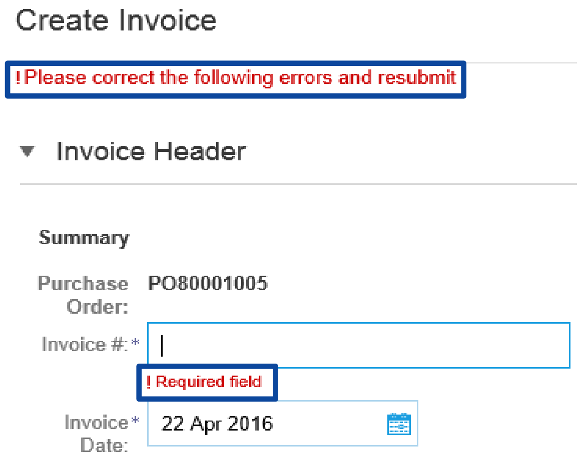
If you need to add Taxes, you can either:

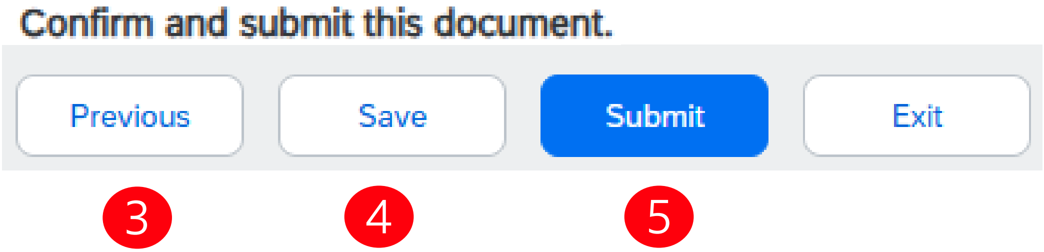
3. Select line item(s)
4. Click *Line-Item Actions*
5. *Then Tax*. The tax subline will appear below each selected line.
6. OR use the Tax Category dropdown to select an option, then click Add to Included Lines to apply the tax rate to all lines with the green slider activated.

Invoice Collaboration

Review & Submit





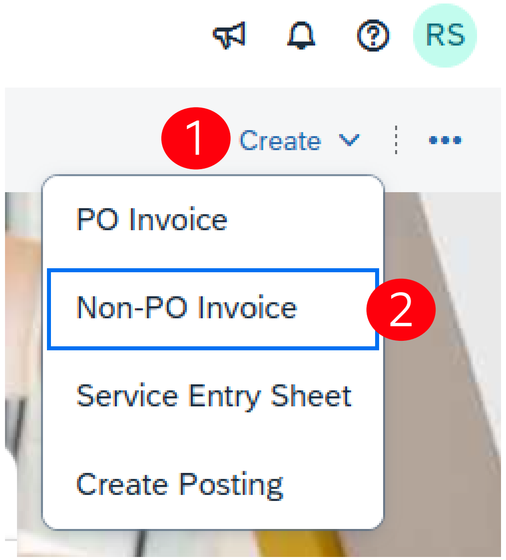


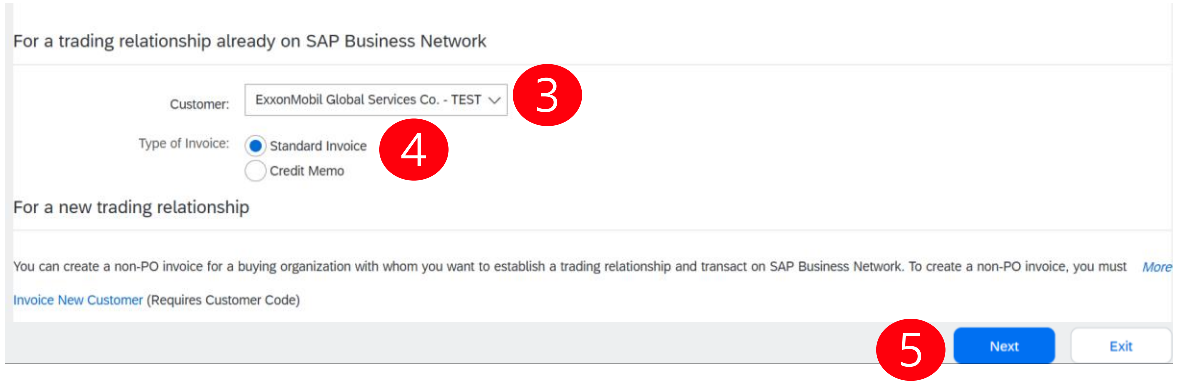
1. The *Update* button refreshes the page and allows you to check for errors.
2. Once you are done editing, click on *Next*.

   On the Review page, review your invoice for accuracy. Scroll down the page to view all line-item details and invoice totals.
3. If changes are needed, click *Previous* to return to previous screens.
4. Alternatively, you can save your invoice at any time during invoice creation to work on it later. You may resume working on a saved invoice by selecting it from *Invoices* > *Drafts*.
   *You can keep draft invoices for up to 7 days.
5. If no changes are needed, click *Submit* to send the invoice to your customer.

Invoice Collaboration

Create Invoice without a PO





In exceptional cases, if explicitly advised by your ExxonMobil commercial contact, you may be permitted to submit an invoice without a Purchase Order reference. Ensure that such an invoice includes the details of your ExxonMobil contact person (purchaser).

1 To create a non-PO invoice:

Click on the create drop-down

2 Menu.

3 Select Non-PO Invoice.

Select ExxonMobil from the

4 dropdown menu.

5 Select Standard Invoice.

Click Next.

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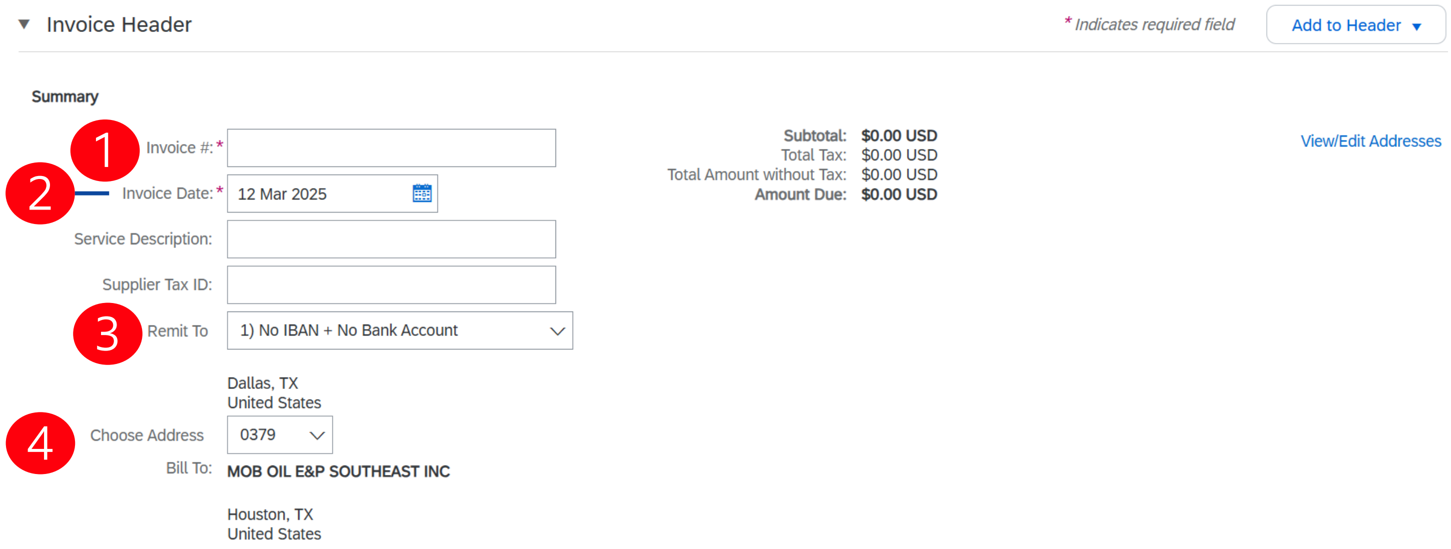
Invoice Collaboration

Create Invoice without a PO



1. Enter the Invoice # which should have 16 character limitation and should be in capital letters only, for invoice identification.
2. The Invoice Date will auto-populate.
3. Select the appropriate Remittance address.
4. Select the right 'Bill to' ID from the dropdown list.

Note!
Ariba defaults the Bill to details to the first entry in the list. Please select the correct Bill-To company code and manually update the Customer and Ship To addresses for ExxonMobil, as these will always be incorrectly pre-populated with the ExxonMobil Corp based in the US.

ExxonMobil

Invoice Collaboration

Create Invoice without a PO

1 **Order Information**

(Enter at least one of the following)

Customer Order #:

Contract Number:

Sales Order #:

Sales Order Date:

Additional Fields

Supplier Account ID #:

Service Start Date:

Customer Reference:

Service End Date:

Supplier Reference:

Payment Note:

Supplier: **EM MRC GLOBAL US INC - TEST**

Spring, TX
United States

Customer: **ExxonMobil Global Services Co. - TEST**

View/Edit Addresses

Spring, TX
United States

2 Email: *

View/Edit Addresses

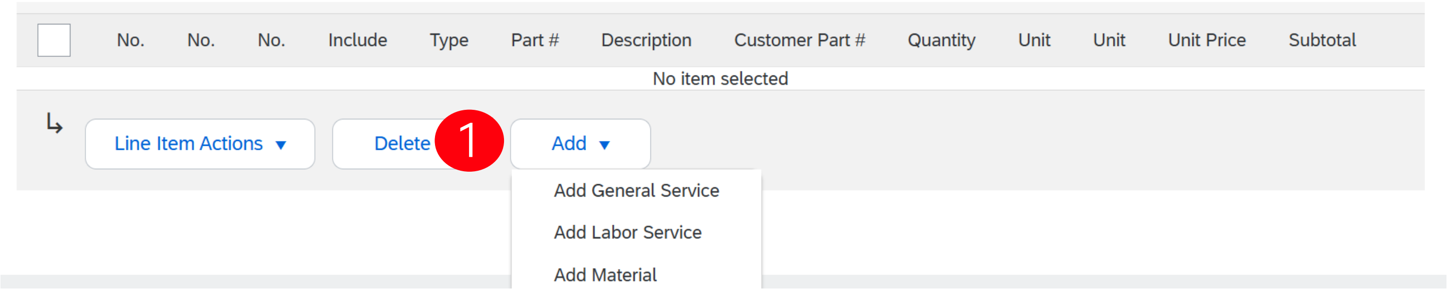
Bill From: **EM MRC GLOBAL US INC - TEST**

