

GEP Service Confirmation

Supplier Guide

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- 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



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



GEP Service Confirmation

Registration/Login/Support

Service Confirmation: Registration



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
ExxonMobil.

for

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

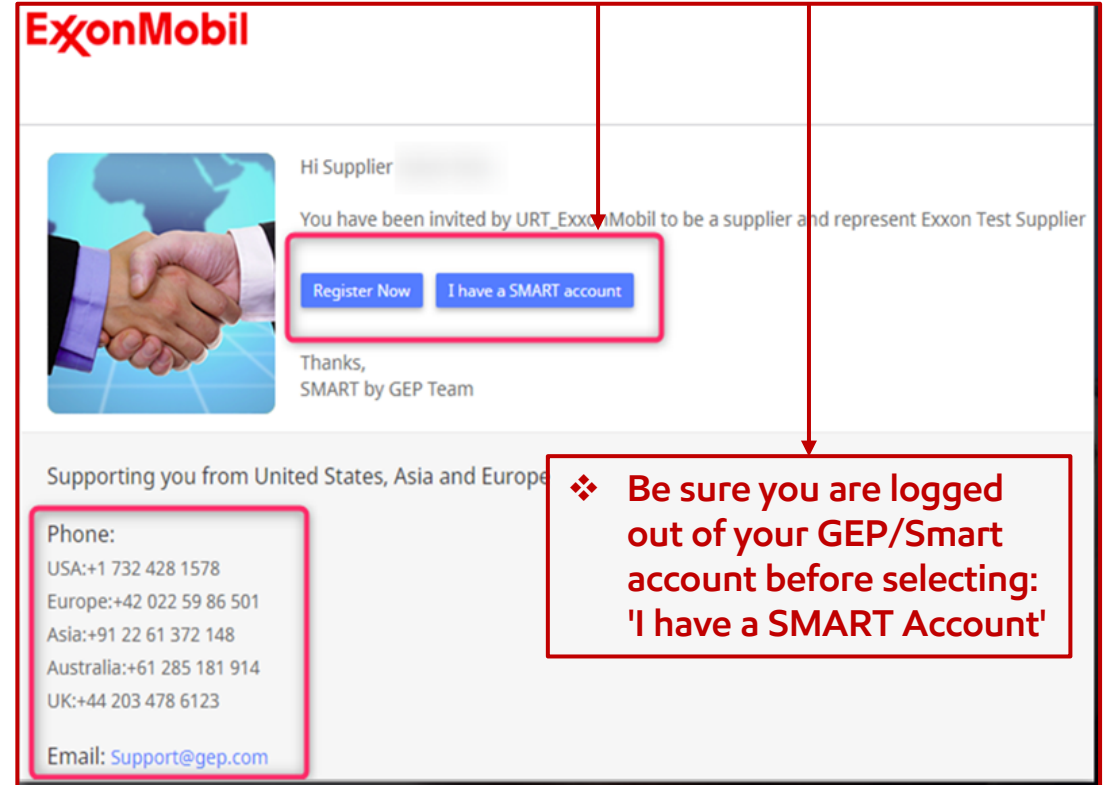
To Avoid emails going to spam or junk folders

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.

