

# SAP Business Network

Supplier Onboarding Package

February 2025



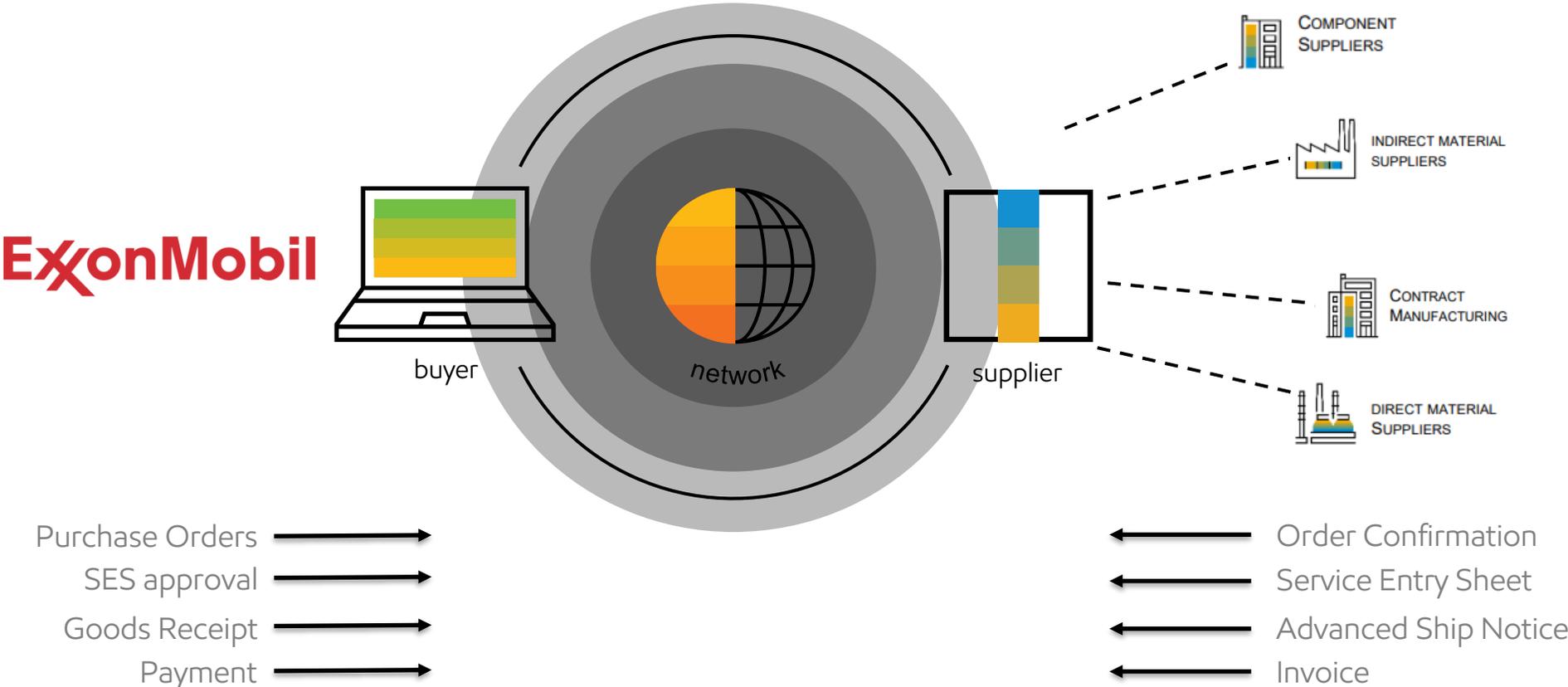
**ExxonMobil**

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# 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.



# 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.

## ExxonMobil

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](mailto:)

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

Reasons to create a new account:

- 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

Supplier sign-in

Username

Next

Forgot username

New to SAP Business Network?  
[Register Now](#) or [Learn more](#)

SAP Business Network Virtual Supplier Success Day - On-Demand

Learn More

Supported browsers and plugins

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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

3

Recover your username

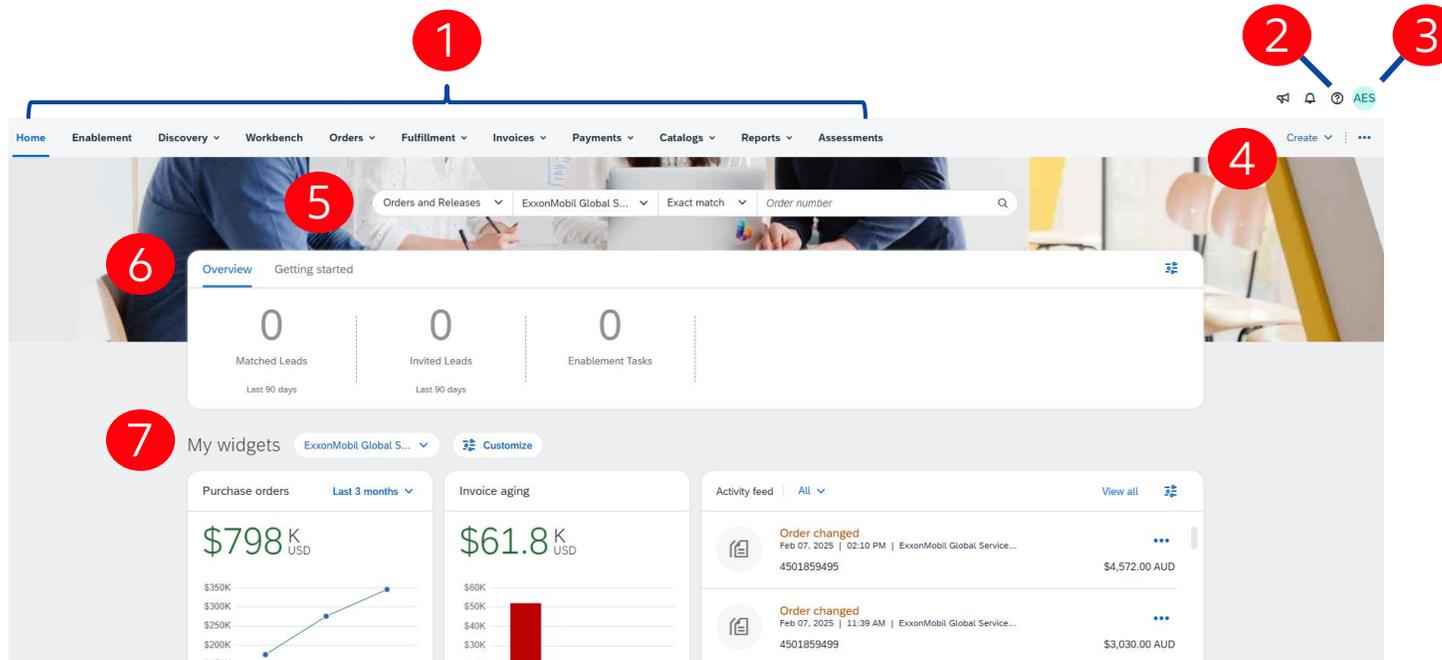
Enter the email address you used to register with SAP Business Network.

Email address

Submit Cancel

# Access and Navigation

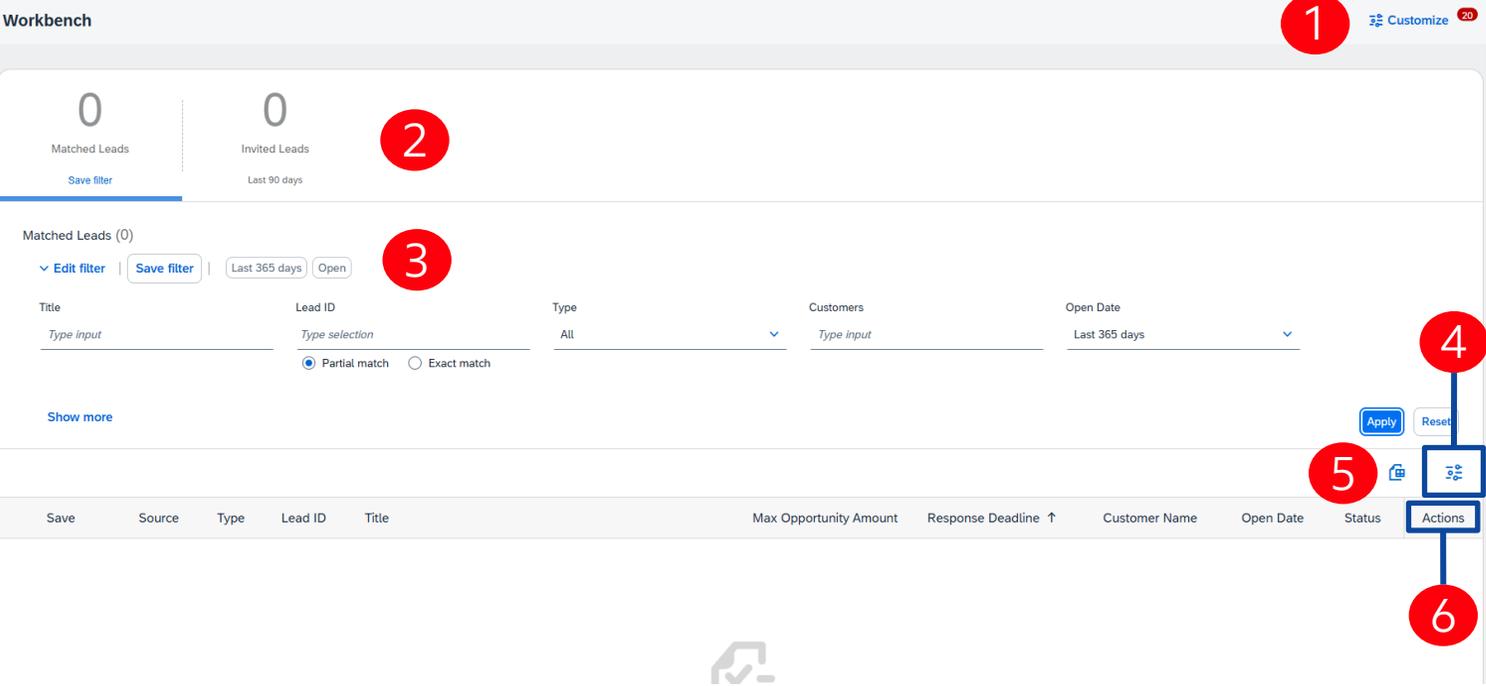
## SAP Business Network Navigation and Homepage



- 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.

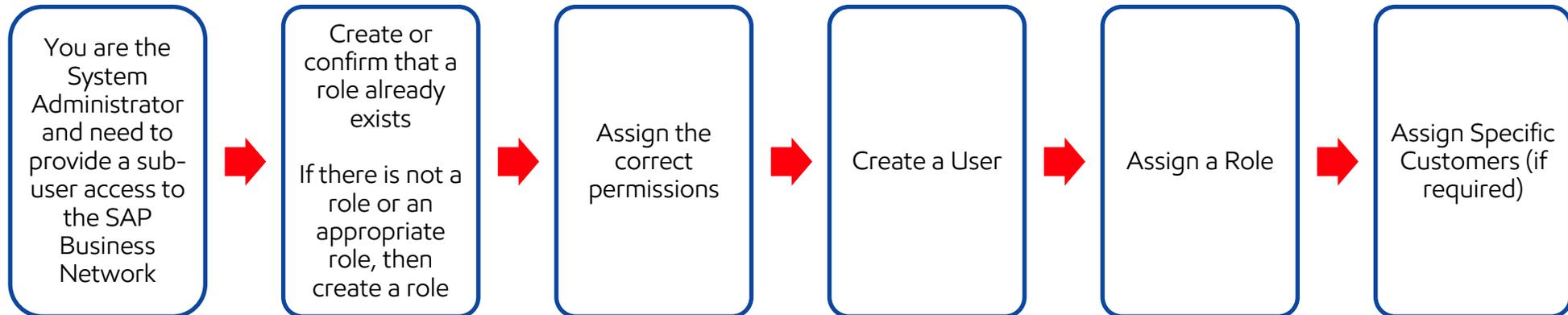
- 1 Customize**  
Allows users display the tiles based on their requirements
- 2 Tiles**  
Allows users to display the information required
- 3 Active Filters**  
Indicate the active filters for the tile displayed and the filters attached
- 4 Settings**  
Users can change the settings based on their 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