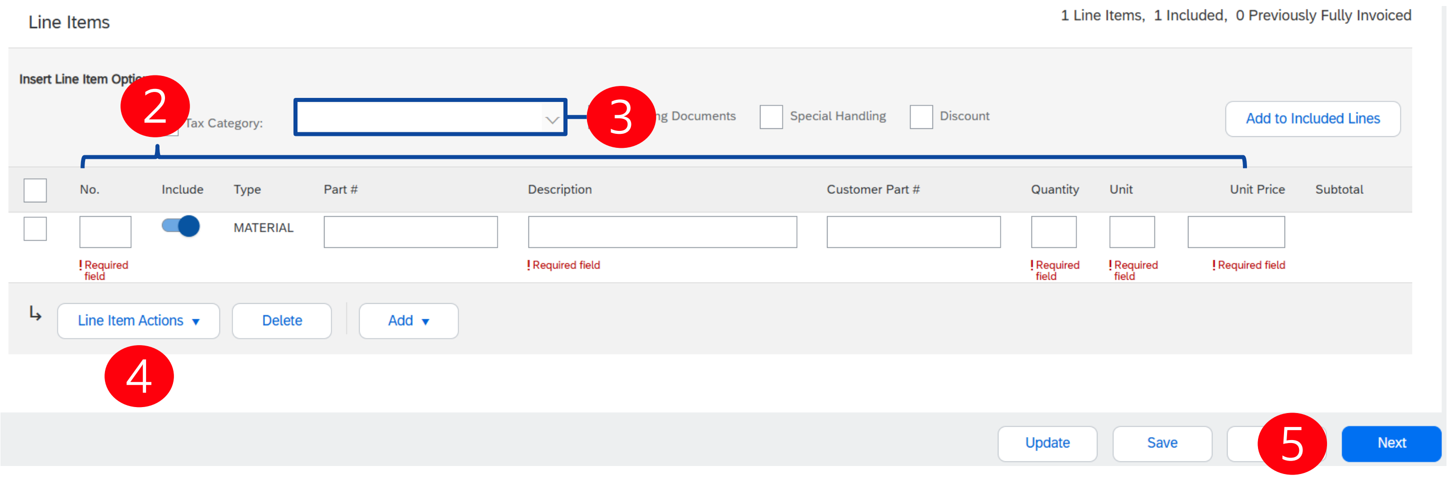
Spring, TX
United States

1. Complete at least 1 of the Order Information Fields.
2. On ‘Additional Fields’, it is required to add a ExxonMobil approver Email address to have the document properly routed to the right approver.

Invoice Collaboration

Create Invoice without a PO





1. Use dropdown under 'Add' to select from Material or Service to add the details of the item(s) being invoiced.

2. Make sure to provide complete details of the items or services provided.

   Further Add Tax, shipping, comments, … as appropriate.

3. Either from the quick access bar

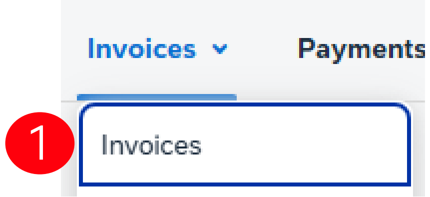
4. Or the line item actions, after you select the respective line(s)

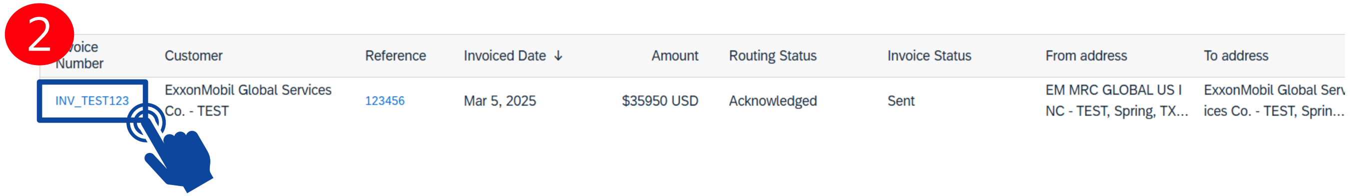
5. Click Next to continue to the review page.

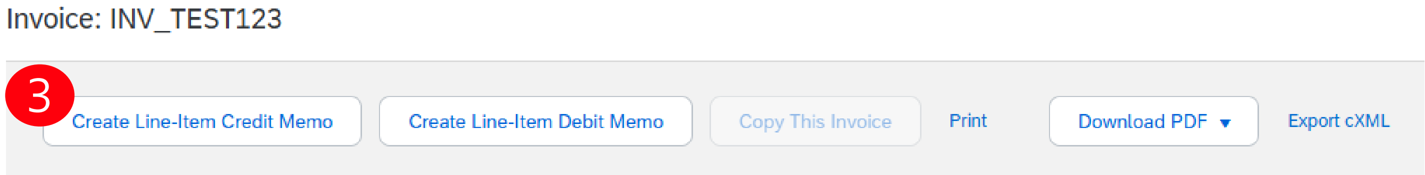
   Review the rest of your invoice with accuracy. If no changes are needed, click Submit to send the invoice to ExxonMobil.

Invoice Collaboration

Credit Memo - Line-Item Credit







To create a line-level credit memo against an invoice:

1. Click the Invoices tab.
2. Select your previously created invoice.
3. Click the Create Line-Item Credit Memo button on the Invoice screen.

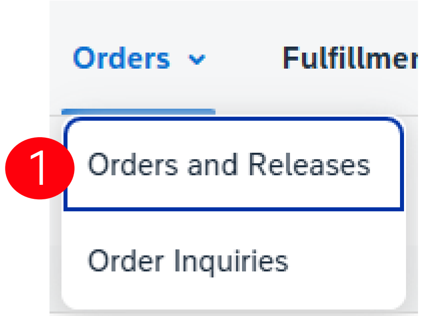
Complete the information in the form (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks (*) are filled in.

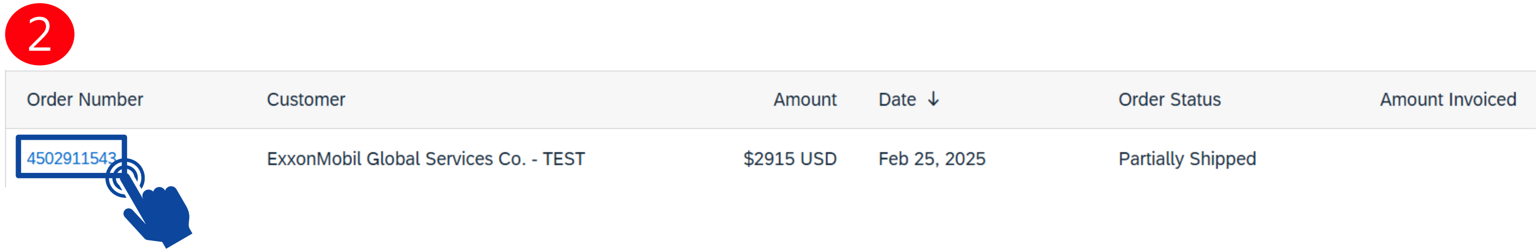
Click Next > Review Credit Memo > Submit.

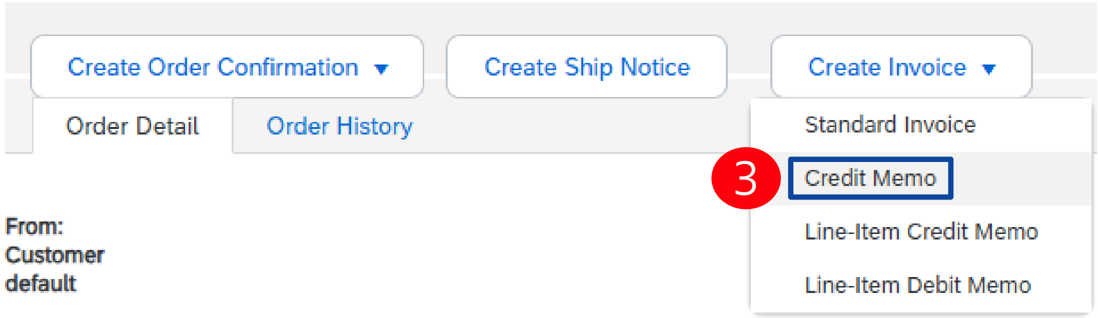
ExxonMobil

Invoice Collaboration

Credit Memo - Header-Level Credit







To create a credit memo against an entire invoice:

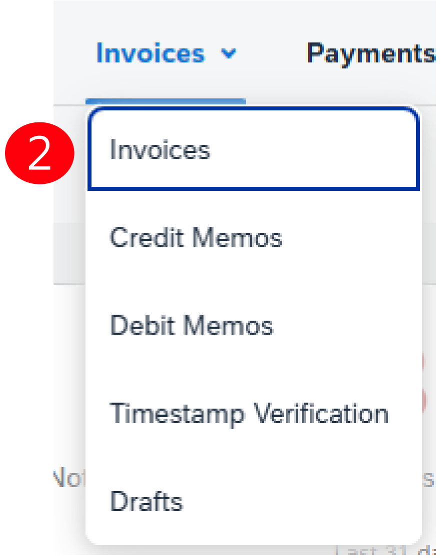
1. Click the Orders tab.
2. Select the PO to be credited.
3. Click on Create Invoice > Credit Memo.

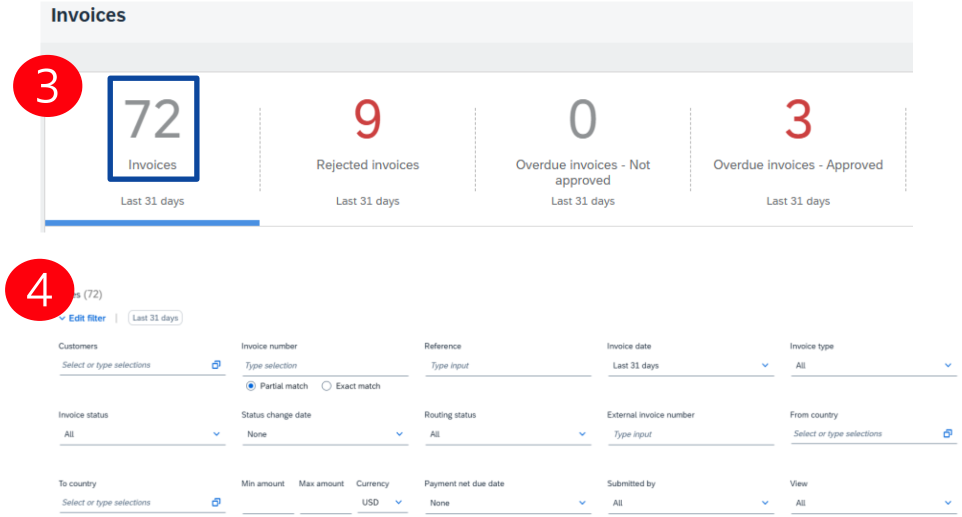
Complete information in the form of a credit memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks are filled in.

