GEP Service Confirmation
Supplier Guide

Service Confirmation: Index

Service Confirmation: Introduction/Features

ExxonMobil

- GEP Service Confirmation allows our service suppliers to submit their invoice charges electronically for ExxonMobil approval via an internet portal; while also providing a robust suite of features and efficiencies.

Features	Manual	Service Confirmation by GEP
Free of charge to Supplier	✓	✓
Web Based (no additional tools to be installed)	☒	✓
One platform for Agreements, POs, Service Confirmations and Payment Status	☒	✓
Online Purchase Order visibility including closed POs	☒	✓
Online Agreement visibility including SMCs and Rates	☒	✓
Online PO Acknowledgement	☒	✓
Supplier can self-register multiple users	☒	✓
Suppliers can withdraw pending submissions for correction	☒	✓
Suppliers can send reminders for pending approvals	☒	✓
Mass upload of Service Confirmations via Excel template	☒	✓
Copy previous Service Confirmation to create new SC without having to rekey	☒	✓
Rejected SCs can be corrected and resubmitted	☒	✓
Live monitoring of Service Confirmation status	☒	✓
Suppliers receive email notifications for PO and SC activities	☒	✓
Allows communication between EM and Supplier via 'Comments'	☒	✓

Service Confirmation: Standard Process Flow

PO received and Acknowledged by Supplier in SMART by GEP Portal

Services performed by Supplier as per PO

Service Confirmation created and submitted for approval in GEP by Supplier

SC Approved by ExxonMobil in GEP (SES Created in SAP)

GEP emails invoice to EM Payables upon SC Approval

EM Payables Processes Invoice In SAP

Invoice Paid

Supplier attaches their invoice in PDF or TIF format while including the word '**Invoice**' anywhere in the file name

Service Confirmation: ERS Process Flow

When utilizing ERS (Evaluated Receipt Settlement), invoices will be automatically generated once the Service Confirmation has been approved by ExxonMobil within GEP.

PO received and Acknowledged by Supplier on SMART by GEP Portal

Services performed by Supplier as per PO

Service Confirmation created and submitted by Supplier for approval in GEP

Approved by ExxonMobil in GEP (SES Created in SAP)

Electronic Invoice automatically created in SAP

Invoice Paid

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GEP Service Confirmation
Registration/Login/Support

Service Confirmation: Registration

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ExxonMobil will initiate an invitation to the supplier's key contacts for registration

Supplier will receive an email from GEP (@gep.com):

Press 'Click Here' in the email to proceed with the registration.

Dear

You have been added as the contact of   for
    ExxonMobil.
Please Click Here to create your user account.
In case you have already created your login credentials, please ignore this message.

In case of any queries, please contact GEP Support at the following:
Phone:
USA: +1 732 428 1578
Asia: +91 22 61 372 148
Europe: +42 022 59 86 501
Email:
Support@gep.com

Regards,

GEP

To Avoid emails going to spam or junk folders

To ensure you receive all emails from support@gep.com in your inbox, please mark this email address as safe. Sender email address can be marked safe by adding it in the safe senders list, contacts list or your address book.
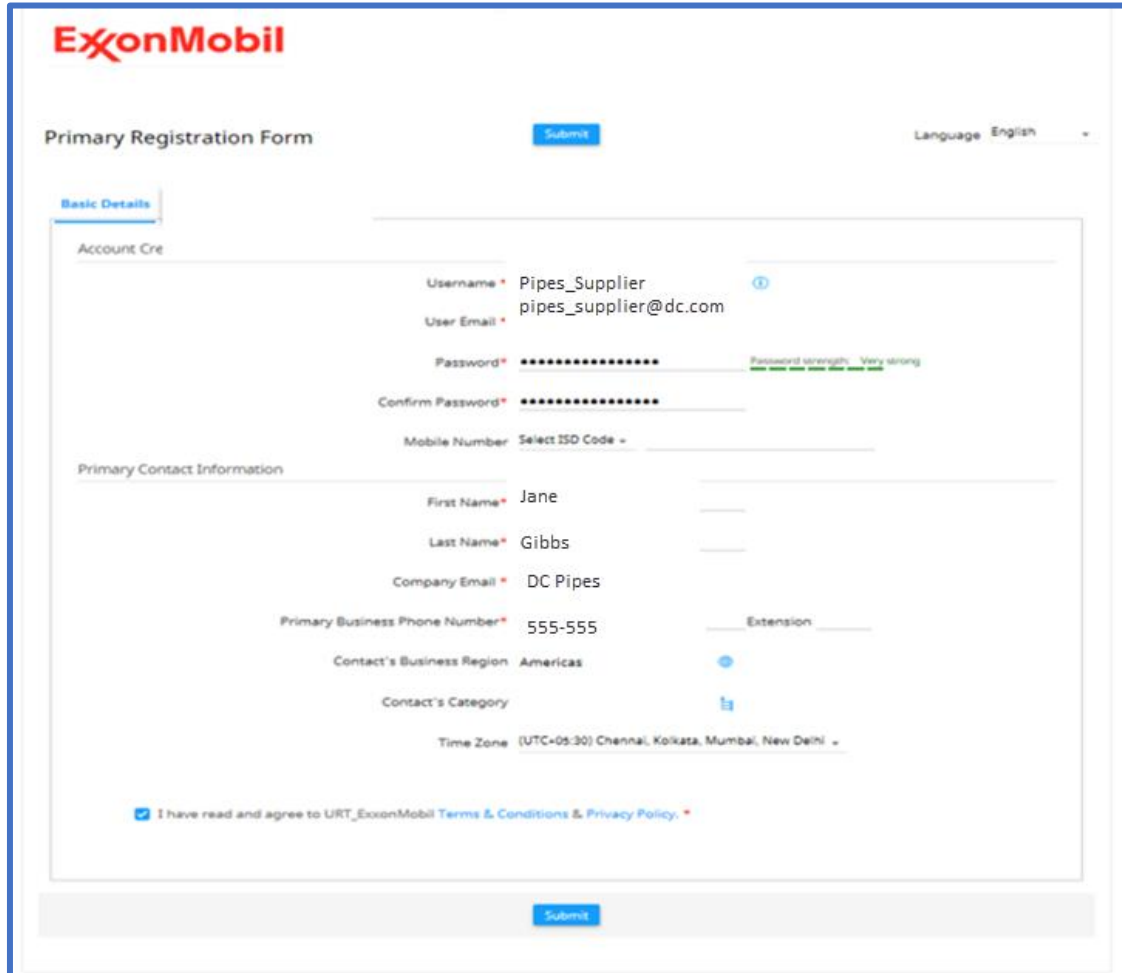
ExxonMobil

Supplier will be redirected to a new webpage:

- Press the 'Register Now' button if you do not have an existing SMART Account.
- If you are already registered to use Payment Status, select 'I have a SMART account' *

ExxonMobil

Hi Supplier

You have been invited by URT_ExxonMobil to be a supplier and represent Exxon Test Supplier

Register Now   I have a SMART account

Thanks,
SMART by GEP Team

Supporting you from United States, Asia and Europe

Phone:
USA:+1 732 428 1578
Europe:+42 022 59 86 501
Asia:+91 22 61 372 148
Australia:+61 285 181 914
UK:+44 203 478 6123

Email: Support@gep.com

❖ **Be sure you are logged out of your GEP/Smart account before selecting: 'I have a SMART Account'**

Complete all the required fields on the 'Primary Registration Form' page and click 'Submit.' An activation email will be sent to the Supplier's registered e-mail address.
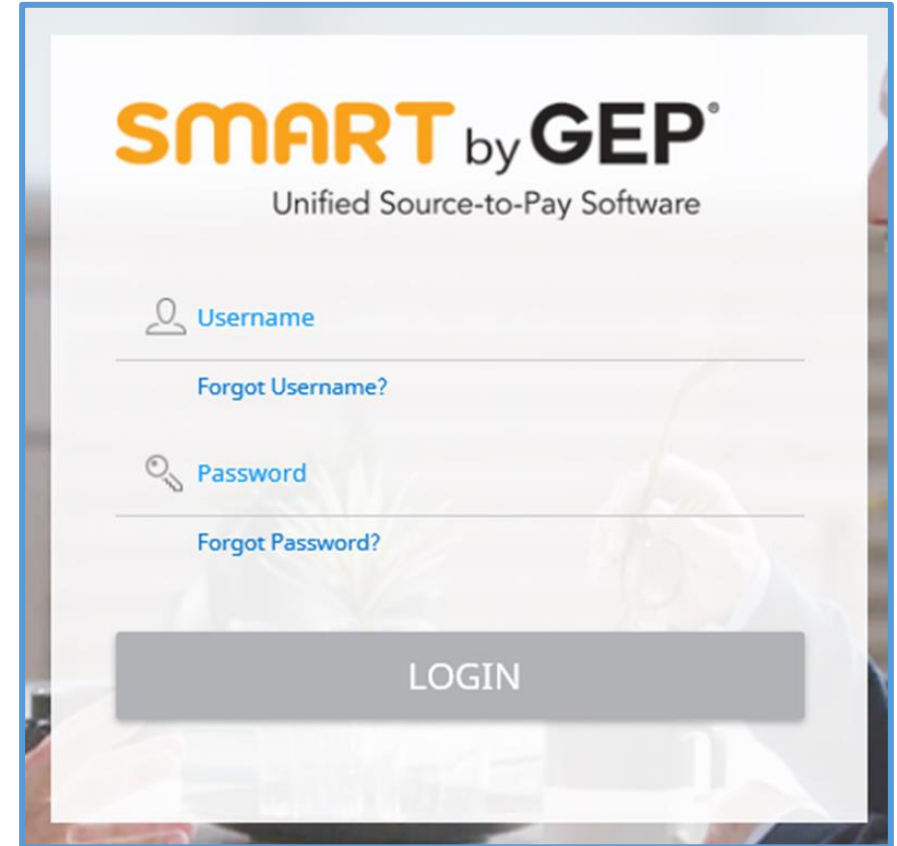
Press 'Click here' within the activation email to be directed to the SMART Login page. Upon activation, a confirmation email will also be sent.

Service Confirmation: Login

ExxonMobil

Once the confirmation is received, you can log in to SMART through the URL - https://smart.gep.com

- If you already have an account with GEP SMART, you can login with your existing ID. Then if you need to simply add 'Service Confirmation' to your existing profile, please submit an inquiry via email using the instructions at the end of this presentation.

- For technical issues once logged in, please contact GEP support within the GEP platform.

SMART by GEP®
Unified Source-to-Pay Software

Username
Forgot Username?

Password
Forgot Password?

LOGIN

NOTE: Google Chrome or Microsoft Edge are the recommended browsers to access this website. You will have issues if using Explorer.

Service Confirmation: Landing Page

ExxonMobil

Search/Download Agreements/Contracts

Search Existing Purchase Orders and Service Confirmations

Supplier Forms

GEP Help Contacts/Training Materials

Create Bookmarks

Acknowledge POs
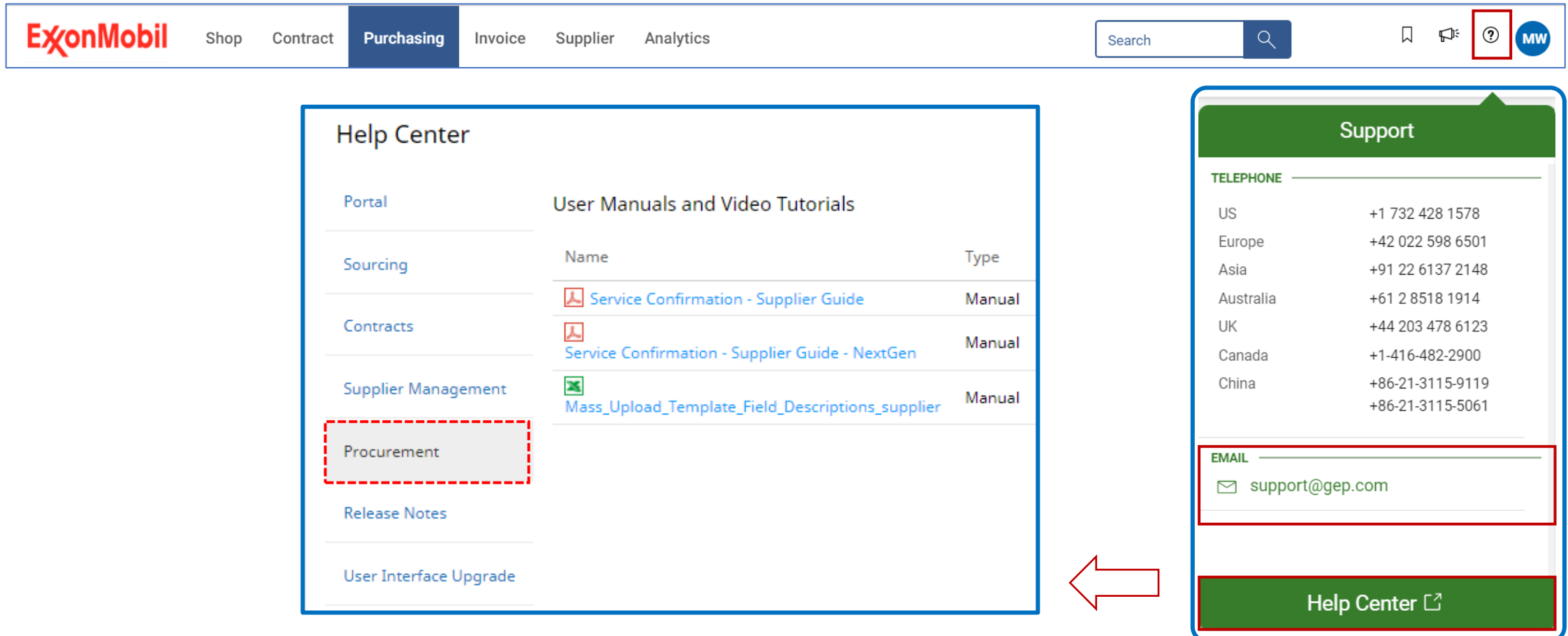
Submit Service Confirmations

View your Company profile/Add Contacts

Invoice Payment Status Submit invoice inquiries

Not implemented for EM

View your User Profile

ExxonMobil   Catalog   Sourcing   Contract   Purchasing   Invoice   Supplier

Search

BU

Home

My Tasks (99+)

Create

Supplier Profile

Payment Status

DRAFT (5)   ACTION PENDING (99+)   FOLLOW UP (17)

Order
5

Document Name	Document Number	Supplier	Purchase Type	Order Total	Pending On	Pending Since
GEP AMB Order66	POAM2200000629		Standard	3,100.00	03/19/2021 12:00:16 AM	320 Days 2 Hour
GEP AMB Order68	POAM2200000631		Standard	1,000.00	01/06/2021 09:21:35 AM	391 Days 18 Hou
GEP AMB Order67	POAM2200000630		Standard	21,000.00	01/06/2021 08:59:30 AM	391 Days 18 Hou
GEP AMB Order53	POAM2200000452		Standard	1,000.00	09/19/2020 05:05:57 AM	500 Days 21 Hou
AMB_4410810985	AM4410810985-002		Standard	34.00	08/06/2020 11:16:22 PM	544 Days 3 Hou

Rows Per Page: 10   1 - 5 Of 5

Service Confirmation: Support/Training Materials

- To access the GEP Help Center Click the ⑦ at the top right side of your GEP banner
  - For access and technical issues – click to email support@gep.com
  - For Training, click 'Help Center' (it may take a little time to load)
    - Make a selection from the categories listed on the left (recommend Supplier Management or Procurement)
    - A listing of your available training materials will display (including this training package)

Service Confirmation: Supplier Profile – Adding Contacts

ExonMobil

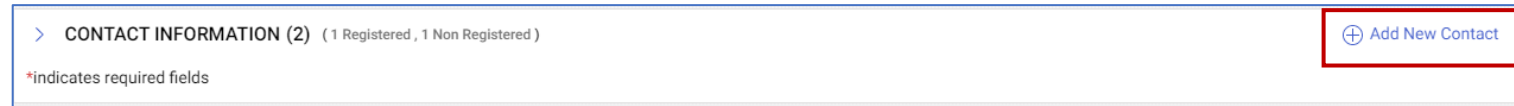You can add new internal contacts as well as edit existing contacts
- Select 'Supplier Profile' on the left banner of your GEP Screen
- Then select 'Contact Information' from the list
- To update an existing user, click on their name from the list
- Before assigning a Primary Contact, be sure they are first invited and showing status of 'Registered'
- To add a new user, click 'Create Change Request' (continued on next slide)

CONTACT INFORMATION (11) (10 Registered , 1 Non Registered)

*indicates required fields

All 11	Registered 10	Pending Activation 0	Invited 0	Non-Invited 1

	Full Name		Screening Status	Email ID	Language	Primary Phone No.	Mobile Number
☐	FirstName LastName		Registered	xomcatalog.enablement@gep.com	English		
☐	User A Jones		Registered	bickshal.gera1@gep.com	English	11111111	
☐	User B Smith		Registered	123@gep.com	English		
☐	User C Katz		Registered	ankit.srivastava1@gep.com	English		
☐	User D Fox		Registered	Venkataraman.subramanian@gep.com	English		

1 to 5 of 11 |< < Page 1 of 3 > >|

> BUSINESS INFORMATION
> TRANSACTION TYPE

Click here to add one person as 'Primary Contact' only after they are showing as 'Registered'

CLOSE   SAVE   CREATE CHANGE REQUEST

Left navigation menu:
- Home
- My Tasks (99+)
- Create
- Supplier Profile

Supplier Profile sections:
- BASIC DETAILS
- IDENTIFICATION INFORMATION
- ✓ SUPPLIER SOURCE INFORMATION
- CERTIFICATES
- ✓ REGISTRATION INFORMATION
- LOCATION INFORMATION
- CONTACT INFORMATION
- BUSINESS INFORMATION
- TRANSACTION TYPE
- MARKETING INFORMATION
- ✓ SUPPLIER COLLABORATION SPACE
- ✓ NOTES AND ATTACHMENTS

NOTE:
- **Primary Contact Receives email notifications for new and changed POs**
- **Primary Contact can be a 'shared' email to allow multiple users to receive GEP notifications**

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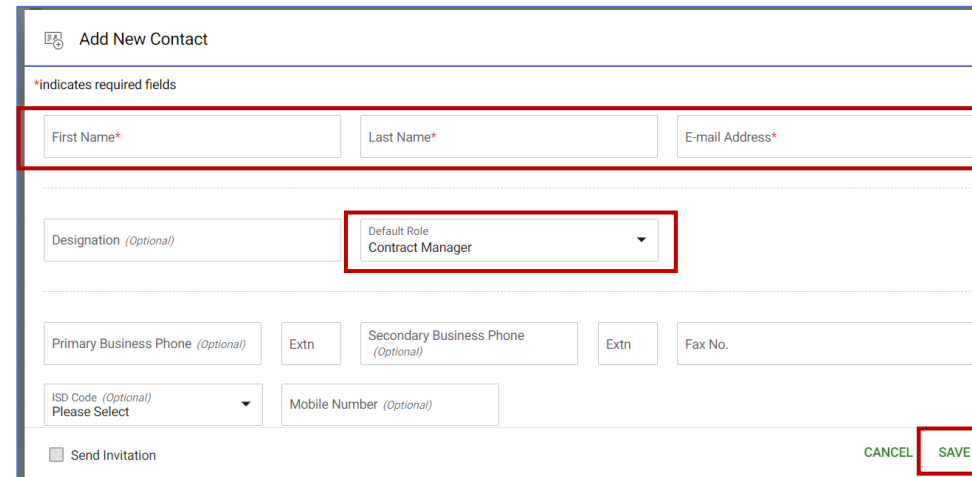- After clicking 'Create Change Request', select 'Add New Contact'

> CONTACT INFORMATION (2) (1 Registered , 1 Non Registered)   ⊕ Add New Contact

*indicates required fields

- Enter the required fields noted with *
- Select 'Contract Manager' as the Default Role for users that will acknowledge Purchase Orders and submit Service Confirmations.
- Press 'Save'

Add New Contact

*indicates required fields

First Name*   Last Name*   E-mail Address*

Designation *(Optional)*   Default Role
                               Contract Manager

Primary Business Phone *(Optional)*   Extn   Secondary Business Phone *(Optional)*   Extn   Fax No.

ISD Code *(Optional)*   Mobile Number *(Optional)*
Please Select
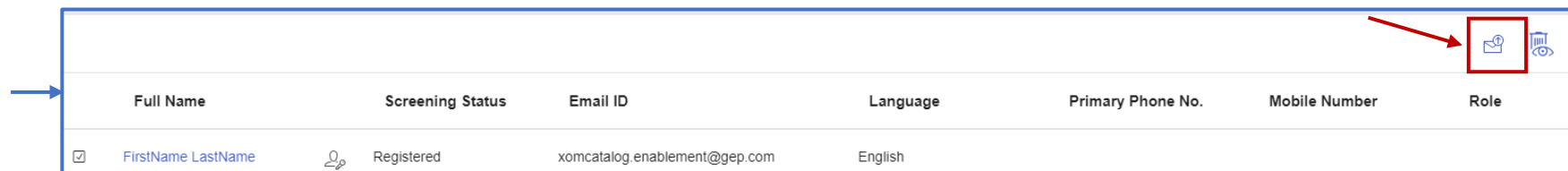
☐ Send Invitation   CANCEL   SAVE

- Then press Submit to send the Change Request which will be auto-approved after a few seconds.