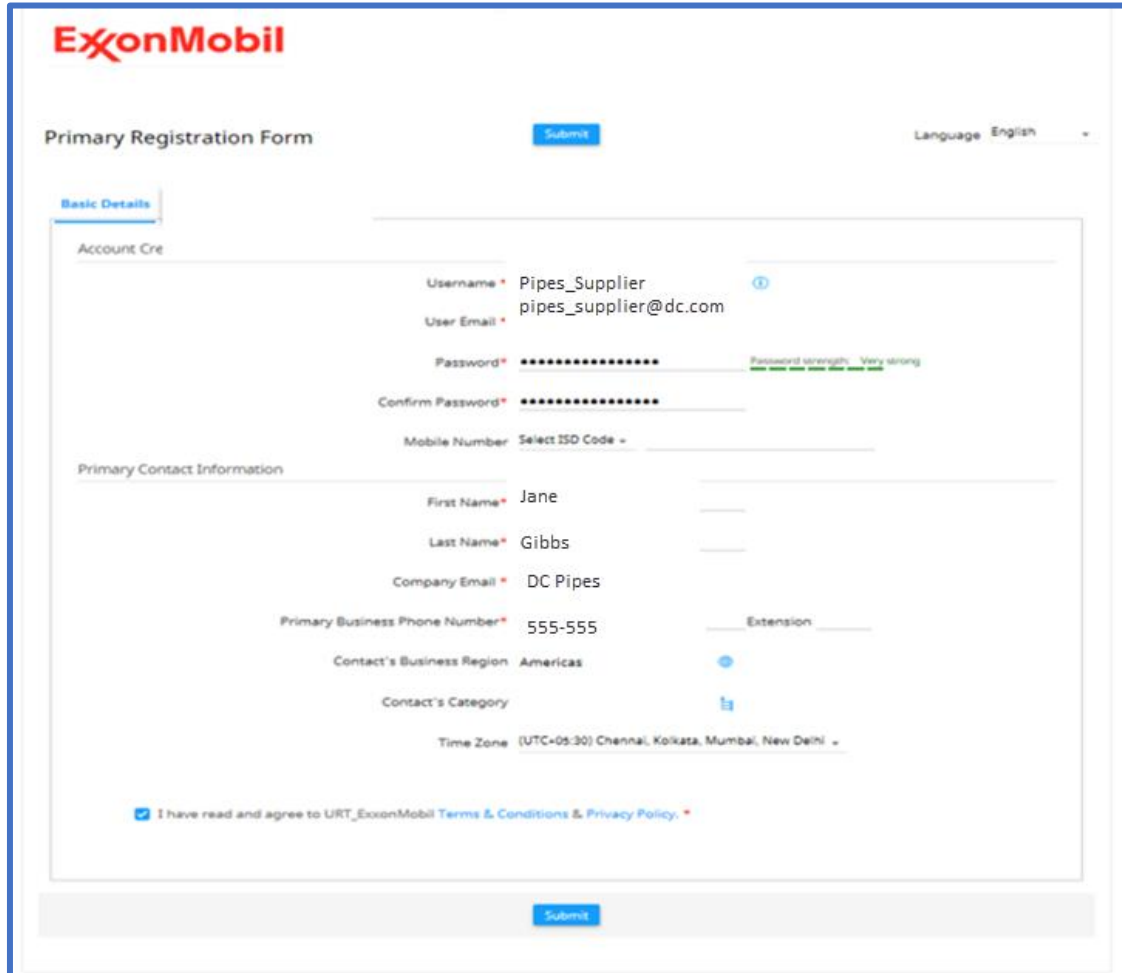
ExxonMobil

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' *

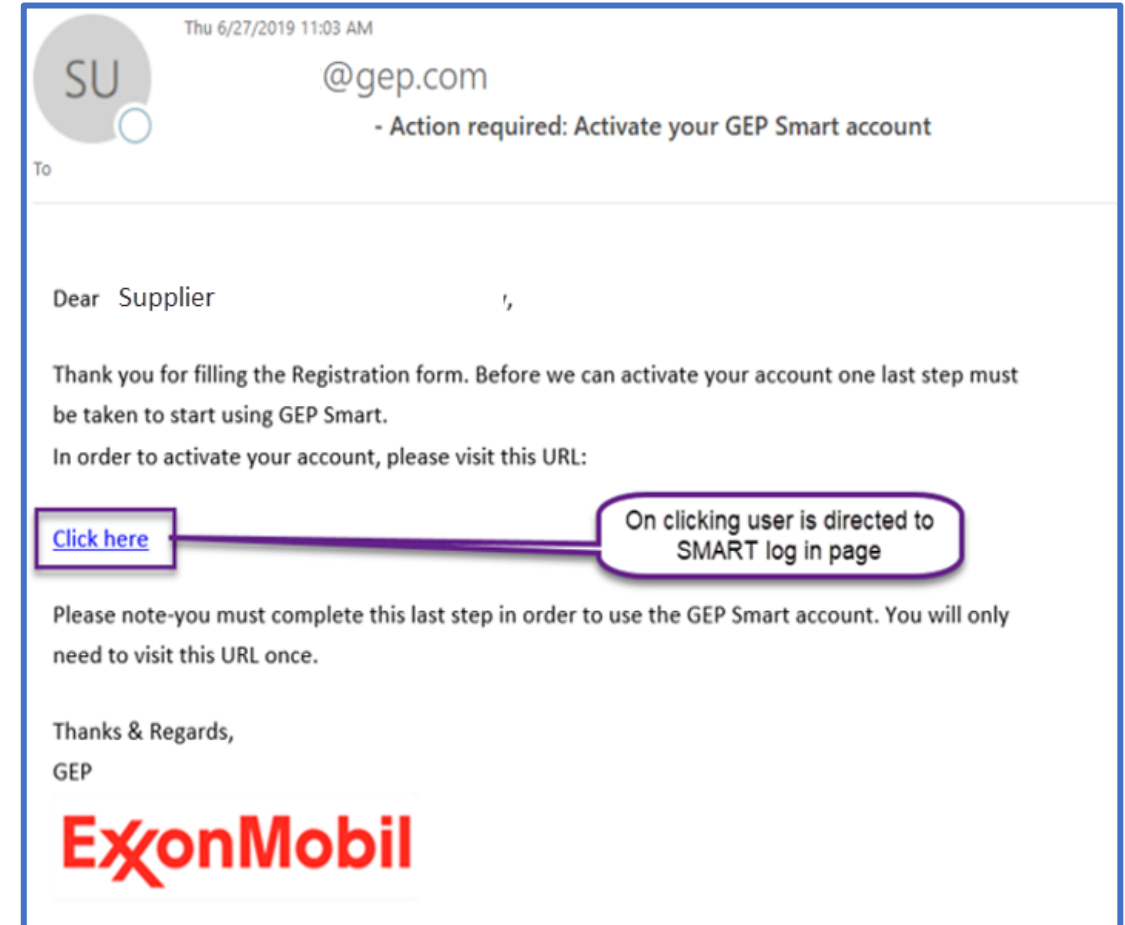


Complete all the required fields on the 'Primary Registration Form' page and click 'Submit.' An activation email will be sent to the Supplier's registered e-mail address.