# Company Profile Configuration

# Company Profile Configuration

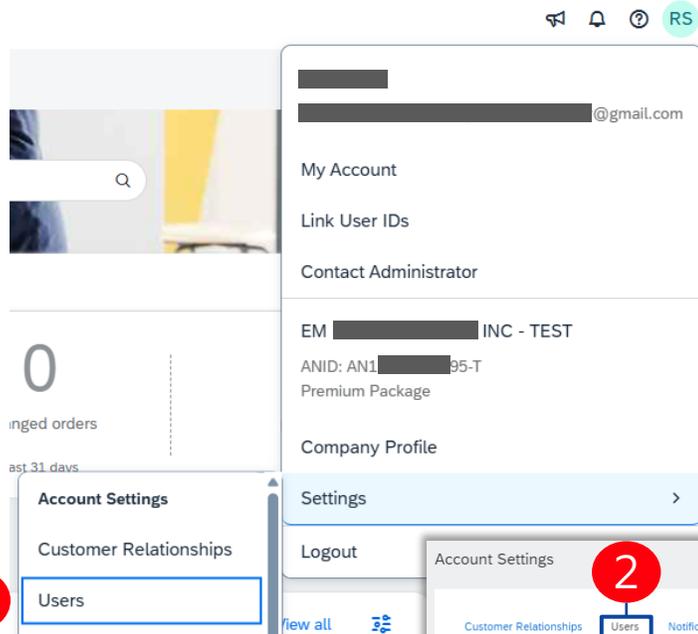
## Administration – User Creation and Maintenance

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

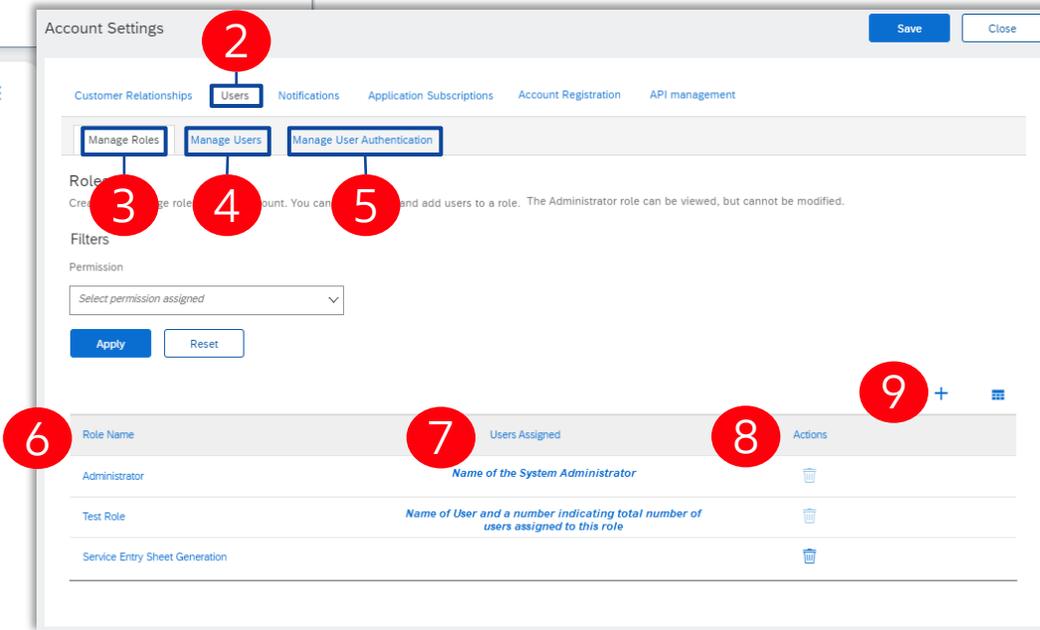


# Company Profile Configuration

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

# Company Profile Configuration

## Administration – Role Creation and Maintenance

The screenshot illustrates the process of configuring roles in the SAP Business Network. It shows a user's account profile with a search bar and navigation menu. The 'Settings' option is highlighted, and the 'Users' section is selected in the navigation menu. The 'Account Settings' window is open, showing the 'Manage Roles' tab. A table lists existing roles, including 'Administrator' and 'Test Role'. Red circles with numbers 1 through 5 indicate the sequence of steps: 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.

Role Name	Users Assigned	Actions
Administrator	Name of the System Administrator	[Trash]
Test Role	Name of User and a number indicating total number of users assigned to this role	[Trash]
Service Entry Sheet Generation		[Trash]

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

# Company Profile Configuration

## Create Email Notification

The screenshot displays the SAP Business Network user interface. On the left, a navigation menu is visible with 'Notifications' highlighted and marked with a red circle containing the number '1'. The main content area shows the user's profile for 'rafi shaik' with email 'test-MRCGLOBAL-acceptance.emvendor@gmail.com'. Below the profile, there are sections for 'My Account', 'Link User IDs', 'Contact Administrator', and 'EM MRC GLOBAL US INC - TEST' with details like 'ANID: AN11215805695-T' and 'Premium Package'. A 'Company Profile' section is also present, with 'Settings' highlighted and marked with a red circle containing the number '2'. The 'Settings' section is expanded to show a table of notification configurations.

Type	Send notifications when...	To email addresses (one required)
Customer	<input type="checkbox"/> Send a notification when a buying organization creates a trading relationship with my company and when that buying organization publishes a new CSV invoice or service sheet template.	acceptance.emvendor@gmail.com
Customer Requirements Change	<input type="checkbox"/> Send a notification when a customer has shared or updated Master Data or Business Requirements on my Supplier Information Portal.	acceptance.emvendor@gmail.com
Trading Relationship Requests	<input type="checkbox"/> Send a notification when a customer responds to my trading relationship request.	acceptance.emvendor@gmail.com
Supplier Enablement Activity and Task Reminder	<input type="checkbox"/> Send a notification when a supplier enablement activity is assigned or a task is overdue.	acceptance.emvendor@gmail.com
<b>Other Notifications</b>		
Network Service	<input type="checkbox"/> Send a notification in advance of planned network downtime, unplanned downtime, and new releases.	acceptance.emvendor@gmail.com
Certification Expiration Notifications	<input type="checkbox"/> Send a notification when company certification information has expired. Examples of company certifications include, Small and Disadvantaged Business, Minority-Owned Business, and Veteran-Owned Business.	acceptance.emvendor@gmail.com
Reminder of Unconfirmed Orders	<input checked="" type="checkbox"/> Send reminders of unconfirmed orders. This notification depends upon a customer rule.	acceptance.emvendor@gmail.com

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

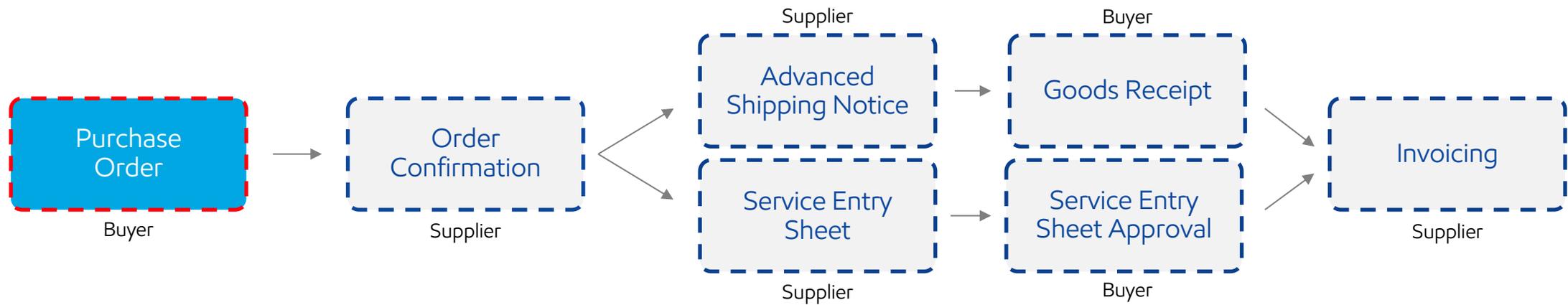
### Ship Notice

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

### Settlement

Payment Remittance & Payment Remittance Status Updates

# Purchase Order Collaboration



# Purchase Order Collaboration

## Introduction

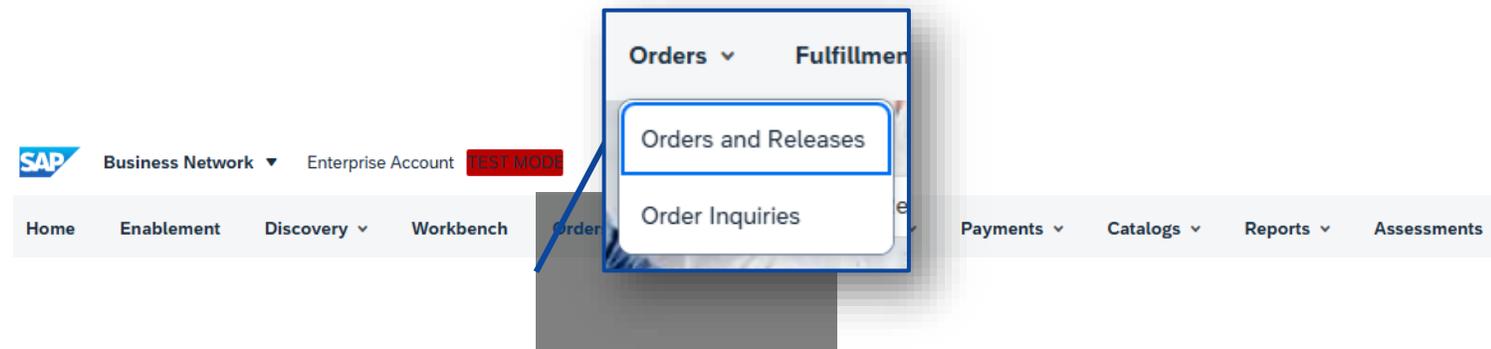
A Purchase Order (PO) is a commercial document issued by ExxonMobil, indicating the types, quantities, and agreed-upon prices for products or services that you will provide to them.

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

SAP Business Network Enterprise Account [Account ID]

Home Enablement Discovery Workbench **Orders** Fulfillment Invoices Payments Catalogs Reports Assessments Create

### Orders

19 Orders (Last 31 days) | 3 Items to confirm (Last 31 days) | 0 Items to ship (Last 31 days) | 0 Return items (Last 31 days) | 14 New orders (Last 31 days) | 0 Changed orders (Last 31 days) | 5 Orders to invoice (Last 31 days) | 0 Orders to Summary invoice (Last 31 days)

Orders (19)

▼ Edit filter | Last 31 days

Customers: Select or type selections | Order numbers: Type selection | Creation date: Last 31 days | Order status: Include | Select or type | Company codes: Select or type selections

Partial match  Exact match

Show more | Apply | Reset

Resend Failed Orders

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
4502911552	ExxonMobil Global Services Co. - TEST	\$33.41 USD	Feb 10, 2025	New		...
4502911543	ExxonMobil Global Services Co. - TEST	\$2915 USD	Feb 6, 2025	New		...

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

# Purchase Order Collaboration

## View Purchase Order Details

The screenshot displays a SAP Purchase Order Collaboration interface. It features a header with action buttons (1), a heading address section (2), a detailed PO information section (3), a 'Track Order' button (4) and a 'Routing Status' pop-up (5), a 'Line Items' section (6) with a 'Show Item Details' button (7), and a table of line items. The interface also includes a 'Ship All Items To' section, a 'Bill To' section, and a 'Deliver To' section. At the bottom, there are more action buttons and a sub-total.