Click Next > Review Credit Memo > Submit.

Invoice Collaboration

Searching for Previously Submitted Invoices





Quick Search:

1. Enter invoice details in the Homepage search field, set Invoices in the document type.

Refined Search: Allows a refined search of Invoices within up to last 365 days.

2. Click on Invoices > Invoices
3. Select the Invoices tile.
4. Use filters to specify your search.

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Invoice Collaboration

Invoice Routing Status

1

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	To add	Actions
PO_as_NPO	ExxonMobil Global S ervices Co. - TEST	4502911501	Feb 26, 2025	$220 USD	Failed	Rejected			•••
BPOUL_IND _01	ExxonMobil Global S ervices Co. - TEST	4502911501	Mar 6, 2025	$600000 USD	Acknowledged	Sent	EM MRC GLOBAL US I NC - TEST, Spring, TX...		•••

If you configured your Invoice Notifications, you will receive emails regarding invoice status.

1 **Routing Status** reflects the status of the transmission of the invoice to ExxonMobil via SAP Business Network.

Obsoleted
You canceled the invoice.

Failed
Invoice failed ExxonMobil invoicing rules. ExxonMobil will not receive this invoice.

Queued
SAP Business Network received the invoice but has not processed it.

Sent
SAP Business Network sent the invoice to a queue. The invoice is awaiting pickup by ExxonMobil.

Acknowledged
ExxonMobil invoicing application has acknowledged the receipt of the invoice.

Invoice Collaboration

Invoice Reconciliation Status

1

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	Actions
INV_FB08_01	ExxonMobil Global Services Co. - TEST	test	Feb 21, 2025	$10 USD	Acknowledged	Rejected	EM MRC GLOBAL US INC - TEST, Spring, TX...	•••
INV_FB08	ExxonMobil Global Services Co. - TEST	test	Feb 21, 2025	$10 USD	Acknowledged	Sent	EM MRC GLOBAL US INC - TEST, Spring, TX...	•••
POINV MR8M	ExxonMobil Global Services Co. - TEST	4502911439	Feb 20, 2025	$250 USD	Acknowledged	Approved	EM MRC GLOBAL US INC - TEST, Spring, TX...	•••
111824_1011	ExxonMobil Global Services Co. - TEST	4502911099	Nov 18, 2024	$15000 USD	Acknowledged	Paid	EM MRC GLOBAL US INC - TEST, Spring, TX.	•••

ExxonMobil

1 Invoice Status reflects the status of ExxonMobil's action on the Invoice.

Sent
The invoice is sent to the invoice, but they have not yet verified the invoice against purchase orders and receipts.

Paid
ExxonMobil paid the invoice/in the process of issuing payment.

Approved
ExxonMobil has verified the invoice against the purchase orders or contracts and receipts and approved if for payment.

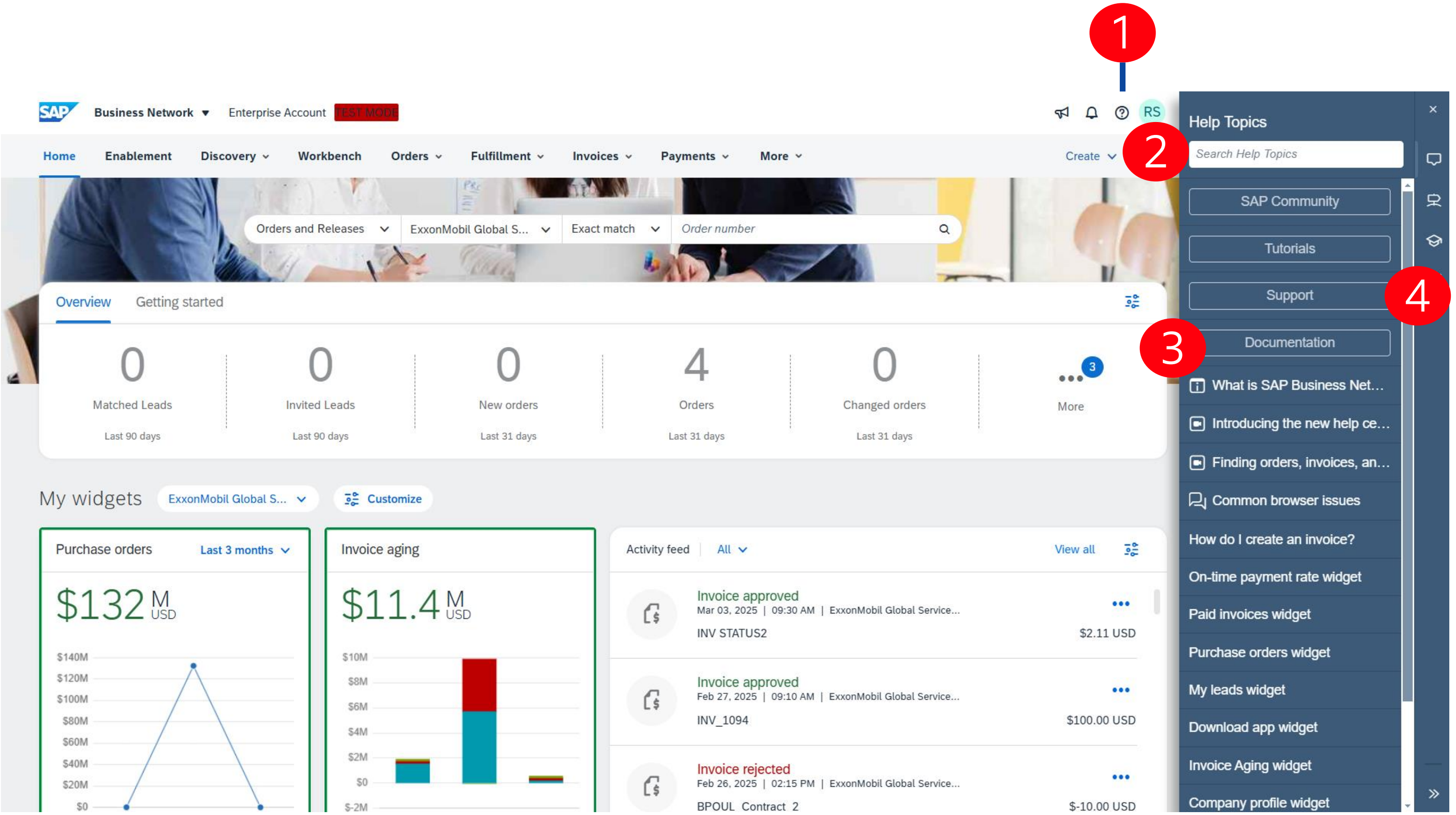
Rejected
ExxonMobil has rejected the invoice, or the invoice failed validation by SAP Business Network. If ExxonMobil accepts invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment).

Failed
SAP Business Network experienced a problem routing the invoice.

SAP Business Network Support

SAP Business Network Support

Active Onscreen Help



1 Access support through the SAP Business Network Help Center and utilizing the Help Center located on the right side of the page.

When you click on the question mark icon, a list of articles will be displayed corresponding to the product you are using. These articles will provide quick access to documentation that will help to resolve an issue.

2 You can also use the search bar to find answers on a specific topic. Enter keywords about an issue and click to search; a new list of related documents will appear.

3 If you are interested in reviewing additional documentation, select the Documentation button.

If you cannot find the information you need, select the Support button to open the Help Center home page.

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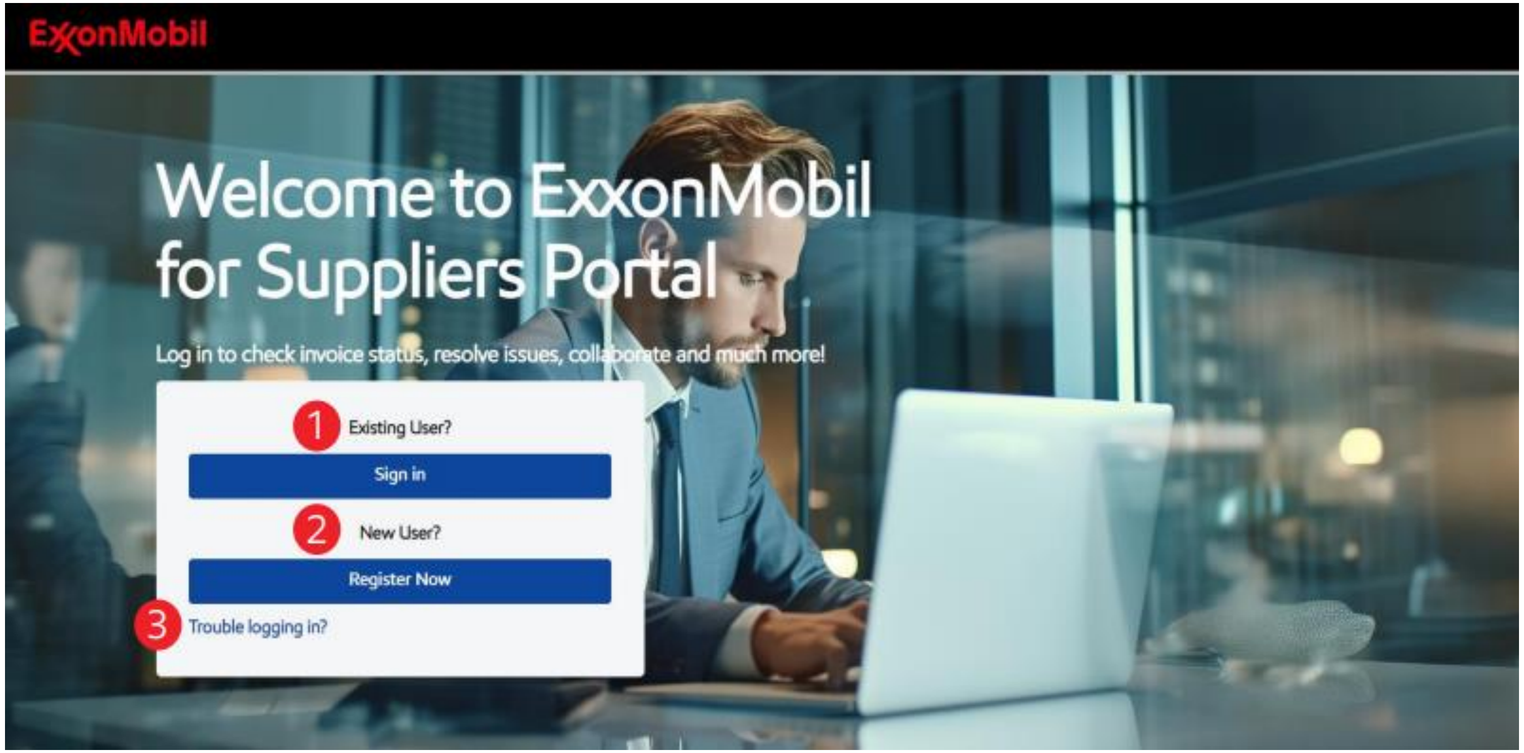
ExxonMobil Support