DELETE   SUBMIT   SAVE AND EXIT   CLOSE   SAVE

- Select the saved User and then press 'Invite' at the far right.

Full Name		Screening Status	Email ID	Language	Primary Phone No.	Mobile Number	Role
☑ FirstName LastName		Registered	xomcatalog.enablement@gep.com	English			

GEP Service Confirmation
Purchase Orders

Prior to submitting a Service Confirmation, the PO **(Service type)** must have been **Acknowledged** in GEP.

For new Purchase Orders and Change Orders to existing POs, an email notification from smart@gep.com will be sent to the Supplier (Primary Contact) requesting PO acknowledgement similar to below:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Supplier,

This is to notify you that Purchase Order: POAM4410809902   sent from ExxonMobil is now available in your SMART login account under 'Tasks' for acknowledgment.

Please login to SMART using below link to view the PO:

https://smartuat.gep.com/Order/ManageOrder/create?dd=YnBjPTQ0MTAwMyZkYz0xNjM1NDA1&oloc=107&cc=9Q1VeJdGYfdxeQcyerMgyQ==&b=0

Please do not reply to this email address. For any further issues with this PO, please contact the buyer as per his/her contact details in the PO.

The information in this communication is only for the use of the addressee(s). If you are not an intended recipient, you are hereby notified that any use, disclosure, or copying of the information is prohibited. If you are not an intended recipient, please notify the sender immediately

Using the link in the email, you will be taken to GEP where you will be able to see your POs **requiring acknowledgement**.

Service Confirmation: PO Acknowledgement

When someone other than the primary contact will acknowledge Purchase Orders:

- Click on 'Purchasing'
- Then select 'Order'
- Select status 'Sent to Supplier'
- Click on the desired PO within the 'Document Name' column

Service Confirmation: PO Acknowledgement

POs requiring Acknowledgement will reflect the status of 'Sent to Supplier'
- The full PDF Version of the PO is available in 'Notes & Attachments' on the left side and in 'Comments and Attachments' on the top right corner
- If no further review is required, you can press 'Acknowledge Order'

Service Confirmation: PO Acknowledgement

Within Notes & Attachments - Click on the blue link in the 'Name' column to view the PO PDF attachment

You will receive a 'Download' pop-up where you can click the link to 'Open File'

Service Confirmation: PO Acknowledgement

- The EM request for services should provide the name of the EM Service Approver for each PO (It is best to obtain the approver's full EM email address to ensure accuracy)

- You should also refer to the PO PDF which may include the Service Approver Name/Email Address

Note: The Service (SES/SC) Approver's email address will be used as the 'Field Supervisor' in your Service Confirmation Submission

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00010   1,740.70

BILL S.& A. perform 1st Half PM on Linco
Rel. ord. against contract 4600102702 Item 00010

BILL S.& A. perform 1st Half PM on Linco

Description of service requirement: perform 1st Half PM on Lincoln Lubrication System & check Logger Counter on compressor c-225.

 LABOR TO PERFORM THE MINOR PM
IN-LINE LUBRICANT FILTER
9" SPIN ON FILTER, SP MODEL

Service Entry Sheet receiver / Field Contact / Timesheet Approver Details
Name: Molly Wilson
User ID: MXWILSO
E-Mail: molly.x.wilson@exxonmobil.com

Location of work: Compressor Repair
Is this work On-Site or Off-Site? : On-Site

Start Date: 2/9/2021

Planner/Requester Details
Name: Jane Bessolo
User ID: JXBESSO
E-Mail: jane.x.bessolo@exxonmobil.com

Requestor name/Tel. no: | Order no. : 20724038   Equipment tag : 10652339

For maximum value of: 1,740.70
_____

Tot. net val. excl. tax USD   1,740.70

Service Confirmation: PO Acknowledgement

- Once reviewed, acknowledge the by PO pressing the 'Acknowledge Order' button
- A 'Success' message will appear to confirm the acknowledgement
- This step will need to be repeated for all your POs with status 'Sent to Supplier' before submitting any SCs

Note:
Each time a PO is updated by EM the status changes back to "Sent to Supplier" and needs to be acknowledged again before SC submission is allowed.
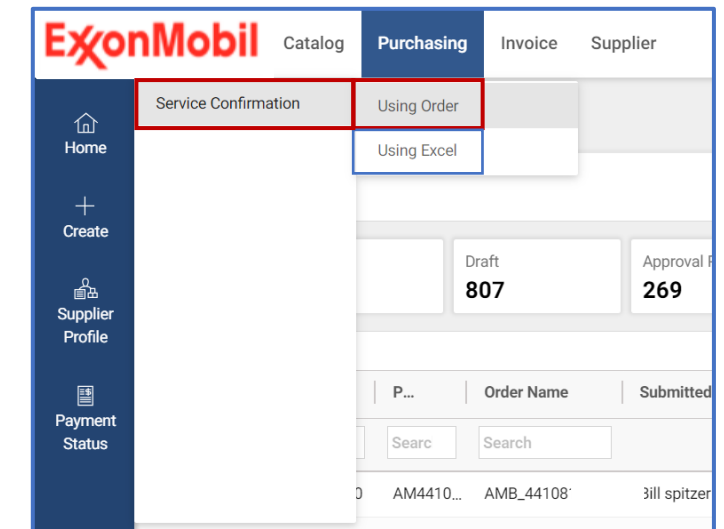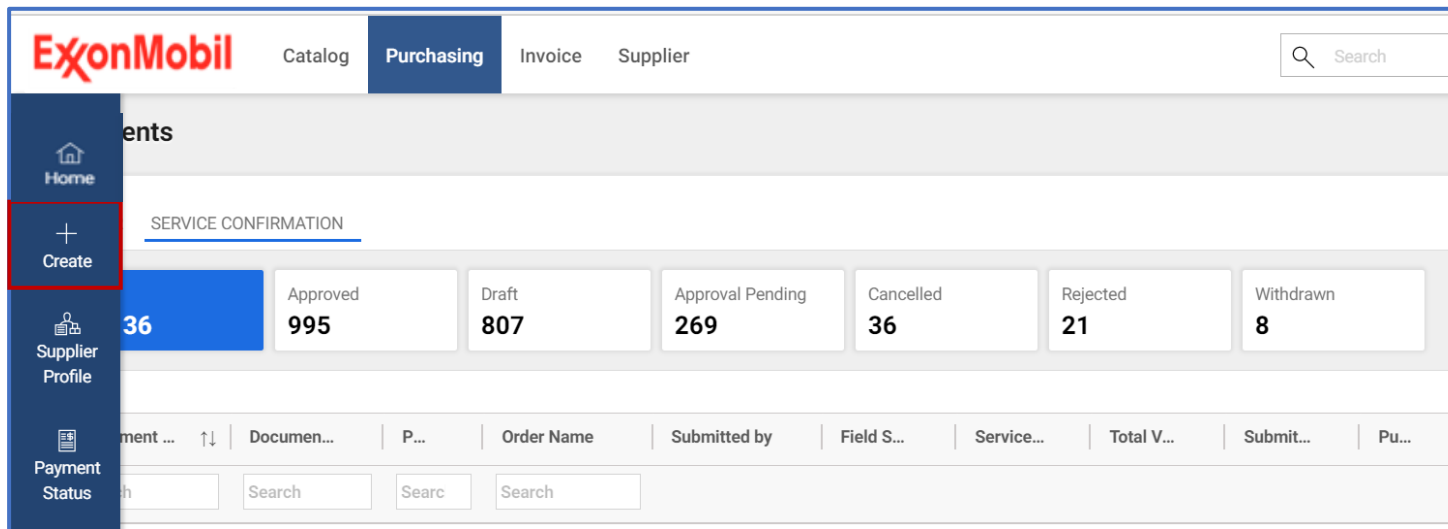
Service Confirmation: Creation Methods

There are two primary methods to create/submit Service Confirmations in GEP
- Manually create the SC against the Purchase Order (Using Order) which we will cover first
- Mass upload functionality (Using Excel) which allows multiple invoices to be loaded at the same time and against multiple POs. (Using Excel is helpful for submissions with numerous Service Numbers)

You can also 'Copy' an existing SC to create a new SC if the original SC applies to the same Purchase Order

Service Confirmation: SC Components

Each Service Confirmation contains 4 sections:

- **Basis Details**: Service Confirmation header information including Supplier Invoice Number and ExxonMobil Approver

- **Additional Details**: Invoice Date (Not future dates).

- **Notes and Attachments**: Invoice and support documentation

- **Line Details**:
  - Lines containing service numbers, dates and amounts being billed
  - Accounting information

Service Confirmation: Basic Details – Field Descriptions

- Service Confirmation Number: Auto generated GEP ID
- Service Confirmation Name: Auto generated by GEP but can be edited by the supplier adding key information
- Supplier Service Confirmation Number: Supplier Reference/Invoice # (Required Field, Maximum 16 Characters)
- Description: Optional field for Supplier text

- Order Number/Order Name: EM Purchase Order #
- Field Supervisor: EM Approver (Required Field)
- Work Location: Optional field for Supplier text
- Created By: Supplier username
- Enter Tax At: Only entered for one exceptional case
- Additional Approvers: Only when requested by EM
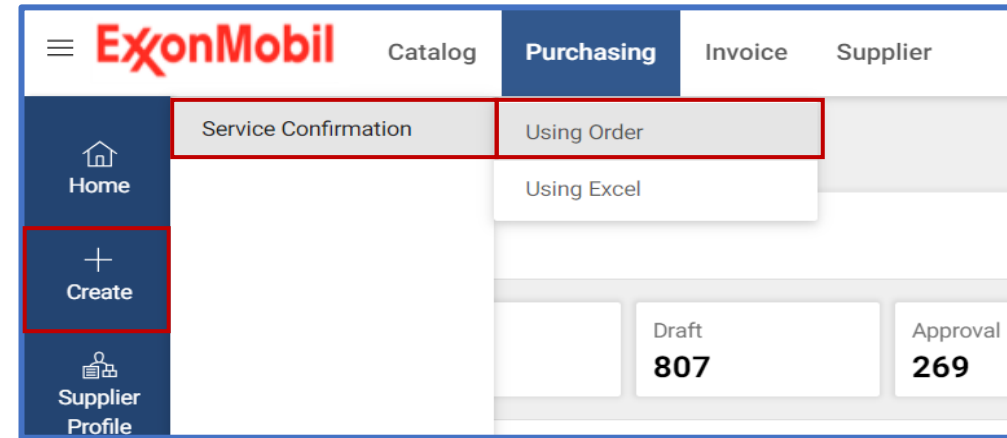
GEP Service Confirmation
Create SC – Manual Entry

Service Confirmation: Create SC – Manual Entry


To create the SC, press:
- +/Create
- Service Confirmation
- Using Order

GEP will present a listing of all your Acknowledged POs
- When the desired PO is found, select 'Use Order'
- When you use the 'Search' option to locate a PO, include the SAP/ERP system prefix followed by the 10 digit PO # as shown in the examples to the left below:

Example: **AM**4xxxxxxxxx
            EU4xxxxxxxxx
            AP4xxxxxxxxx
            G94xxxxxxxxx
            S84xxxxxxxxx
            G34xxxxxxxxx
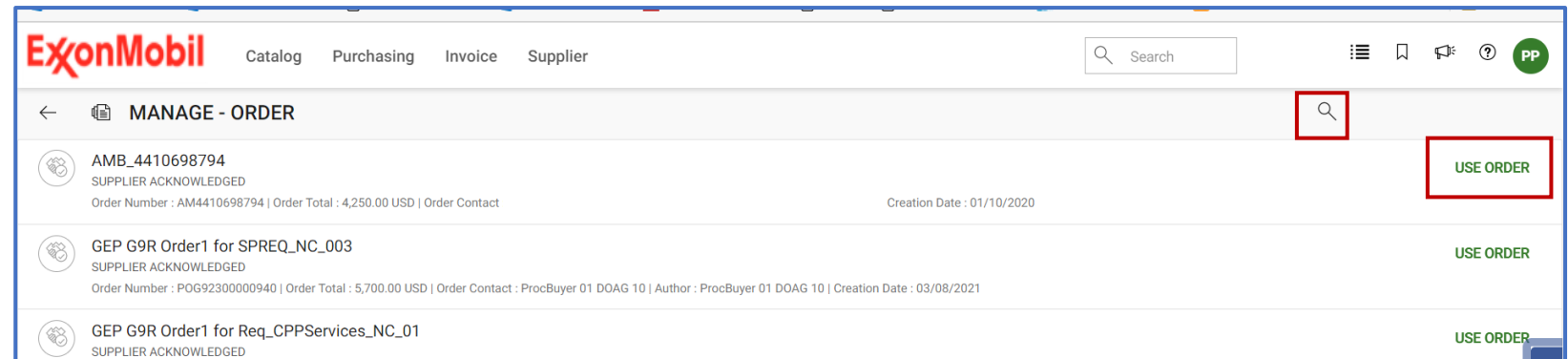
Service Confirmation: Create SC – Basic Details

Required Fields:

- Supplier Service Confirmation Number:
  - Enter your company's Invoice/Reference Number (Alpha/numeric field without spaces, punctuation or leading zeroes – maximum 16 characters per SAP limitation)
  - Do not submit multiple Service Confirmations for the same invoice (search GEP for any for prior submissions that are either still active; or check Payment Status to see if already paid)
- Field Supervisor:
  - This will be the ExxonMobil Service Approver (Can be an individual or a Group)
  - Verify the approver name presented is correct and update if needed (See slide to Change Approver)
- 'Enter Tax At' and 'Tax' Fields:
  - **Do not change the default values** (only one exception for 'USA-ERS')

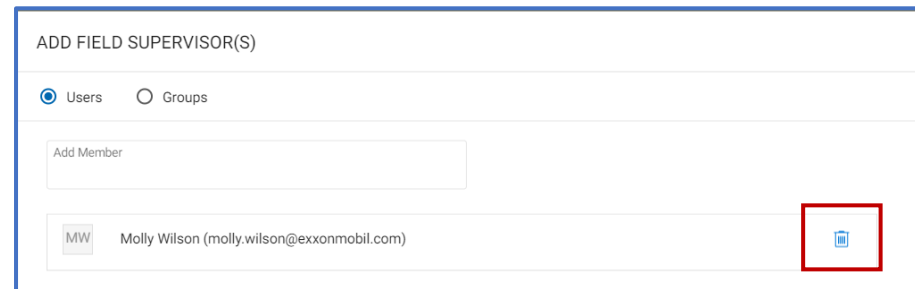When finished press 'Next' to move to 'Additional Details'

ExxonMobil

On the Basic Data Screen - Click on the existing 'Field Supervisor'

Field Supervisor
Molly Wilson (molly....

1) Press the Trash Can to delete the existing Approver

Note: If you do not delete the original approver, the SC will require both users to approve (see also 'Additional Approvers')
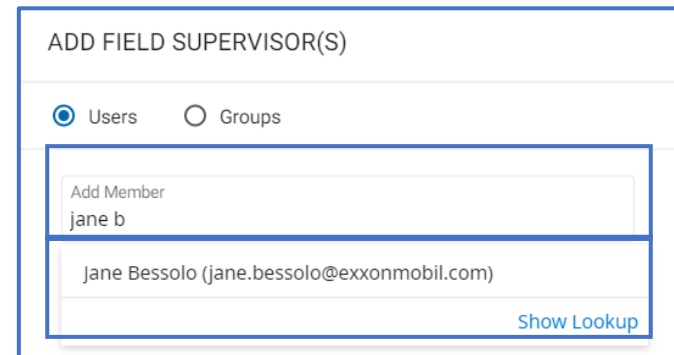
2) Type the new approver name or email address in the 'Add Member' field, then click on the appropriate name selection from the lookup.

3) The new approver is now populated.
• Press Save

ADD FIELD SUPERVISOR(S)
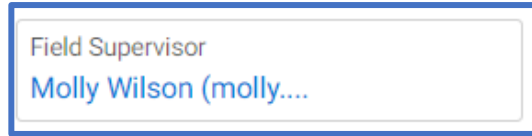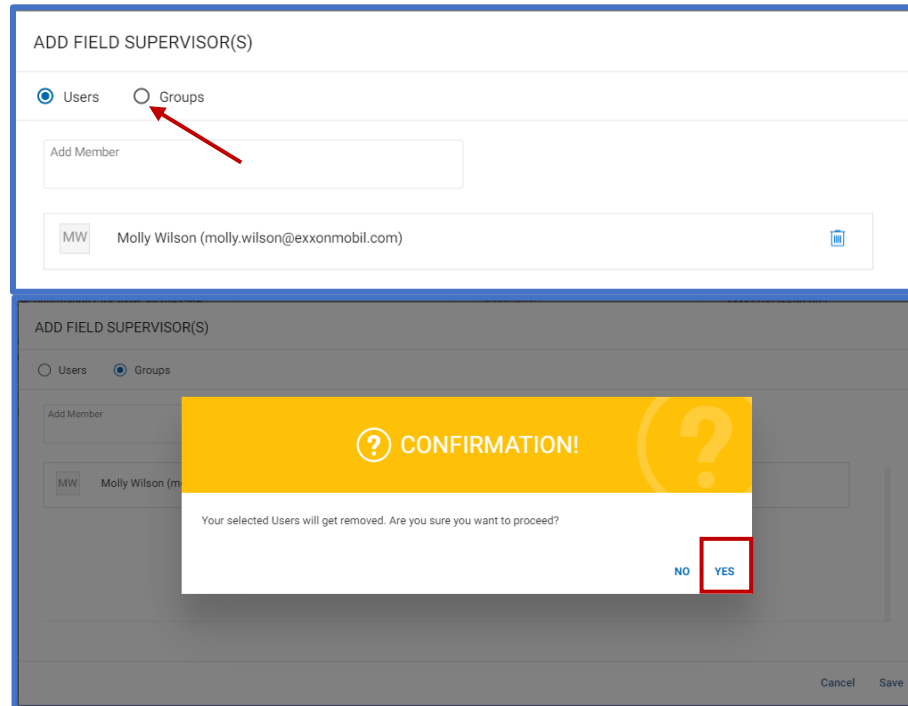
◉ Users ○ Groups

Add Member

| MW | Molly Wilson (molly.wilson@exxonmobil.com) | 🗑 |

ADD FIELD SUPERVISOR(S)

◉ Users ○ Groups

Add Member
jane b

Jane Bessolo (jane.bessolo@exxonmobil.com)
Show Lookup

ADD FIELD SUPERVISOR(S)

◉ Users ○ Groups

Add Member

| JB | Jane Bessolo (jane.bessolo@exxonmobil.com) | 🗑 |

Cancel   Save

Service Confirmation: Basic Details – Group Approver

ExxonMobil

On the Basic Data Screen - Click on 'Field Supervisor'
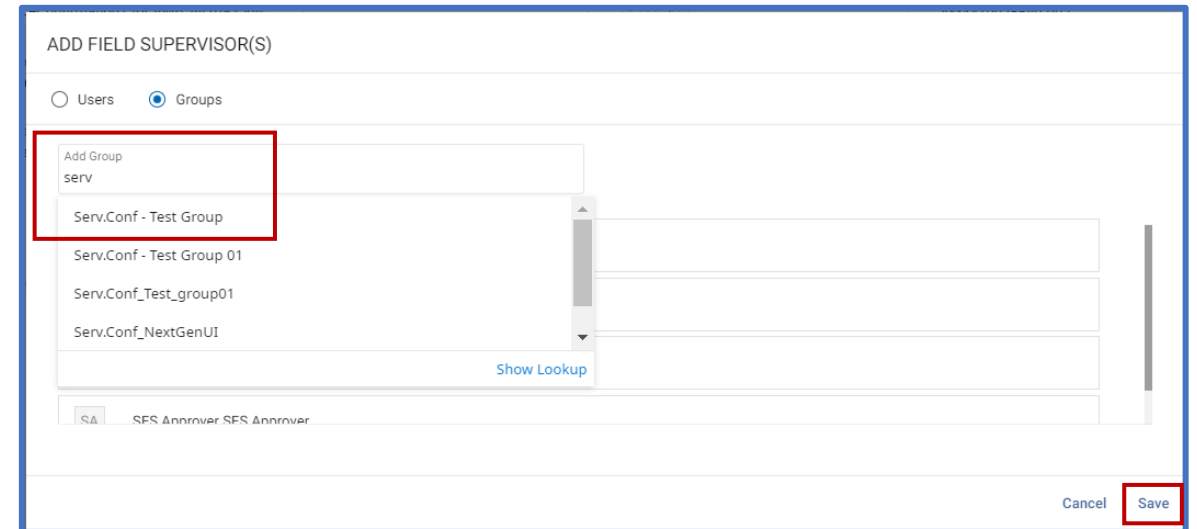
Field Supervisor
Molly Wilson (molly....
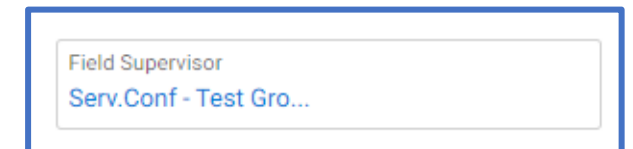
- Select 'Groups', then press 'Yes' to allow removal of the existing user

ADD FIELD SUPERVISOR(S)

○ Users   ○ Groups

Add Member

MW   Molly Wilson (molly.wilson@exxonmobil.com)   🗑

ADD FIELD SUPERVISOR(S)

○ Users   ● Groups

Add Member

MW   Molly Wilson (m

❓ CONFIRMATION!