**1** Header  
Create Order Confirmation | Create Ship Notice | Create Invoice

**2** Heading Address  
From: ExxonMobil Production Company - 4550 Dacona Houston (CR), Texas 77092  
To: EM MRC GLOBAL US INC - TEST 22777 Springwoods Village Pkwy Spring, Texas 77389

**3** PO information  
Contract Number: 4800027734  
Supplier Address: MRC GLOBAL US INC, HOUSTON, Texas 77079  
Buyer ID: 0002125108

**4** Track Order  
Track Order button

**5** Related Documents  
Routing Status: Acknowledged  
External Document Type: Standard PO (NB)  
Related Documents: TCTDMUSPO01, TCRMT001, TCINV001

**6** Line Items  
Line items table

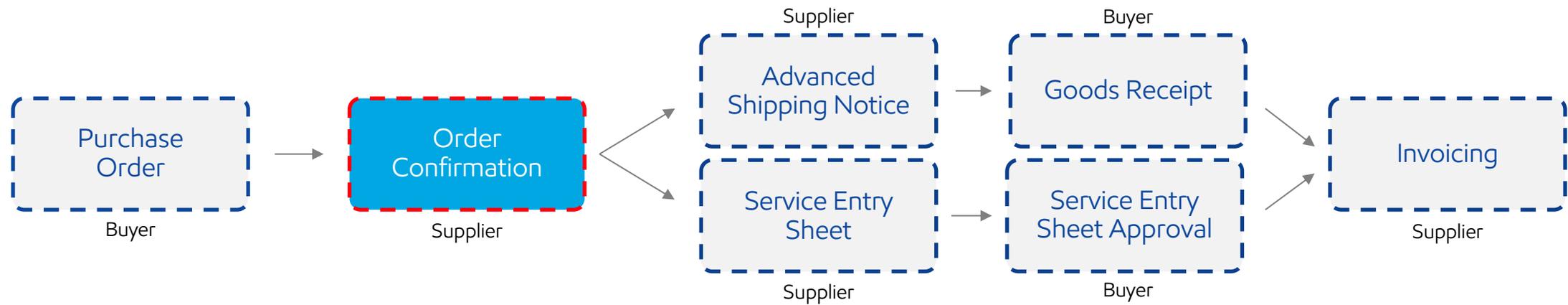
**7** Item Details  
Show Item Details button

Line #	No. Schedule Lines	ERP Line #	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal
10	1	10	14300009		Material			1.000 (EA)	10 Feb 2025 BRT 10 Feb 2025 Buyer time	\$33.41 USD	\$33.41 USD

Sub-total: \$33.41 USD

- 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.).

# Order Confirmation Collaboration



# Order Confirmation Collaboration

## *Introduction*

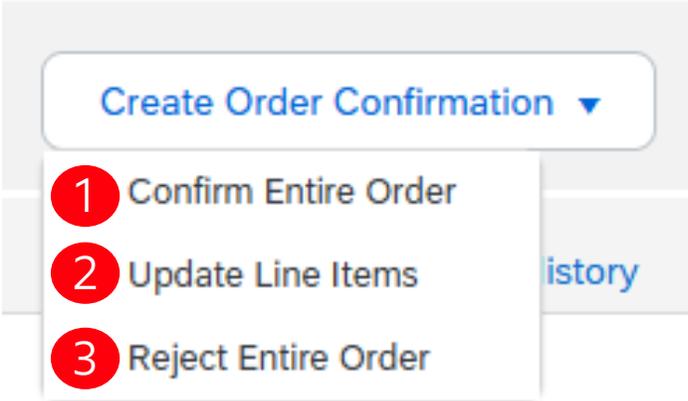


The order confirmation is sent as an acceptance of the Purchase Order, signifying an agreement to fulfil the order as proposed by ExxonMobil.



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

**1** Confirm Entire Order

Update Line Items | History

Reject Entire Order

Confirming PO

**1** Confirm Entire Order

**2** Review Order Confirmation

**2** Order Confirmation Header

Confirmation #:

Purchase Order #: 4502911552

Customer: ExxonMobil Global Services Co. - TEST

Supplier Reference:

Shipping and Tax Information

**3** Est. Shipping Date:

Est. Delivery Date:

Comments:

Line #	Part #	Customer Part #	Revision Level	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
10	14300009			Material	1.000 (EA)	10 Feb 2025 BRT	\$33.41 USD	\$33.41 USD	

Description: VALVE BALL BALON 1/2" 3000CWP REDUCED PO

**4** Next

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.

**5** Confirm Entire Order

Review Order Confirmation

Confirmation Update

Confirmation #: OCL799

Supplier Reference:

Attachments:

Line #	Part #	Customer Part #	Revision Level	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
10	NOT AVAILABLE			Material	200.000 (EA)	27 Dec 2025 BRT	\$600.000.00 USD	\$120.000.000.00 USD	

Description: Testing

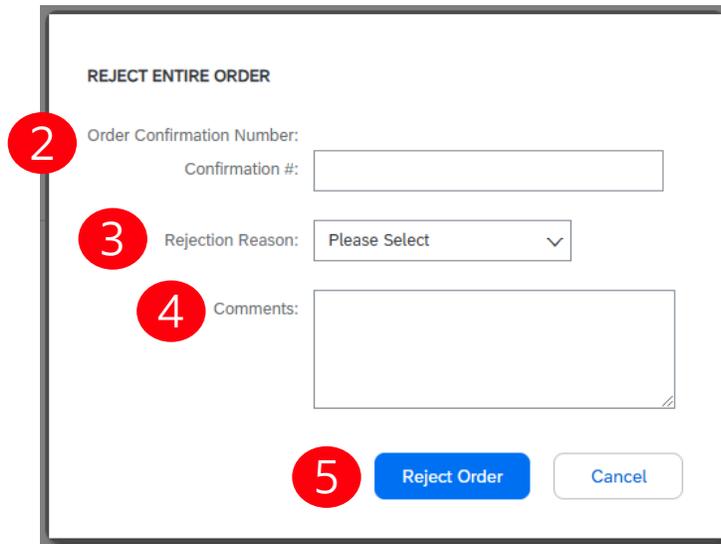
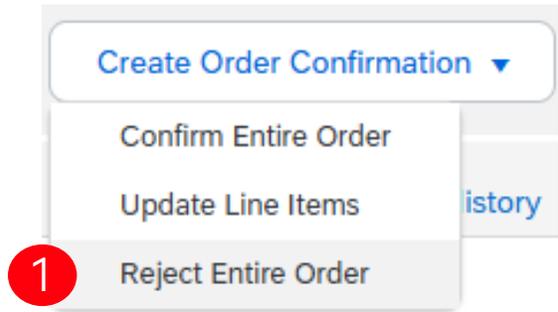
**6** Submit | Exit

# Order Confirmation Collaboration

*Reject Entire Order*

# Order Confirmation Collaboration

## Reject Entire Order



A screenshot of a form titled 'REJECT ENTIRE ORDER'. The form contains the following fields and buttons:

- Order Confirmation Number: Confirmation #:
- Rejection Reason:
- Comments:
- Buttons:  and

Red circles with numbers 2 through 5 are overlaid on the form to indicate the steps: 2 on the Confirmation # field, 3 on the Rejection Reason dropdown, 4 on the Comments field, and 5 on the Reject Order button.

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

**1** Create Order Confirmation ▾

- Confirm Entire Order
- Update Line Items **History**
- Reject Entire Order

**2** Order Confirmation Header \* Indicates required field

Confirmation #:

Associated Purchase Order #: 4502911394

Customer: ExxonMobil Global Services Co. - TEST

Supplier Reference:

Shipping and Tax Information

Enter shipping and tax information at the line item level.

Est. Shipping Date:  Est. Shipping Cost:

Est. Delivery Date:  Est. Tax Cost:

Comments:

Attachments

Name	Size (bytes)	Content Type
No items		

**3** Schedule Lines

Current Order Status

50,000 Unconfirmed

Confirm:  Backorder:  Reject:

[Confirm Based on Schedule Lines](#)

**4** Details ⓘ

New Order Status: **10 Backordered**

Est. Shipping Date: \*

Est. Delivery Date: \* 5 Feb 2025

Comments:

**5** New Order Status: **40 Confirmed**

Est. Shipping Date: \*

Est. Delivery Date: \* 5 Feb 2025

Unit Price: \$26.69 USD

Price Unit Quantity: \*

**6**

**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

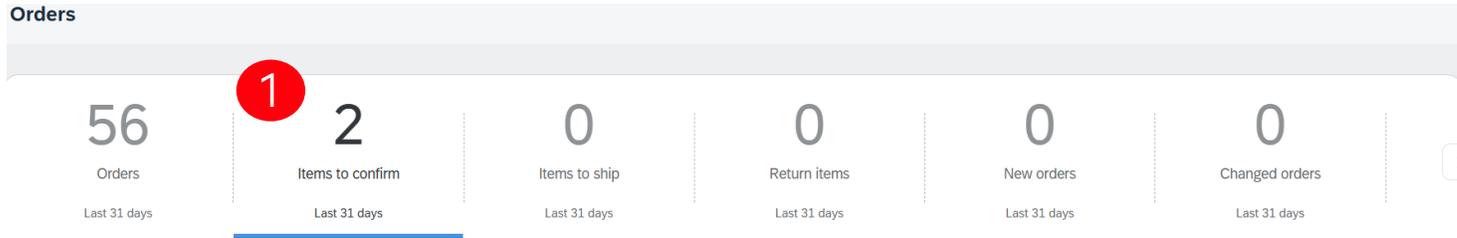
The screenshot shows the 'Workbench' navigation menu with 'Workbench' selected. Below it are summary tiles for 'Matched Leads', 'Invited Leads', 'New orders', 'Orders', 'Changed orders', and 'Items to confirm'. The 'Items to confirm' tile is highlighted with a red circle '2'. Below the tiles is a table with columns: Item No., Supplier Part No., Description, Need By, Requested Quantity, Confirmed Quantity, Estimated Shipping, Estimated Delivery, and Quantity. The table contains five rows of 'Chain wheel' items. The fourth and fifth rows are selected, and a context menu is open over the fifth row, showing options: 'Update line items', 'Split', 'Delete', and 'Create quality notification'. Red circles '1', '3', '4', and '5' point to the 'Orders' menu, the 'Split' option, the 'Split' option, and the 'Delete' option respectively.

Item No.	Supplier Part No.	Description	Need By	Requested Quantity	Confirmed Quantity	Estimated Shipping	Estimated Delivery	Quantity	Actions
10		Chain wheel	Jul 31, 2022	10.00 PCE	0.00 PCE	mm/dd/yyyy	Jul 31, 2022		...
10		Chain wheel	Aug 1, 2022	10.00 PCE	0.00 PCE	mm/dd/yyyy	Aug 1, 2022		...
10		Chain wheel	Aug 17, 2022	17.00 PCE	0.00 PCE	mm/dd/yyyy	Aug 17, 2022		...
10		Chain wheel	Aug 25, 2022	25.00 PCE	0.00 PCE	mm/dd/yyyy	Aug 25, 2022		...
10		Chain wheel	Aug 25, 2022	25.00 PCE	0.00 PCE	mm/dd/yyyy	Aug 25, 2022		...

- 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.

# Order Confirmation Collaboration

Manage Multiple PO's



Confirm  Reject

Item No.	Supplier Part No.	Description	Need By	Ship By	Requested Quantity	Actions
Customer: ExxonMobil Global Services Co. - TEST Order No.: 4502911493						
<input checked="" type="checkbox"/>	10	14300009	VALVE BALL BALON 1/2" 3000CWP REDUCED PO	Mar 15, 2025	1 E	...
<input checked="" type="checkbox"/>	20	14300024	VALVE BALL BALON 1" 3000CWP REDUCED PORT	Mar 15, 2025	1 E	...

3 Confirm  Reject

- Confirm schedule line
- Confirm entire item
- Confirm entire order

Review orders to confirm

Schedule Line No.	Need By	Ship By	Requested Quantity	Requested Unit Price	Quantity To Confirm
Customer: ExxonMobil Global Services Co. - TEST Order No.: 4502911493 Confirmation number <input type="text"/>					
Item No.: 10 Supplier Part No.: 14300009 Description: VALVE BALL BALON 1/2" 3000CWP REDUCED PO					
1	Mar 15, 2025		1.00 EA	\$29.15 USD	1.00 EA
Item No.: 20 Supplier Part No.: 14300024 Description: VALVE BALL BALON 1" 3000CWP REDUCED PORT					
1	Mar 15, 2025		1.00 EA	\$50.73 USD	1.00 EA

4

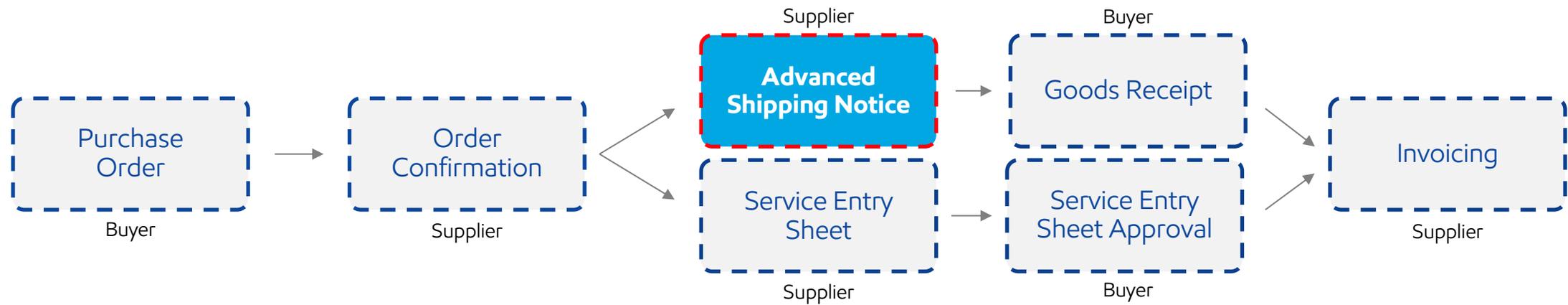
In case of multiple POs to be confirmed at the same time, you should use "Items to Confirm" tile. It summarizes all line items across different POs, and gives you the possibility to confirm multiple lines at once.