The screenshot shows the 'Primary Registration Form' on the ExxonMobil website. The form is titled 'Primary Registration Form' and has a 'Submit' button. It is divided into two main sections: 'Basic Details' and 'Primary Contact Information'. The 'Basic Details' section includes fields for 'Username' (Pipes_Supplier), 'User Email' (pipes_supplier@dc.com), 'Password' (masked with asterisks), 'Confirm Password' (masked with asterisks), and 'Mobile Number' (with a 'Select ISD Code' dropdown). The 'Primary Contact Information' section includes fields for 'First Name' (Jane), 'Last Name' (Gibbs), 'Company Email' (DC Pipes), 'Primary Business Phone Number' (555-555), 'Extension' (empty), 'Contact's Business Region' (Americas), 'Contact's Category' (empty), and 'Time Zone' (UTC+05:30 Chennai, Kolkata, Mumbai, New Delhi). At the bottom, there is a checkbox for 'I have read and agree to URT,ExxonMobil Terms & Conditions & Privacy Policy.' and a 'Submit' button.

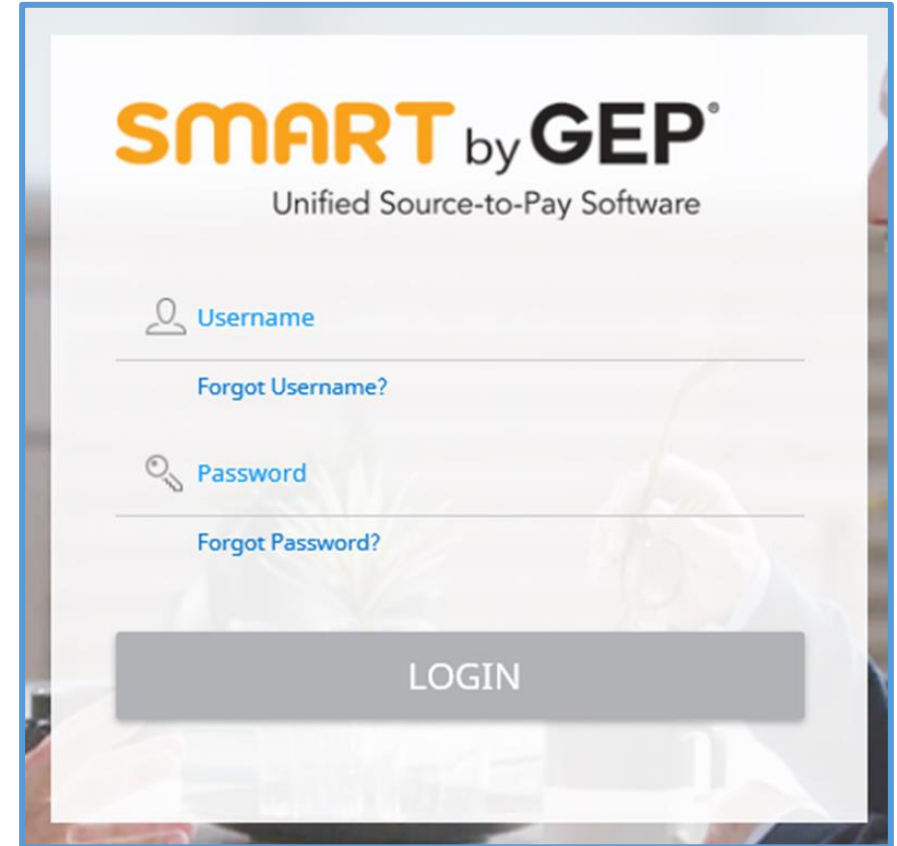
Press 'Click here' within the activation email to be directed to the SMART Login page. Upon activation, a confirmation email will also be sent.



The screenshot shows an activation email from ExxonMobil. The email header includes the date and time 'Thu 6/27/2019 11:03 AM', a profile picture of a person with initials 'SU', and the email address '@gep.com'. The subject line is '- Action required: Activate your GEP Smart account'. The email body starts with 'Dear Supplier,' followed by a thank you message: 'Thank you for filling the Registration form. Before we can activate your account one last step must be taken to start using GEP Smart.' It then states 'In order to activate your account, please visit this URL:' and provides a blue link labeled 'Click here'. A callout box points to the link with the text 'On clicking user is directed to SMART log in page'. Below the link, it says 'Please note-you must complete this last step in order to use the GEP Smart account. You will only need to visit this URL once.' The email ends with 'Thanks & Regards, GEP' and the ExxonMobil logo.

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.

The image shows a login interface for 'SMART by GEP'. At the top, the logo 'SMART by GEP' is displayed in orange and black, with the tagline 'Unified Source-to-Pay Software' underneath. Below the logo, there are two input fields. The first is labeled 'Username' with a person icon and a 'Forgot Username?' link. The second is labeled 'Password' with a key icon and a 'Forgot Password?' link. At the bottom of the form is a large grey button labeled 'LOGIN'. The background of the interface is a blurred image of a person in a white lab coat.