Your selected Users will get removed. Are you sure you want to proceed?

NO   YES

Cancel   Save

- Search/Select the Group Name and press 'Save'

ADD FIELD SUPERVISOR(S)

○ Users   ● Groups

Add Group
serv

Serv.Conf - Test Group

Serv.Conf - Test Group 01

Serv.Conf_Test_group01

Serv.Conf_NextGenUI

Show Lookup

SA   SES Approver SES Approver

Cancel   Save
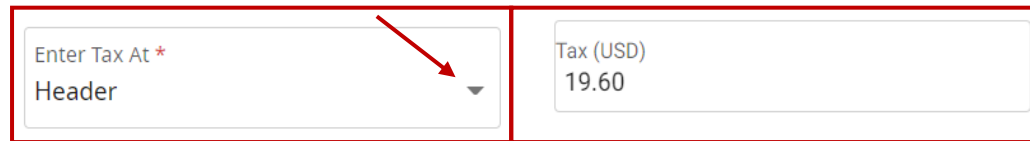
- Field Supervisor now displays the Group Name

Field Supervisor
Serv.Conf - Test Gro...

Service Confirmation: USA - ERS Tax Condition

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**

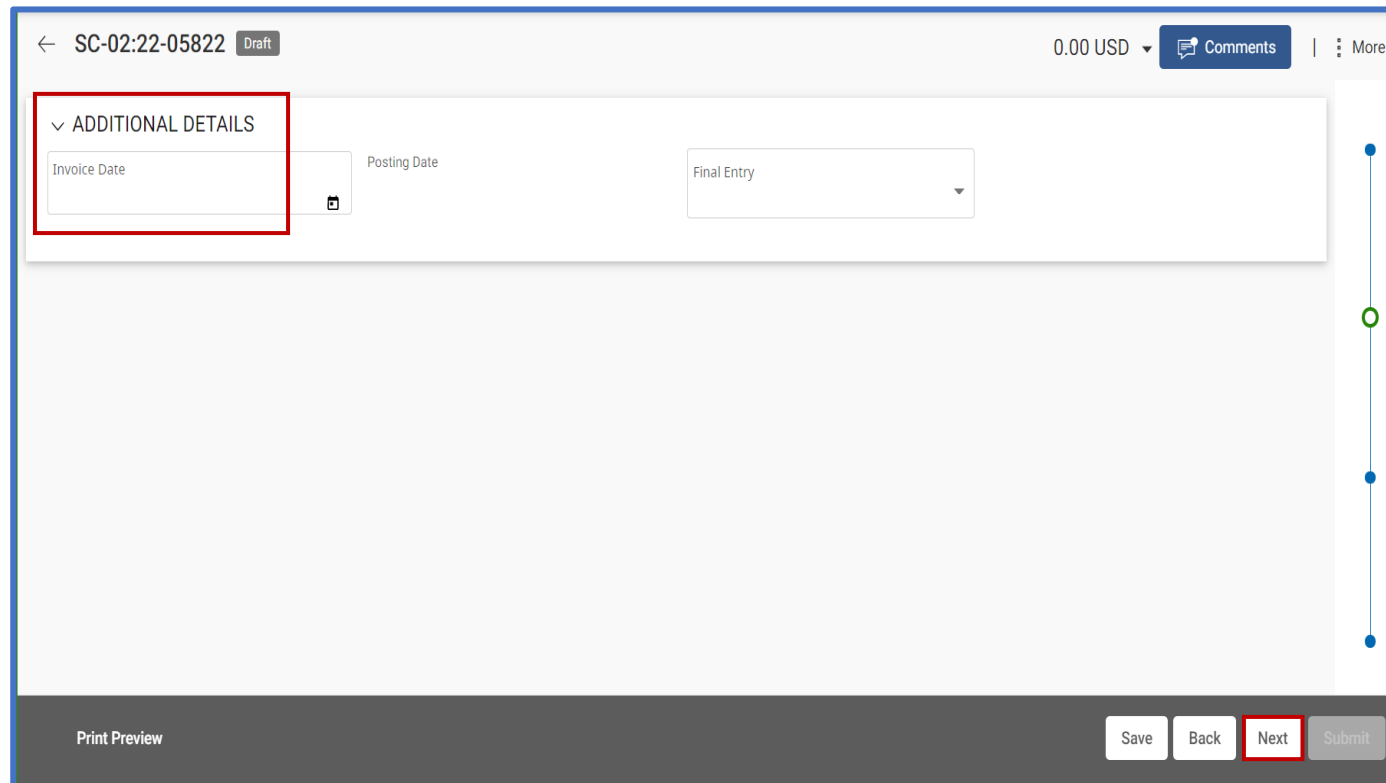Within the Basic Details tab of the SC:
1) 'Enter Tax At' field - Select 'Header' from the drop down
2) 'Tax' field enter the total Tax Amount

Enter Tax At *	Tax (USD)
Header ▼	19.60

❖ **Reminder: All Non-USA countries should ignore these 2 tax fields**

ExxonMobil

- **Preferably create the Service Confirmation within 10 days after service was performed to guarantee on time payment**

- **Invoice Date field** should remain blank

- **Posting Date** is used for accounting purposes and should be left blank

- **Final Entry** is only available to the Approver to prohibit further charges to be submitted against the associated PO

- Press 'Next' to continue
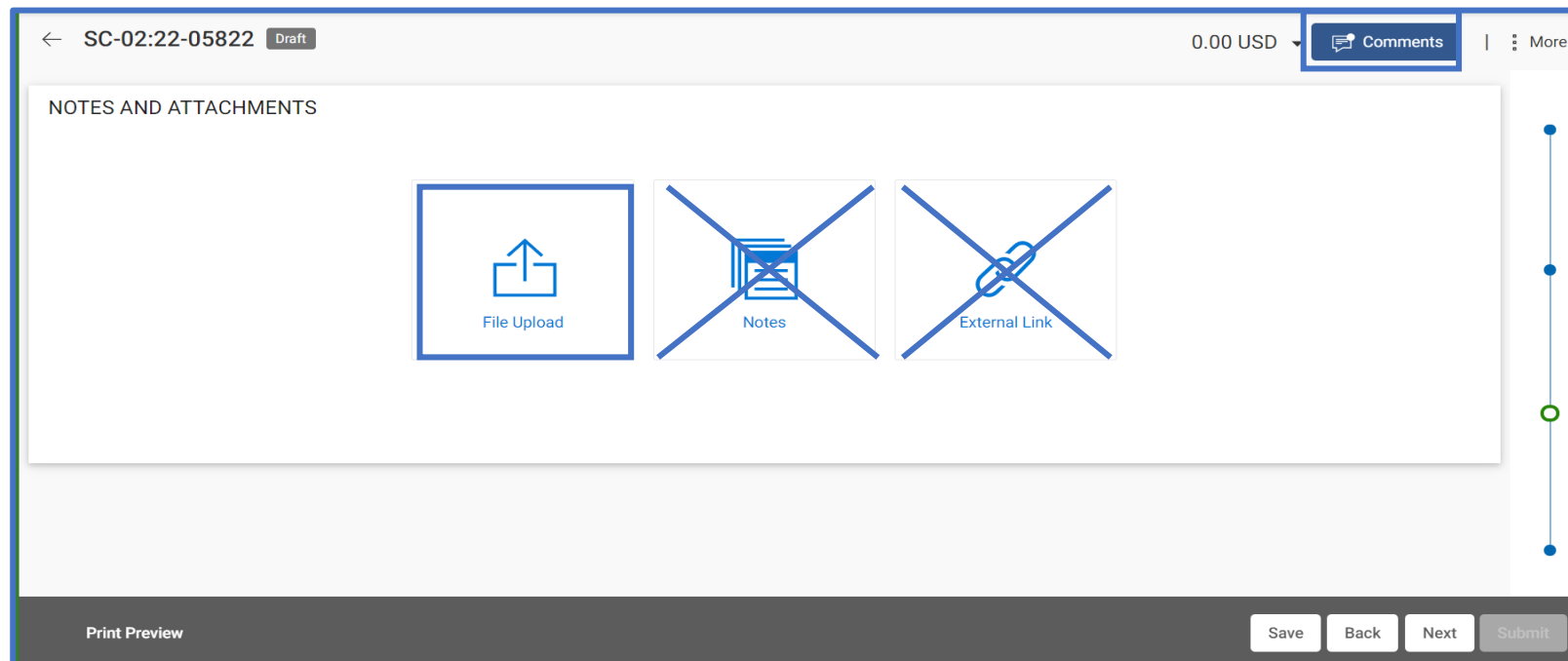
ExxonMobil

Here you can upload up to 5 total attachments (1 Invoice, 1 Proof of Delivery & 3 Backup documents)

- The Invoice attachment cannot exceed **7 MB** and must include the full word **Invoice** anywhere in the file name; and is the only attached file that can contain the word Invoice (1 Invoice per SC).
- The Invoice attachment <u>file name</u> should be alpha numeric with no special characters; and cannot contain a 'period' anywhere in the name except to have it precede the **.**pdf.
- The Proof of Delivery document required must be a separate file named "**Attachment**".
- Any further support documentation that you need to send with the invoice & Proof of Delivery should also be a separate file named **Attachment**. 3 non-invoice attachments can be included up to 20 MB each.

← SC-02:22-05822 Draft

0.00 USD ▾ 💬 Comments | ⋮ More

NOTES AND ATTACHMENTS

File Upload

Notes

External Link

Print Preview

Save Back Next Submit

Reminders:

✓ The invoice attachment should be uploaded first, and the file name must contain the full word '**Invoice'** or you will not receive payment
✓ The invoice file must be uploaded as .pdf or .tif format and cannot exceed **7 MB**
✓ **All SC require Proof of delivery to be included and the file must be named "attachment"**
✓ Notes and External Link are not utilized. Instead use 'Comments' (if needed) to communicate information
✓ Invoice and Support documentation must be in **separate** files

Service Confirmation: Create SC – Line Details

This example represents a PO with <u>one line item</u> released from an Agreement containing established Service Numbers
- Some POs contains multiple line items
  - You can only submit charges to <u>one PO line</u> per SC
  - Therefore, a separate SC is required for each PO Line item
- Ignore this initial error message about the price (The price/amount will be automatically calculated based on your further input)
  - ➤ Select: **+ Add Sublines**

Service Confirmation: Create SC – Sublines

- In GEP the 'Supplier Item Number' refers to the ExxonMobil 'Service Number' (SMC)
- For Purchases Orders released from an Agreement you will be presented with the 'Contracted Lines' from which you can select each Service Number by clicking the check box to the left of each required service item
- GEP will only display up to 50 lines of Service Numbers (see next slide for further instructions on how to search)
- Select all the service numbers by clicking the box to the left of each item before pressing 'Add'

Service Confirmation: Create SC – Service Numbers

- You can utilize the search field to quickly locate and select the service numbers contained in the Agreement
- If your Agreement contains more than 50 Service Numbers, you are required to use this feature to search for any Service Numbers not presented in the initial list display (it is helpful to download your Catalog to have on hand)

Press the 'drop-down' to then select 'Supplier Item Number' as the search criteria

- Enter the Service Number in the search field and press Enter
- When the item displays, select it by applying the check mark to the left
- Then search for the next Service Number the same way and apply the check mark
- Continue searching/selecting until all Service Numbers are retrieved
- You can keep track of how many have been selected under 'Selected Sublines'
- Then press 'Add'

Service Confirmation: Create SC – Subline Details

- The selected Service Numbers are now imported into the Service Confirmation
- The error message is alerting you to input the service dates for each line item
- Scroll to the right to input the service date fields

6 Error Counts - Subline 10.1: Start Date field should not be blank   < >
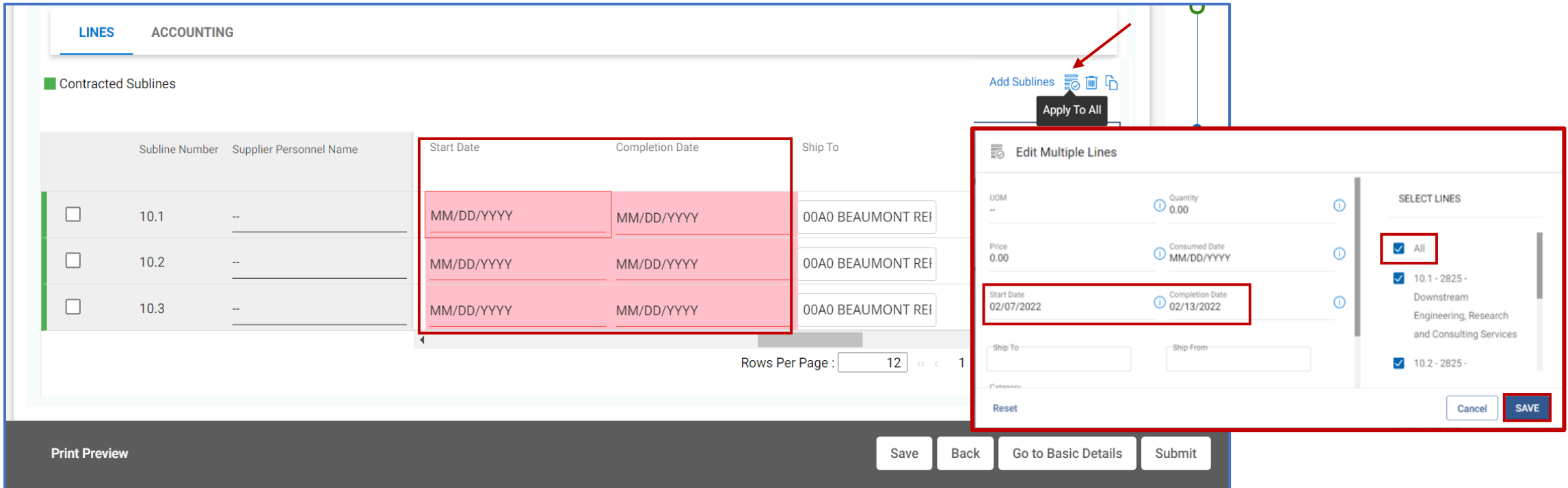
Additional text
--

LINES   ACCOUNTING

■ Contracted Sublines   Add Sublines

	Subline Number	Supplier Personnel Name	Description	Supplier Item Number	Item Number	Short Name
☐	10.1	--	2825 - Downstream Engineer...	000000000008309584	--	Labor-ST-Shop Rates
☐	10.2	--	2825 - Downstream Engineer...	000000000008309586	--	Labor-OT-Shop Rates
☐	10.3	--	2825 - Downstream Engineer...	000000000008309589	--	Mileage

Rows Per Page : 12 « ‹ 1 › »   /1

Print Preview   Save   Back   Go to Basic Details   Submit

Service Confirmation: Create SC – Sublines

- You can opt to enter each date range individually or you can use a special feature to apply the date range to all service lines at one time using the 'Apply to All' feature

- Press the 'Apply to All' icon

- Enter the Start and Completion dates

- Select 'All' lines

- Then press Save to adopt the dates into the SC

Service Confirmation: Create SC – Subline Details

- Scroll back to the left to enter the quantity associated with each service line (for negative/credit lines, click here for requirements)
- The contracted unit price for each line will already be populated and cannot be modified
    - Check your Service Start and End Dates if the rates are not matching your invoice as they are adopted from the agreement based on the rate effective dates. Contact your Agreement owner if rates are not correct.

6 Error Counts - Subline 10.1: Start Date field should not be blank

LINES   ACCOUNTING

Contracted Sublines   Add Sublines

Subline Number	Supplier Personnel Name	Subline Type	UOM	Quantity	Price (USD)
10.1	--	Rate Based Service	hour	2.00	65.00
10.2	--	Rate Based Service	hour	1.00	112.50
10.3	--	Rate Based Service	Miles	77.00	1.00
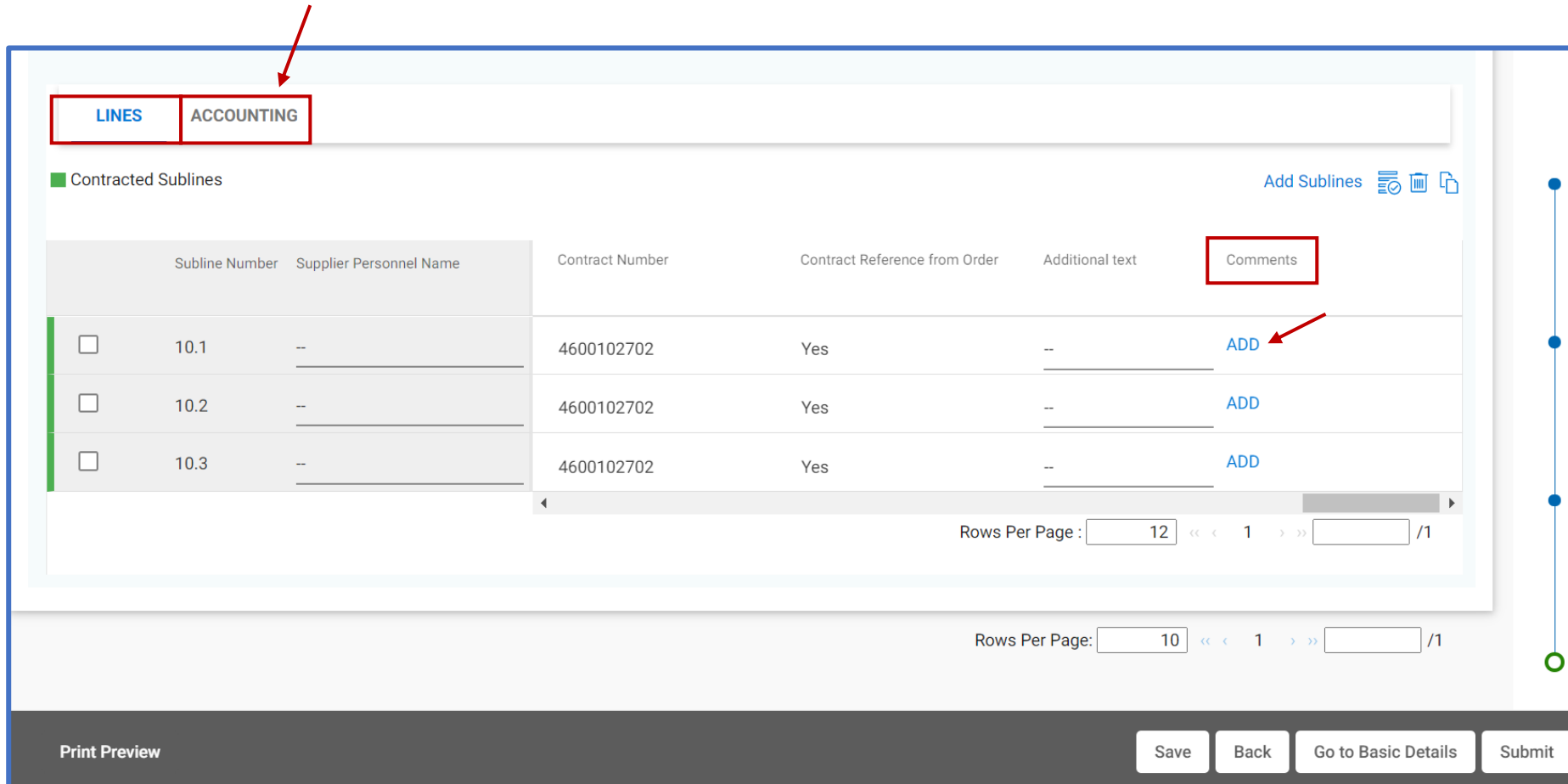
Rows Per Page : 12   « ‹ 1 › »   /1

Rows Per Page: 10   « ‹ 1 › »   /1

Print Preview   Save   Back   Go to Basic Details   Submit

Service Confirmation: Create SC – Sublines

- Continue scrolling to the far right on the 'Lines' tab if you need to add information in 'Comments' (such as Canada-S8P tax information) by pressing 'ADD'
- Otherwise, comments are not needed or required
- If complete, click the 'Accounting' tab

Upstream Canada using NAPES/S8P utilizes the 'Comments' field within the GEP SC Sublines to provide the tax details for ERS Service Confirmation submissions. This is to allow GEP 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 " **:** ", as shown in the 2 examples here:

Add:

- ○ TAX:T5   If you have GST 5%
- ○ TAX:TS   If you have GST 15%
- ○ TAX:NT   If you have No tax applicable

- • Additionally, the tax details must be the first 6 characters within the comments
- • You may add other comments following the tax details, but the tax details must come first
- • To begin press the word 'ADD' (then follow the instructions on the next page)

- Select the 'Service Confirmation' section of the Comment box
- Share with Internal Users and Suppliers (should already be selected)
- Type the tax details first. Example: TAX:TS
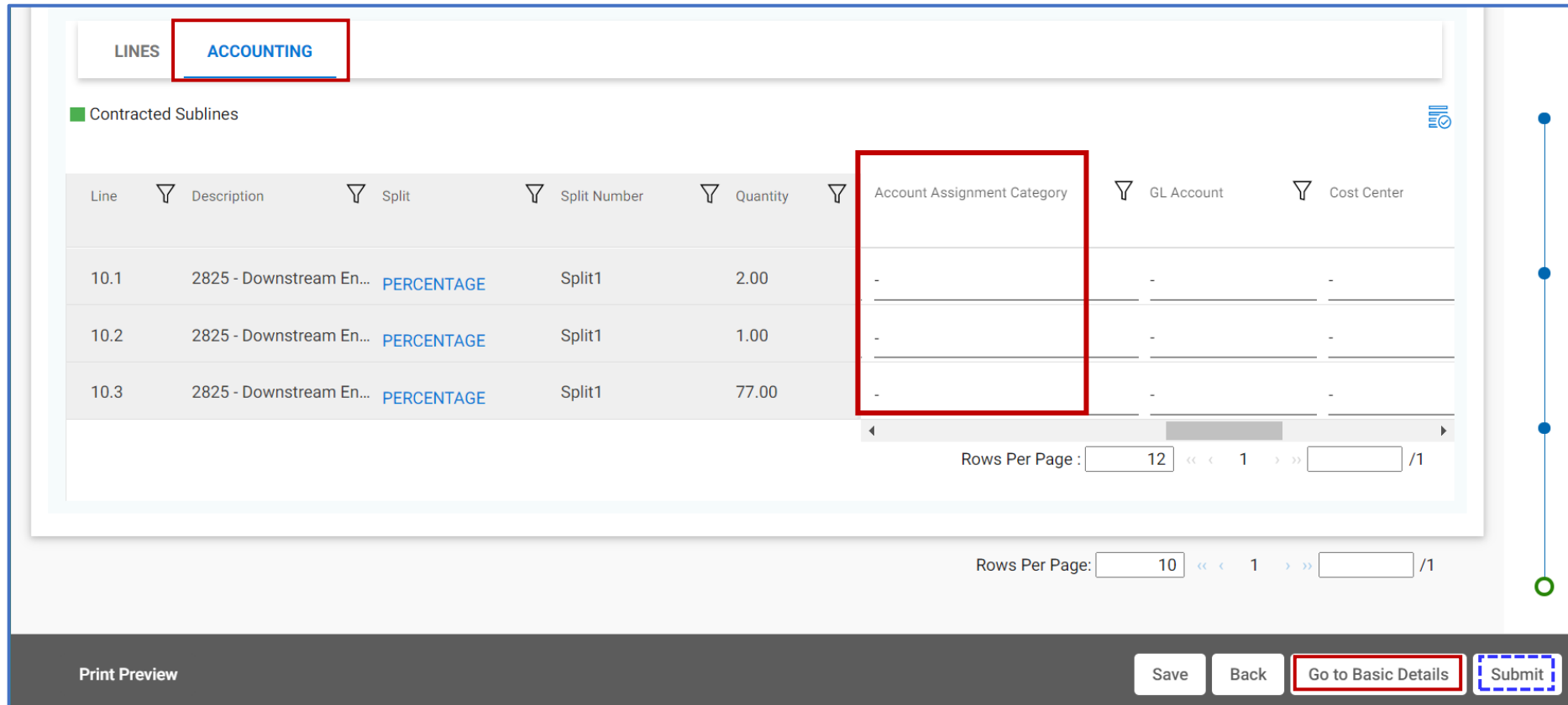- Continue on the same line with any comments after the tax details if needed
- Press 'Post'

Note: If you add a new comment after the tax details are posted, the tax details must be retyped at the beginning of the comment box, then followed by your additional comments.