ExxonMobil Support

Accessing the Portal



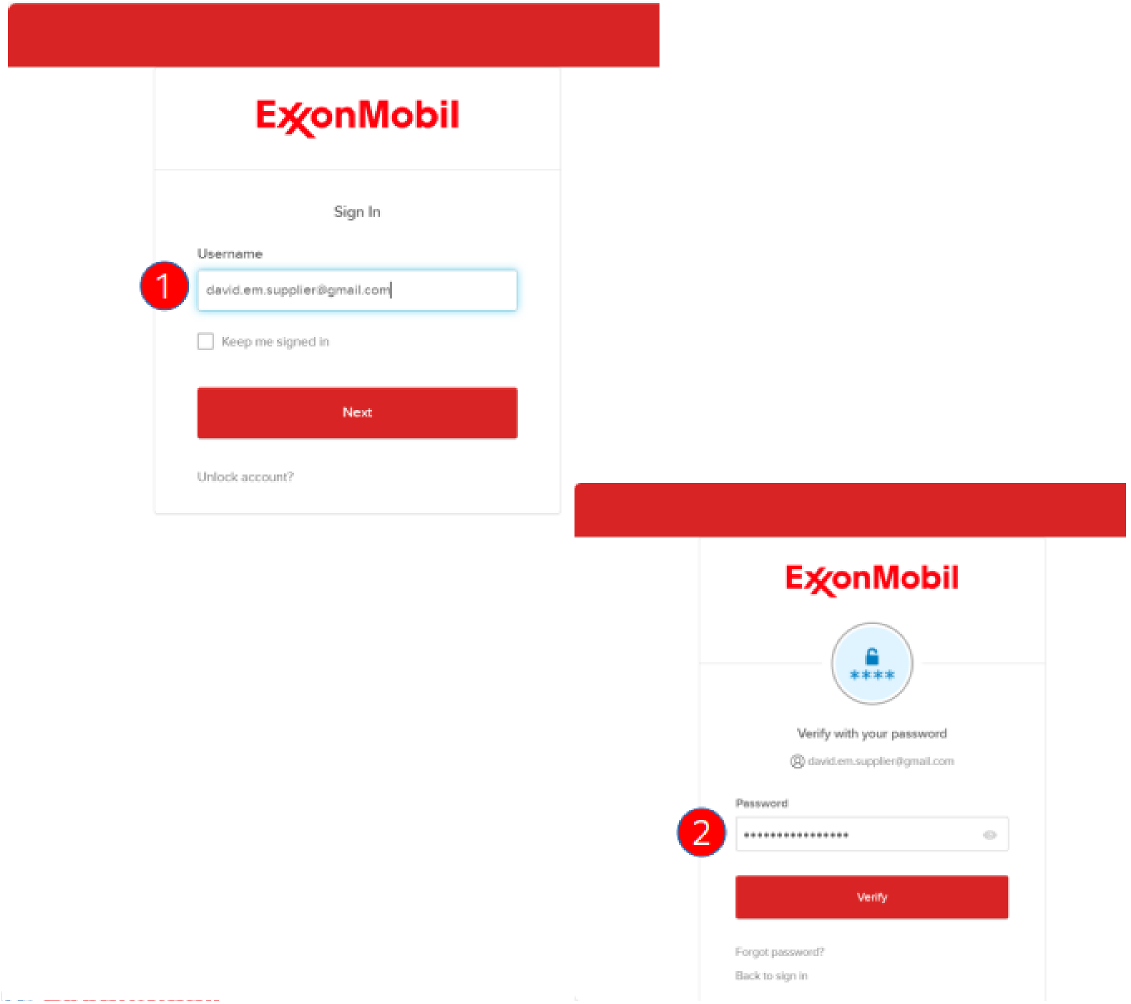
1 **Existing user**
All suppliers of ExxonMobil who completed the activation process became an 'Existing User'. They need to use the 'Sign in box' from that point.

2 **New user**
Suppliers who are new to the Portal need to use 'Register Now' and initiate for themselves the account activation process first.

3 **Trouble to logging in**
Click on 'Trouble logging in?' to open the Frequently Asked Questions Page on login issues.

ExxonMobil Support

Login to the Portal



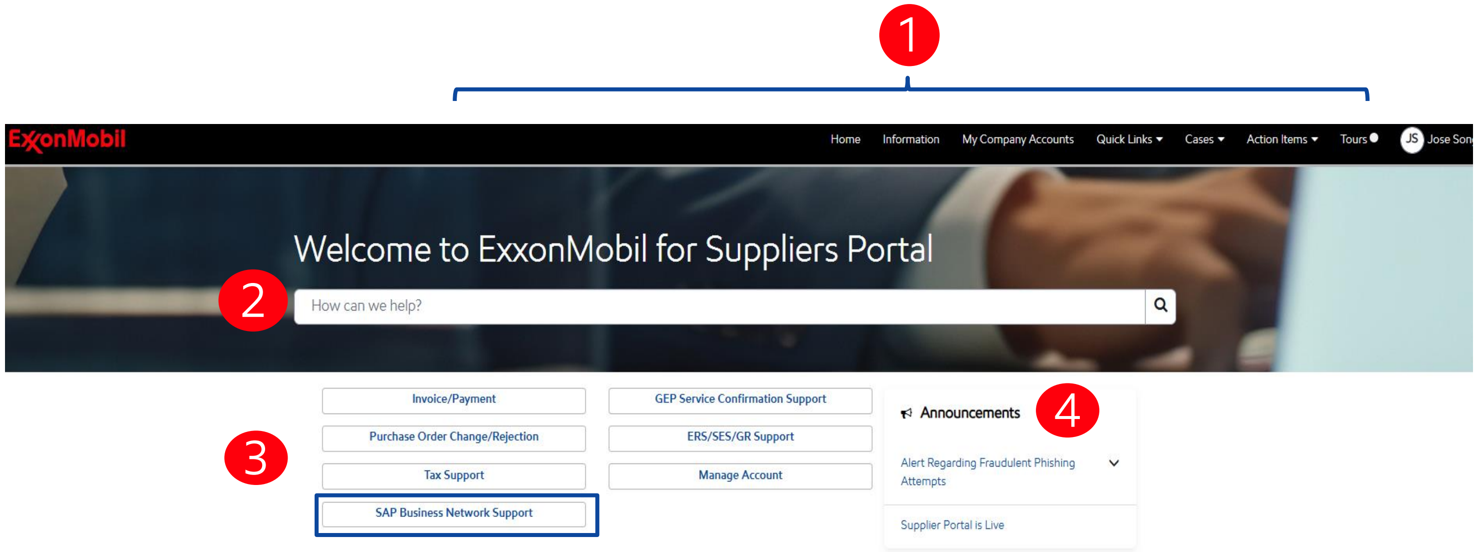
As a registered supplier, you will need to enter your username & password to successfully login to the ExxonMobil for Suppliers Portal. Only authenticated suppliers will have access to this portal.

1 The registered supplier can enter their username (registered email ID) and then click on the "Next Button".

2 The registered supplier will then need to provide the password and click on "Verify" to authenticate their login credentials and login to the supplier Portal Landing Page

ExxonMobil Support

Portal Landing Page



1. **Header**
   Includes links to internal and external pages to quickly access the resources and webpages needed.

2. **Search bar**
   Allows you to quickly access knowledge articles or yours and your colleagues' cases. When searching you could use the exact name or related words/phrases.

3. **Cases**
   Quick access to the most common inquiries and active link to Invoice Search Tool.

4. **Announcements**
   Display notifications to keep you up to date on changes and important information.

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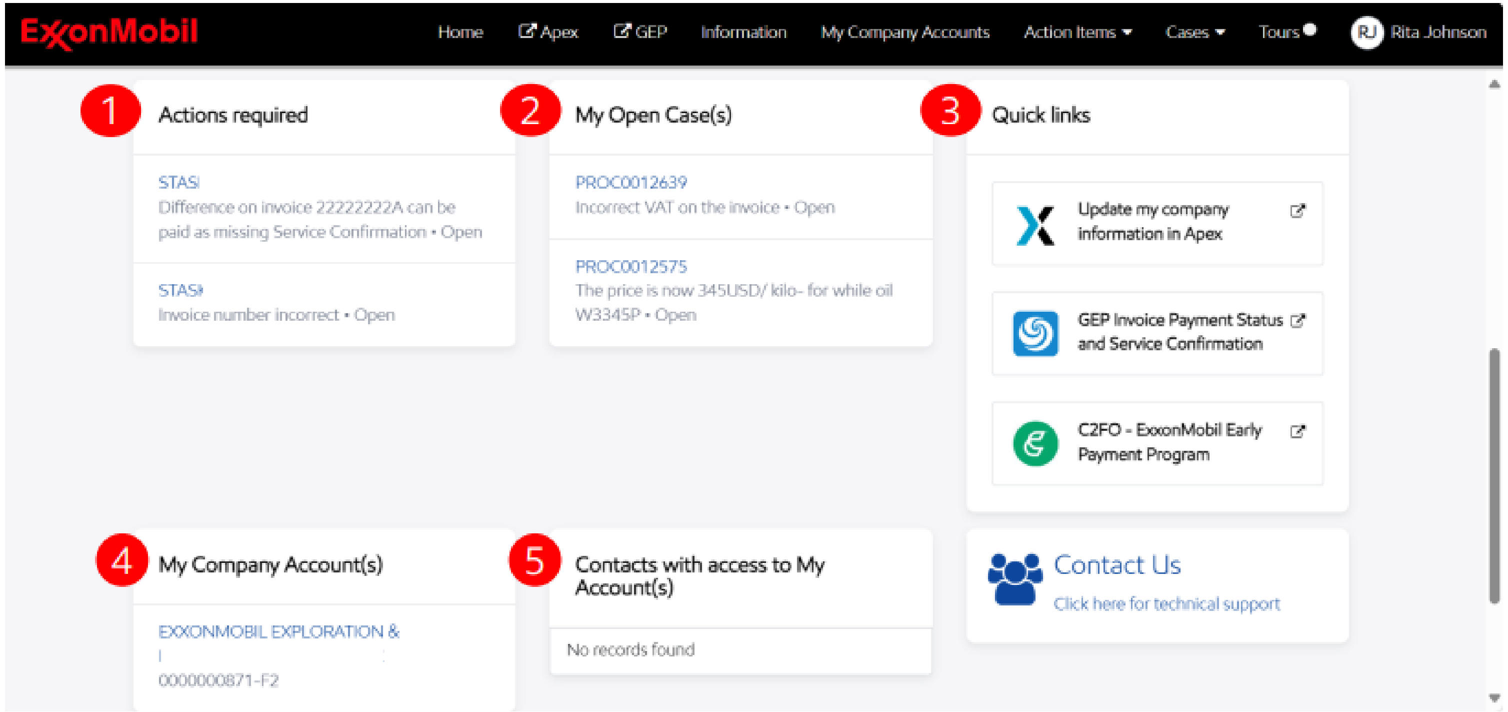
Portal Landing Page



1 Actions required
View of active tasks assigned to you. Tasks can include requests to provide more information, confirmation, and other steps necessary to complete a case.