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

CatalogSourcingContractPurchasingInvoiceSupplier

Search

BU

Order 5

Document Name	Document Number	Supplier	Purchase Type	Order Total	Pending On	Pending Since
GEP AMB Order66	POAM2200000629	<div>Not implemented for EM</div>	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 Ho
GEP AMB Order67	POAM2200000630		Standard	21,000.00	01/06/2021 08:59:30 AM	391 Days 18 Ho
GEP AMB Order53	POAM2200000452		Standard	1,000.00	09/19/2020 05:05:57 AM	500 Days 21 Ho
AMB_4410810985	AM4410810985-002		Standard	34.00	08/06/2020 11:16:22 PM	544 Days 3 Hour

Rows Per Page: 10 1 - 5 Of 5

Home

My Tasks 99+

Create

Supplier Profile

Payment Status

Search/Download Agreements/Contracts

Search Existing Purchase Orders and Service Confirmations

Supplier Forms

Create Bookmarks

GEP Help Contacts/Training Materials

Acknowledge POs

Submit Service Confirmations

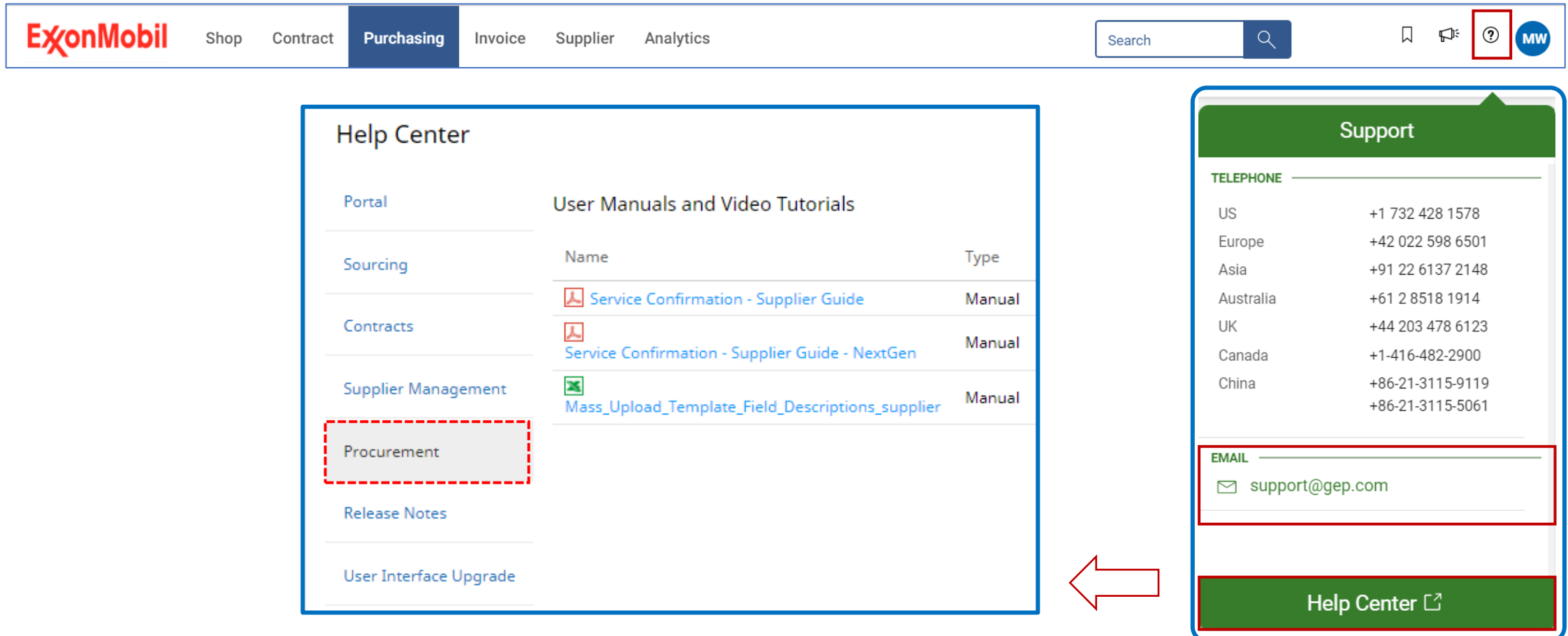
View your Company profile/Add Contacts

Invoice Payment Status
Submit invoice inquiries

View your User Profile




Rows Per Page: 10 1 - 5 Of 5


- To access the GEP Help Center Click the (?) 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)



The screenshot shows the ExxonMobil GEP banner at the top with navigation links: Shop, Contract, Purchasing (highlighted), Invoice, Supplier, and Analytics. A search bar and a help icon (?) are on the right. Below the banner, the Help Center is displayed. On the left, a sidebar lists categories: Portal, Sourcing, Contracts, Supplier Management, Procurement (highlighted with a red dashed box), Release Notes, and User Interface Upgrade. The main area, titled 'User Manuals and Video Tutorials', contains a table of manuals. To the right, a 'Support' panel shows contact information for various regions and an email address, support@gep.com, which is highlighted with a red box. A red arrow points from the email box to the Procurement category in the sidebar.