The tax details must be the first thing that SAP sees when the approved SC is transferred to SAP for SES Creation. Otherwise, SAP will omit the tax information.

Service Confirmation: Create SC – Accounting

- View the 'Account Assignment Category' column
- If the field in this column displays '**U-Uknown**', you are required to add the Accounting details
- If the field in this column is blank as shown below, no action is required in the Accounting tab and the SC is now available to Submit
- It is recommended that you first go back to review the entire SC for accuracy/completeness including the appropriate attachments and that the file name includes the word 'Invoice'

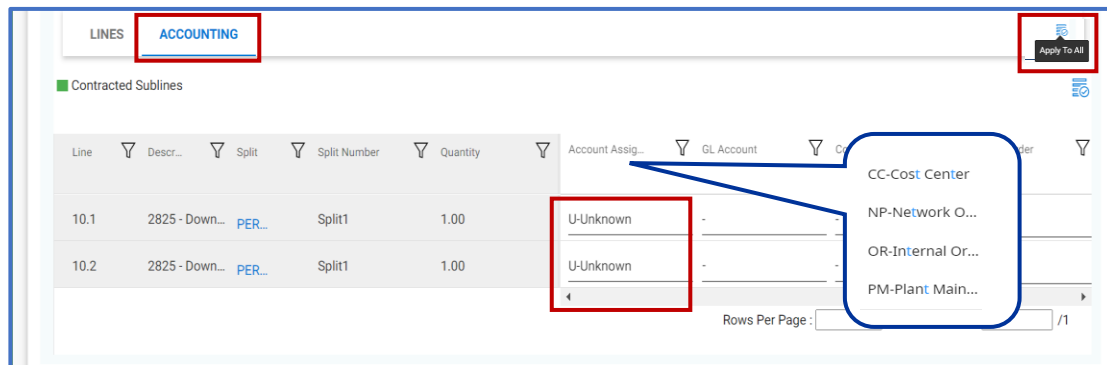# Service Confirmation: Accounting – 'U-Unknown'

- When the Account Assignment Category displays 'U-Unknown' on the Accounting tab, it means that the charge codes will vary for each service. **The Supplier is required to obtain this Accounting information from the EM Service contact for the specific services provided corresponding to each SC submission.**

- Supplier is then required to enter the Accounting details for **every** line item of the SC (use the 'Apply to All' option to save time keying repetitive data such as Account Assignment Category)

Note: The accounting information is sometimes already captured somewhere on your SC attachments or contained in the EM request for services. However, do not rely on a previous invoice or service confirmation for this information.
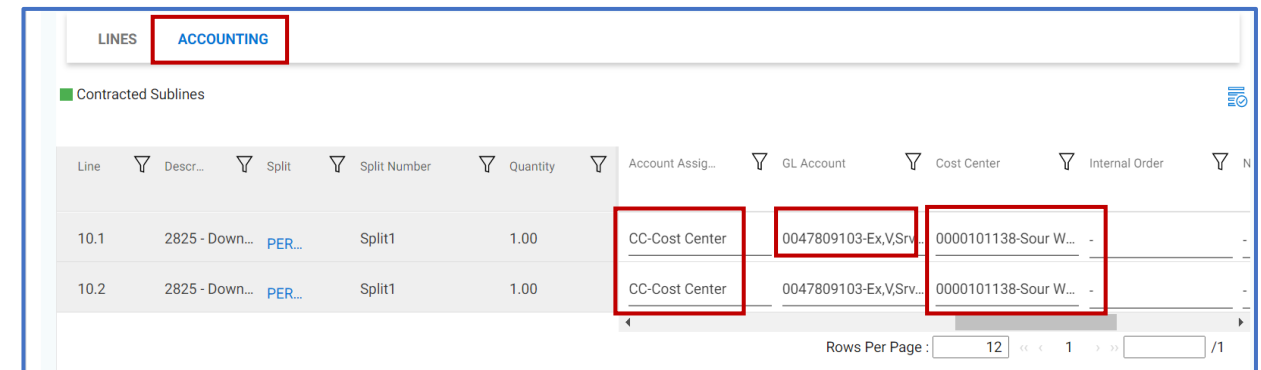
> **Accounting details required for Unassigned POs include:**
> - Account Assignment Category (Cost Center, Network Order, Internal Order, Plant Maintenance)
> - Cost object keyed in the appropriate column

Plant Maintenance = 'Work Order'

Note: If the field remains with 'Unknown', the SC will submit to GEP successfully; but will fail upon EM Approval

Service Confirmation: Create SC – Review/Submit

- Please review each section of the Service Confirmation for completeness and accuracy
    - The 'Print Preview' is a useful tool to review your entries; or you may elect to download and/or print it to include with your invoice files
    - The SC total should match your company's attached invoice total (+/- tax)
- If you are not ready to submit yet, you can choose the option to 'Save' at any time
    - SCs that are saved can be retrieved in GEP under Purchasing/Service Confirmation/**Drafts**
- If the SC is complete, press 'Submit'
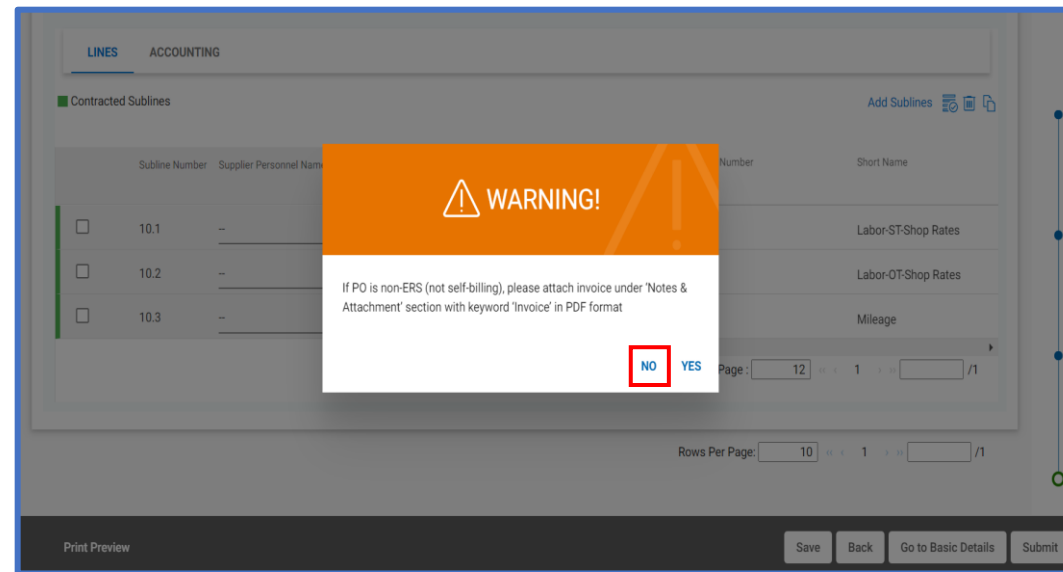
Upon submission, you will receive this warning message

- If you are an ERS supplier, please do not attach any invoice, since will be automatically generated by the system once the SC is approved (manually adding an invoice will generate a delay in the payment).
- If you are not set up for ERS (Automatic Self-Billing), you are required to include your company issued invoice as an attachment within the Service Confirmation.
- This is a reminder to not only include the invoice attachment, but to ensure the full word **Invoice** is part of the invoice attachment file name
- This is a reminder to include Proof of Delivery document as a separate file named "**Attachment**"
- If you have correctly attached a properly named invoice, press 'YES'
- If the attachment is missing or incorrectly named, press 'NO' to remedy and resubmit
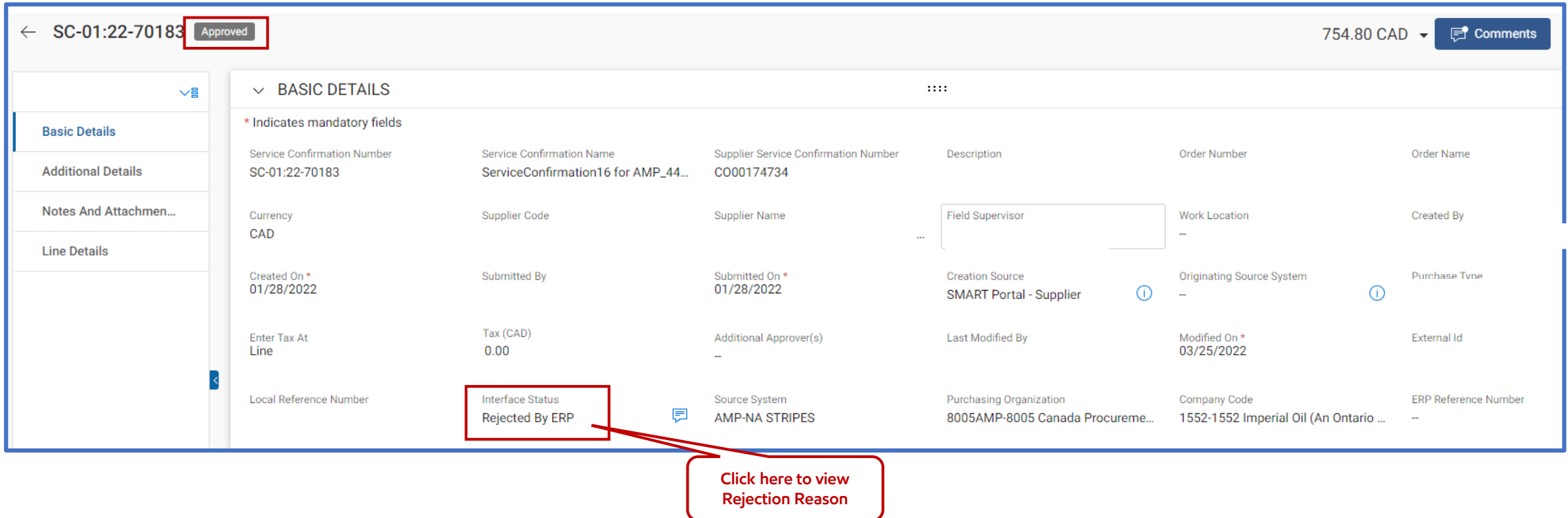
Service Confirmation: Create SC – Complete

- Upon correct submission, you will receive a Success message

- Please note however; there are additional validations that occur during and after the EM approval process that may require SC correction, rejection or cancellation

- Please monitor the status of your submitted Service Confirmations where you may see an approved Service Confirmation that shows 'Rejected by ERP' in the 'Basic Details' (See next slide)

(Note: The invoices for SCs 'Rejected by ERP' will not be visible in Payment Status)

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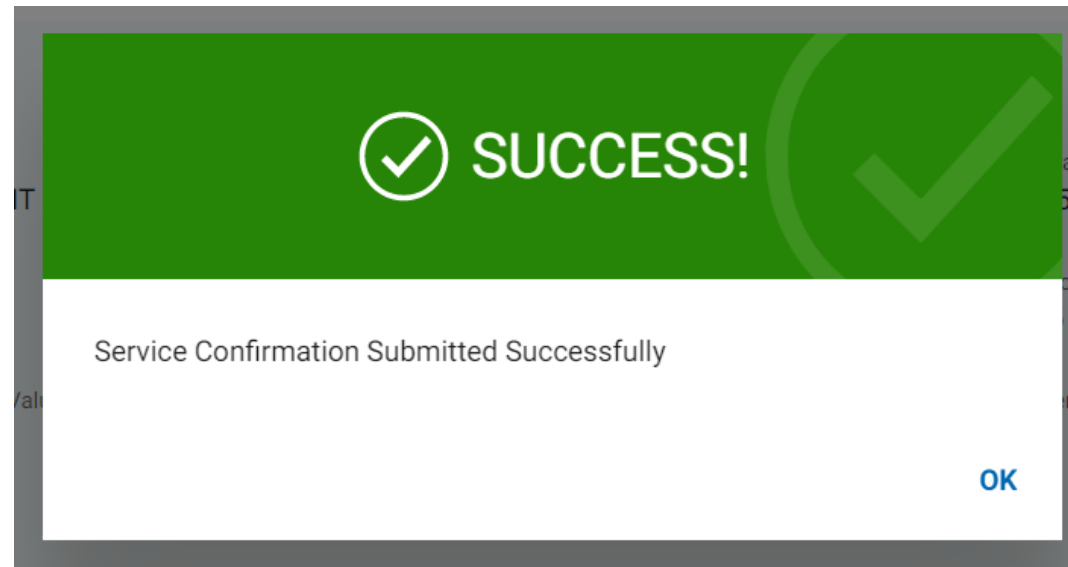
Example of where to look for ERP Rejection showing the SC is 'Approved' but the 'Interface Status' will show 'Rejected by ERP' with a small Comment Box containing the rejection reason (see further information / instructions on next slide).

Note: Making the ERP rejection reason available for Supplier view allows the Supplier an opportunity to avoid future reoccurrence of missing or invalid information that cause recycle and payment delays.

Upon EM Approval in GEP, the Service Confirmation details are passed to SAP to create the Service Entry Sheet to further allow payment. During this transmission is where certain validations occur that may result in the SES failing. Some examples include:

- Not enough funds on the PO ("No overall limit for Unplanned Services exist")
- Approver was not authorized (SC must be cancelled)
- Accounting/Cost Object is missing for Unassigned PO
- Accounting/Cost object is inactive (example: Internal Order is closed)
- PO or Agreement is waiting for Release/Approval
- Missing or incorrect Service Number (Service description (number, short text) missing in line A) where SC must be cancelled to resubmit

While ERP Rejection reasons are now available for Supplier view in GEP; note however, the approver is required to take the appropriate action.

- **Do not resubmit a new SC to replace an ERP rejection** unless the original submission is cancelled first **and** EM advises you to resubmit (Some ERP rejections allow correction by the Approver where resubmission is not required)
- You should reach out to the Approver directly via email if the ERP rejection status remains for more than 2 weeks without resolution.
- If you require further assistance with an ERP Rejection, you can submit an inquiry via email using the instructions at the end of this presentation.
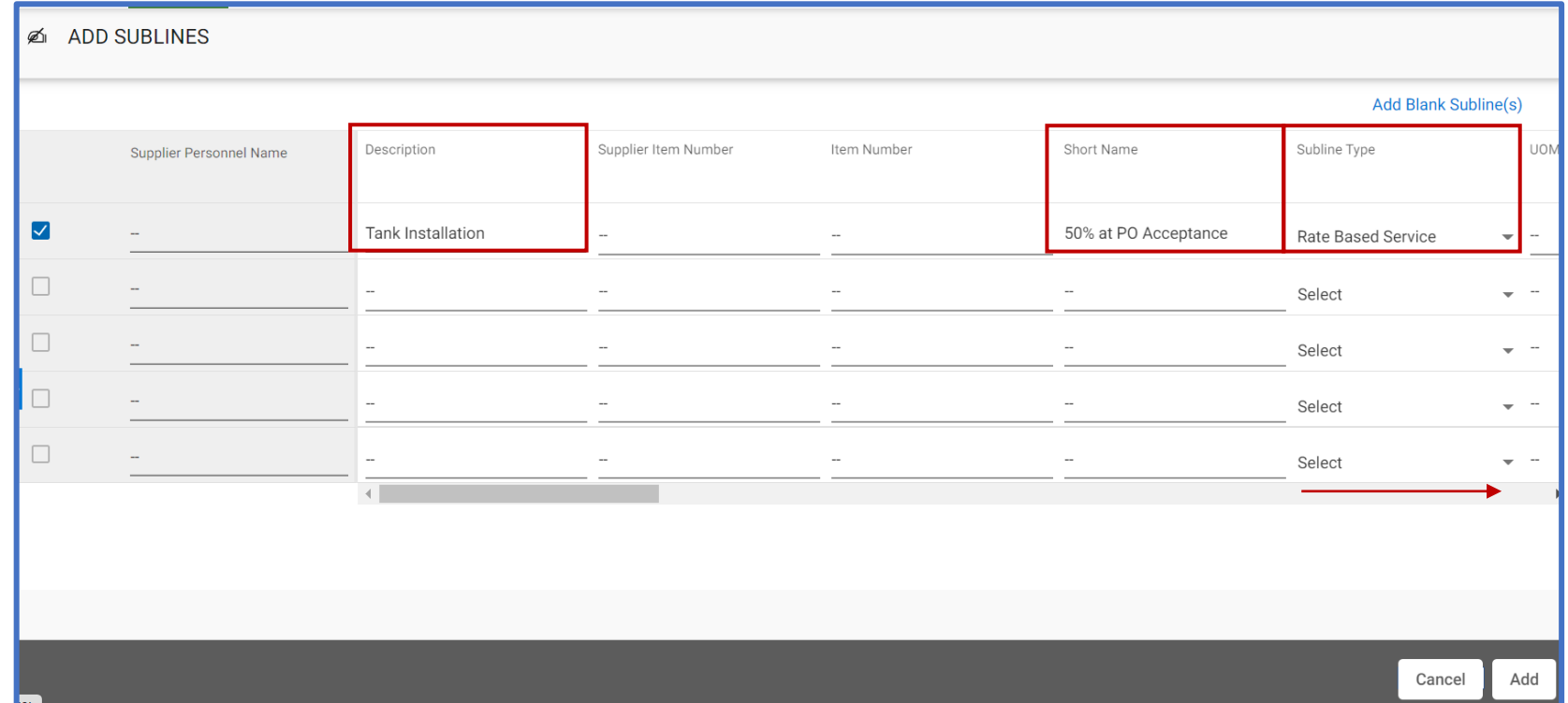
ExxonMobil

- When your PO or the service provided does not have an assigned Service number, you will need to add blank sublines to submit charges. One subline is enough to summarize services provided.

Note: If you are simply missing a **service number** from your available catalog items, do not use Blank Sublines to submit your charges. If this happens, you should contact us via EM Supplier Portal -> Service confirmation support to request the Service Number be added/resent to your GEP Catalog. (Further instructions at the end of the presentation).