2 My Open case(s)
Quick overview of the most recently requested cases submitted by you. You can drill down to an in-depth view of the cases by clicking the specific case or the 'View all' option.

3 Quick links
Access to external resources that you may need to access on a regular basis.

4 My Company Accounts(s)
Provides you with a view of Accounts contact(s) associated with SAP Vendor Numbers you have access to.

5 Contacts with access to My Account(s) shows **the list of your colleagues who** can see/ access the same SAP Vendor number(s).

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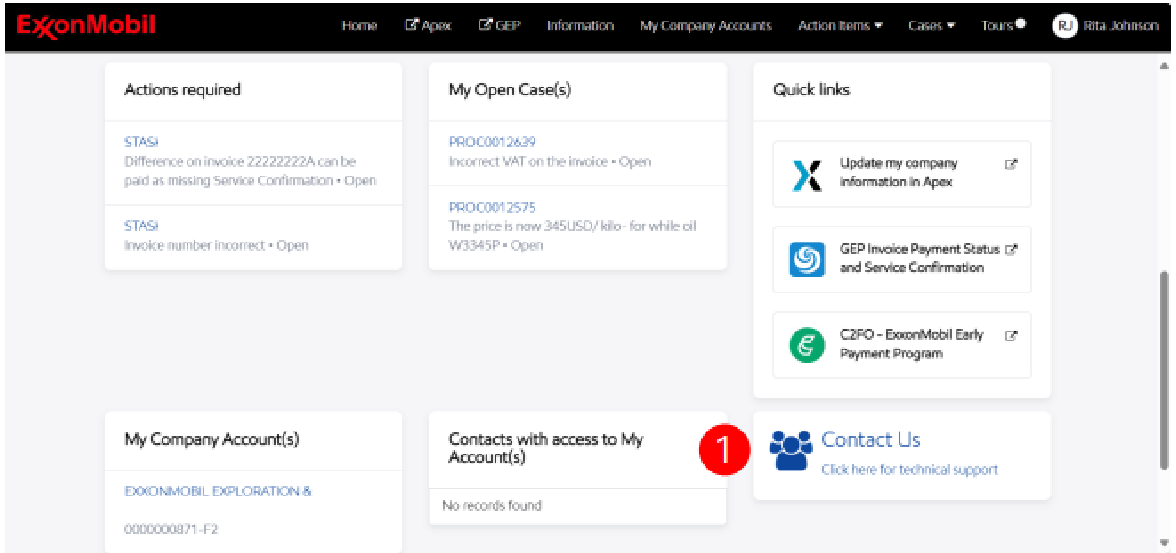
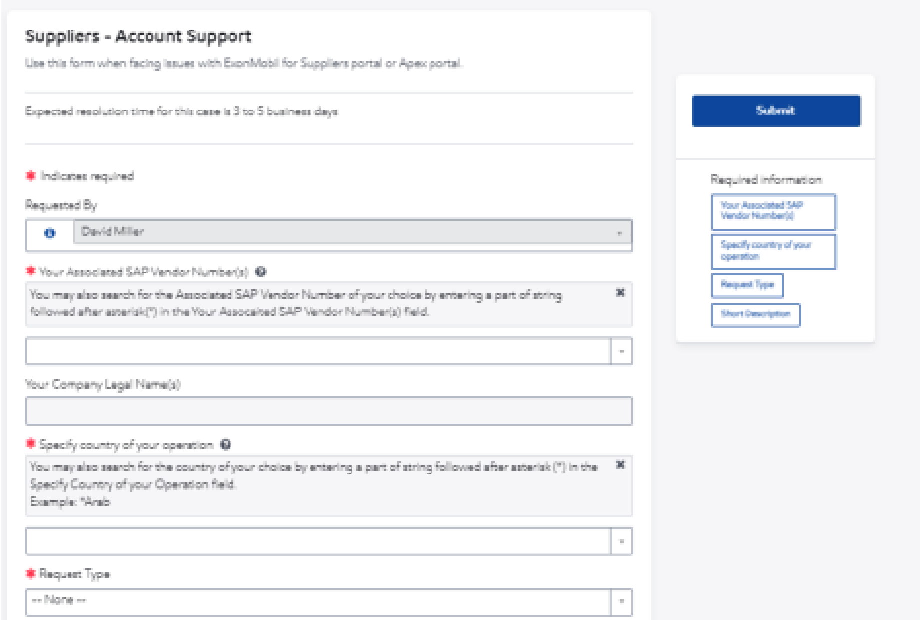
Portal Landing Page



2



1 **Contact Us**

For any technical issues related to ExxonMobil for Suppliers portal or Apex log in click on 'Click here to Contact us' to open the support form.

2 **EM for Suppliers Portal-Post login Support**

The issue form captures request types such as Not able to access links; Apex issues; Unable to raise a request. Submit this form once the required fields in the form are filled.

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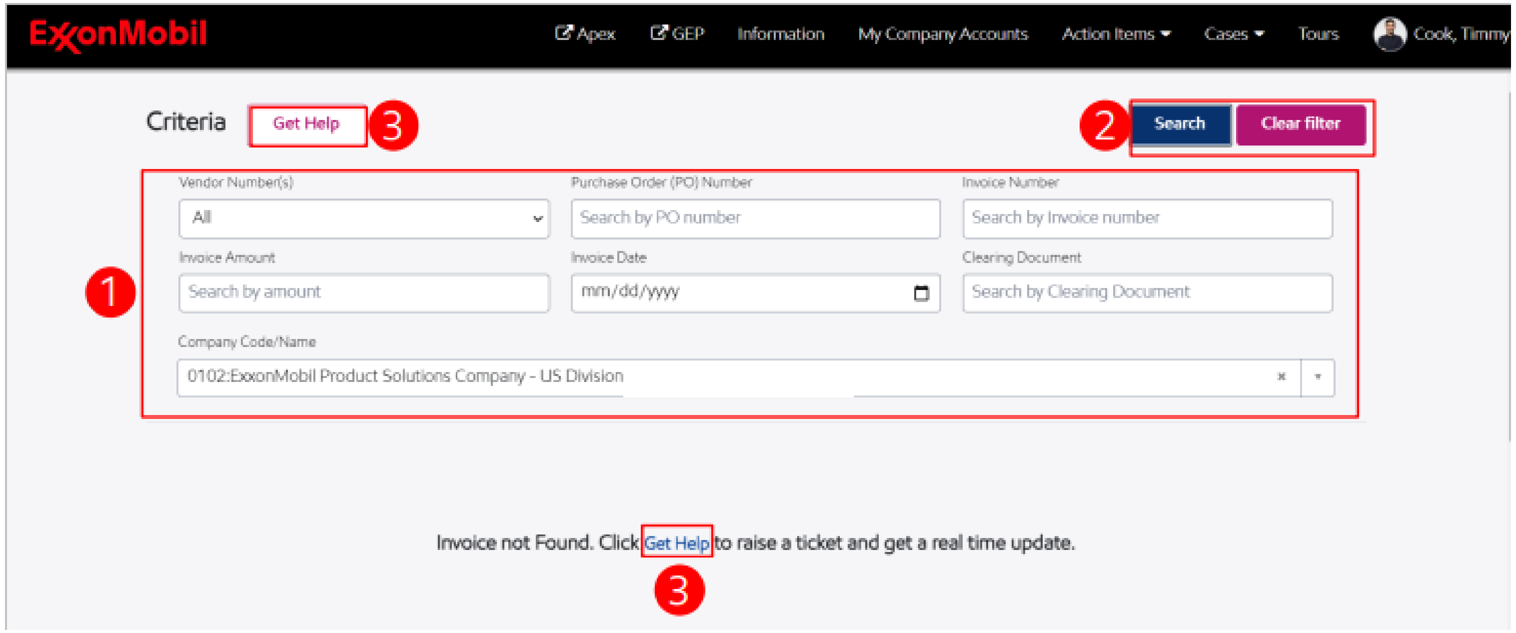
ExxonMobil Support