- 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

1

Ship Notice Header

**SHIPPING**

Packing Slip ID:

Invoice No.:

Requested Delivery Date:

Ship Notice Type:

Shipping Date:

Delivery Date:

Hazard Type:

Is Divisible:

**TRACKING**

Carrier Name:

Service Level:

Code:

**ATTACHMENTS**

Name	Size (bytes)	Content Type
No items		

No file chosen

The total size of all attachments cannot exceed 100MB

**DELIVERY AND TRANSPORT INFORMATION**

Delivery Terms:

Shipping Payment Method:

Shipping Contract Number:

2

Order Items

Order No.	Line No.	Part No.	Customer Part No.	Qty	Unit	Need By	Ship By	Unit Price	Subtotal	Customer Location	
4502911552	10	14300009		2.000	EA	25 Feb 2025 25 Feb 2025	BRT Buyer	\$34.00 USD	\$68.00 USD	7154	<a href="#">Remove</a>

Description: VALVE BALL BALON 1/2" 3000CWP REDUCED PO

**Shipment Status**  
Total Item Due Quantity: 2 EA

**Confirmation Status**  
Approved  
Total Confirmed Quantity: 2 EA Total Backordered Quantity: 0 EA

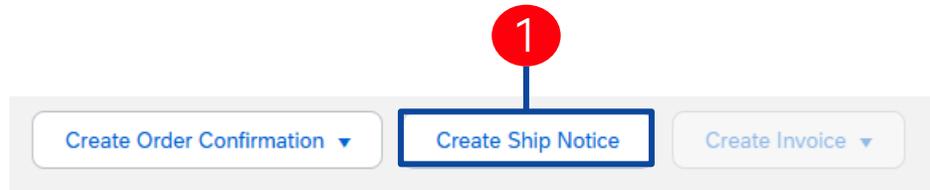
Line	Ship Qty	Supplier Batch ID	Country of Origin	Production Date	Expiry Date	
1	<input type="text" value="2.000"/>	<input type="text"/>	<input type="text" value="- Select Country -"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Add Details"/>

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

- 1 The Header Section
- 2 The Item Section

# Advanced Shipping Notice Collaboration

Create the Advanced Shipping Notice



2 Create Ship Notice

\* indicates required field

SHIP FROM	DELIVER TO
EM MRC GLOBAL US INC - TEST Spring, TX United States	LaBarge/Shute Creek Whse 10617 Kemmerer, WY United States

Save Exit Next

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.

# Advanced Shipping Notice Collaboration

Header – Shipping, Tracking and Transport Information

The screenshot shows a web form for 'Advanced Shipping Notice Collaboration'. The form is divided into several sections, with six key areas highlighted by red circles and numbered 1 through 6:

- 1** **SHIPPING** section: 'Packing Slip ID: \*' (mandatory text input field).
- 2** 'Ship Notice Type' (dropdown menu).
- 3** 'Shipping Date: \*' and 'Delivery Date: \*' (calendar input fields).
- 4** **ATTACHMENTS** section: 'Choose File' button and 'Add Attachment' button.
- 5** **DELIVERY AND TRANSPORT INFORMATION** section: 'Delivery Terms: \*' (dropdown menu) and 'Delivery Terms Description' and 'Transport Terms Description' (text input fields).
- 6** 'Shipping Payment Method: \*' (dropdown menu) and 'Shipping Contract Number' and 'Shipping Instructions' (text input fields).

At the bottom of the form, there is a table with columns: Transport Terms, Equipment Identification Code, Gross Volume, Unit, Gross Weight, Unit, Sealing Party Code, and Seal ID. The 'Transport Terms' dropdown is set to 'Other' and 'FCA' is selected in the adjacent field.

- 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.

# Advanced Shipping Notice Collaboration

## Line-Item Details

### Order Items

Order No.	Line No.	Part No.	Customer Part No.	Qty	Unit	Need By	Ship By	Unit Price	Subtotal	Customer Location
4502911552	10	14300009		2.000	EA	25 Feb 2025 25 Feb 2025 BRT Buyer time		\$34.00 USD	\$68.00 USD	7154

Description: VALVE BALL BALON 1/2" 3000CWP REDUCED PO

**Shipment Status**  
Total Item Due Quantity: 2 EA

**Confirmation Status**  
Approved  
Total Confirmed Quantity: 2 EA

Line	Ship Qty	Supplier Batch ID	Country of Origin	Production Date	Expiry Date	Add Details
1	2.000		- Select Country -			

[Add Ship Notice Line](#)

[Add Order Line Item](#) [Manage Serial Numbers](#)

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.*

# Advanced Shipping Notice Collaboration

Review Before Submitting

The screenshot shows the 'Drafts' section of the system. At the top, there are three buttons: 'Save', 'Exit', and 'Next'. A red circle with the number '1' points to the 'Save' button. Below this, a navigation menu shows 'Fulfillment' selected, with a sub-menu containing 'Order Confirmations' and 'Drafts'. A red circle with the number '2' points to the 'Drafts' sub-menu. The main content area is titled 'Drafts' and contains a message: 'This page displays documents you saved in draft state. You can edit them and submit them, which removes them from this page. This page stores documents for 60 days.' Below the message are three tabs: 'Invoices', 'Ship Notices', and 'Service Sheets'. A red circle with the number '3' points to the 'Ship Notices' tab. Under the 'Ship Notices' tab, there is a table with the following data:

Packing Slip ID #	Customer	Reference	Date Last Modified ↓	Status
Test ASN	BP SCC Buyer - TEST	BP450000915	4 Nov 2022 1:12:46 PM	Composing

Below the table, there are three buttons: 'Edit', 'Delete', and 'View Content'. A red circle with the number '4' points to the 'Edit' button. At the bottom of the page, there are three buttons: 'Save', 'Exit', and 'Next'. A red circle with the number '5' points to the 'Edit' button, and a red circle with the number '6' points to the 'Next' button.

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 *Fulfillment* tab or by clicking the link under the Related Documents from the PO View.

# Advanced Shipping Notice Collaboration

## Cancel ASN

**1**

Fulfillment > Invoices > Ship Notices

**2**

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

### Ship Notice: ASN\_1543

Cancel Edit Print Export cXML

**3**

### Ship Notice: ASN\_1543\_2

Print Export cXML

Detail History

**4** Canceled Ship Notice

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

The screenshot shows the application's navigation menu on the left and the 'Import CSV Ship Notice' form on the right. The menu items are: Track, Pending Queue, Documents to Resend, Product Activity Messages, Notifications, CSV Upload, Order Confirmation, Ship Notice, and Service Sheets. The 'Ship Notice' item is highlighted with a red circle and a blue box labeled '2'. The 'Import CSV Ship Notice' form includes a 'Customer' dropdown menu with 'ExxonMobil Global Services Co. - TE...' selected, a 'Download CSV Templates' button highlighted with a red circle and a blue box labeled '3', and a 'CSV Ship Notice file path' field with a 'Choose File' button and 'No file chosen' text. An 'Import CSV Ship Notice' button is also visible.

### Standard Templates

The screenshot shows the 'Standard Templates' section with three items: 'Document ↑', 'Order Confirmation', and 'Ship Notice'. The 'Ship Notice' item is selected, indicated by a checked checkbox and a blue box labeled '4'. A 'Download' button is highlighted with a red circle and a blue box labeled '5'. Below the templates, a 'Recent download history' window is open, showing a file named 'StandardTemplate.zip' with a size of 1,450 B and a status of 'Done'. There is also a link for 'Full download history'.

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

Ship Notice	Ship Notice	Order ID	Order Date	Service Level	Shipment Type	Shipment Type	Delivery Date	Ship From								
Required	Required	Required	Required	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional
String	Date	String	Date	String	String	Date	Date	String								

2

A screenshot of the portal navigation menu. The 'Ship Notice' option is highlighted with a blue box. A red circle with the number '2' is positioned above a three-dot menu icon in the top right corner of the menu.

### Import CSV Ship Notice

3

Customer: \* ExxonMobil Global Services Co. - TE...

[Download CSV Templates](#)

CSV Ship Notice file path: \*  No file chosen

4

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.

### Upload Errors

Document Number	Error ↑
	The first line of the file specifies unsupported encoding (

6

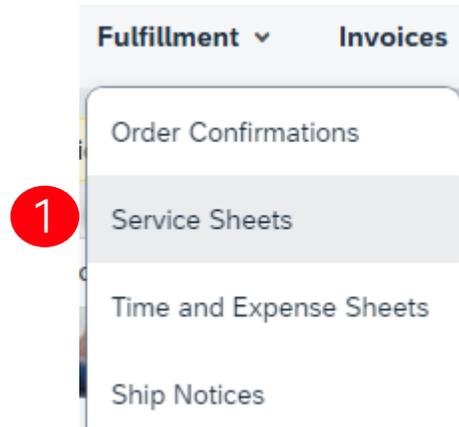
### Notes:

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 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.

Ship Notices (9)

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

2

Order Items

Order No.	Line No.	Part No.	Customer Part No.	Qty	Unit
4500008882	10	AMAR1234	SP004	25.000	PCE ⓘ

Description: Gaskets 1mm

**SHIPMENT STATUS**

1. ▶ Shipped 25 PCE ⓘ [Show Details](#)

**OTHER INFORMATION**

Manufacturer Part ID: 12345  
Manufacturer Name: 0017300002

3

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

# Advanced Shipping Notice Collaboration

## Download Ship Notice Report

1 **Reports**

Report Templates

Title ↑	Schedule Type	Report Type	Status	Last Run
No items				

2 **Create**

Run Download Edit Copy De Refresh Status

3 **Title:** \*

Description:

Time zone: America/Vancouver

Language: English

4 **Report type:** \* Select

4 **Next**

5 **Customer:** All Customers **Select**

- Customer
  - Amarsrinivas Eli Buyer Account - TEST
  - Make-Procurement-Awesome - TEST
  - Pedro Castro LLC - TEST
  - SAP SCC DEMO BUYER - TEST
  - SCC ANK - TEST BUYER
  - SCC Delivery Team - Global H19 Client 400 - TEST
  - SCC Delivery Team - NAMER H19 Client 500 - TEST
- Add

6

Customer: All Customers **Select**

Order Number:

Packing Slip ID:

Show Ship Notice By:  Ship Notice Date  Delivery Date  Shipping Date

Date: \* 5 Feb 2025 To 5 Mar 2025

Part No.:

Customer Part No.:

Receipt Status: All

Ship Notice Completion Status: All

Ship Notice Status: All

Maximum Results Returned: 100

Supplier Reference:

Add Schedule Line Reference:  ⓘ

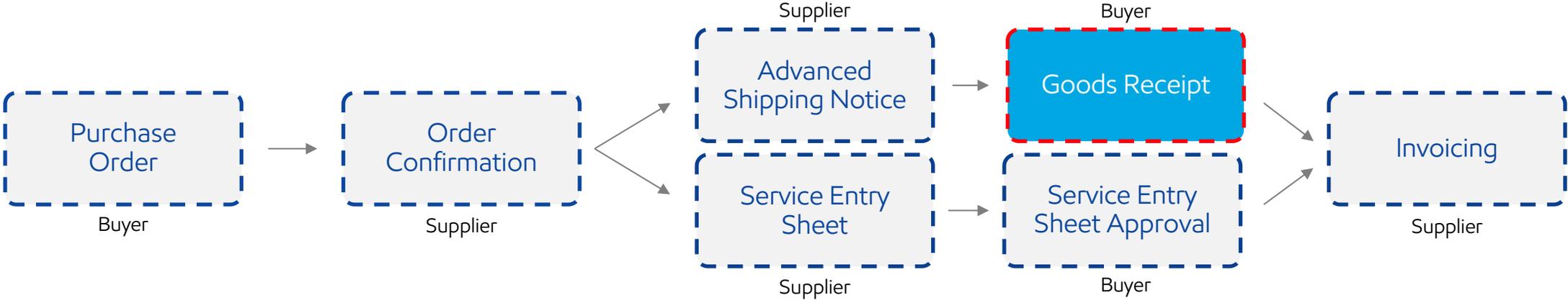
The report can include schedule-line information from purchase orders when the related ship notice was created using the Items to Ship tile or tab.