- **Select 'Add Sublines'**

- **Then select 'Add Blank Subline(s)**

- **You can press the small blue arrow to expand the view**

Service Confirmation: Create SC – Blank Sublines

For Blank Sublines you will manually key or select each of the required fields

*Mandatory Fields:

- Description – Free Text

- Short Name - Free Text

- Subline Type – Always Select 'Rate Based' for blank sublines

- Scroll to the right to continue entering required fields

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Continue keying/selecting the required fields

*Mandatory Fields:

- UOM – Type the Unit of Measure which will allow you to then Select it from the result(s) displayed within the field

- Quantity - Enter 1

- Price – Enter the total item amount

- Select Start Date

- Select Completion Date

Keep scrolling to the right to enter the Start and Completion dates

Service Confirmation: Create SC – Blank Sublines

*Mandatory Fields:

- Further to the right in the Blank Subline is the 'Category' field which is required
- Press 'Select' (you cannot directly key the category)
- Click on the Search icon
- Key the Category number*
- Select from the options presented (the duplicated options at the top of the list are typically not selectable)
- Press 'Done'

*Note: You can open a new session of GEP in your browser to then search for the PO and obtain the Category. Go to 'Orders' and search for the PO. Then scroll down to the Line Details to locate the Category #

Supplier Personnel Name	Category
☑ --	Select

Select Categories to Browse 🔍

▶ ◯ Source to Contract

🔍 2885   ✕

◯ 2885 - Purchase of tank maintenance services
Source to Contract > Craft Labor > Hard Trades > 2885 - Purchase of tank maintenance services

◯ 2885.001 - Purchase of tank maintenance services offsite (not at an XOM facility/property)
Source to Contract > Craft Labor > Hard Trades > 2885.001 - Purchase of tank maintenance services offsite (not at an XOM facility/property)

⦿ 2885
Source to Contract > Craft Labor > Hard Trades > 2885 - Purchase of tank maintenance services > 2885

◯ 2885.001
Source to Contract > Craft Labor > Hard Trades > 2885.001 - Purchase of tank maintenance services offsite (not at an XOM facility/property) > 2885.001

Reset   CLOSE   Done

LINE DETAILS

LINES

Line (1)   Indicates mandatory fields

✓	Line	↑↓	ERP Line Reference ...	↑↓	T...	↑↓	Item N...	↑↓	Line Description	↑↓	Supplier Item ...	↑↓	Category
✓	1		10		Fixed ⌄				UNplanned ACC		00010		2885

Service Confirmation: Create SC – Blank Sublines

- The Category field is now populated
- Press 'Add' to import the blank subline(s) into the SC

Service Confirmation: Create SC – Blank Sublines

- After the blank Subline is added to the SC, you can scroll to the far right to add information within Comments by pressing 'ADD' (common for Canada S8 ERS tax)
- If you determine you need to add more blank sublines, press Add Sublines
- Otherwise, you can continue reviewing, save and/or Submit

Service Confirmation: Create SC – Planned PO

- Purchase Orders that have specific services planned will have services already assigned to each PO Line item
- Upon SC Creation, you will be presented with the lines and services available for input where you will key the quantities and dates directly in this screen
- This PO example has two services established (one for Straight Time/ST and one for Overtime/OT)

Service Confirmation: Create SC – Planned PO

- In this example we are only invoicing 5 Hours of Straight Time (ST)
  - Enter the quantity of 5
  - Enter the Service Start and Completion Dates
- Since we are not submitting any charges for the second service item for 'OT', that item must be deleted by pressing the trash can symbol at the right side of that line item

The SC now only contains the one service item

- Check your invoice total to the SC Total
- From here you can go back to the Basic Details and review the entire SC
- Otherwise; if complete, you can Submit

Service Confirmation: Create SC – Multi-Line PO

This example shows a PO with two Line Items containing both planned and unplanned services.

- Since you can only submit to one PO line per SC, it is best to first delete the PO line(s) that won't be used for the current submission.

- Then to submit unplanned charges, select 'Add Sublines' from the remaining line item displayed.

- You will be presented with the Contracted service numbers from which you will select and add to the SC

*If you are only submitting charges to the planned items, then delete both SC line items to proceed to the planned section shown in the next slide

Service Confirmation: Create SC – Multi-Line PO

This is the 'Planned' portion of the Multi-Line PO showing two services linked to the chosen PO Line item

- You must press the trash can icon to delete any planned services NOT to be included in the current SC.
- Then add the desired quantity and dates

Note: You can include planned and unplanned items in the same SC but they must be for the **same PO Line number**

Service Confirmation: Create SC from Copy

Service Confirmations with the following status can be used as a template to create a new SC using the Copy feature (Note: The new SC **must be for the same Purchase Order**)

- Approved
- Cancelled
- Approval Pending

Search and select the existing SC you wish to copy

| ORDER | RETURN NOTE | SERVICE CONFIRMATION | ASN | | | | | | |

Applied Filters: Field Supervisor ⊗ Status ⊗

| All 7 | Cancelled 4 | Approved 3 |

Service Confirmation Name ↑↓	Service Confir...	Order Number	Order Name	Field Sup...	Supplier Ser...	Total Value	Submitted On	Purchase ...	Status
Search	Search	Search	Search						
ServiceConfirmation10 for AMB_441093620...	SC-03:22-05940	AM4410936209	AMB_4410936209	Multiple Users	MW031622	65.00 USD	03/16/2022	Standard Servi...	Cancelled
ServiceConfirmation2 for AMB_4410935680	SC-02:22-05855	AM4410935680-002	AMB_4410935680	Molly Wilson	MW228	18.30 USD	02/28/2022	Standard Servi...	Approved
ServiceConfirmation7 for AMB_4410936209	SC-02:22-05850	AM4410936209	AMB_4410936209	Molly Wilson	MW0228	14.70 USD	02/28/2022	Standard Servi...	Cancelled
ServiceConfirmation2 for AMB_4410936209	SC-02:22-05789	AM4410936209	AMB_4410936209	Molly Wilson	MW021522	110.00 USD	02/15/2022	Standard Servi...	Approved

When the SC is displayed, at the bottom right corner, press 'Copy'

Copy   Create Invoice

In Additional Details, the invoice & Posting dates will default to the original SC dates

- Please delete these dates and leave these fields blank (dates will be automatically assigned when SC is approved)

Press 'Next' to move to 'Notes and Attachments'

- Upload the required attachments and remember to include the word **Invoice** in the invoice file name Standard Process (non-ERS) submissions.
- ERS Suppliers do not have to attach the invoice (will be generated by the system).
- Press 'Next' to move to 'Lines'

Service Confirmation: Create SC from Copy

This copied version of the previous Service Confirmation will retain all the original information for:

- **Service Numbers**
    - You can delete existing service lines by clicking the box to the left of the row and pressing the trash can
    - You can add more service lines by clicking 'Add Sublines'
- **Quantities** (Adjust to match current invoice)
- **Rates** can be adjusted for non-contracted services

You are then required to enter the new service Start and Completion dates

❖ Canada S8/ERS Review/Update each line 'Comments' with tax details

Service Confirmation: Create SC from Copy

- Click on 'Accounting' and update if needed
- Review all your entries in each section of the SC, while ensuring the new Service Confirmation total value matches your current invoice value
- When complete, press 'Submit'

GEP Service Confirmation
Mass Upload via Excel

Service Confirmation: Mass Upload via Excel

- Mass Upload functionality allows multiple invoices to be loaded at the same time and against multiple POs using Excel

- This process is very helpful for individual submissions containing numerous Service Numbers)

- Select

  - +/Create

  - Service Confirmation

  - Using Excel

Note: there is a max 500 service lines that can be received
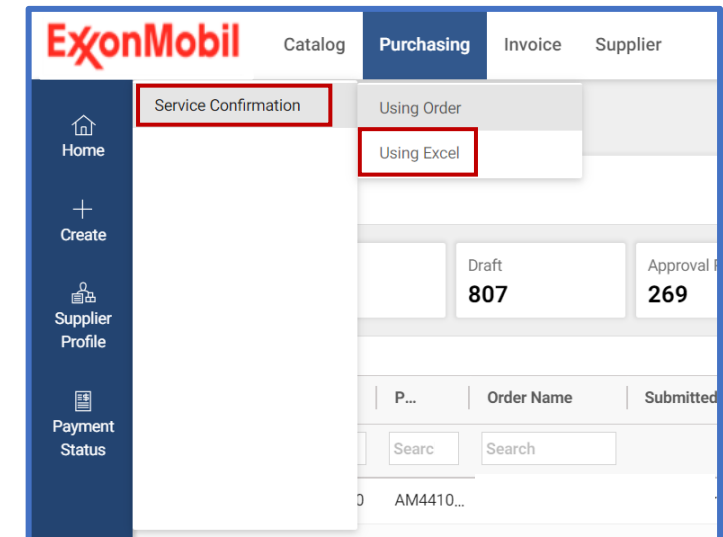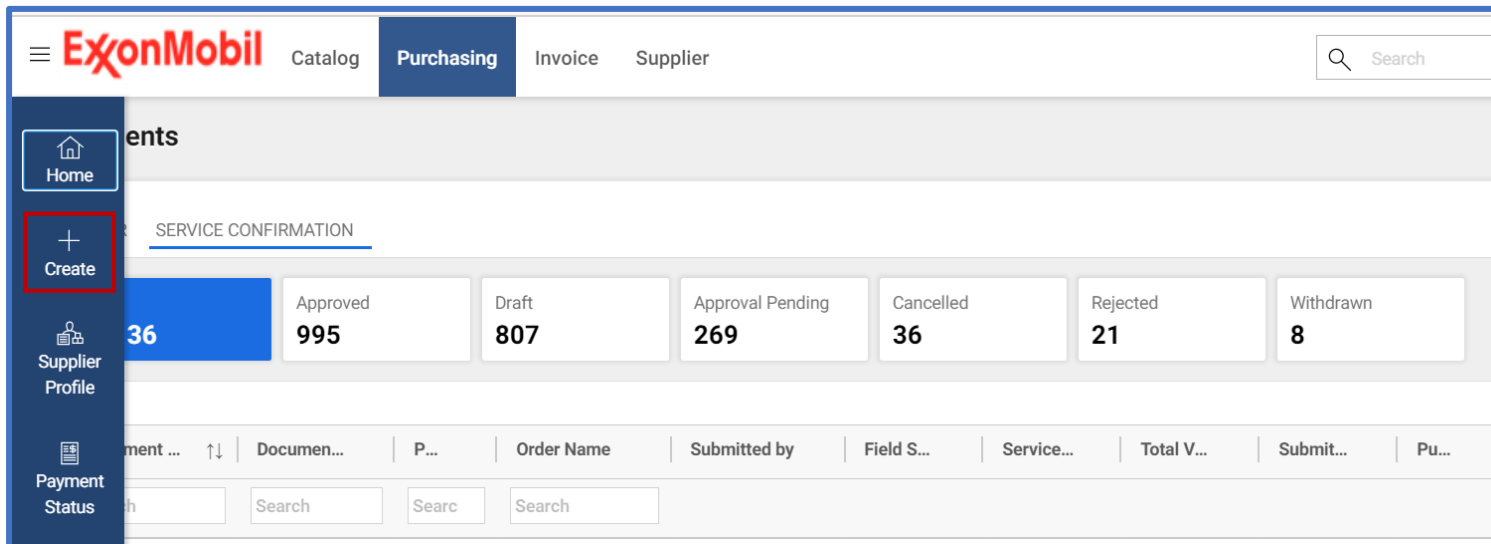
Service Confirmation: Mass Upload via Excel

For a Mass Upload, you will need to first download the template. Best practice is to download the template for each mass upload to ensure you have the latest version

Download Template
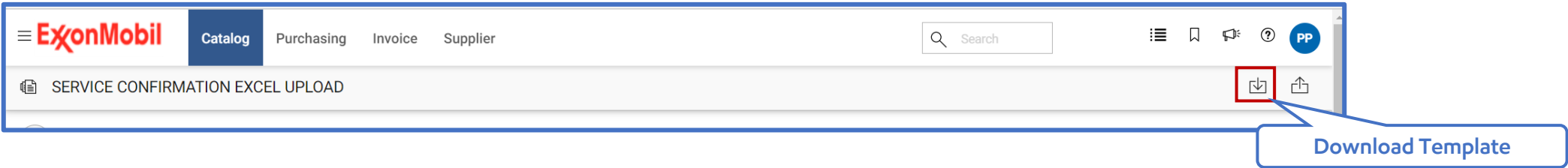
The template is divided into 3 sections comprised of 32 columns (not all fields require populating)

Header Details

Action*	Basic Details Reference Number	Supplier Service Confirmation Number*	Service Confirmation Name	Order Number*	Field Supervisor*	Group Name	Additional Approver	Header Tax	Header Comments

PO Details

Parent Line Number*	Parent Line Reference Number	Parent Line Type*	Quantity/Effort*	Consumed Date**	Start Date**	End Date**

Service Details

Subline Type*	Subline Reference Number	Description*	Supplier Item Number**	Short Name	Subline Quantity*	Subline UOM Code*	Subline Price*	Subline Consumed Date**	Subline Start Date**	Subline End Date**	Subline Category*	Subline Accounting Entity	Subline Accounting Entity Value	Subline Comments

Note:
- o Each header field contains comments to further explain what is required.
- o The starred fields translate to: mandatory* and conditionally** mandatory

Service Confirmation: Mass Upload via Excel

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Field Name/ Column Name	Exxon SAP Fields	Section	Mandatory/Optional		Description of the column
Action*		*Basic Details*	Mandatory		Cell contains two options: KEEP IN DRAFT/SEND FOR APPROVAL. Supplier can create the service confirmation in draft status to further edit/submit in GEP; or directly submit the document for approval.
Basic Details Reference Number		*Basic Details*	Optional		Supplier's internal reference details
Supplier Service Confirmation Number	*External Number*	*Basic Details*	Mandatory		Supplier's Invoice/Reference Number - Alpha/numeric field without spaces, punctuation or leading zeroes (maximum 16 characters)
Service Confirmation name		*Basic Details*	Optional		Free text field. If left unpopulated defaults to 'Bulk'+ Supplier SC No (value from column A) + Order No
Order Number*		*Basic Details*	Mandatory		PO# for which service confirmation is being created. Include 2 characters ERP System prefix and version number extension if applicable. Example: AM4410935152-001
Field Supervisor*	*SC - Approver*	*Basic Details*	Mandatory		Email address of the Field Supervisor (Service Approver)
Group Name		*Basic Details*	Mandatory/Optional		Group Name - Refer to 'Group Name Master Data' tab within the template
Additional Approver	*SC - Approver*	*Basic Details*	Mandatory/Optional		Email address of the Second approver if applicable
Header Tax		*Basic Details*	Optional		Applicable for US only. Leave blank unless info in Tax Details slide apply.
Header Comments		*Basic Details*	Optional		Free Text Comments
			Amount Based (unplanned) Parent Line	**Rate Based (planned) Parent Line**	
Parent Line Number*	*PO main line*	*Line Details*	Mandatory	Mandatory	PO Line Item
Parent Line Ref. Number		*Line Details*	Mandatory	Mandatory	Invoice line item reference
Parent Line Type*	*Amount / Rate based*	*Line Details*	Mandatory	Mandatory	Unplanned: Amount Based / Planned: Rate Based
Contract Number*	*Contract*	*Line Details*	Optional	Optional	For unplanned/amount based line type, contract # is mandatory on the parent line and subline.
Quantity/Effort*	*Quantity*	*Line Details*	Mandatory	Mandatory	For unplanned/amount based line type, default value to be populated is '1'
					For planned/rate based line type, key the actual to be populated.
Consumed Date*		*Line Details*	Mandatory	Mandatory	This field is mandatory only if line type is 'Materials'.
Start Date*	*Period*	*Line Details*	Mandatory	Mandatory	To be populated with any date from PO Start Date until current date. Normally, this should be the beginning date to which the services apply.
End Date*	*Period*	*Line Details*	Mandatory	Mandatory	To be populated with any date from the current date to PO end date. Normally, this should be the end date to which the services apply.

SC Header

PO Information

Service Confirmation: Mass Upload via Excel

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Field Name/ Column Name	Exxon SAP Fields	Section	Mandatory/Optional			Description of the column
			Amount Based (unplanned) Parent Line		Rate Based (planned) Parent Line - Sublines not applicable	
			Contracted subline	Non-contracted/ manual subline		
Subline Type*	*Rate Based*	*Subline Details*	Mandatory	Mandatory	Not Applicable	Rate Based, Amount Based and Materials are available on drop down; Rate Based is generally selected
Subline Reference Number	*Service line*	*Subline Details*	Optional	Optional	Not Applicable	Reference number to the subline selected
Description*	*Short text*	*Subline Details*	Mandatory	Mandatory	Not Applicable	Key the number '1' in this field as the Description will be derived from the PO.
Supplier Item Number*	*Service No.*	*Subline Details*	Mandatory	Blank	Not Applicable	Service Number contained in the SAP Agreement (Download your Agreement Catalog from GEP to easily identify and copy to the Excel upload file)
Short name	*Brief description of the service*	*Subline details*	Optional	Optional	Not Applicable	Enter a brief description of service provided to guide you once SC is submitted into the GEP portal.
Subline Quantity*	*Quantity*	*Subline Details*	Mandatory	Mandatory	Not Applicable	Number of units for the service provided
Subline UOM Code*	*Un*	*Subline Details*	Mandatory	Mandatory	Not Applicable	Unit of Measure assigned to the Service Number as displayed from your GEP Catalog
Subline Price*	*Gross Price*	*Subline Details*	Mandatory	Mandatory	Not Applicable	Enter price of 1 for all lines as a 'dummy price'. (Contracted Subline Price is always pulled from the contract irrespective of the value on the template.)
Subline Consumed Date*		*Subline Details*	Mandatory	Mandatory	Not Applicable	To be left blank (Applicable only for Material Line type)
Subline Start Date*	*Start Date service provided*	*Subline Details*	Mandatory	Mandatory	Not Applicable	Between PO Start Date and Current Date. Normally, this should be the beginning date to which the services apply and be the same date as entered in the PO Information section.
Subline End Date*	*End Date service provided*	*Subline Details*	Mandatory	Mandatory	Not Applicable	Cannot be beyond Current Date . Normally, this should be the end date to which the services apply and be the same date as entered in the PO Information section.
Subline Category*	*Mat. Group*	*Subline Details*	Optional	Mandatory	Not Applicable	View the line details of the Purchase Order in GEP to see the PO Category and apply to all Excel line items related to that PO
Subline Accounting Entity	*Account Assignment Category*	*Subline Details*	Optional	Optional	Not Applicable	Accounting Category - Cost Center, Internal Order, Network Order, Plant Maintenance and WBS available in the drop down. Required for POs with 'U-Unknown' Accounting. Otherwise, leave blank.
Subline Accounting Entity Value	*Cost center #, Order #*	*Subline Details*	Optional	Optional	Not Applicable	Corresponding value based on Subline Accounting Entity; If it is blank this field should also be blank
Subline Comments		*Subline Details*	Optional	Optional	Not Applicable	Required for CA tax details. Otherwise, comments are voluntary.

Service Information

Service Confirmation: Mass Upload – Planned PO

For Planned POs, the Service Confirmation mass upload template will be completed as shown below:

Header Details   PO Information

Supplier Service Confirmation Number*	Service Confirmation Name	Order Number*	Field Supervisor*	Group Name	Additional Approver	Header Tax	Header Comments	Parent Line Number*	Parent Line Reference Number	Parent Line Type*	Quantity/Consumed Effort*	Consumed Date**	Start Date**	End Date**
SC-MassUPL24		AM441XXXXXXX aprprovername@exxonmobil.com						1000002		Rate Based	1		06/30/2024	06/30/2024

Service Confirmation: Mass Upload – Unplanned PO

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For Unplanned POs, the Service Confirmations mass upload template will be filled out as noted below:

Header Details   PO Information

Supplier Service Confirmation Number*	Service Confirmation Name	Order Number*	Field Supervisor*	Group Name	Additional Approver	Header Tax	Header Comments	Parent Line Number*	Parent Line Reference Number	Parent Line Type*	Quantity/ Effort*	Consumed Date**	Start Date**	End Date**
SC-MassUPL24	1	AM441XXXXXXX	aprprovername@exxonmobil.com					10		Amount Based	1		06/30/2024	06/30/2024

Service Information

Subline Type*	Subline Reference Number	Description*	Supplier Item Number**	Short Name	Subline Quantity*	Subline UOM Code*	Subline Price*	Subline Consumed Date**	Subline Start Date**	Subline End Date**	Subline Category*	Subline Accounting Entity	Subline Accounting Entity Value	Subline Comments
Rate Based		Service# 1	1000001		1	H	100		06/30/2024	06/30/2024	2825			
Rate Based		Service# 2	1000002		1	H	110		06/30/2024	06/30/2024	2825			

Service Information (cont'd)

Subline Type*	Subline Reference Number	Description*	Supplier Item Number**	Short Name	Subline Quantity*	Subline UOM Code*	Subline Price*	Subline Consumed Date**	Subline Start Date**	Subline End Date**	Subline Category*	Subline Accounting Entity	Subline Accounting Entity Value	Subline Comments
Rate Based		Service line # 1	123456		1	H	65		06/30/2024	06/30/2024	2825			
Rate Based		Service line # 2	234567		1	H	45		06/30/2024	06/30/2024	2825			
Rate Based		Service line # 3	345678		2	H	1		06/30/2024	06/30/2024	2825			
Rate Based		Service line # 4	456789		2	H	1		06/30/2024	06/30/2024	2825			

ExxonMobil

Once the template for the unplanned PO is successfully uploaded, it is reflected in GEP on the Service Confirmation screen as shown below:

Service Confirmation: Mass Upload – Multiple Invoices

ExonMobil

To upload multiple SCs (invoices) in the same Excel file, make sure that the Header Details & PO Information are populated just on the first row where each Invoice/SC begins

Header Details   PO Information

Supplier Service Confirmation Number*	Service Confirmation Name	Order Number*	Field Supervisor*	Group Name	Additional Approver	Header Tax	Header Comments	Parent Line Number*	Parent Line Reference Number	Parent Line Type*	Quantity/ Effort*	Consumed Date**	Start Date**	End Date**
SC-MassUPL24		AM441XXXXXXX	aprprovername@exxonmobil.com					1000002		Rate Based	1		06/30/2024	06/30/2024
SC-MassUPL25		AM441XXXXXXX	aprprovername@exxonmobil.com					10		Amount Based	1		06/30/2024	06/30/2024

Subline Type*	Subline Reference Number	Description*	Supplier Item Number**	Short Name	Subline Quantity*	Subline UOM Code*	Subline Price*	Subline Consumed Date**	Subline Start Date**	Subline End Date**	Subline Category*	Subline Accounting Entity	Subline Accounting Entity Value	Subline Comments
Rate Based		Service# 1	1000001		1	H	100		06/30/2024	06/30/2024	2825			
Rate Based		Service# 2	1000002		1	H	110		06/30/2024	06/30/2024	2825			
Rate Based		Service line # 1	123456		1	H	65		06/30/2024	06/30/2024	2825			
Rate Based		Service line # 2	234567		1	H	45		06/30/2024	06/30/2024	2825			
Rate Based		Service line # 3	345678		2	H	1		06/30/2024	06/30/2024	2825			
Rate Based		Service line # 4	456789		2	H	1		06/30/2024	06/30/2024	2825			

Service Confirmation: Mass Upload – Approver Group

You can add a User Group as the approver (Ex: BKKPCA-USA) instead of an individual's email. This will allow anyone inside the chosen user group to apply the required approval for the Service Confirmation.