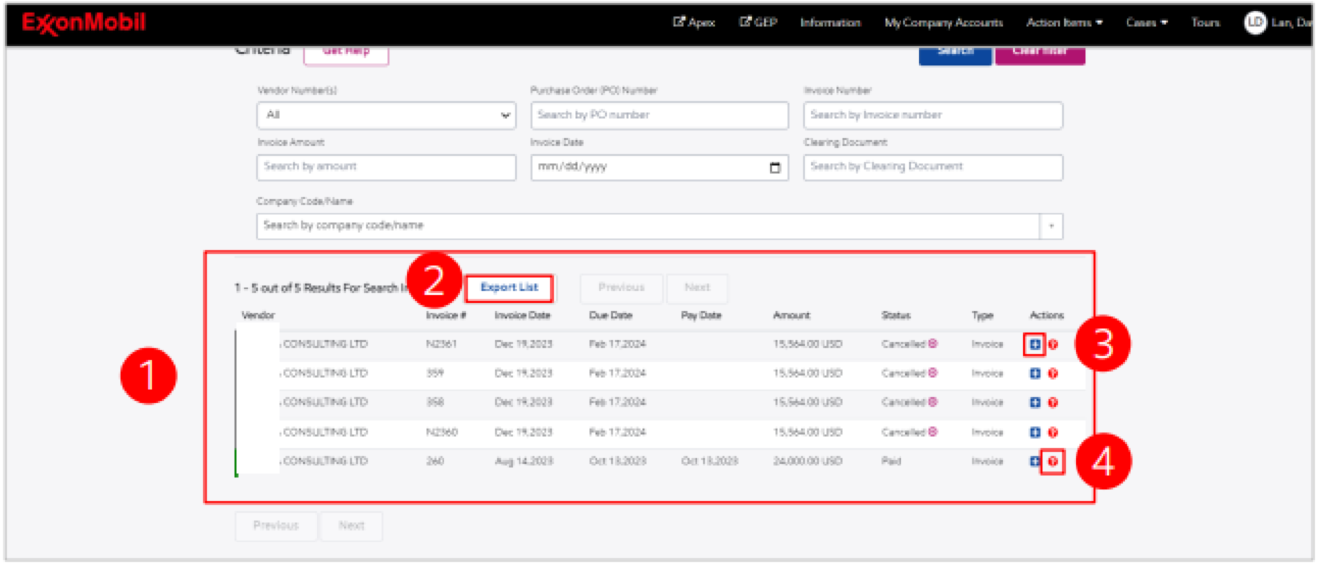
Invoice/Payment Search Tool

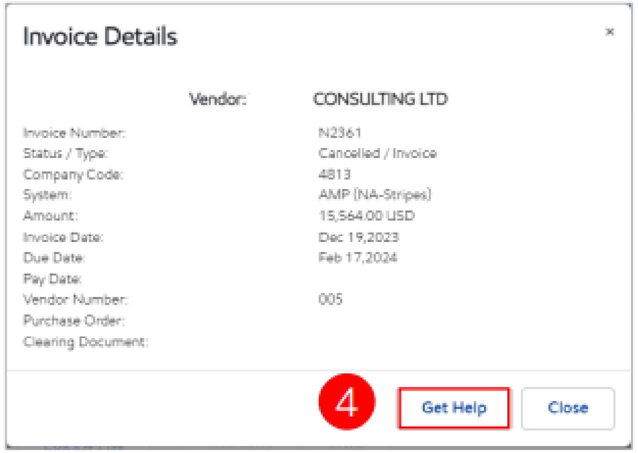


1. In the Invoice Search page, you can search based on different criteria.
2. Once you have populated the search criteria(s), click 'Search' button to refine your query. You can also click on 'Clear filter' to clear values entered and see all available documents.
3. You can click the 'Get Help' field or click 'Get Help' link to raise a ticket for any issue related to invoice/ payment.

ExxonMobil Support

Invoice/Payment Search Tool





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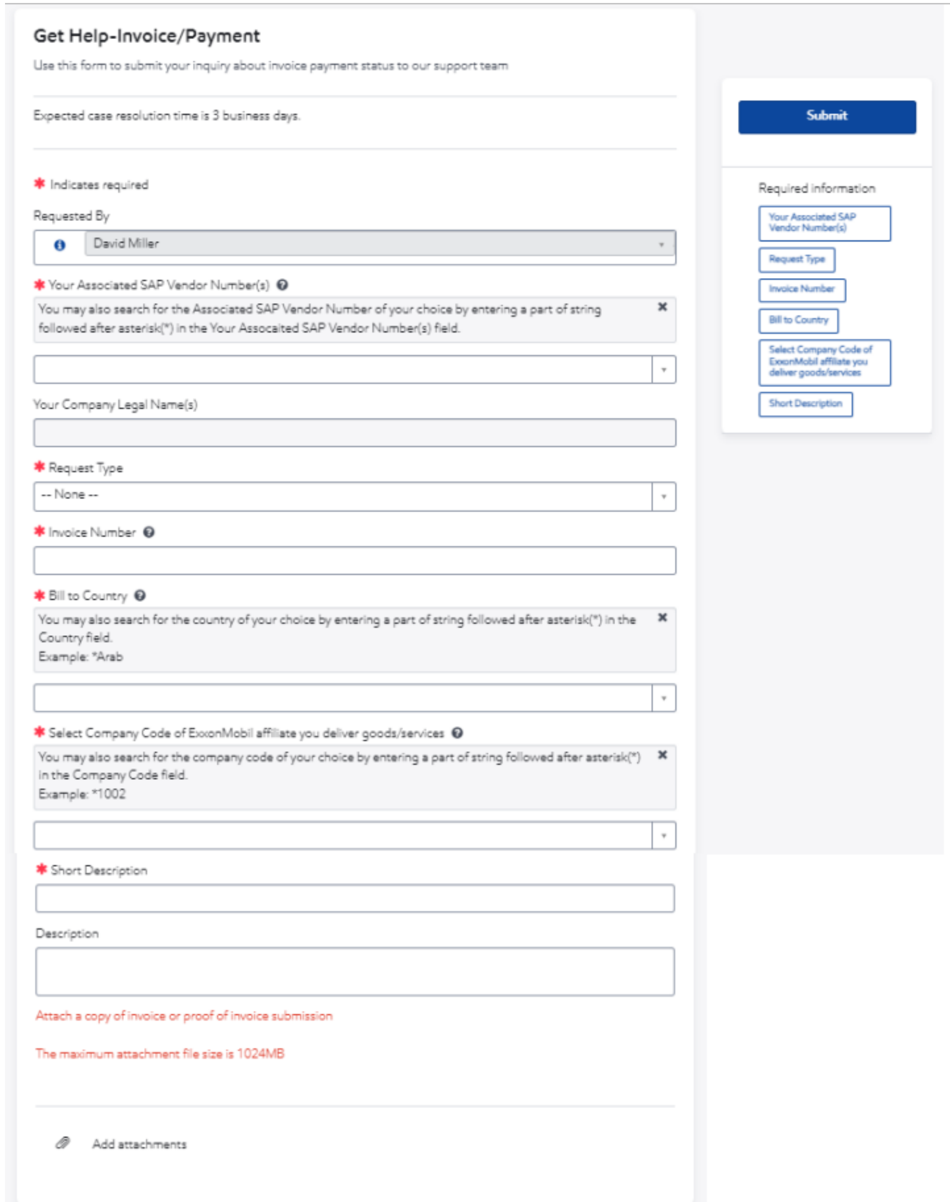
1. The **'Results for Search'** chart shows information about specific accounting documents.
2. You can select **'Export list'** button to **download .csv file** of the search results.
3. You can click on **the '+' icon to open a pop-up menu with more details about the invoice** such as company code, system and other information associated with the accounting record.
4. You can **access the Get Help Case form** also via the **'?'** icon or the **Get Help** button on the invoice details popup menu.

ExxonMobil Support

Invoice – Get Help



The Get Help-Invoice/Payment case form can be used to raise issues related to the invoice or any technical issues.

The Form contains mandatory fields noted by a red asterisk *

Please attach the copy of invoice or proof of invoice submission if required.

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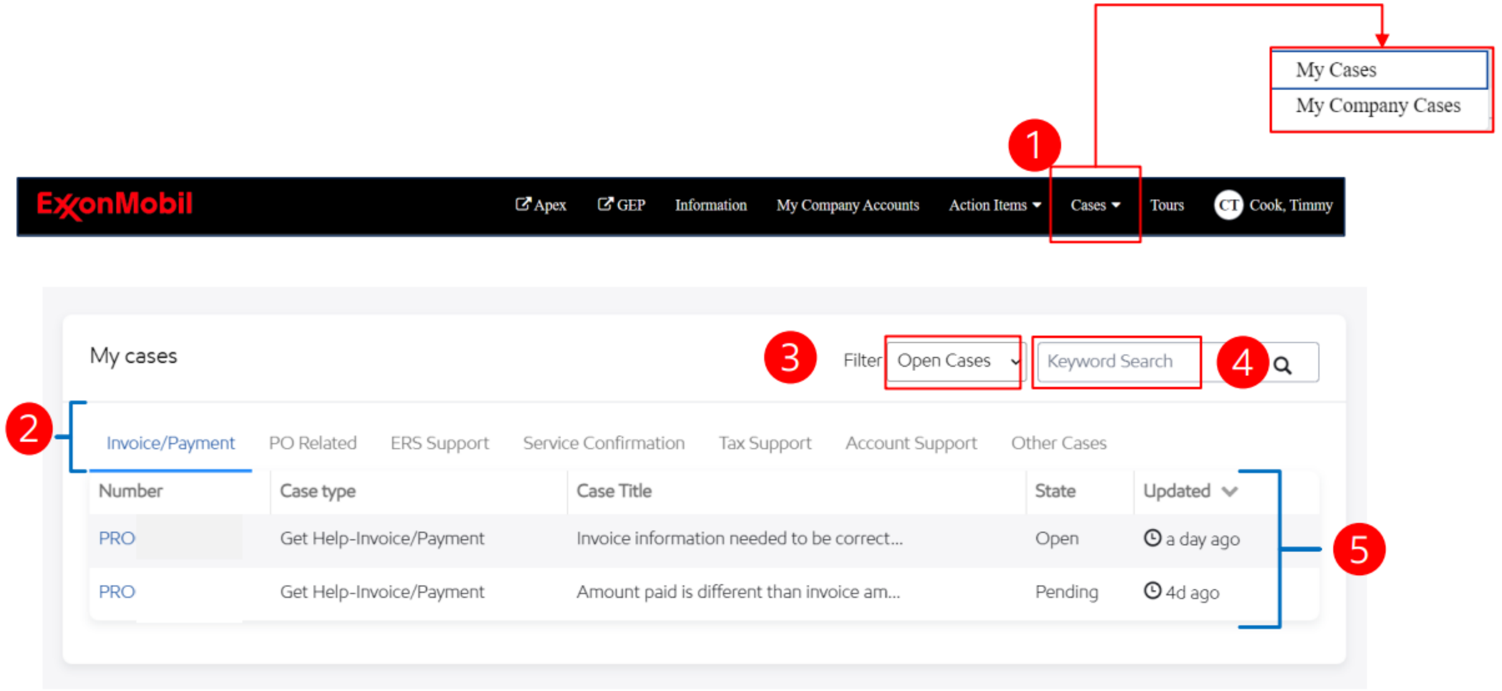
ExxonMobil Support

My Cases



1. You can reach My cases page from the top bar **on the portal landing page.**
2. You can view **your cases organized by a type of request in individual tabs.** - e.g.: Payment Status, PO related
3. You may also **filter the cases by open, closed, and all cases** from the filter at the top of the page.
4. **Search for specific cases** is possible by using the keyword search feature in the top right of the page.
5. **The List view** shows the Case Number, Short Description, Long Description, State and Last Updated date and time for the case.
   You can view the cases raised by your colleagues by using the My Company Cases from the Header Section.