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



# Goods Receipt Collaboration

## Introduction

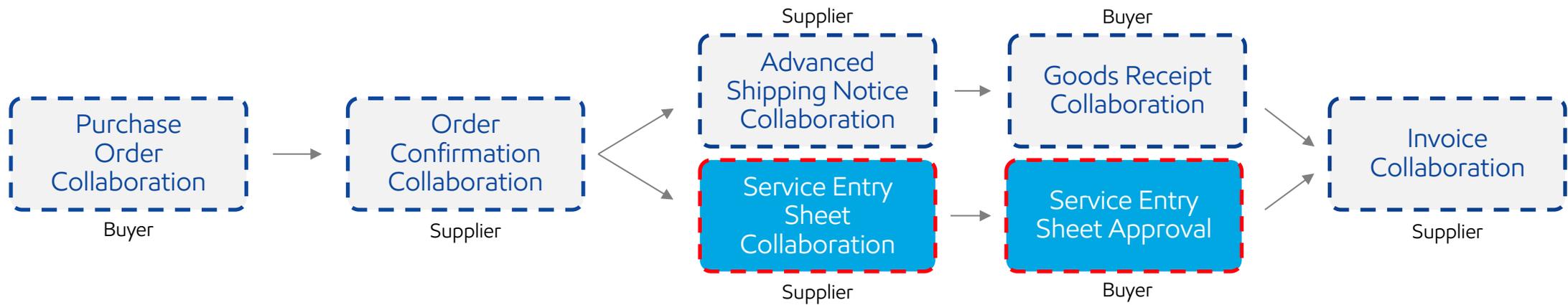


GR is the document that indicates the goods fulfilled against a Purchase Order have been received by ExxonMobil.



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

# Service Entry Sheet Collaboration



# 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

Amount Invoiced	Actions
	...
	Confirm entire order
	Update line items
	Reject entire order
	Create ship notice
	<b>1</b> Create service sheet
	Standard invoice

Purchase Order: 4502911405

[Create Order Confirmation](#) [Create Ship Notice](#) **2** [Create Service Sheet](#) [Create Invoice](#)

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.

# Service Entry Sheet Collaboration

## Header Information

▼ Service Sheet Header

\* Indicates required field

Add to Header ▼

### Summary

Purchase Order: 4502911405

Subtotal: \$0.00 CAD

Service Sheet #: \*

Service Start Date: \*

Service Sheet Date: \* 21 Feb 2025

Service End Date: \*

Service Description:

### Additional Fields

Supplier Reference:

To: Imperial Oil Resources Ltd

From: EM FINNING CANADA - TEST

505 Quarry Park Boulevard SE  
Calgary AB T2C 5N1  
Canada

1234 St  
surrey British Columbia V3Z 9X9  
Canada

### Field Contractor:

Name:

### Field Engineer:

Name:

Email:

Email:

Phone: USA 1

Phone: USA 1

### Approver:

Name: \*

Email: \*

Phone: USA 1

### Attachments

The total size of all attachments cannot exceed 100MB

Choose File No file chosen

Add Attachment

Name	Size (bytes)	Content Type
<input type="checkbox"/> SES Creation.pptx	6772374	application/vnd.openxmlformats-officedocument.presentationml.presentation



Delete

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**.

# Service Entry Sheet Collaboration

## Header Information

### Attachments

The total size of all attachments cannot exceed 100MB

No file chosen

Name	Size (bytes)	Content Type
<input type="checkbox"/> <a href="#">SES Creation.pptx</a>	6772374	application/vnd.openxmlformats-officedocument.presentationml.presentation



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

### Service Entry Sheet Lines

Line No.	Part No. / Description			Contract					
10	Repair services			<a href="#">Add</a>					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	Service	Planned	10	HUR	\$10.00 CAD	\$100.00 CAD	<a href="#">Delete</a> <a href="#">Copy</a>
Senior rate									
<b>SERVICE PERIOD</b>									
Start Date:		<input type="text"/>	End Date:		<input type="text"/>				
<b>PRICING DETAILS</b>									
Price Unit: HUR			Price Unit Quantity: 1.000						
Unit Conversion: 1			Description:						
<b>COMMENTS</b>									
Add Comments:		<input type="text"/>							
<a href="#">Add Pricing Details</a>									
<a href="#">Update</a>				<a href="#">Save</a>		<a href="#">Exit</a>		<a href="#">Next</a>	

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.

# Service Entry Sheet Collaboration

*Unplanned Service PO*

# Service Entry Sheet Collaboration

## Unplanned Service PO

### Service Entry Sheet Lines

Line No.	Part No. / Description			Contract #				
00010	NOT AVAILABLE Labor-ST-Service Technician			4600102702				
<a href="#">Add</a> ▼								
Include	Part No. / Description	Customer Part #	Type	Item Type	Qty / Unit	Price	Subtotal	
<input type="checkbox"/>	<input type="text"/>		Service ▼	Unplanned Adhoc	1		\$0.00 USD	<a href="#">Delete</a>

**CONTRACT DETAILS**  
Contract Number: 4600102702

**SERVICE PERIOD**  
Start Date:  End Date:

**Additional Fields**  
Cost Element:

**COMMENTS**  

Enter Cost Object in the correct format. Eg CC: XXXXX while using cost center, WO: XXXXX for work order, NO: XXXXX-XX for network order, WBS: XXXX for WBS



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*

# Service Entry Sheet Collaboration

## Unplanned Service PO

### Service Entry Sheet Lines

Line No.	Part No. / Description	Contract #
▼ 00010	<b>NOT AVAILABLE</b> Test 593308	

[Add ▼](#)

Include	Part No. / Description	Customer Part #	Type	Item Type	Qty / Unit	Price	Subtotal		
<input type="checkbox"/>	<input type="text" value="Test"/>	00000000095005726	Service ▼	Planned	<input type="text" value="100"/>	EA \$500.00 USD	\$50,000.00 USD	<a href="#">Delete</a>	<a href="#">Copy</a>

---

**SERVICE PERIOD**

Start Date:   
End Date:

---

**PRICING DETAILS**

Price Unit: EA      Price Unit Quantity: 1.000  
Unit Conversion: 1      Description:

---

**COMMENTS**

Add Comments:



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.

# Service Entry Sheet Collaboration

*Mass Upload*

# Service Entry Sheet Collaboration

## Service Entry Sheet Data Requirements

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

# Service Entry Sheet Collaboration

## Additional Data Requirements

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

<b>OPTIONAL FIELDS</b>
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

The screenshot illustrates the steps to download a CSV template. It shows a user profile menu with 'Settings' highlighted (1), the 'Customer Relationships' section selected (2), and the 'Advanced View' button in the top right corner (3). Below, a table lists customer relationships, with 'ExxonMobil Global Services Co. - TEST' highlighted (4).

Customer	Network ID	Relationship Type	Approved Date
ExxonMobil Global Services Co. - TEST	AN11194585067-T	Trading	6 Nov 2024

- 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

# 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	xml lang 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

The screenshot shows the Microsoft Excel interface with the Home ribbon selected. The ribbon includes options for Clipboard (Paste, Copy, Format Painter), Font (Aptos Narrow, 11, Bold, Italic, Underline, Color, Background Color), and Alignment (Wrap, Merge). Below the ribbon, the formula bar shows 'E10'. The spreadsheet grid shows columns A through E and rows 1 through 5. Row 1 contains 'UTF-8'. Row 2 contains '\_csv\_version:1.0', '\_csv\_serial:1733405009264', and '\_csv\_type:servicesheet'. Row 3 contains headers: 'ServiceEntrySheetID', 'ServiceEntrySheetDate', 'SESStartDate', 'SESEndDate', and 'Language'. Row 4 is highlighted with a blue border and a red circle with the number '1' next to it, indicating the starting point for data entry.

- 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

2

3

4

### Upload Errors

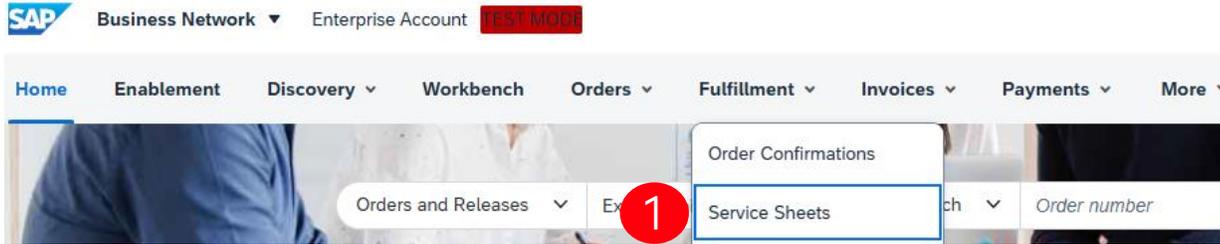
5

- 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.

# 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.

The screenshot shows a table of service sheets. A tooltip is open over one of the rows, displaying 'Routing Status' and 'Status' columns. The tooltip shows several rows with 'Failed' or 'Rejected' status, and one row with 'Acknowledged' status. A red circle with the number '2' highlights the tooltip.

Routing Status	Status
Failed	Failed
Failed	Rejected
Failed	Failed
Acknowledged	Sent

2 Routing and Approval Status will be visible on each line.

The screenshot shows a table of service sheets. The first row is highlighted. A red circle with the number '3' highlights the first row. The table has columns for 'Service Sheet #', 'Customer', 'Related PO', and 'Date'.

Service Sheet #	Customer	Related PO	Date
TEST4502911440_5	ExxonMobil Global Services Co. - TEST	4502911440	12 Feb 2025
TEST4502911440_4	ExxonMobil Global Services Co. - TEST	4502911440	11 Feb 2025
TEST4502911440_4	ExxonMobil Global Services Co. - TEST	4502911440	11 Feb 2025
TEST4502911440_3	ExxonMobil Global Services Co. - TEST	4502911440	11 Feb 2025
TEST4502911440_2	ExxonMobil Global Services Co. - TEST	4502911440	11 Feb 2025
TEST4502911440	ExxonMobil Global Services Co. - TEST	4502911440	11 Feb 2025
TEST2ID648244	ExxonMobil Global Services Co. - TEST	4502911512	6 Feb 2025

3 If a service sheet is rejected or failed, view the reason by opening the service sheet and clicking the History tab.

# 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

1

Service Entry Sheet Lines

Line No.	Part No. / Description	Customer Part #	Type	Iter
00010	NOT AVAILABLE SVC-ES/2024 BPO RENTAL EQUIPMENT		Service	Un

Include

Include	Part No. / Description	Customer Part #	Type	Iter
<input type="checkbox"/>	<input type="text"/>		Service	Un

SERVICE PERIOD

Start Date:  End Date:

COMMENTS

Add Comments: TAX:TS

2

# Service Entry Sheet Collaboration

USA - ERS Tax Condition

**\*Attachments**  
The total size of all attachments cannot exceed 100MB

No file chosen

---

**1**

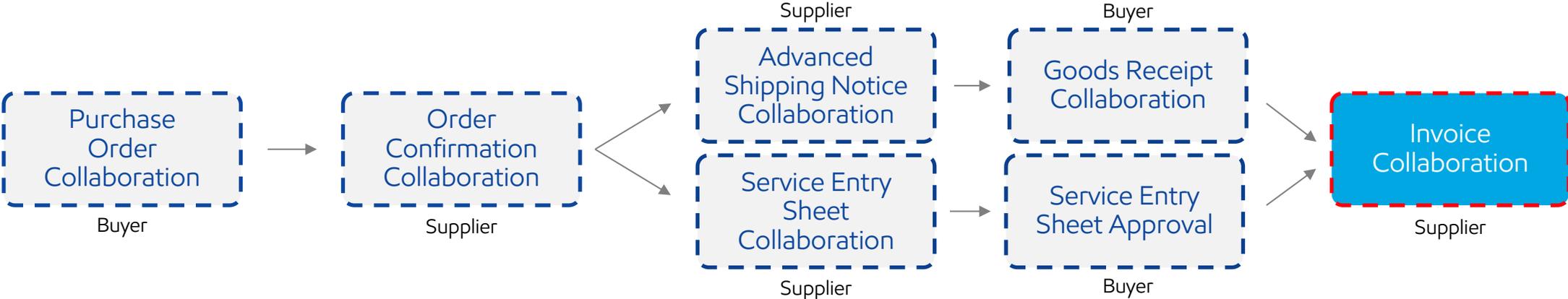
**2** Comment

Comments: TAX:105.27

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



# Invoice Collaboration

## Introduction



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



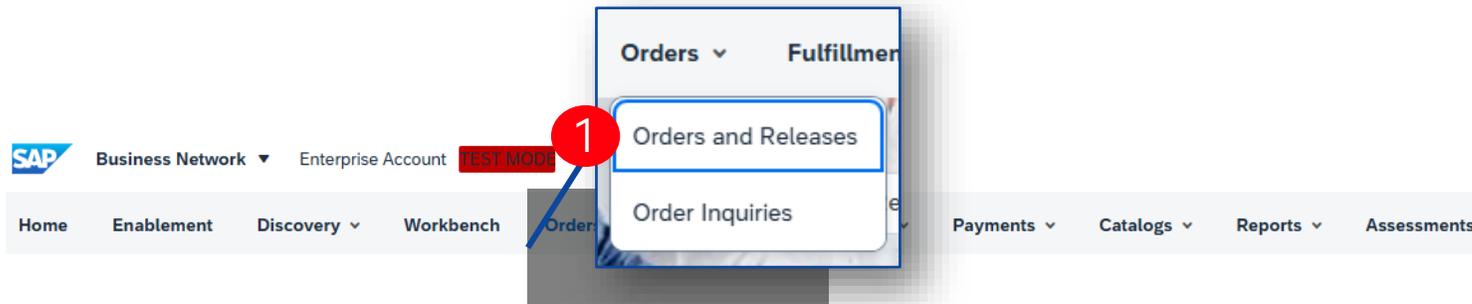
Multiple POs cannot be combined into the same invoice.