- Group Names can be found within the Excel/Mass Upload Template on the tab labeled 'Group Name Master Data'
- Copy the Group Name from the Master Data tab into the Group Name field in the Excel file
- When there is a group name entered, the Field Supervisor field can remain blank

Service Confirmation: Mass Upload – Attachments

ExxonMobil

To add attachments you must use the **'Attachments'** tab and reference the 'Basic Details Ref Number' from the Service Confirmation tab, enter the file name for each invoices + format (ex: invoice.pdf,calculation.xlsx) to be loaded.

Note: The Invoice file name must contain the full word Invoice; and the file name typed on the Attachments tab must include the 'File Type' extension (Example: .pdf or .xlsx)

Service Confirmation

Action *	Basic Details Reference Number	Supplier Service Confirmation Number *	Service Confirmation Name	Order Number *	Field Supervisor *	Group Name	al Approve r	Header Tax	Header Comme nts
KEEP IN DRAFT	2	test Unplanned contract limit – ExxonMobil123							
KEEP IN DRAFT	5	test other limit ExxonMobil123							

ServiceConfirmation

Attachment(s)

GEP SMART

Instructions:

Provide the value in the reference fields from the service confirmation sheet to add the attachment (s) for the specific document

Basic Details Reference Number	Attachment Name
2	Invoice test.pdf
5	Invoice 32 test.pdf

If multiples files are going to be loaded for the same invoice add the files name separated by ' , '.
Ex:
invoice.pdf,timesheet0422.xlsx,nomination99.pdf

Attachment(s)

After the spreadsheet is completed, create a 'Zip' file containing all the files listed in the Attachments tab.
The file names in the Zip file must match the Attachment name listed in the Excel File

☐ 🗜 Attachments_PDF11

📄 Invoice 32 test
📄 Invoice test

Service Confirmation: Mass Upload – Submission

ExxonMobil

- After completing and saving the template on your local drive press the 'Upload' icon shown on the right here

SERVICE CONFIRMATION EXCEL UPLOAD

Upload Icon
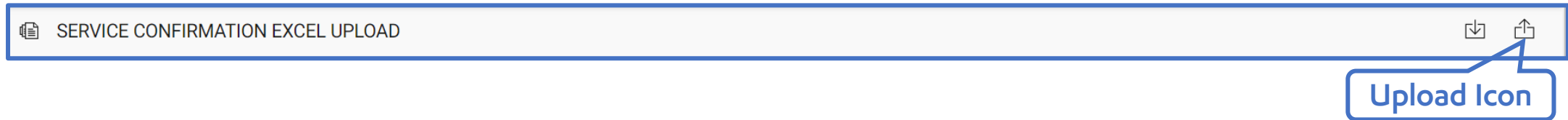
- Then you will either press 'Upload Documents' or Drag and Drop to retrieve the Excel File template
- After the Excel File is attached as shown on the left, then click on 'Add Attachments'
- Then again you will either press 'Upload Documents' or Drag and Drop to now retrieve the Zip file containing the attachments
- Once the attachments are showing as uploaded, press 'Done'

CREATESERVICE CONFIRMATION USING EXCEL

Upload Excel   2   Add Attachments(Optional)

Drag and Drop file here OR UPLOAD DOCUMENTS
Supported file formats:
.xls,.xlsx
Limited to file(s) of 20MB each.
Maximum 1 files can be uploaded at a time.

SC_20210713030529.xlsx

Cancel   Continue

CREATESERVICE CONFIRMATION USING EXCEL

1   Upload Excel   Add Attachments(Optional)

Drag and Drop file here OR UPLOAD DOCUMENTS
Supported file formats:
.zip
Limited to file(s) of 100MB each.
Maximum 1 files can be uploaded at a time.

Attachments_PDF11   Upload in progress..

Back   Cancel   Done

Service Confirmation: Mass Upload/Monitoring

Once loaded, you will be able to monitor file errors in GEP under 'Catalog'

- Note a file with errors will display in red. The file can be selected and downloaded to view the error details.

- Within the file, the Error log information will be displayed in the far right hand column

GEP Service Confirmation
Monitoring/Troubleshooting

ExxonMobil

Service Confirmation: Monitor SCs

- At the top of your GEP Screen, select 'Purchasing'
- Select 'Service Confirmation'
- You can then further limit the results by selecting a specific status
- You can further search by SC # or Purchase 'Order Number' (for POs, you must include the System Prefix XX)
- Adjust the columns you wish to see by selecting 'Manage Attributes'
- You can utilize the 'Filters' to further narrow your results (Filtering tips available on upcoming slides)

- **Drafts** are a saved version of an SC created by the Supplier. Supplier can edit it. Drafts that are no longer needed should be **deleted** to avoid potential duplication
- **Approval Pending** are the SCs awaiting EM Approval. SCs with Approval Pending can be retrieved by the Supplier using the 'Withdraw' option if needed to make corrections.
- **Cancelled** SCs are initiated by EM Personnel usually due to technical issues that require a new SC to be submitted by the Supplier (always review the Comments to see any actions that are required).
- **Rejected** SCs require Supplier review and action to either make corrections (re-edit) and resubmit, or to delete
- **Withdrawn** SCs would have been initiated by the Supplier and would normally be edited and resubmitted.
  - ✓ If the withdrawn SC is no longer needed, you must delete; otherwise, it will count against the remaining PO value and potentially cause issues with future submissions against that PO

ExxonMobil

- Within the Service Confirmation tab – Press the Filter icon to narrow your results

Documents

ORDER   RETURN NOTE   SERVICE CONFIRMATION   ASN

| All 3083 | Approved 1332 | Draft 1225 | Approval Pending 407 | Cancelled 57 | Rejected 45 | Withdrawn 17 | > |

Manage Attributes   Filters

Service Confirmation Name ↑↓	Service Confirmation ...	Order Number	Order Name	Supplier Service ...	Total Value	Submitted ...
Search	Search	Search	Search			
ServiceConfirmation1 for AMB_4410935036	SC-03:22-05865	AM4410935036-003	AMB_4410935036	JM002		
ServiceConfirmation7 for AMB_4410936209	SC-02:22-05830	AM4410936209	AMB_4410936209	8449		

- A list of available filters will be displayed on the left
- Here we will select to filter by
  - Status (Approval Pending)
  - Submitted Between (Oct-Dec 2021)
- Then Select 'Apply'

Filters   Saved Filters

SERVICE CONFIRMATION NAME

SERVICE CONFIRMATION NUMBER   🔍 Status

SERVICE CONFIRMATION TOTAL   1 selected of 6 displayed of the total

STATUS   ☐ All   Show Selected

SUBMITTED BETWEEN   ☑ Approval Pending

SUBMITTED BY   ☐ Approved

                                     ☐ Cancelled

                                              Cancel   Apply

Filters   Saved Filters

SERVICE CONFIRMATION TOTAL

STATUS   From   To
                                     10/01/2021   12/31/2021

☑ SUBMITTED BETWEEN

SUBMITTED BY

SUPPLIER PERSONNEL NAME

SUPPLIER SC NUMBER
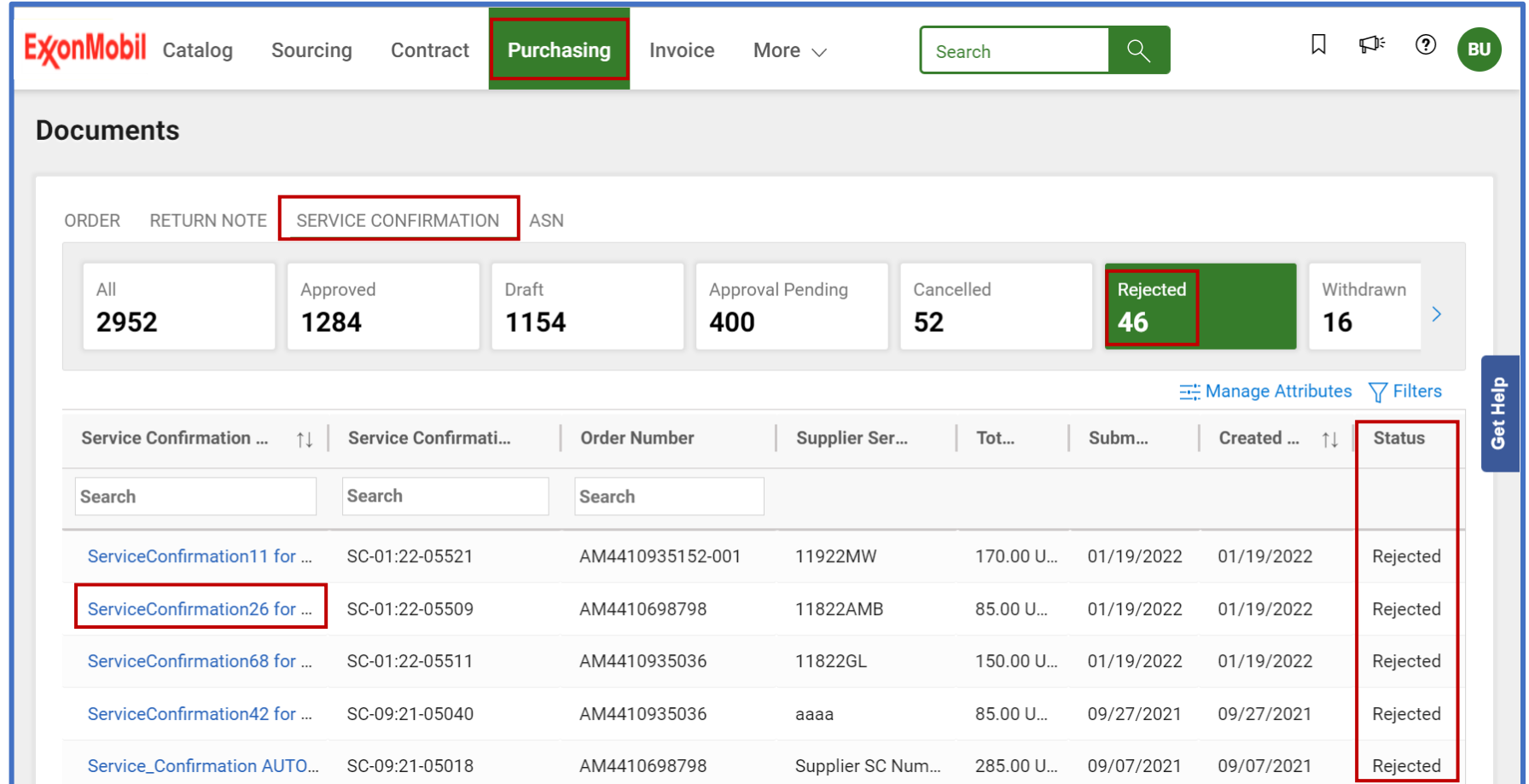
WORK LOCATION

                                              Cancel   Apply

Service Confirmation: Rejections

It is important to **regularly monitor** Service Confirmations with status of 'Rejected' (Supplier will not receive an email notification for "Rejected" Status).

- You will need to review the '**Comments**' for each one to determine the <u>reason for rejection</u> and any required actions.

- First Select the 'Purchasing' tab

- Then select 'Service Confirmation'

- Then press 'Rejected'

- From there you can click the blue link to view each individual SC

ExxonMobil   Catalog   Sourcing   Contract   **Purchasing**   Invoice   More ⌄   Search 🔍   🔖 📢 ❓ BU

Documents

ORDER   RETURN NOTE   SERVICE CONFIRMATION   ASN

All 2952	Approved 1284	Draft 1154	Approval Pending 400	Cancelled 52	Rejected 46	Withdrawn 16

🎚 Manage Attributes   ▽ Filters

Service Confirmation ... ↑↓	Service Confirmati...	Order Number	Supplier Ser...	Tot...	Subm...	Created ... ↑↓	Status
Search	Search	Search					
ServiceConfirmation11 for ...	SC-01:22-05521	AM4410935152-001	11922MW	170.00 U...	01/19/2022	01/19/2022	Rejected
ServiceConfirmation26 for ...	SC-01:22-05509	AM4410698798	11822AMB	85.00 U...	01/19/2022	01/19/2022	Rejected
ServiceConfirmation68 for ...	SC-01:22-05511	AM4410935036	11822GL	150.00 U...	01/19/2022	01/19/2022	Rejected
ServiceConfirmation42 for ...	SC-09:21-05040	AM4410935036	aaaa	85.00 U...	09/27/2021	09/27/2021	Rejected
Service_Confirmation AUTO...	SC-09:21-05018	AM4410698798	Supplier SC Num...	285.00 U...	09/07/2021	09/07/2021	Rejected

Get Help

Service Confirmation: Rejection – Reasons/Actions

Rejection Reason	Supplier Action
Incorrect approver reflected as 'Field Supervisor'	Edit/Resubmit
Missing/Incorrect Attachments	Edit/Resubmit
Missing or Incorrect Service Number (SMC) in 'Supplier Item Number' field	Edit/Resubmit
Missing Accounting information for 'Unknown' account assignment	Edit/Resubmit
Service Confirmation values not matching Supplier invoice values	Edit/Resubmit
Incorrect Purchase Order or incorrect PO Line Item	Delete SC
Service is not Authorized/not complete	Delete SC

Service Confirmation: Rejection

Always review the 'Comments' first to determine the reason for rejection.

- To Edit/Resubmit or to Delete the SC, press 'View changed version'

Review Comments

Service Confirmation: Rejection

Notice the same SC is now in 'Draft' mode

- If based on the rejection reason, the SC should be deleted, see next slide

Service Confirmation: Rejection – Delete SC

To delete the Service Confirmation with the SC now in 'Draft' mode

- Press the 'More' option at the top right of the SC
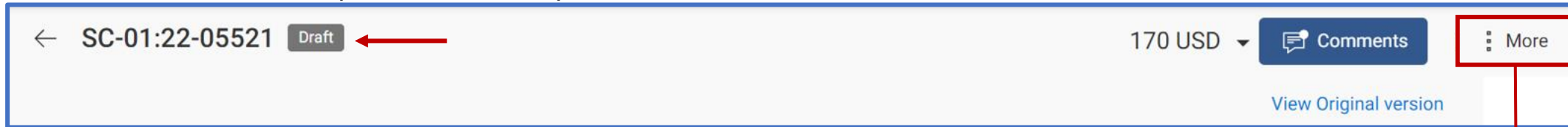
- From the selections, press 'Delete'
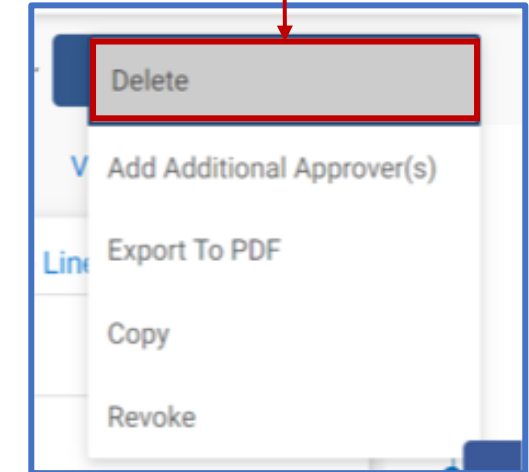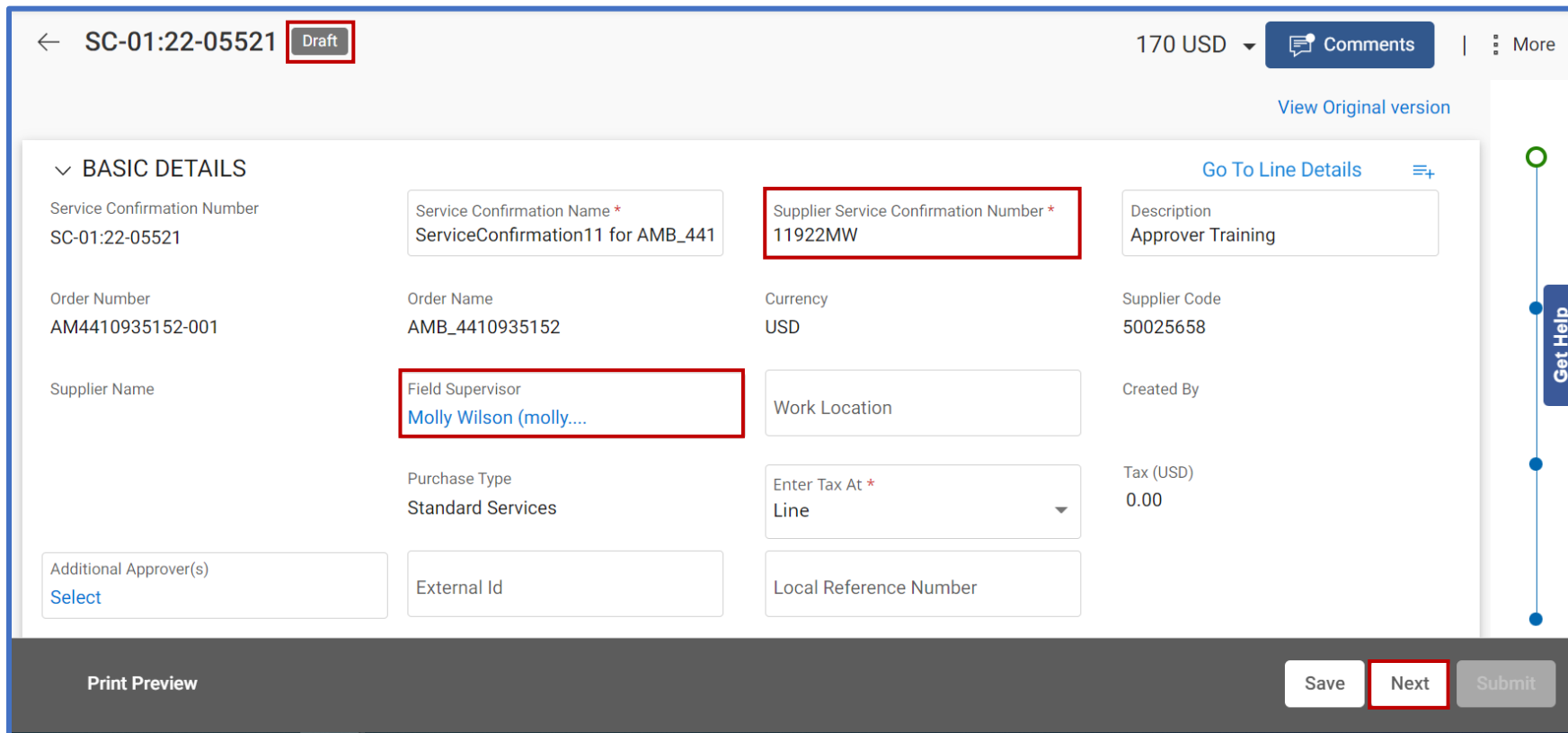
Acknowledge the warning by pressing 'Yes'

Service Confirmation: Rejection – Edit/Submit
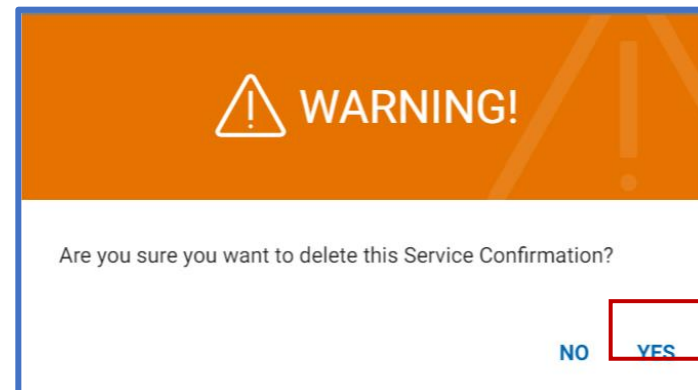
In order to Edit the SC and Resubmit, you will start on the Basic Details tab (you should already be in draft mode)

- Here you can update the Field Supervisor (Approver)
- **Supplier** Service Confirmation Number (Supplier Invoice #) can also be edited
- If no corrections/changes to Basic Details, press 'Next' to move to next section of the SC

Service Confirmation: Rejection – Change Approver

On the Basic Data Screen - Click on 'Field Supervisor'

Field Supervisor
Molly Wilson (molly.....
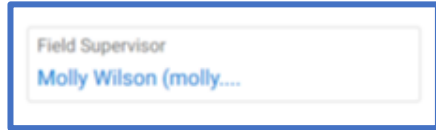
Then select 'Add Member'

ADD FIELD SUPERVISOR(S)

● Users   ○ Groups

Add Member

MW   Molly Wilson (molly.wilson@exxonmobil.com)   🗑

Cancel   Save

Search/select new Approver

ADD FIELD SUPERVISOR(S)

● Users   ○ Groups

Add Member
besso

Jane Bessolo (jane.bessolo@exxonmobil...