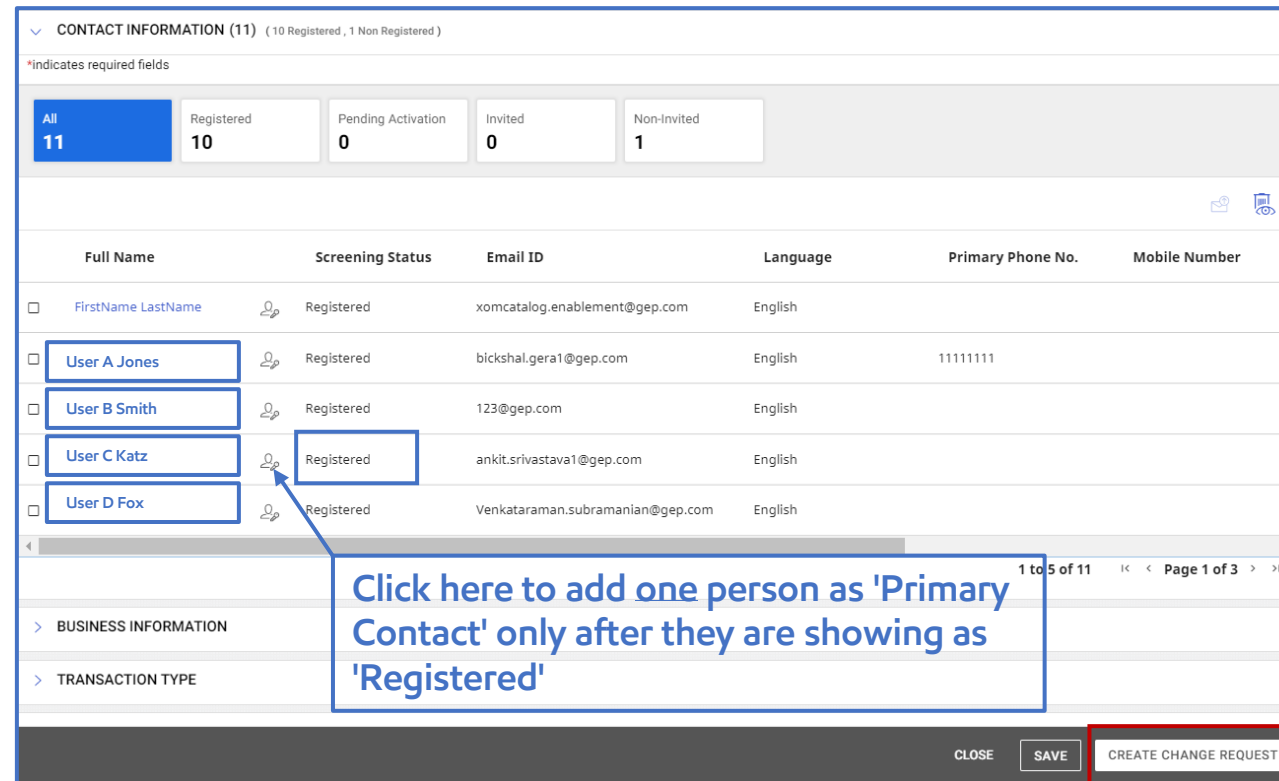
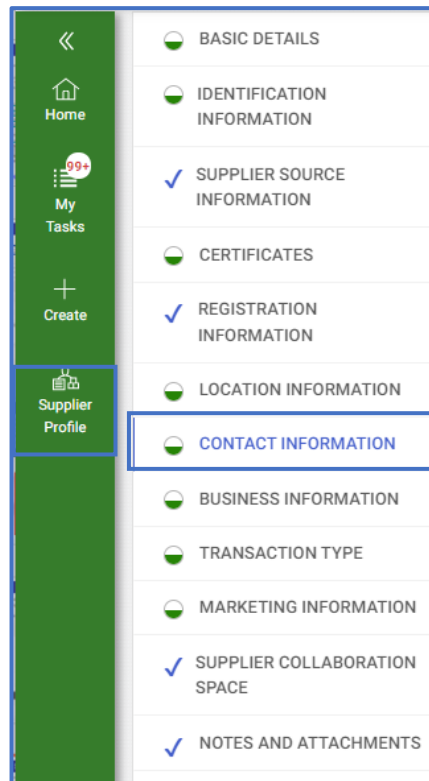
Help Center	
Portal	User Manuals and Video Tutorials
Sourcing	
Contracts	
Supplier Management	
Procurement	
Release Notes	
User Interface Upgrade	

Name	Type
 Service Confirmation - Supplier Guide	Manual
 Service Confirmation - Supplier Guide - NextGen	Manual
 Mass_Upload_Template_Field_Descriptions_supplier	Manual

Support	
TELEPHONE	
US	+1 732 428 1578
Europe	+42 022 598 6501
Asia	+91 22 6137 2148
Australia	+61 2 8518 1914
UK	+44 203 478 6123
Canada	+1-416-482-2900
China	+86-21-3115-9119 +86-21-3115-5061
EMAIL	
	support@gep.com
Help Center	