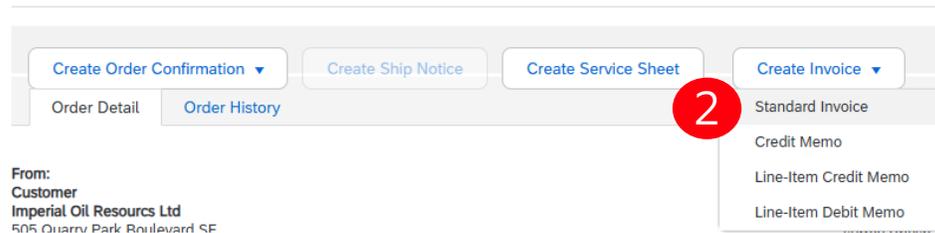
Due to local tax regulations, some countries will not have invoicing submission available.

# Invoice Collaboration

Create Invoice from PO



Purchase Order: 4502911437



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.

# Invoice Collaboration

## Create Invoice from PO

### Invoice Header

#### Summary

Purchase Order: 4502911501

Invoice #:

Invoice Date: 24 Feb 2025

Service Description:

Supplier Tax ID:

Subtotal: \$119,400,000.00 USD  
Total Tax: \$0.00 USD  
Total Amount without Tax: \$119,400,000.00 USD  
Amount Due: \$119,400,000.00 USD

Remit To: 1) No IBAN + No Bank Account

Dallas, TX  
United States

Bill To: ExxonMobil Production Company -

Houston (CR), Texas  
United States

### Tax

Header level tax  Line level tax

Category: Sales Tax

Location:

Description:

Regime:

Taxable Amount: \$119,400,000.00 USD

Tax Rate Type:

Rate(%):

Tax Amount:

4

Add to Header

Tax

Shipping Cost

Shipping Tax

Shipping Documents

Special Handling

Special Handling Tax

Discount

Allowance

Charge

Additional Reference Documents and Dates

Comment

Attachment

### Shipping

Header level shipping  Line level shipping

Ship From: EM MRC GLOBAL US INC - TEST

Spring, Texas  
United States

Ship To: LaBarge/Shute Creek Whse 10617

Kemmerer, Wyoming  
United States

Deliver To:

- 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.*

# Invoice Collaboration

Create Invoice from PO

Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category:  Shipping Documents  Special Handling  Discount [Add to Included Lines](#)

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	10	<input checked="" type="checkbox"/>	MATERIAL	NOT AVAILABLE	Testing		199	EA	\$600,000.00 USD	\$119,400,000.00 USD

Pricing Details **1** Price Unit: EA Price Unit Quantity: 1 Description: Unit Conversion: 1

[Line Item Actions](#) [Delete](#)

Line Items

Insert Line Item Options

**3**  Tax Category:  Shipping Documents

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Cus
<input type="checkbox"/>	10	<input checked="" type="checkbox"/>	MATERIAL	NOT AVAILABLE	Testing	

Pricing Details Price Unit: EA Unit Conversion: 1

**4** [Line Item Actions](#) [Add](#)

**5** [Tax](#)  
[Shipping Documents](#)  
[Special Handling](#)

Line Items

Insert Line Item Options

**6**  Tax Category:  Shipping Documents

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Cus
<input type="checkbox"/>	10	<input checked="" type="checkbox"/>	MATERIAL	NOT AVAILABLE	Testing	

Pricing Details Price Unit: EA Unit Conversion: 1

[Line Item Actions](#) [Delete](#)

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



### Create Invoice

! Please correct the following errors and resubmit

#### Invoice Header

##### Summary

Purchase Order: PO80001005

Invoice #:\*

! Required field

Invoice\* Date: 22 Apr 2016 

2



Confirm and submit this document.



3

4

5

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.

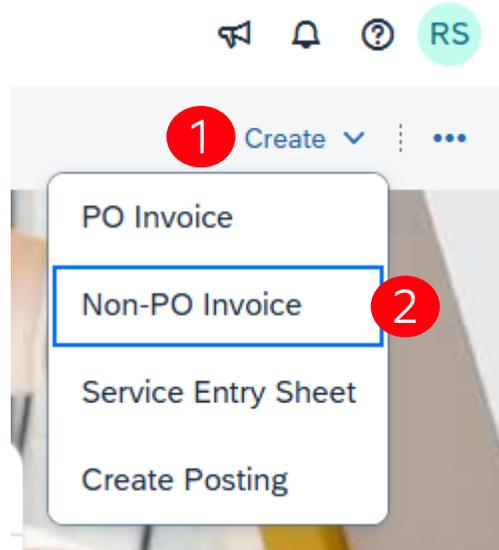
3 If changes are needed, click *Previous* to return to previous screens.

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



For a trading relationship already on SAP Business Network

Customer: ExxonMobil Global Services Co. - TEST 3

Type of Invoice:  Standard Invoice 4  Credit Memo

For a new trading relationship

You can create a non-PO invoice for a buying organization with whom you want to establish a trading relationship and transact on SAP Business Network. To create a non-PO invoice, you must [More](#)

[Invoice New Customer](#) (Requires Customer Code)

5



**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:
  - 2 Click on the create drop-down Menu.
  - 3 Select Non-PO Invoice.
  - 4 Select ExxonMobil from the dropdown menu.
  - 5 Select Standard Invoice.
- Click Next.

# Invoice Collaboration

Create Invoice without a PO

## ▼ Invoice Header

\* Indicates required field

Add to Header ▼

### Summary

1 Invoice #: \*

2 Invoice Date: \* 12 Mar 2025

Service Description:

Supplier Tax ID:

3 Remit To 1) No IBAN + No Bank Account

4 Choose Address 0379

Bill To: MOB OIL E&P SOUTHEAST INC

Houston, TX  
United States

Subtotal: \$0.00 USD  
Total Tax: \$0.00 USD  
Total Amount without Tax: \$0.00 USD  
Amount Due: \$0.00 USD

[View/Edit Addresses](#)

- 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.

# 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**

Customer: **ExxonMobil Global Services Co. - TEST** [View/Edit Addresses](#)

Spring, TX  
United States

Spring, TX  
United States

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

2 Email: \*

[View/Edit Addresses](#)

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

The screenshot displays the 'Invoice Collaboration' interface for creating an invoice without a PO. It features a table with columns: No., No., No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal. Below the table, there is a 'Line Item Actions' dropdown menu with options: Delete, Add, Add General Service, Add Labor Service, and Add Material. The 'Add' dropdown is highlighted with a red circle 1. Below this, the 'Line Items' section shows '1 Line Items, 1 Included, 0 Previously Fully Invoiced'. The 'Insert Line Item Options' section includes a 'Tax Category' dropdown (highlighted with a red circle 2), 'Invoicing Documents', 'Special Handling', and 'Discount' checkboxes. Below this is a table with columns: No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal. The 'Include' checkbox is checked, and the 'Type' is 'MATERIAL'. The 'Part #', 'Description', 'Customer Part #', 'Quantity', 'Unit', and 'Unit Price' fields are empty and marked as 'Required field' (highlighted with red circles 3). Below the table, there is a 'Line Item Actions' dropdown menu with options: Delete, Add (highlighted with a red circle 4). At the bottom, there are 'Update', 'Save', and 'Next' buttons (highlighted with a red circle 5).

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

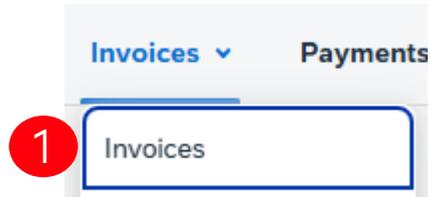
4 Or the line item actions, after you select the respective line(s)

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

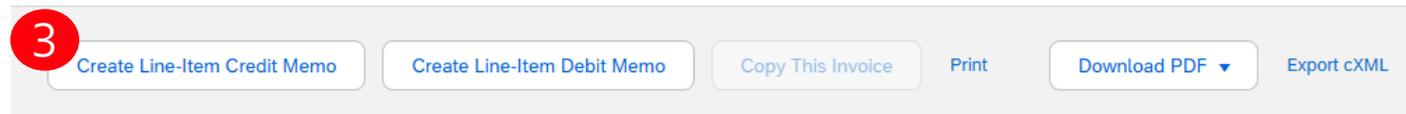


2

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	To address
INV_TEST123	ExxonMobil Global Services Co. - TEST	123456	Mar 5, 2025	\$35950 USD	Acknowledged	Sent	EM MRC GLOBAL US I NC - TEST, Spring, TX...	ExxonMobil Global Services Co. - TEST, Sprin...



Invoice: INV\_TEST123



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

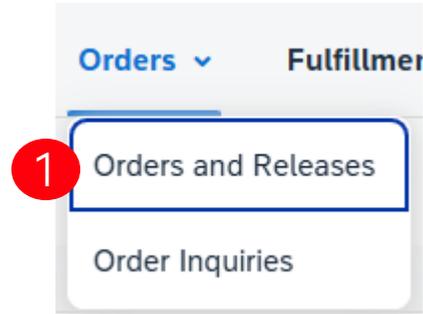
- 1 Click the Invoices tab.
- 2 Select your previously created invoice.
- 3 Click the Create Line-Item Credit Memo button on the Invoice screen.

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.

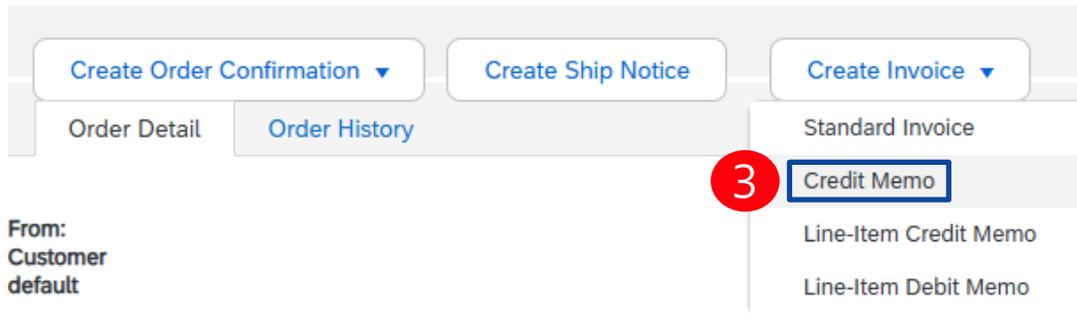
# Invoice Collaboration

## Credit Memo - Header-Level Credit



2

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced
4502911543	ExxonMobil Global Services Co. - TEST	\$2915 USD	Feb 25, 2025	Partially Shipped	



To create a credit memo against an entire invoice:

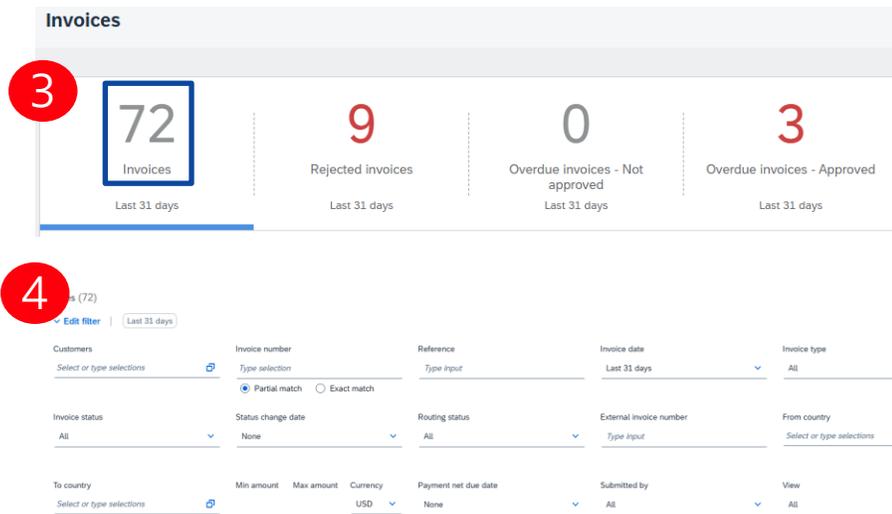
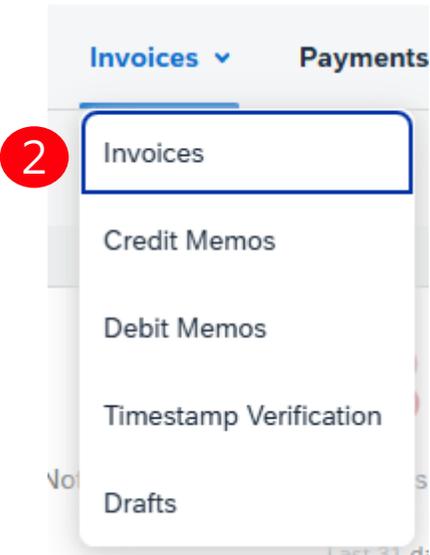
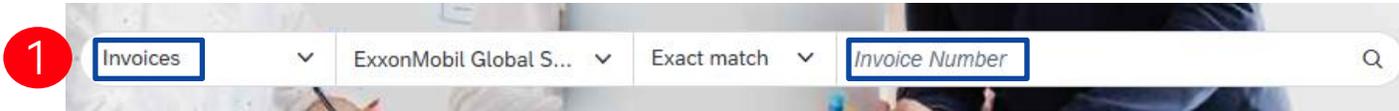
- 1 Click the Orders tab.
- 2 Select the PO to be credited.
- 3 Click on Create Invoice > Credit Memo.

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.

# Invoice Collaboration

## Invoice Routing Status

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	To address	Actions
<a href="#">PO_as_NPO</a>	ExxonMobil Global Services Co. - TEST	4502911501	Feb 26, 2025	\$220 USD	Failed	Rejected			...
<a href="#">BPOUL_IND_01</a>	ExxonMobil Global Services Co. - TEST	4502911501	Mar 6, 2025	\$600000 USD	Acknowledged	Sent	EM MRC GLOBAL US I	NC - TEST, Spring, TX...	...

1

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

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

1

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

The screenshot shows the SAP Business Network user interface. At the top, there's a navigation bar with tabs like Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, and Payments. Below this is a search bar with filters for 'Orders and Releases', 'ExxonMobil Global S...', and 'Exact match'. The main content area displays a dashboard with metrics: Matched Leads (0), Invited Leads (0), New orders (0), Orders (4), and Changed orders (0). Below the dashboard are 'My widgets' including 'Purchase orders' (\$132M USD), 'Invoice aging' (\$11.4M USD), and an 'Activity feed' with entries like 'Invoice approved' and 'Invoice rejected'. On the right side, a 'Help Topics' sidebar is open, showing a search bar and a list of categories: SAP Community, Tutorials, Support, and Documentation. The 'Support' and 'Documentation' buttons are highlighted with red circles.

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.

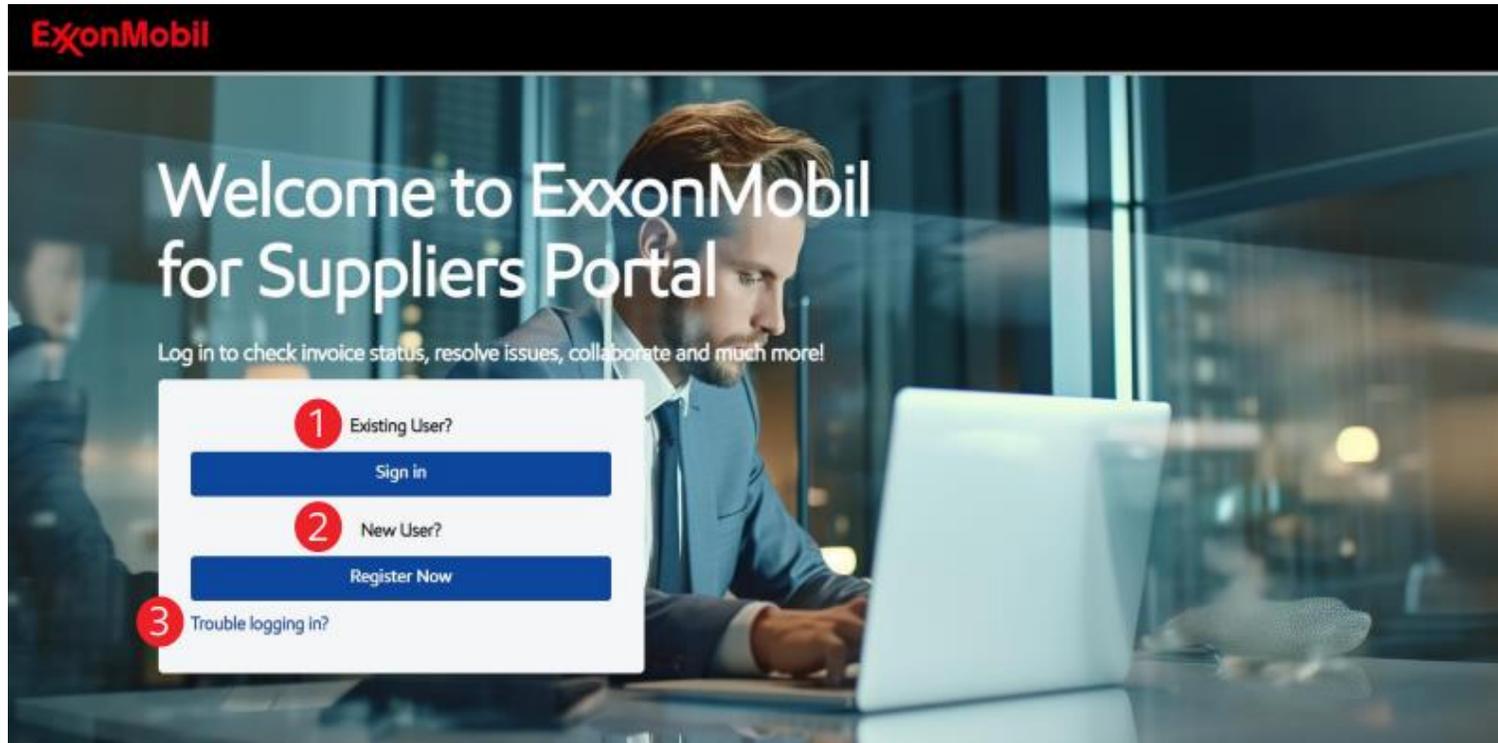
3 If you are interested in reviewing additional documentation, select the Documentation button.

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

# 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

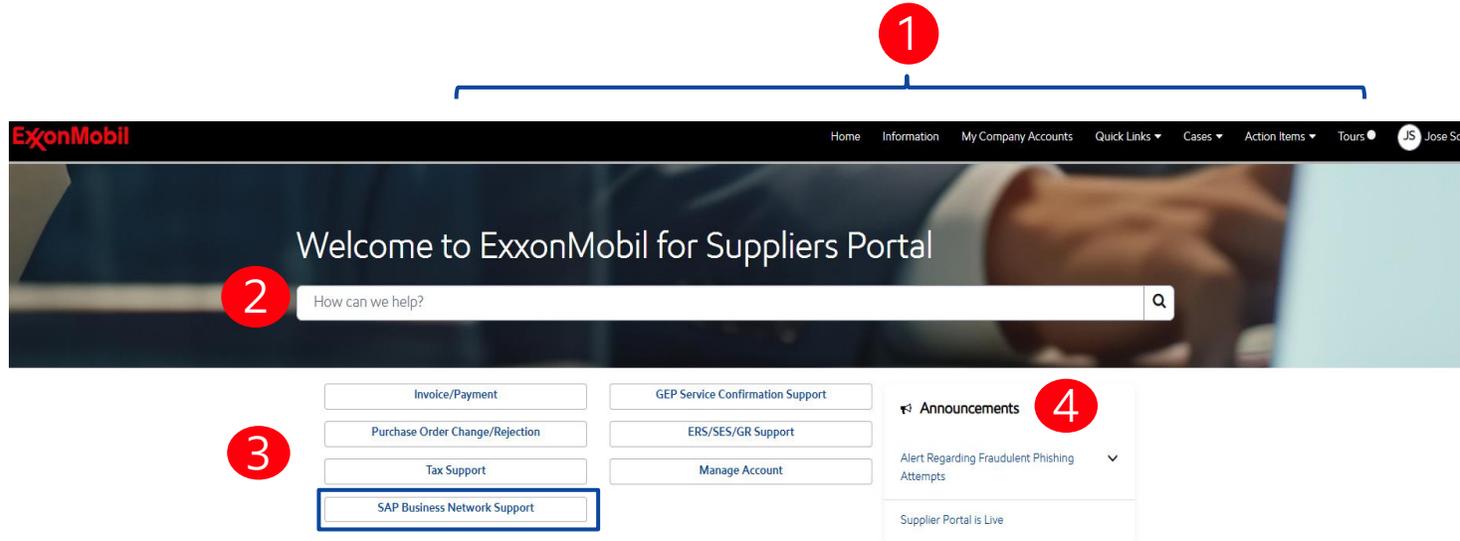
The image displays two screenshots of the ExxonMobil login process. The top screenshot shows the 'Sign In' page with the ExxonMobil logo at the top. Below the logo, the text 'Sign In' is centered. A 'Username' field contains the email address 'david.em.supplier@gmail.com', with a red circle containing the number '1' next to it. Below the field is a checkbox labeled 'Keep me signed in' which is unchecked. A red 'Next' button is positioned below the checkbox. At the bottom left, there is a link for 'Unlock account?'. The bottom screenshot shows the 'Verify with your password' page. It features the ExxonMobil logo at the top, followed by a blue circular icon with a lock and four asterisks. Below this, the text 'Verify with your password' is centered, followed by the email address 'david.em.supplier@gmail.com'. A 'Password' field contains masked characters with a red circle containing the number '2' next to it. Below the field is a red 'Verify' button. At the bottom left, there are links for 'Forgot password?' and 'Back to sign in'.

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.

# ExxonMobil Support

## Portal Landing Page

The screenshot shows the ExxonMobil Support Portal Landing Page. At the top is a navigation bar with the ExxonMobil logo and links for Home, Apex, GEP, Information, My Company Accounts, Action Items, Cases, and Tours. The user's name, Rita Johnson, is displayed in the top right corner. The main content area is divided into five numbered sections:

- 1 Actions required:** A list of two items. The first is 'STAS: Difference on invoice 22222222A can be paid as missing Service Confirmation - Open'. The second is 'STAS: Invoice number incorrect - Open'.
- 2 My Open Case(s):** A list of two items. The first is 'PROC0012639: Incorrect VAT on the invoice - Open'. The second is 'PROC0012575: The price is now 345USD/ kilo- for white oil W3345P - Open'.
- 3 Quick links:** A vertical list of three links: 'Update my company information in Apex', 'GEP Invoice Payment Status and Service Confirmation', and 'C2FO - ExxonMobil Early Payment Program'.
- 4 My Company Account(s):** A list of one item: 'EXXONMOBIL EXPLORATION & 0000000871-F2'.
- 5 Contacts with access to My Account(s):** A box containing the text 'No records found'.

At the bottom of the page is a 'Contact Us' link with the text 'Click here for technical support'.

**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).

# ExxonMobil Support

## Portal Landing Page

ExxonMobil Support Portal Landing Page. The page displays navigation links (Home, Apex, GEP, Information, My Company Accounts, Action Items, Cases, Tours) and user information (R. Johnson). Key sections include:

- Actions required:** Two STASI items related to invoice differences and incorrect invoice numbers.
- My Open Case(s):** Two PROC items related to VAT on invoices and oil prices.
- Quick links:** Three links for updating company information, GEP invoice payment status, and the C2FO program.
- My Company Account(s):** One account listed: EXXONMOBIL EXPLORATION & 0000000871-F2.
- Contacts with access to My Account(s):** No records found.
- Contact Us:** A button labeled 'Contact Us' with the text 'Click here for technical support', highlighted with a red circle '1'.