Show Lookup

🗑

Delete old approver

ADD FIELD SUPERVISOR(S)

● Users   ○ Groups

Add Member

MW   Molly Wilson (molly.wilson@exxonmobil.com)   🗑

JB   Jane Bessolo (jane.bessolo@exxonmobil.com)   🗑

Cancel   Save

Save

ADD FIELD SUPERVISOR(S)

● Users   ○ Groups

Add Member

JB   Jane Bessolo (jane.bessolo@exxonmobil.com)   🗑
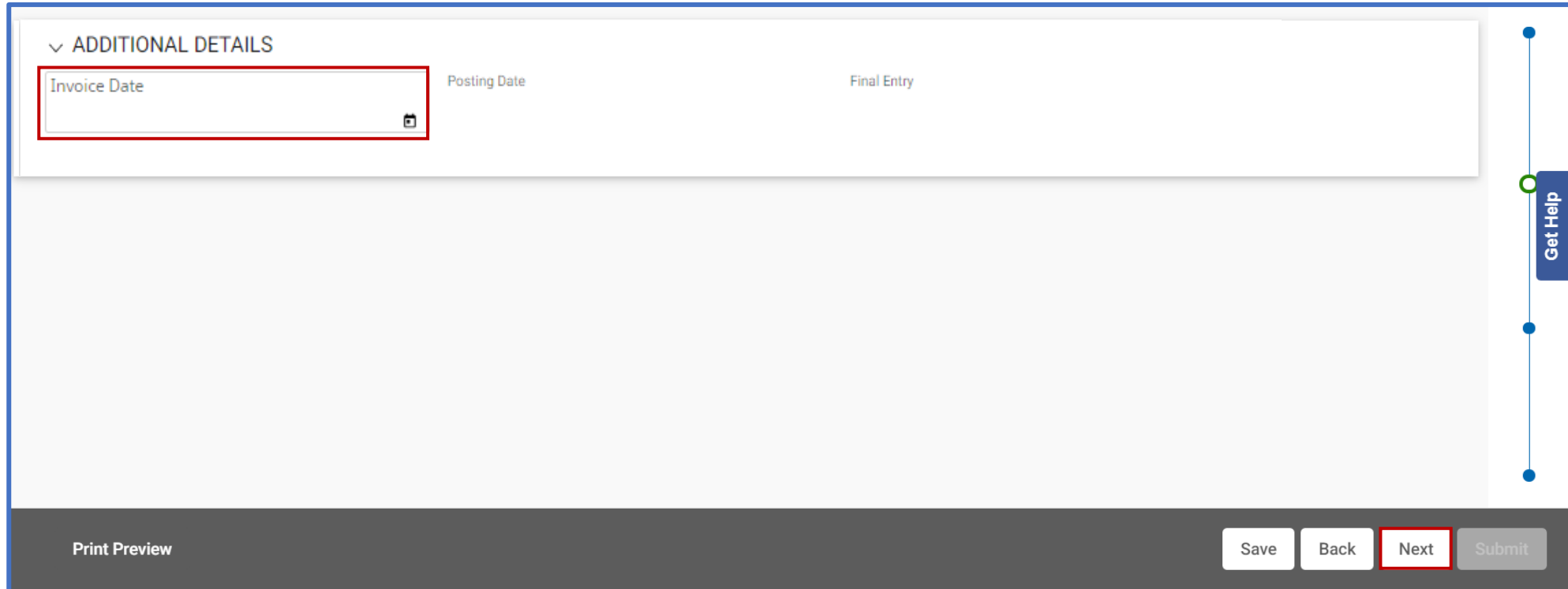
Cancel   Save

Note 1: For a rejected SC, you must first add the new approver before GEP will allow you to delete the original approver.

Note 2: If you do not delete the original approver, both names will be required to approve before payment can be made.

ExxonMobil

'Additional Details' allows the Supplier to include their invoice date
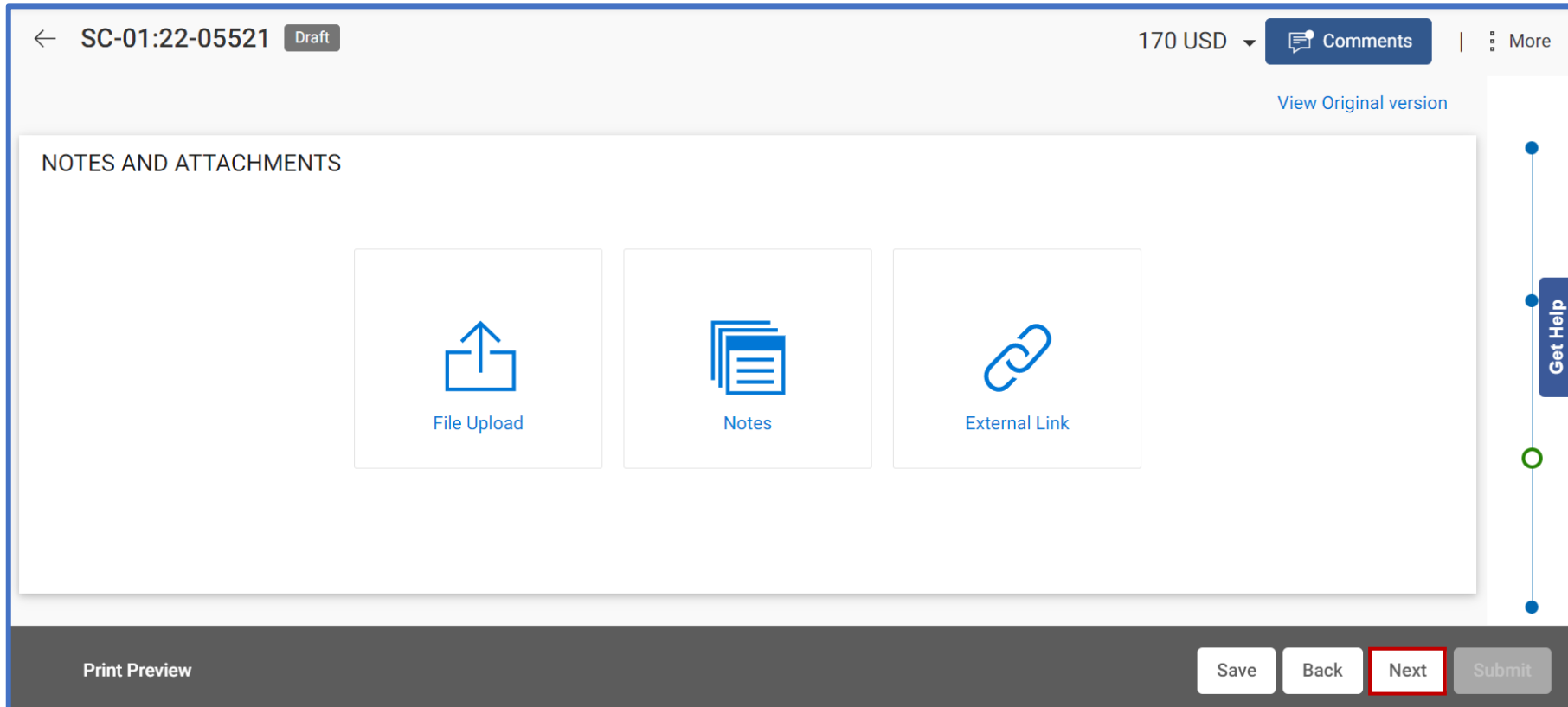
- This primarily impacts ERS Suppliers since no actual invoice is submitted and this date is used to apply the payment terms.
- For Non-ERS Suppliers, the GEP invoice date will not impact the payment date since the invoice date will be taken from the physical invoice that will be processed in SAP after Service Confirmation approval.

- Add/Update the invoice date if needed
- Press 'Next' to progress to Notes and Attachments

ExxonMobil

'Notes and Attachments' allows you to add/delete files via 'File Upload'

- If there is an incorrect invoice attachment, please delete the old version before uploading the new version while including the word 'Invoice' in the file name
- When finished or if no changes, press 'Next' to move to Line Details
- Remember that Invoice and Support documentation must be in **separate** files.

Service Confirmation: Rejection – Line Details

- Line Details allows you to edit, delete, or add:
  - Supplier Item Number (Service Number), Quantities, Dates, Comments
- Press 'Accounting' to add or edit Account Assignment details (see next slide)
- If no changes are required in Line Details or Accounting information and you are finished editing; you can proceed to resend the SC for approval by pressing 'Submit'

Service Confirmation: Rejection – Accounting

- If the Account Assignment Category displays 'Unknown', the Cost Object field requires input. (refer to next slide)

- If the Account Assignment Category is blank, no action is required

- If all SC editing is complete, press 'Submit' to resend the corrected SC for approval
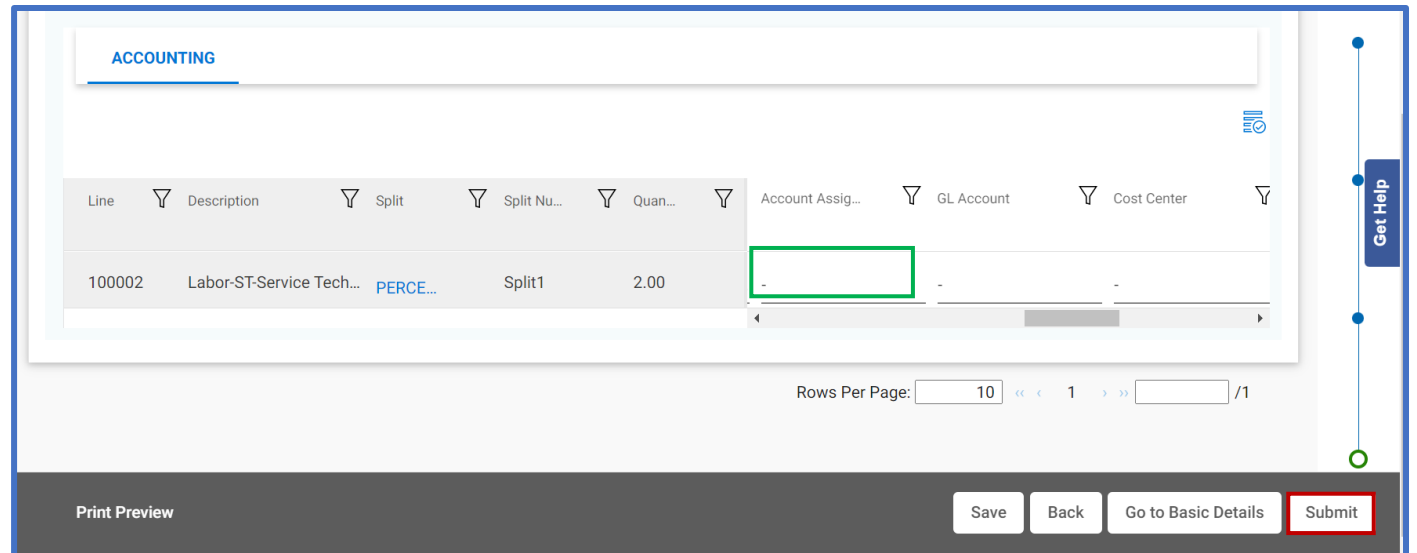
Service Confirmation: Rejection – Accounting
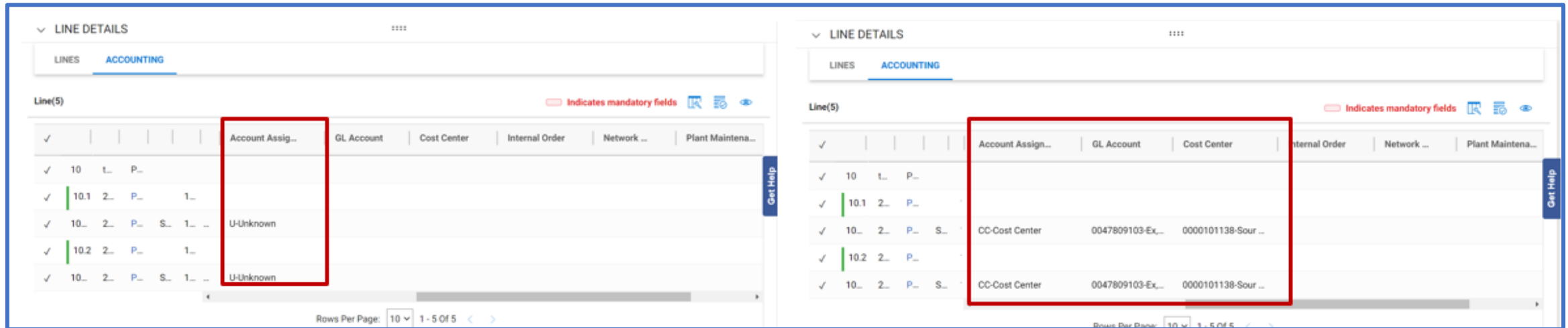
If the Account Assignment Category field is displayed as 'U-Unknown', you must populate the accounting details

- Account Assignment Category (Cost Center, Network Order, Internal Order, Plant Maintenance)
- GL Account (if requester did not provide a GL, you can use 48899000)
- Cost object keyed in the appropriate column

Plant Maintenance = 'Work Order'

Cost Objects apply to one of these 4 Account Assignment Categories:
- CC-Cost Center
- IO - Internal Order
- PM - Plant Maintenance (Work Order)
- NP – Network

Service Confirmation: Rejection – Resubmit

When all editing of the rejected SC is complete, press 'Submit' to resend for approval

Service Confirmation: Supplier Withdrawal

Service Confirmations with status 'Approval Pending', can be retrieved for editing - such as adding/deleting an attachment, modifying the invoice number or changing the approver. Click the link to view the SC and press '**More**' at the far right to then select '**Withdraw**'.

- This will revert the SC to '**Draft**' mode and allow changes to be made and resubmitted
    - While in Draft mode, press the '**More**' option again if you need to further delete the withdrawn SC
- If you exit the SC while in Withdrawn status, you can retrieve it later, but it will require you to press '**View Change Version**' to switch to '**Draft**' mode - which then allows you to edit/resubmit; or press '**More**' to delete)
- Please monitor and delete any Withdrawn SCs no longer needed

NOTE: you can only perform a withdrawal if the SC is in 'Approval Pending' status

Service Confirmation: Approval Reminders

System generated email reminders will automatically be sent to the **SC Field Supervisor** for all items with status of 'Approval Pending' that have been awaiting action for more than 14 days.

- If you wish to trigger additional reminders, you can do so within the 'More' options at the top right side of each SC
- You will be prompted to add comments and press 'Post'

Service Confirmation: EM Cancellation
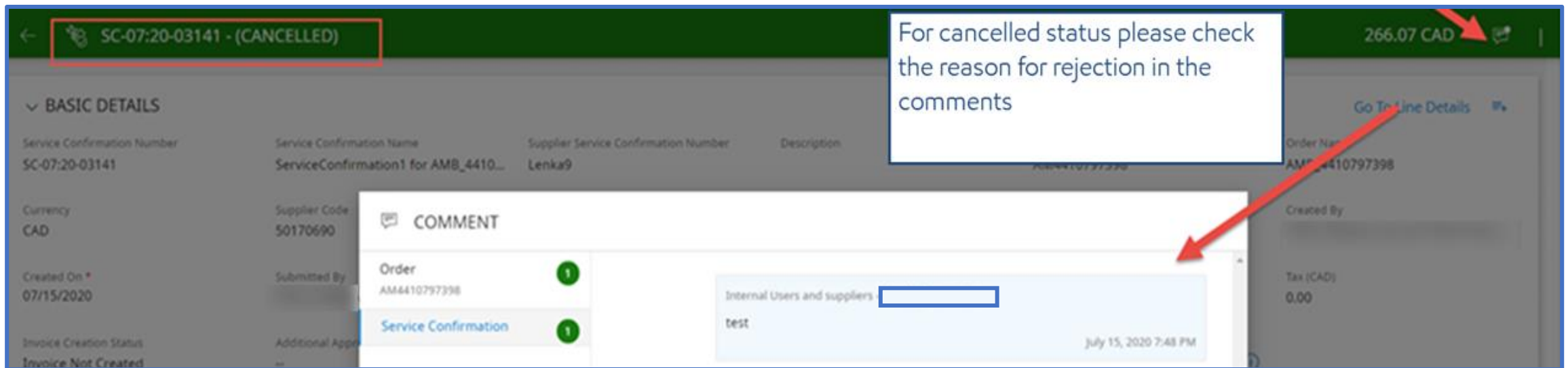
Service Confirmation Cancellation is performed by ExxonMobil Users (Supplier will receive an email notification when your SC is cancelled).

- When a Service Confirmation has been canceled, you will see the designation next to the SC when you **track status.**

- You will be able to review the reason for cancellation by going into the comments and reading the explanation given

- A cancelled SC cannot be edited. In order to submit corrections, a new SC will need to be created.

Service Confirmation: SC Credits

In some circumstances, it is acceptable to include a negative line within a Service Confirmation but keep in mind:

- The total SC value must be a positive amount
- The net value charged to an individual cost object (work order, cost center) within the SC must be positive
- If you are not able to meet these conditions, then the credit should be submitted individually via email.

> The credit line can be included within the SC as shown below by entering a negative quantity (GEP will not allow a negative rate).

GEP Service Confirmation
Additional Features

Service Confirmation: Copy Sublines

If you have multiple charges for the same Supplier Item Number (Service Number/SMC), you can essentially 'Copy' the line item using the 'Duplicate' option without having to rekey the entire line

- Click the existing Subline you wish to duplicate on the far left
- Then press the 'Duplicate' icon on the far right
- The line will be immediately duplicated with the same information where the quantities can be adjusted if needed

Service Confirmation: Catalog Download

- To download all the Service Numbers (SMCs) contained in each of your agreements, select 'Catalog'
- Select the desired agreement or use the filter option to search for it
- Scroll down to 'Line Details', then press the 'Actions' icon where the 3 dots are located on the far right
- Then select Download All Lines
- Press 'Actions' again to then select 'View Log' where you can see when the process is complete and you can access the Download

Service Confirmation: Catalog Download

ExxonMobil

There are 3 tabs within the Catalog Download
- **Instructions** – For use as an 'Upload Template' to request changes
- **Catalog Lines** – Individual Services including Item Number, Description and Rates

Price Modifiers* – Shows different prices for different periods. Allows you to submit change requests to:
- 1) Create
- 2) Delete
- 3) Update service items (*full training package available upon request)

	Operat	Catalog	Type	Buyer It	Supplier Item	Short Name*	Item Description	UNSPS(	Is Activ	Keywo	Lead Ti	Curren(	Price*	UOM*	
1															
2		10	Fixed Service		460077599-00010	Motor Repair Services	2432 - Electric Motors	26101413	Yes		0	USD	0	E48	
3		1	Variable Service		95000968	Established	2432 - Electric Motors	26101413	Yes		0	USD	1	EA	
4		2	Variable Service		80030067	Epedited Vertical Frame Mark	2432 - Electric Motors	26101413	Yes		0	USD	1.05	EA	
5		3	Variable Service		80029285	Vertical Frame Mark Up	2432 - Electric Motors	26101413	Yes		0	USD	1.05	EA	
6		4	Variable Service		80030128	Epedited Vertical Frame Mark	2432 - Electric Motors	26101413	Yes		0	USD	1.05	EA	
7		5	Variable Service		80029224	Vertical Frame Mark Up	2432 - Electric Motors	26101413	Yes		0	USD	1.09	EA	
8		6	Variable Service		80029164	Vertical Frame Markup	2432 - Electric Motors	26101413	Yes		0	USD	1.09	EA	
9		7	Variable Service		80029906	4160V Form Wound - Per Yea	2432 - Electric Motors	26101413	Yes		0	USD	1.1	EA	
10		8	Variable Service		80029905	600V Random Wd - Per Year	2432 - Electric Motors	26101413	Yes		0	USD	1.1	EA	
11		9	Variable Service		80029904	4160V Form Wound - Per Yea	2432 - Electric Motors	26101413	Yes		0	USD	1.1	EA	
12		10	Variable Service		80029903	600V Random Wd - Per Year	2432 - Electric Motors	26101413	Yes		0	USD	1.1	EA	

Instructions | **Catalog Lines** | Price Modifiers

	Action	Buyer Item Num	Supplier Item Nu	Short Nan	Line Num	Serial Number	Type	Plant	Start Date	End Date	Effective Price	Percent	UOM	Quantity
1														
2	Update		1	SN 200	100991	151020910910			07/01/2022	3/14/2024	25.5	0	EA	0
3			2	SN 150	100990	151020910810			07/01/2022	3/14/2024	30	0	EA	0
4			3	SN 1500	100989	151020910710			07/01/2022	3/14/2024	57	0	EA	0
5			4	SN 1250	100988	151020910610			07/01/2022	3/14/2024	1.25	0	EA	0
6			5	SN 1000	100987	151020910510			07/01/2022	3/14/2024	17	0	EA	0
7			6	SN 900	100986	151020910410			07/01/2022	3/14/2024	44	0	EA	0
8			7	SN 800	100985	151020910310			07/01/2022	3/14/2024	40.50	0	EA	0
9	Delete		8	SN 700	100984	151020910210			07/01/2022	3/14/2024	36.89	0	EA	0
10	Create		9	SN 600	100983	151020910110			07/01/2022	3/14/2024	75	0	EA	0
11			10	SN 500	100982	151020910010			07/01/2022	3/14/2024	2.77	0	EA	0

Instructions | Catalog Lines | **Price Modifiers**

Service Confirmation: Payment Status/Inquiry

Payment Status is a cloud-based technology solution, provided by GEP.