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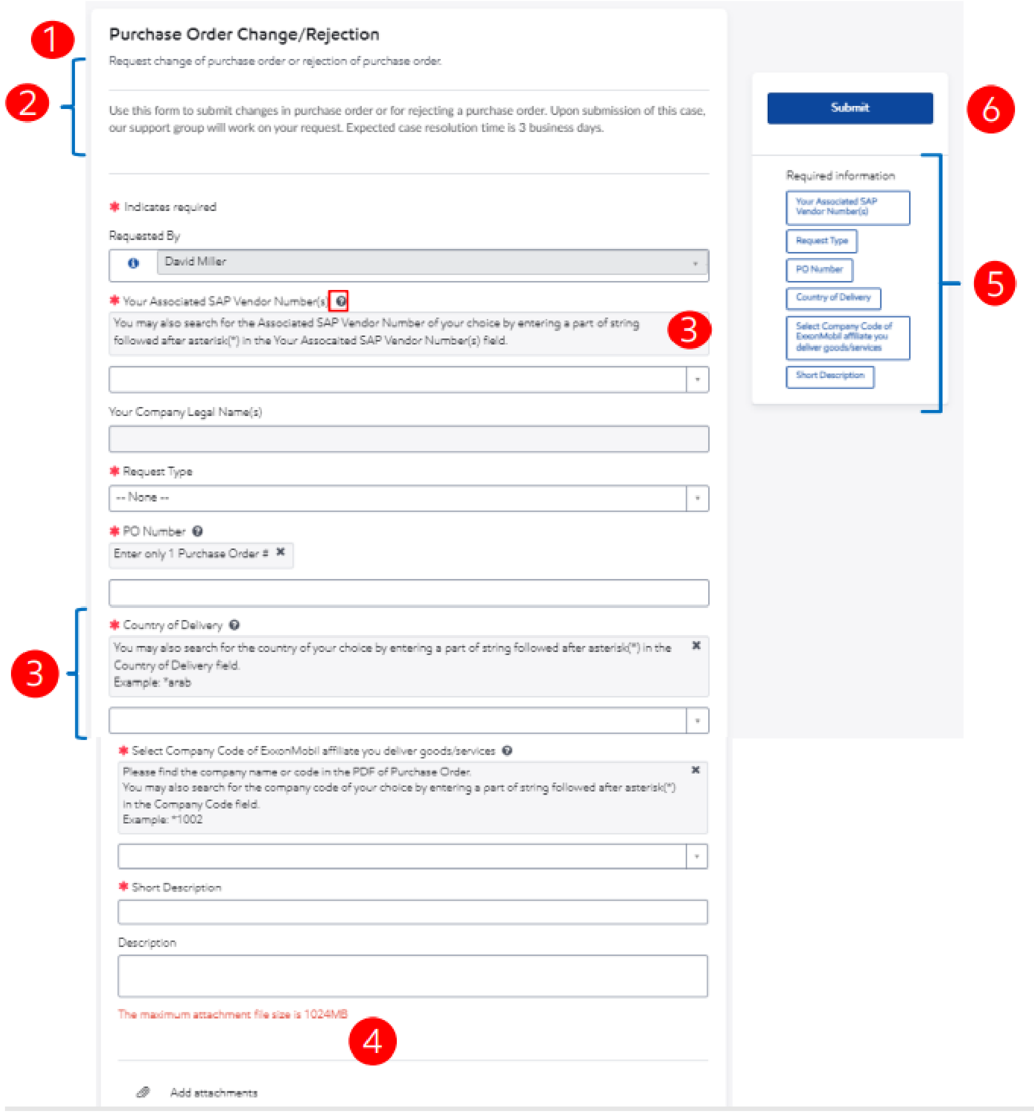
ExxonMobil Support

Case Form Overview



1. **Case Form Title** - e.g. Purchase Order Change/Rejection, ERS Support, Tax Support
2. **Case Form Short and Long Description** to better understand about the form and when you could expect our reply.
3. For certain reference fields you can **use search using * prefix** to easily find from the list view your choice.
4. You **can add attachments** to by clicking on the '**Add attachments**' option.
5. Fields which are still **left to be populated and are mandatory** for the form submission are mentioned here.
6. Once you filled all the details, you can click on the submit button **to create the case.**

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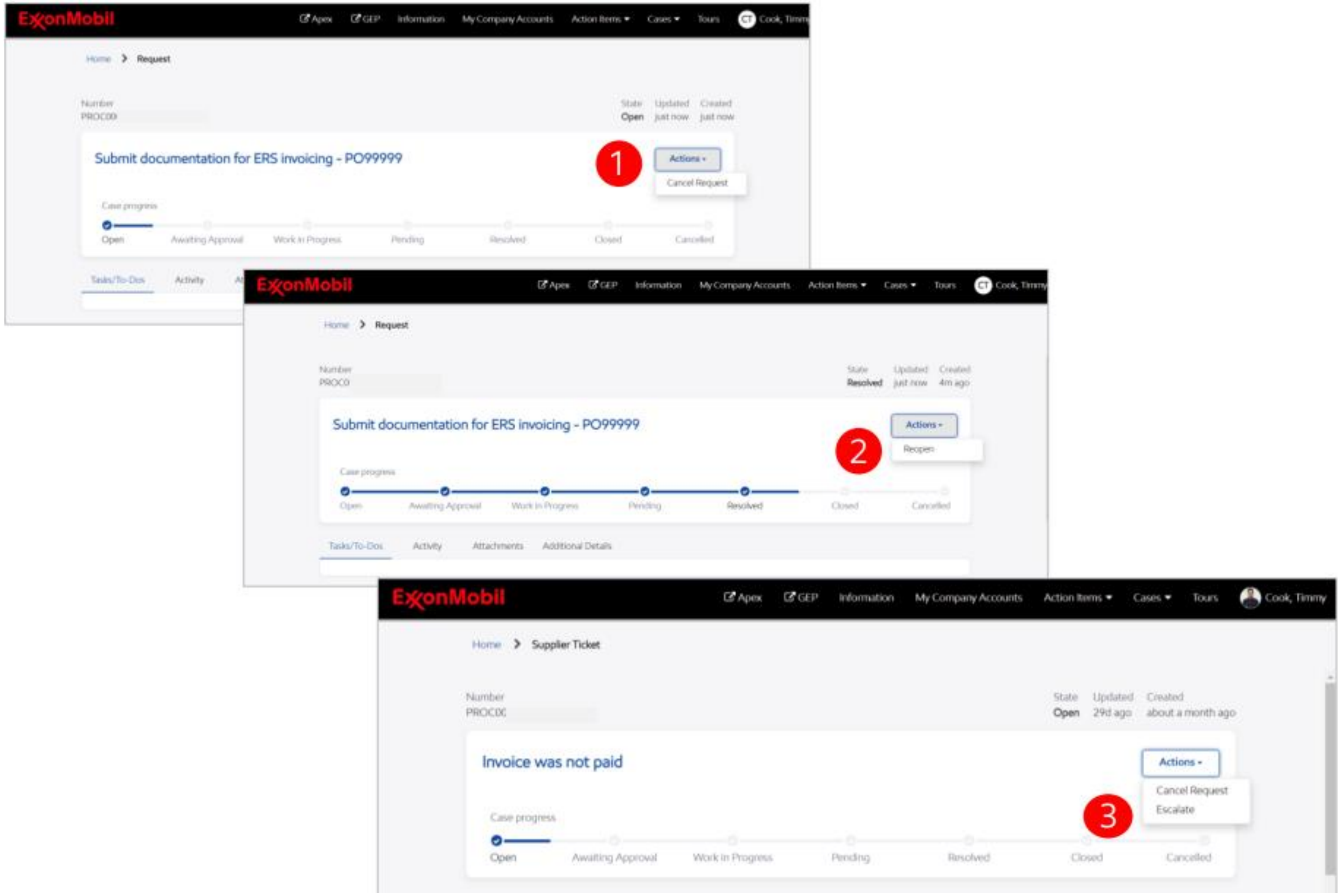
Case Form Overview – Action Buttons



1 Cancel Request
If the case is not in resolved, closed or cancelled state, you can choose to cancel it by clicking the dropdown menu and selecting 'Cancel Request'.

2 Reopen Request
If your case is marked as 'resolved' you can reopen it in a timeframe of 7 business days.

3 Escalate
If you have not received our feedback on your case within our usual response time: 3 business days, you can escalate the case.

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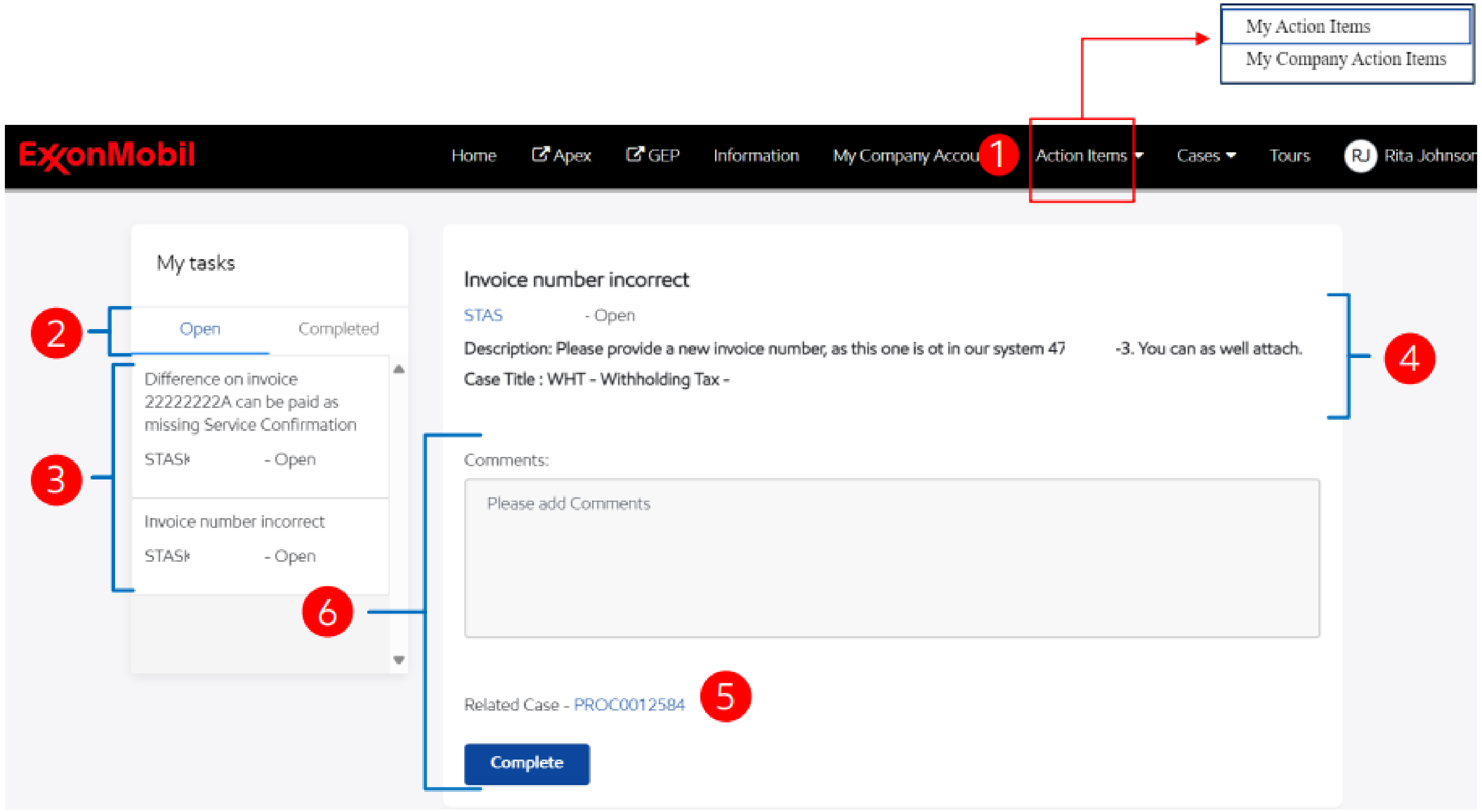
My Actions



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1. If ExxonMobil needs additional information from you to solve your case, we send you a task which you can find via email or under **Action Items/My Task** on the **portal landing page.**
2. You can choose between "**Open**" and "**Completed**" Tasks for the person.
3. The list contains short description, task ID and Task State Details.
4. When selecting one of the task card/tile, **the details of the task opens** with the description, link to the task detailed view on the task number, task state and case title for which the task is opened.
5. You can **view the related case** for which the task is raised by **clicking on the blue case ID number.**
6. **Provide comments** for the task and click '**Complete**'.