**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.

**2 Suppliers - Account Support**  
Use this form when facing issues with ExxonMobil for Suppliers portal or Apex portal.

Expected resolution time for this case is 3 to 5 business days

★ Indicates required

Requested By  
David Miller

★ Your Associated SAP Vendor Number(s) ⓘ  
You may also search for the Associated SAP Vendor Number of your choice by entering a part of string followed after asterisk(\*) in the Your Associated SAP Vendor Number(s) field.

Your Company Legal Name(s)

★ Specify country of your operation ⓘ  
You may also search for the country of your choice by entering a part of string followed after asterisk (\*) in the Specify Country of your Operation field.  
Example: "Arab"

★ Request Type  
-- None --

Submit

Required information  
Your Associated SAP Vendor Number(s)  
Specify country of your operation  
Request Type  
Short Description

# ExxonMobil Support

## Invoice/Payment Search Tool

The screenshot shows the ExxonMobil support interface. At the top is a navigation bar with the ExxonMobil logo and links for Apex, GEP, Information, My Company Accounts, Action Items, Cases, and Tours. A user profile for 'Cook, Timmy' is visible on the right. Below the navigation bar is a 'Criteria' section with a 'Get Help' button. A red box labeled '1' highlights the search criteria fields: Vendor Number(s) (dropdown menu with 'All' selected), Invoice Amount (text input with 'Search by amount'), Company Code/Name (dropdown menu with '0102:ExxonMobil Product Solutions Company - US Division'), Purchase Order (PO) Number (text input with 'Search by PO number'), Invoice Date (text input with 'mm/dd/yyyy' and a calendar icon), and Invoice Number (text input with 'Search by Invoice number'). A red box labeled '2' highlights the 'Search' and 'Clear filter' buttons. A red box labeled '3' highlights the 'Get Help' button. Below the search criteria is a message: 'Invoice not Found. Click [Get Help](#) to raise a ticket and get a real time update.' A red box labeled '3' highlights the 'Get Help' link in this message.

- 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

1 - 5 out of 5 Results For Search

Vendor	Invoice #	Invoice Date	Due Date	Pay Date	Amount	Status	Type	Actions
CONSULTING LTD	N2361	Dec 19, 2023	Feb 17, 2024		15,564.00 USD	Cancelled	Invoice	+ ?
CONSULTING LTD	359	Dec 19, 2023	Feb 17, 2024		15,564.00 USD	Cancelled	Invoice	+ ?
CONSULTING LTD	358	Dec 19, 2023	Feb 17, 2024		15,564.00 USD	Cancelled	Invoice	+ ?
CONSULTING LTD	N2360	Dec 19, 2023	Feb 17, 2024		15,564.00 USD	Cancelled	Invoice	+ ?
CONSULTING LTD	240	Aug 14, 2023	Oct 13, 2023	Oct 13, 2023	24,000.00 USD	Paid	Invoice	+ ?

Invoice Details

Vendor: CONSULTING LTD

Invoice Number: N2361  
Status / Type: Cancelled / Invoice  
Company Code: 4813  
System: AMP (NA-Stripes)  
Amount: 15,564.00 USD  
Invoice Date: Dec 19, 2023  
Due Date: Feb 17, 2024  
Pay Date:  
Vendor Number: 005  
Purchase Order:  
Clearing Document:

4 Get Help Close

- 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

### Get Help-Invoice/Payment

Use this form to submit your inquiry about invoice payment status to our support team

Expected case resolution time is 3 business days.

**\* Indicates required**

Requested By

**\* Your Associated SAP Vendor Number(s)** ⓘ  
You may also search for the Associated SAP Vendor Number of your choice by entering a part of string followed after asterisk(\*) in the Your Associated SAP Vendor Number(s) field.

Your Company Legal Name(s)

**\* Request Type**

**\* Invoice Number** ⓘ

**\* Bill to Country** ⓘ  
You may also search for the country of your choice by entering a part of string followed after asterisk(\*) in the Country field.  
Example: \*Arab

**\* Select Company Code of ExxonMobil affiliate you deliver goods/services** ⓘ  
You may also search for the company code of your choice by entering a part of string followed after asterisk(\*) in the Company Code field.  
Example: \*1002

**\* Short Description**

Description

*Attach a copy of invoice or proof of invoice submission*

The maximum attachment file size is 1024MB

Add attachments

**Submit**

Required information

- Your Associated SAP Vendor Number(s)
- Request Type
- Invoice Number
- Bill to Country
- Select Company Code of ExxonMobil affiliate you deliver goods/services
- Short Description

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.

# ExxonMobil Support

## My Cases

The screenshot shows the 'My Cases' page in the ExxonMobil Support portal. The top navigation bar includes the ExxonMobil logo and links for Apex, GEP, Information, My Company Accounts, Action Items, Cases, Tours, and a user profile for Cook, Timmy. The 'Cases' dropdown menu is open, showing 'My Cases' and 'My Company Cases'. Below the navigation bar, the 'My cases' section features a filter dropdown set to 'Open Cases', a keyword search box, and a search icon. The main content area displays a list of cases with columns for Number, Case type, Case Title, State, and Updated. The 'Invoice/Payment' tab is selected. Two cases are listed: one with state 'Open' updated 'a day ago' and another with state 'Pending' updated '4d ago'. Red callouts 1 through 5 highlight the navigation bar, the dropdown menu, the filter, the search box, and the case list respectively.

- 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.

# ExxonMobil Support

## Case Form Overview

**1** **Purchase Order Change/Rejection**  
Request change of purchase order or rejection of purchase order.

**2** Use this form to submit changes in purchase order or for rejecting a purchase order. Upon submission of this case, our support group will work on your request. Expected case resolution time is 3 business days.

\* Indicates required

Requested By  
David Miller

\* Your Associated SAP Vendor Number(s) **3**  
You may also search for the Associated SAP Vendor Number of your choice by entering a part of string followed after asterisk(\*) in the Your Associated SAP Vendor Number(s) field.

Your Company Legal Name(s)

\* Request Type  
-- None --

\* PO Number **4**  
Enter only 1 Purchase Order #

\* Country of Delivery **3**  
You may also search for the country of your choice by entering a part of string followed after asterisk(\*) in the Country of Delivery field.  
Example: "arab"

\* Select Company Code of ExxonMobil affiliate you deliver goods/services **3**  
Please find the company name or code in the PDF of Purchase Order.  
You may also search for the company code of your choice by entering a part of string followed after asterisk(\*) in the Company Code field.  
Example: "1002"

\* Short Description

Description

The maximum attachment file size is 1024MB **4**

Add attachments

**6** Submit

**5** Required information:  
Your Associated SAP Vendor Number(s)  
Request Type  
PO Number  
Country of Delivery  
Select Company Code of ExxonMobil affiliate you deliver goods/services  
Short Description

- 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.**

# ExxonMobil Support

## Case Form Overview – Action Buttons

The image displays three screenshots of the ExxonMobil support case form, illustrating different states and the available action buttons:

- Top Screenshot:** The case is in the 'Open' state. The title is 'Submit documentation for ERS invoicing - PO99999'. The 'Case progress' bar shows the current state as 'Open'. The 'Actions' dropdown menu is open, showing the 'Cancel Request' option. A red circle with the number '1' highlights the 'Cancel Request' button.
- Middle Screenshot:** The case is in the 'Resolved' state. The title is 'Submit documentation for ERS invoicing - PO99999'. The 'Case progress' bar shows the current state as 'Resolved'. The 'Actions' dropdown menu is open, showing the 'Reopen' option. A red circle with the number '2' highlights the 'Reopen' button.
- Bottom Screenshot:** The case is in the 'Open' state. The title is 'Invoice was not paid'. The 'Case progress' bar shows the current state as 'Open'. The 'Actions' dropdown menu is open, showing the 'Escalate' option. A red circle with the number '3' highlights the 'Escalate' button.

### 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.

# ExxonMobil Support

## My Actions

The screenshot displays the ExxonMobil Support portal interface. At the top, the navigation bar includes the ExxonMobil logo and links for Home, Apex, GEP, Information, My Company Account, Action Items (highlighted with a red box and callout 1), Cases, and Tours. The user profile 'Rita Johnson' is visible on the right. Below the navigation bar, the 'My tasks' section is shown. On the left, a sidebar lists tasks with filters for 'Open' and 'Completed' (callout 2). The task list includes 'Difference on invoice 22222222A can be paid as missing Service Confirmation' (callout 3) and 'Invoice number incorrect' (callout 3). The 'Invoice number incorrect' task is expanded, showing its details (callout 4): 'Description: Please provide a new invoice number, as this one is not in our system 47 -3. You can as well attach.', 'Case Title: WHT - Withholding Tax -', and a 'Comments' section with a text area and a 'Please add Comments' prompt. A 'Related Case - PROC0012584' link is shown below the comments (callout 5). A blue 'Complete' button is at the bottom (callout 6).

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.

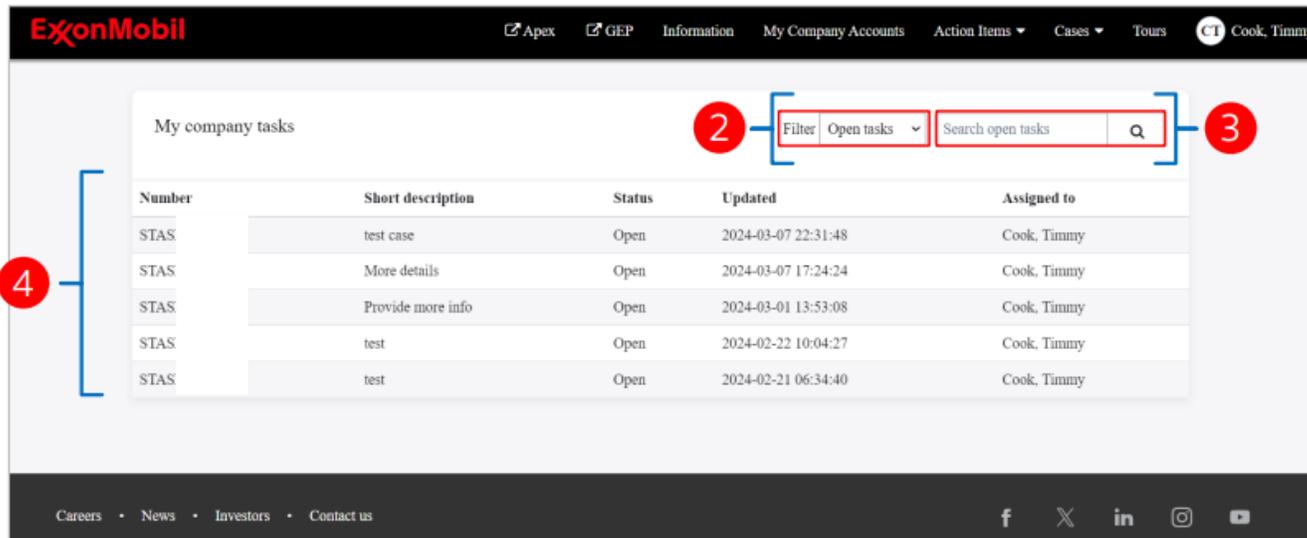
4 When selecting one of the task card/tile, **the details of the task opens** with the description, link to the task detailed view on the task number, task state and case title for which the task is opened.

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**’.

# ExxonMobil Support

## 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.

# ExxonMobil Support

## My Company Accounts



### My Company Accounts

My Company Account(s) and Contacts

1 **My Company Account(s)** Contacts with access to My Account(s) 2

Displaying only associated active accounts

Legal name	Associated SAP Vendor Number
CONSULTING LTD	-F2P (CAR5)
CONSULTING LTD	:-AMP (NA-Stripes)

### Contacts with access to My Account(s)

My Company Account(s) and Contacts

**Manage Contacts** 3

My Company Account(s) **Contacts with access to My Account(s)**

Displaying only associated active contacts

Name	Email	Primary contact	Factoring	Associated Supplier
Ladka	ladislava.s @yahoo.com	false	false	005 -AMP (NA-Stripes), 00001 -APP (AP-Stripes)
Vanda	Ext-00	false	false	004 -G3P (IPES)

- 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.

# ExxonMobil Support

## Email Notifications for Supplier Cases

### ExxonMobil for Suppliers

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

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#### Request Opened-Change Delivery Date - PO12876114

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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.....
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