- With your GEP Service Confirmation registration, you should also have access to Payment Status.

Key features include:

- Purchase Orders, Service Confirmations, and Payment Status all within same platform

- Improved transparency for invoice status, including pending or blocked invoices

- Six months of payment history

- Submit inquiries and receive responses regarding invoice/payment issues

- Communicate account changes securely

«

⌂
Home

☰
My Tasks

＋
Create

🧾$
Payment
Status

Service Confirmation: Contacts
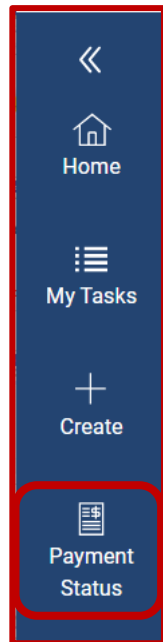
Next steps:
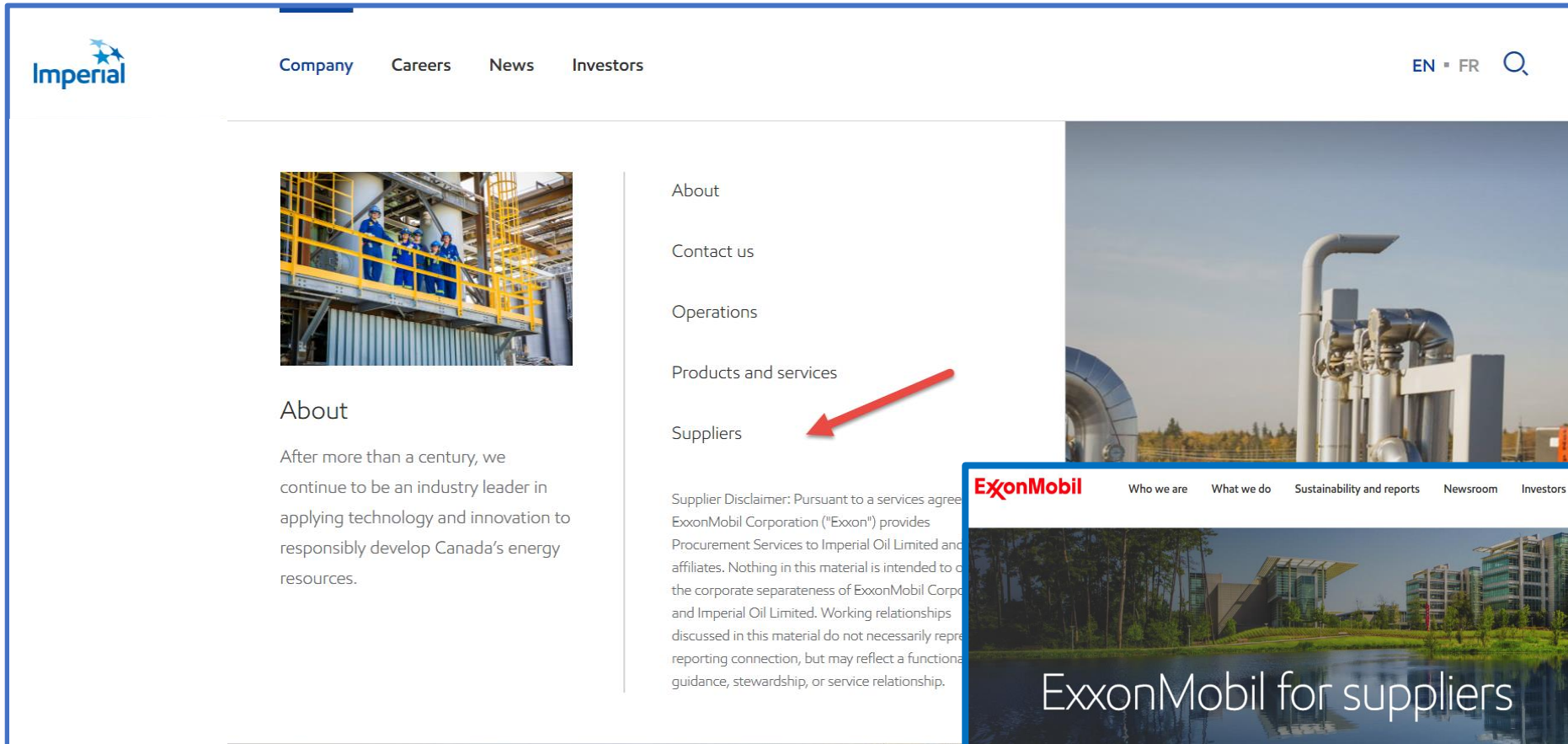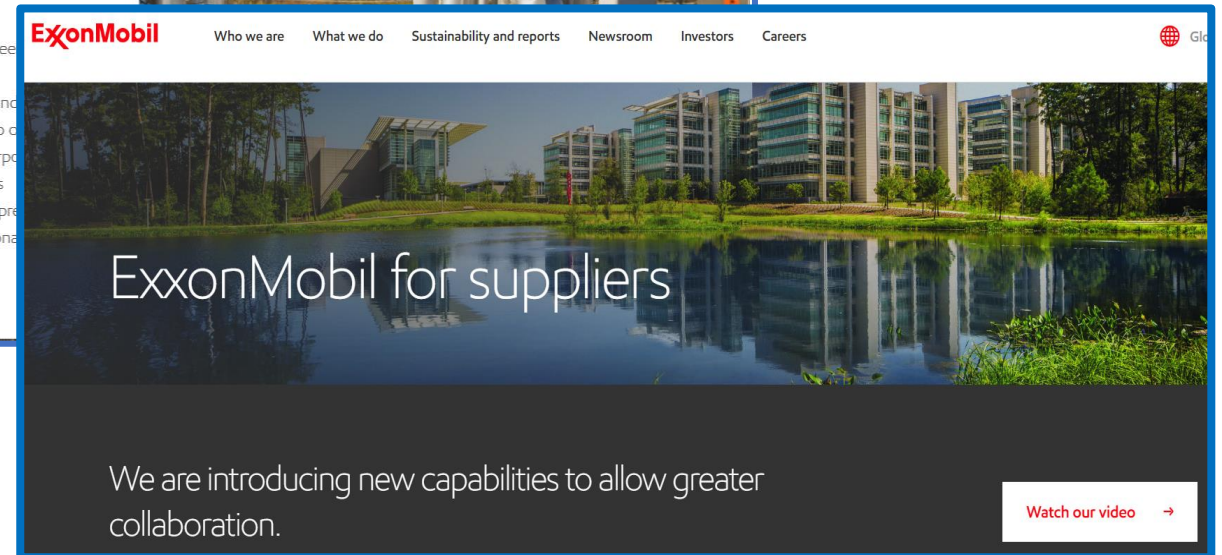
1. Log into your account.

2. Verify that you can see your company's POs; and acknowledge the ones required for Service Confirmation submission.

3. Get Register in the New Supplier Portal website (Create a case for your inquiry to proper team).

> ❖ For further assistance with **Service Confirmation** please submit an inquiry following the instructions on the next slides.

1) Access **Service Confirmation** under exxonmobil.com/suppliers (Suppliers webpage)
2) Click the ***Need Help?*** option of the site for GEP Service Confirmation support:
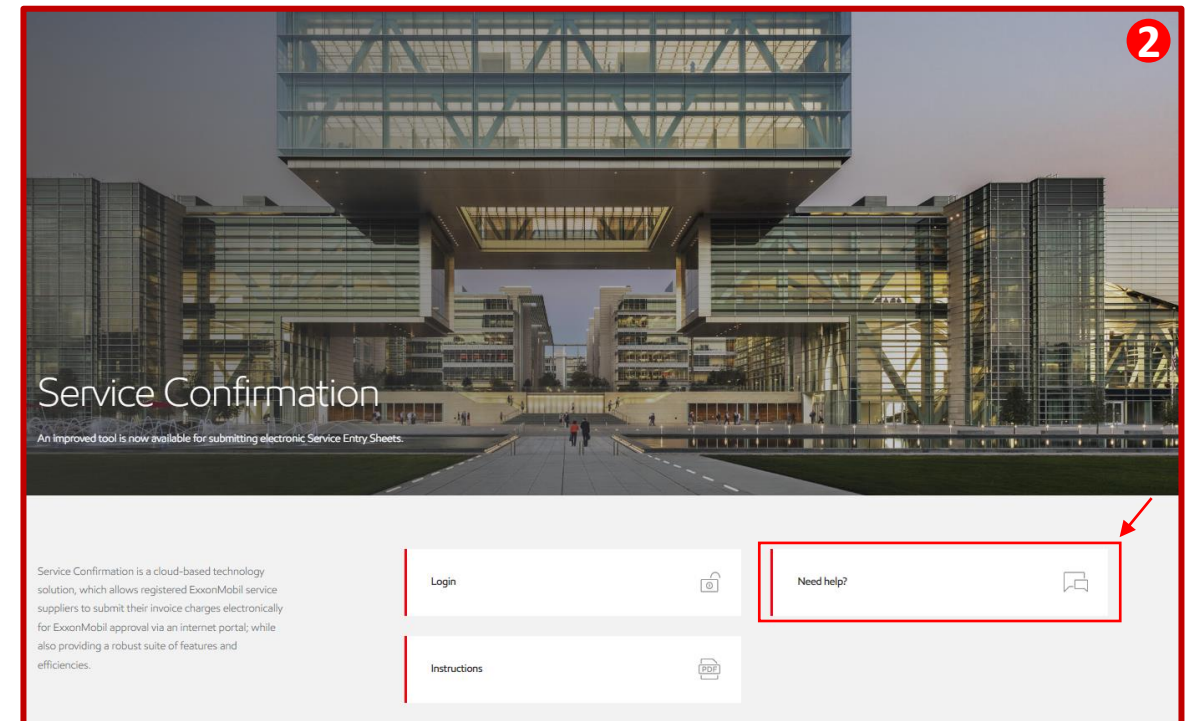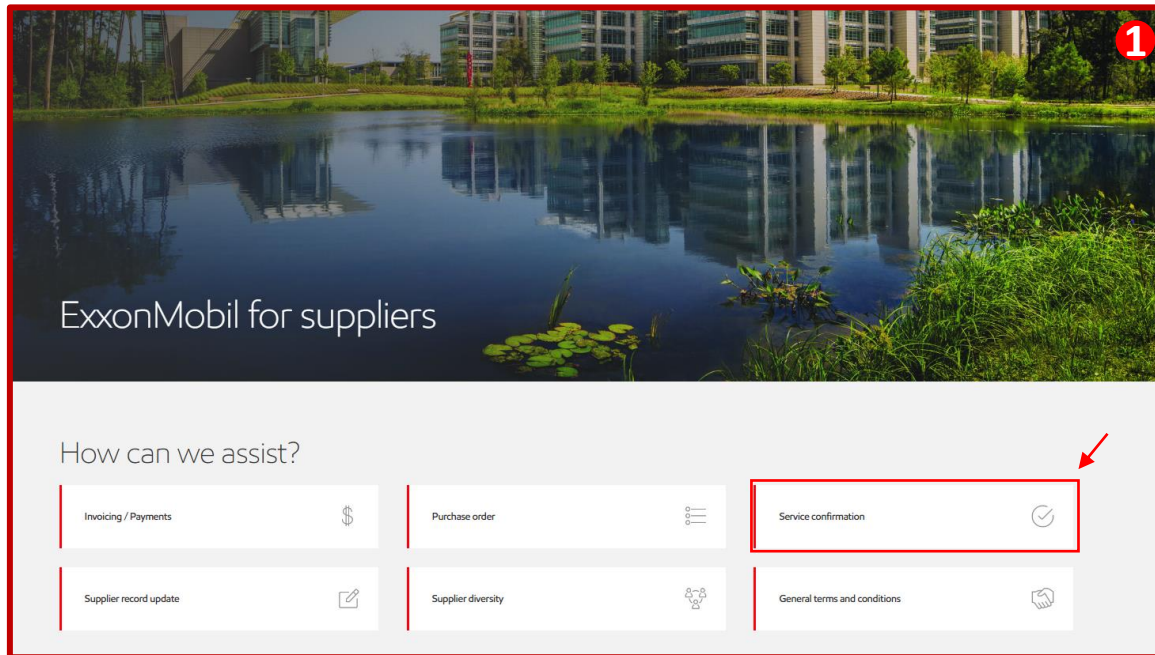
Imperial Oil (IOL) website to ExxonMobil for Suppliers link

Service Confirmation: Login access

ExxonMobil

3) Click the **EM Supplier portal** and supplier will be redirected to the New Portal Login webpage

4) If you are not registered, click on *register now* icon.
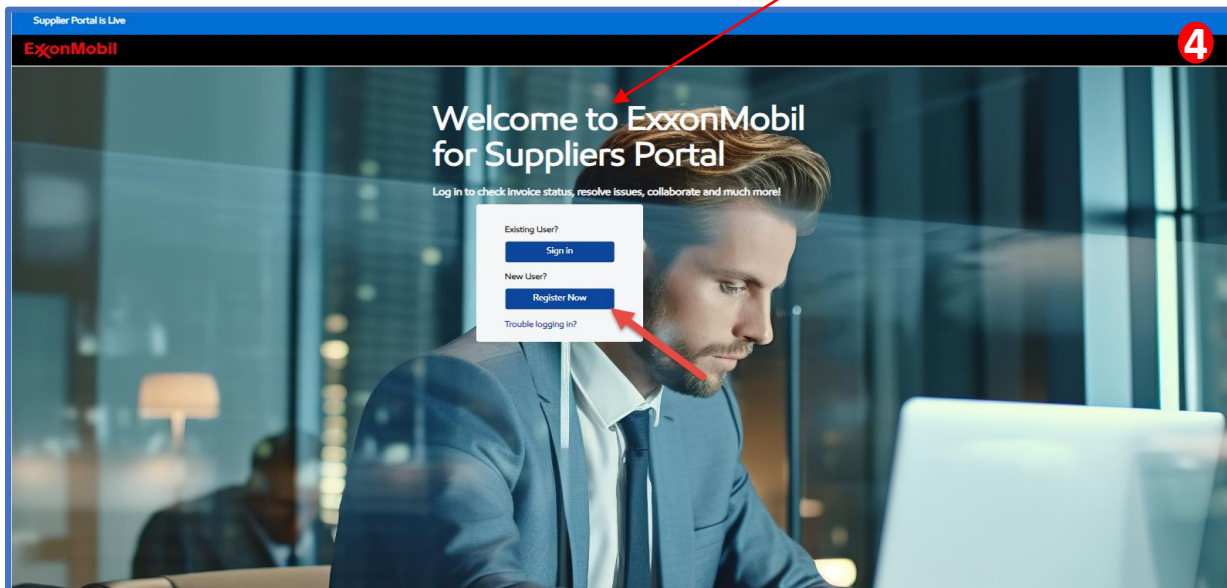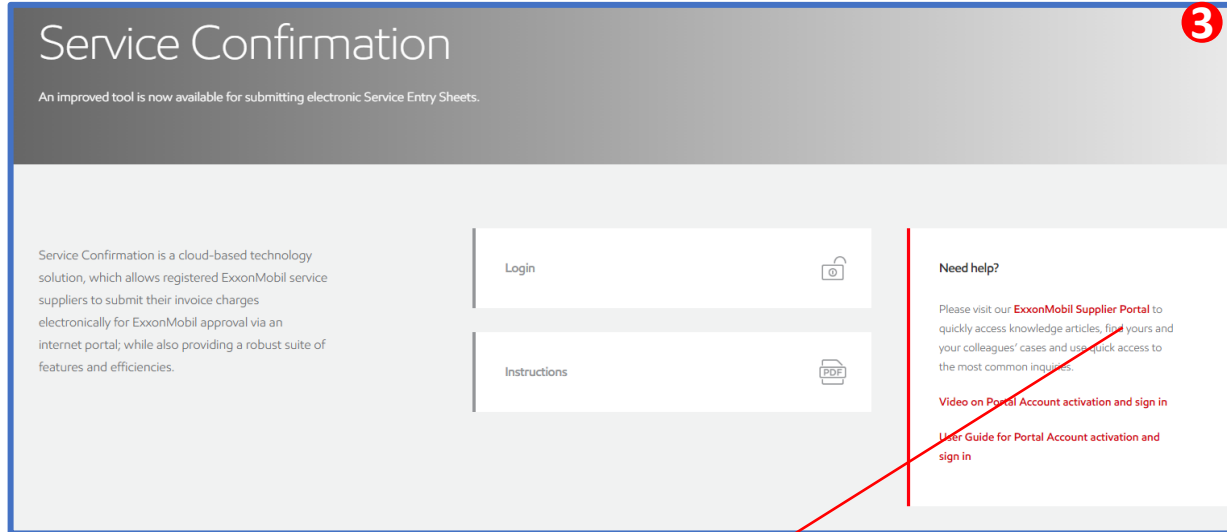
EM Supplier portal video tutorial

5) Complete all the required fields on the '**Supplier Registration Request**' page and click '**Submit**.' You will receive an email from no-reply@exxonmobil.cloud to activate your account to access the Portal, *please allow sometime for your request to be processed after submission.*
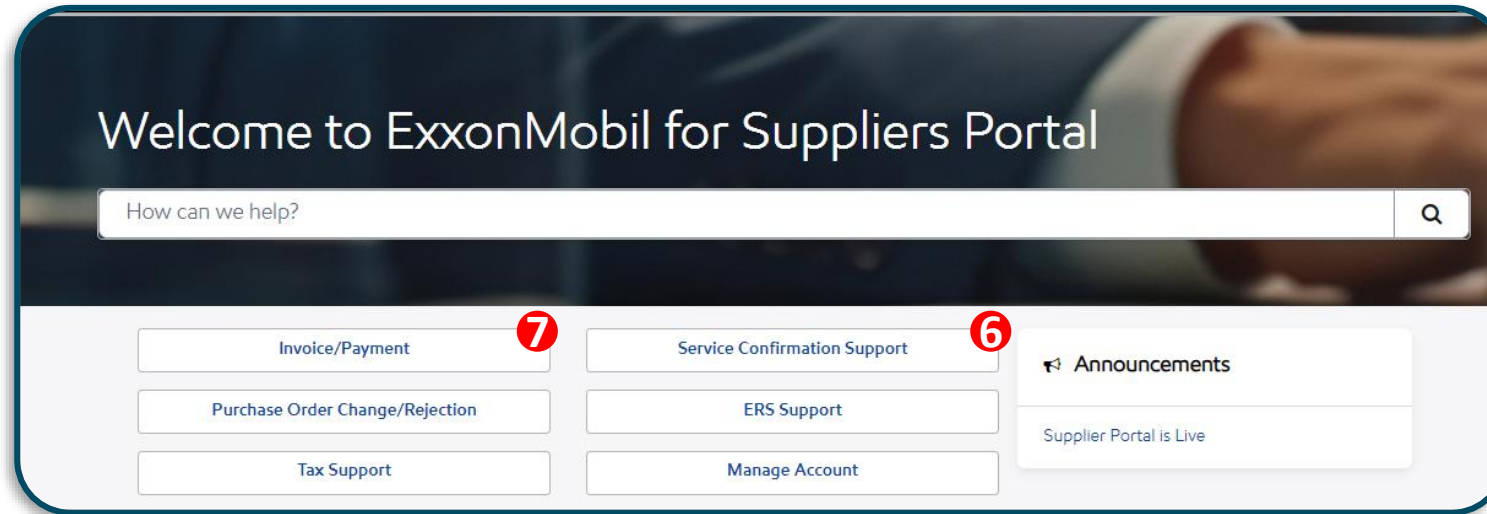
In case you do not activate the account within 7 days, your activation link will expire.

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6) Supplier will be able to submit their inquiry on **"Service Confirmation Support".** It will be handled by the proper Central Supplier Onboarding Specialist.

7) Furthermore, you can monitor your payment status through **"Invoice/Payment".**

8) In case you have any inquiry about a specific invoice select **"Get Help"** and you will contact Account Payables.