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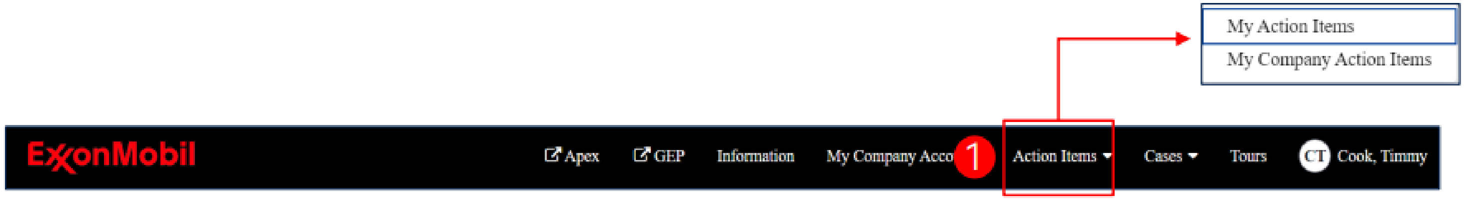
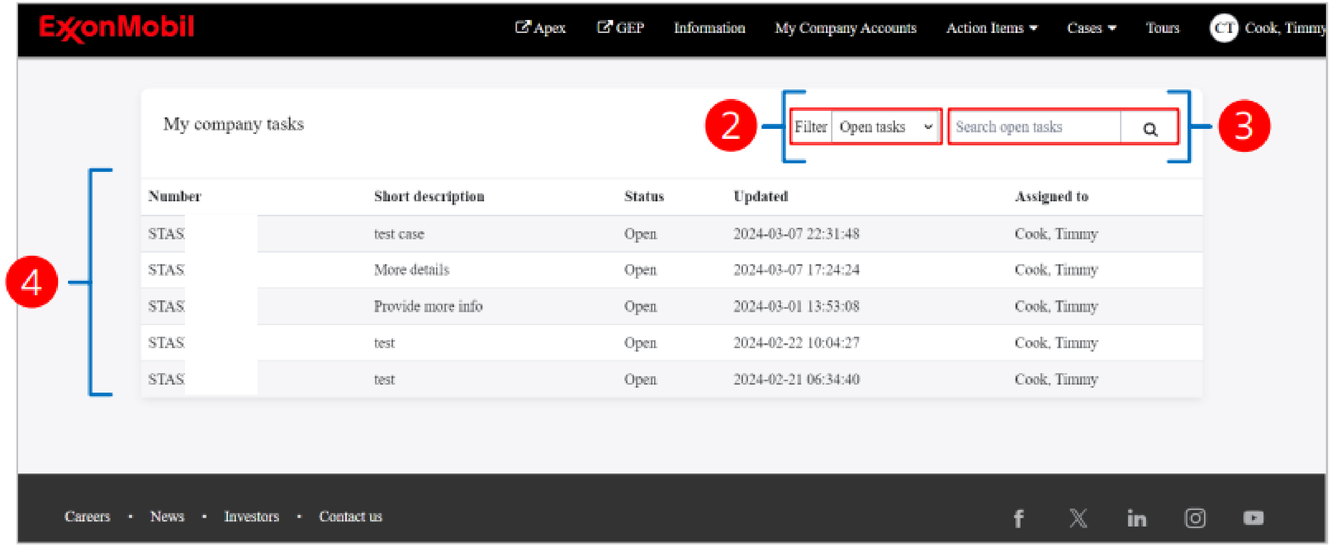
My Company Actions





1. You can view under **My Company Action** Items page all tasks assigned to your colleagues.
2. You can choose between "**Open**" and "**Completed**" tasks
3. You can **search for keywords** in a task using the Search bar on top right in front of the filter.
4. **The list view contains** Task Number, Short Description, State, Updated date, time and who the task is assigned to amongst your company's contacts.

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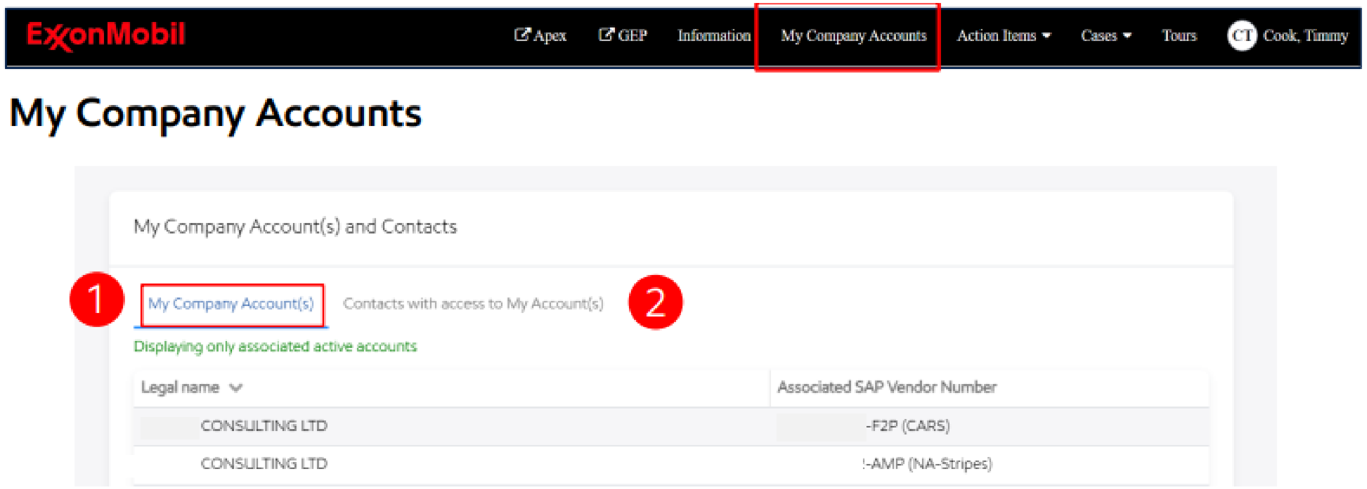
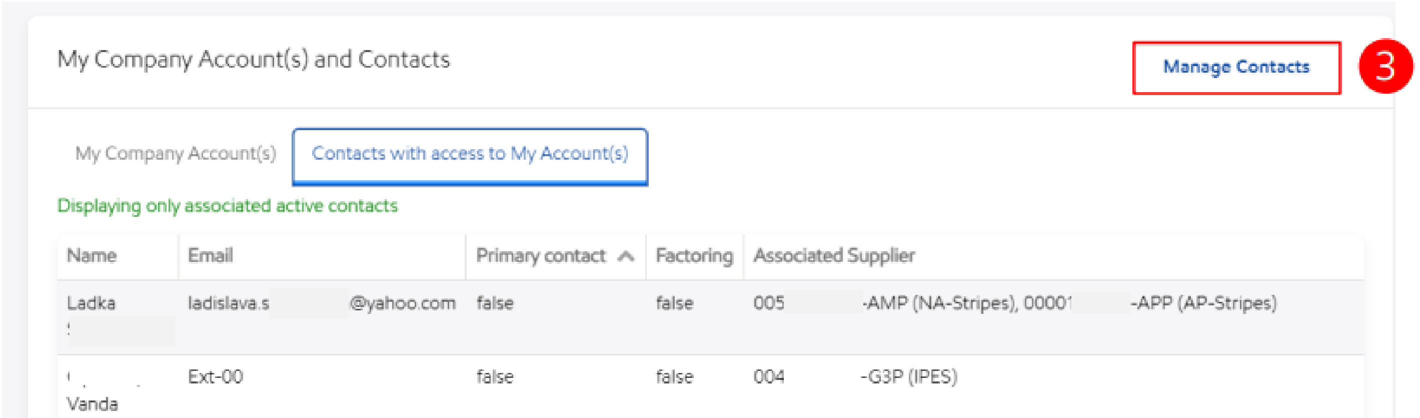
My Company Accounts



Contacts with access to My Account(s)



1. You can view both the **legal name** and **associated SAP vendor number** for the entities associated with your account.
2. Here you **check who else has access** to the same set of company information like you.
3. You may also choose to **remove/add names** from the list by using the '**Manage Contacts**' function. Once you complete the action, the system will send an email notification/ invitation to the given email address.

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ExxonMobil Support

Email Notifications for Supplier Cases

ExxonMobil for Suppliers

Do not reply to this email. Please use View Request button to reply.

Request Opened-Change Delivery Date - PO12876114

Hello Timmy Cook,

This is an automated email to let you know that your request **has been submitted**
The expected request resolution is due by 15-Mar-24 12:01:33 CDT

Purchase Order - Change/Rejection

Change Delivery Date - PO12876114

Request number: PROC0003689

Request opened on :12-Mar-24 12:01:32 CDT

View Request

View Request

About this request: Change Delivery Date - PO12876114

Requested for	Cook, Timmy
Case Type	Purchase Order - Change/Rejection
Requested By	Cook, Timmy
Your Associated SAP Vendor Number(s)	0
Category 1	Service Request
Category 2	Buying Services
Request Type	Change Delivery Date
PO Number	PO1[illegible]
Country	Germany
Select Company Code of ExxonMobil affiliate you deliver goods/services	2099:ExxonMobil Production Deutschland GmbH (N/A-2099)
Description	I wish to change the delivery date for my order : PO12876114 from 3/15/2024 to 3/18/2024

Registration Instructions for ExxonMobil for suppliers
1) If you are a new user, click on this link (New Registration Page)
2) If you are an existing user, click on this link (New Login Page)

Notification Preferences

ExxonMobil

You will receive email notifications when:

- You open a new case
- We assign you a task
- We update a case
- We close your case
- You re-open a case
- Someone from ExxonMobil opens a case on your behalf

ExxonMobil