You can add new internal contacts as well as edit existing contacts

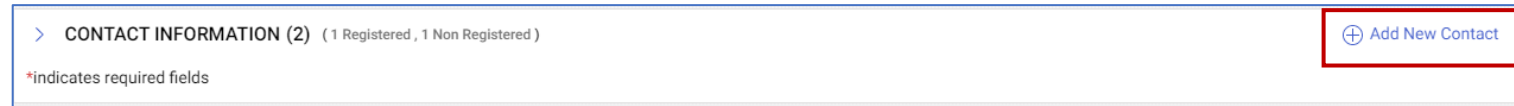
- Select '**Supplier Profile**' on the left banner of your GEP Screen
- Then select '**Contact Information**' from the list
- To update an existing user, click on their name from the list
- Before assigning a Primary Contact, be sure they are first invited and showing status of 'Registered'
- To add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



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

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

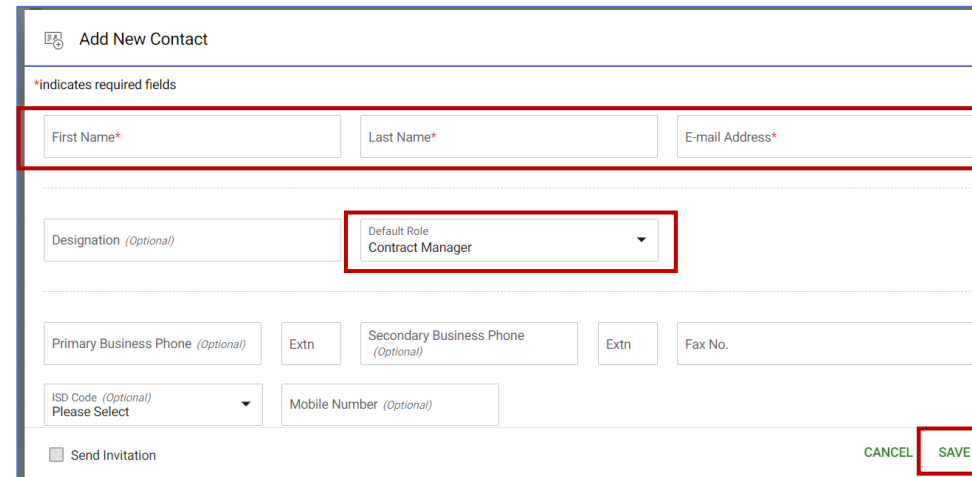


> CONTACT INFORMATION (2) (1 Registered , 1 Non Registered)

*indicates required fields

[+ Add New Contact](#)

- 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) Please Select Mobile Number (Optional)

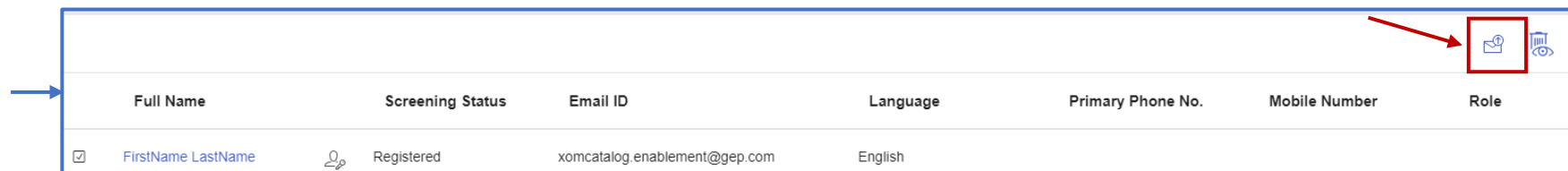
☐ Send Invitation



CANCEL SAVE

- Then press Submit to send the Change Request which will be auto-approved after a few seconds.
- Select the saved User and then press 'Invite' at the far right.



DELETE SUBMIT SAVE AND EXIT CLOSE SAVE



	Full Name	Screening Status	Email ID	Language	Primary Phone No.	Mobile Number	Role
<input checked="" type="checkbox"/>	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

The screenshot shows the ExxonMobil Purchasing interface. The top navigation bar includes 'Catalog', 'Sourcing', 'Contract', 'Purchasing' (highlighted with a red box), 'Invoice', and 'Supplier'. A search bar is on the right. The left sidebar contains navigation icons for Home, My Tasks (99+), Create, and Supplier Profile. The main content area is titled 'Documents' and features a filter bar with 'ORDER' (highlighted with a red box), 'RETURN NOTE', 'SERVICE CONFIRMATION', and 'ASN'. Below the filter bar are status filters: 'All 643', 'Supplier Acknowledged 419', 'Sent To Supplier 196' (highlighted with a red box), 'Sent To Buyer 16', 'Cancelled 6', 'Draft 5', and 'Supplier Accepted 1'. A table of purchase orders is displayed below, with columns: Document Name, Document Number, Purchase Type, Created, Total, Status, Close Order S..., and Created. The first row of the table has 'RPP004032022004' highlighted with a red box in the Document Name column.

Document Name	Document Number	Purchase Type	Created ...	Total ...	Status	Close Order S...	Created ...
RPP004032022004	RPP004032022004-002	Standard	02/04/2022	3,585.16 U...	Sent To Supplier	Open	02/04/2022
RPP004032022003	RPP004032022003-002	Standard	03/04/2022	3,585.16 U...	Sent To Supplier	Open	03/04/2022
RPP004032022003	RPP004032022003-001	Standard	02/04/2022	3,585.16 U...	Sent To Supplier	Open	02/04/2022
RPP004032022002	RPP004032022002	Standard	02/04/2022	3,585.16 U...	Sent To Supplier	Open	02/04/2022

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'

ORDER: AMB_4510485328 **Sent To Supplier** 5,000.00 USD **Comments and Attachments** More

Basic Details

* Indicates mandatory fields

Order Number: AM4510485328 Order Name: AMB_4510485328 Order: [Redacted] Purchase Type: Standard Creation Date: 01/19/2022

Original Issue Date: 01/19/2022 Supplier Acknowledged Date: -- Currency: USD

LINE DETAILS

LINES

Line (1)

Line	ERP Line Reference Num...	T...	Item N...	Line Description	Supplier Item ...	Category	Qu...	UOM	Line Status	Unit Price
✓ 1	10	Mat...		TOSCA		1010	500.00	Performan...	Sent To Supplier	10.00

Rows Per Page: 10 1 - 1 Of 1

SUPPLIER DETAILS

Print Preview **Acknowledge Order**

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

ORDER: AMB_4510485328
Sent To Supplier

5,000.00 USD

NOTES & ATTACHMENTS

* Indicates mandatory fields

Name	Type	Classification	Shared Ex...	Added On	Added By	File size
✓ <input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>			<input type="text" value="Search"/>	<input type="text" value="Search"/>
✓ AMB_4510485328_2022-...	Attachment	S&P, Standards and Proc...	<input checked="" type="checkbox"/>	01/19/2022		34 KB

Rows Per Page: 10 1 - 1 Of 1

ADDITIONAL DETAILS

* Indicates mandatory fields

Date

Supplier Code

Street

City

Postal Code

TEAM MEMBERS

* Indicates mandatory fields

Downloads

AMB_4510485328_2022-01-19_12_05_46_6e739ae1-c92...

Open file

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

Print Preview

Acknowledge Order

- 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

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

The screenshot displays the ExxonMobil Purchasing interface for a specific PO. The top navigation bar includes 'Catalog', 'Purchasing' (active), 'Invoice', and 'Supplier'. A search bar and user profile icon are on the right. The main header shows 'ORDER: GEP G9R Order25' with a 'Sent To Supplier' status and a value of '1,000.00 USD'. A 'Comments' button is visible. The left sidebar lists navigation options: 'Basic Details', 'Supplier Details', 'Inco Terms', 'Invoicing And Delivery...', 'Notes & Attachments', 'Line Details', and 'Team Members'. The main content area is divided into two sections: 'BASIC DETAILS' and 'SUPPLIER DETAILS'. Both sections include a note '* Indicates mandatory fields'. The 'BASIC DETAILS' section contains fields for Order Number (PO0719000469), Order Name (GEP G9R Order25), Order Contact (empty), Order Author (empty), Purchase Type (Standard), and Creation Date (07/16/2019). The 'SUPPLIER DETAILS' section contains fields for Supplier Name (BILL SPITZER & AS...), Supplier Code (50025658), Ordering Location (2005222 2005222 BILL SPI...), Supplier Contact (FirstName LastName), Payment Terms (30 days credit), and Dispatch Mode (cXML/EDI). At the bottom, a green 'SUCCESS!' message box with a checkmark icon is displayed, along with the text 'The Order is acknowledged.' and an 'OK' button. An 'Acknowledge Order' button is also visible in the bottom right corner.

BASIC DETAILS	
Order Number	PO0719000469
Order Name	GEP G9R Order25
Order Contact	
Order Author	
Purchase Type	Standard
Creation Date	07/16/2019
Original Issue Date	12/23/2020
Supplier Acknowledged Date	--
Currency	USD

SUPPLIER DETAILS	
Supplier Name	BILL SPITZER & AS...
Supplier Code	50025658
Ordering Location	2005222 2005222 BILL SPI...
Supplier Contact	FirstName LastName
Payment Terms	30 days credit
Dispatch Mode	cXML/EDI

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.

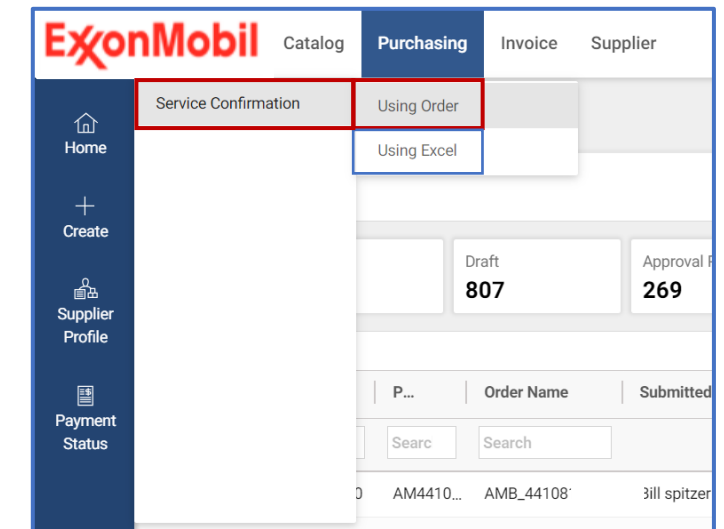
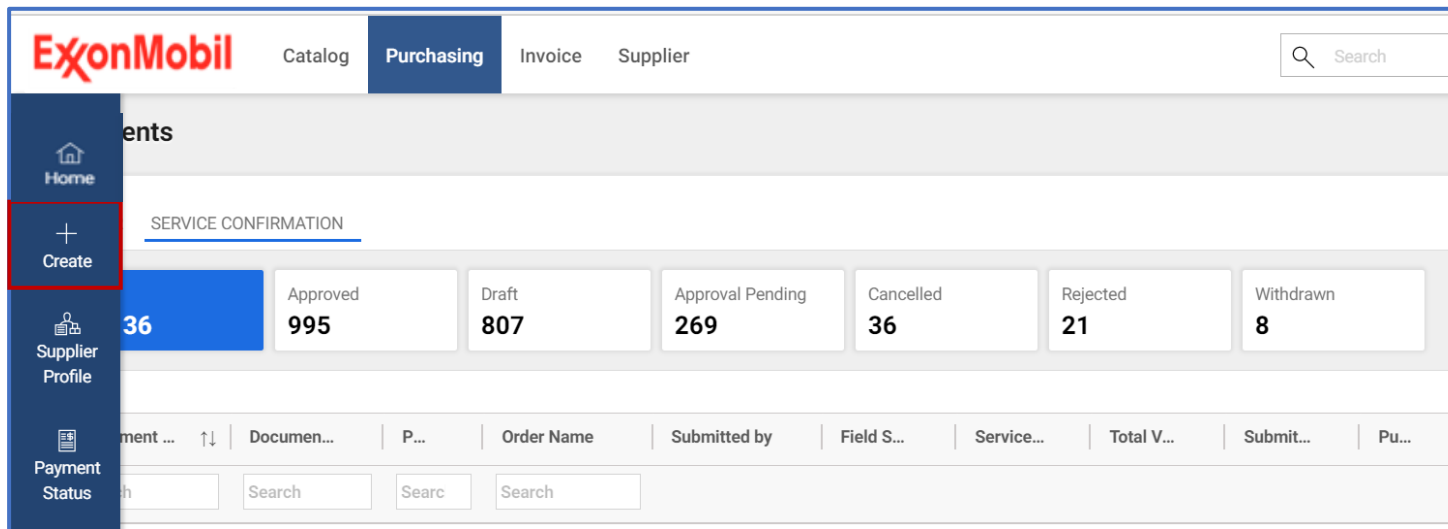
GEP Service Confirmation

SC - Submission

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

The screenshot displays the Service Confirmation (SC) interface for SC-02:22-05822, which is in 'Approval Pending' status. The total amount is 319.50 USD. The interface is divided into four main sections, each with a red box highlighting its title:

- BASIC DETAILS:** This section contains header information including Service Confirmation Number (SC-02:22-05822), Order Number (AM4410936209), Supplier Name, Field Supervisor (Molly Wilson), Created On (02/23/2022), Submitted By, Submitted On (02/23/2022), Enter Tax At Line, Tax (USD) (0.00), Local Reference Number, Service Confirmation Name (ServiceConfirmation3 for AMB_4410936209), Supplier Service Confirmation Number (8339), Currency (USD), Description (MW0223 Supplier Training), Supplier Code (50025658), Purchase Type (Standard Services), and External Id.
- ADDITIONAL DETAILS:** This section includes Invoice Date (02/22/2022), Posting Date, and Final Entry.
- NOTES AND ATTACHMENTS:** This section displays a table of attachments. The table has columns for Name, Description, Type, Shared Externally, Added On, and Added By. One attachment is listed: EXM Invoice 8339.pdf, EXM Invoice 8339.pdf, Attachment, checked, 02/24/2022, and BILL SPITZER & A.
- Line Details:** This section shows details for line 10, PM on Lincln Lubricator System. It includes a table with columns for Line Type, UOM, Quantity, Price (USD), Line Value (USD), Tax (USD), Line Total (USD), Consumed Date, Start Date, Completion Date, Category, Contract Number, Contracted Subline Value (USD), Non Contracted Subline Value (USD), Ship To, Ship To Address, Reference Invoice Number, and Reference Invoice Status. The line total is 319.50 USD, and the tax is 0.00 USD. The completion date is 02/13/2022, and the category is 2825. The ship to address is 1795 Burt Street, Beaumont, TX.

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

The screenshot displays a web form for a Service Confirmation. At the top, the header shows a back arrow, the ID 'SC-02:22-05822', a 'Draft' status, the currency '0.00 USD', and buttons for 'Comments' and 'More'. The 'BASIC DETAILS' section is highlighted with a red box and contains the following fields:

- Service Confirmation Number:** SC-02:22-05822
- Service Confirmation Name:** ServiceConfirmation3 for AMB_441093620
- Supplier Service Confirmation Number:** 8339
- Description:** MW0223 Supplier Training
- Order Number:** AM4410936209
- Order Name:** AMB_4410936209
- Currency:** USD
- Supplier Code:** 50025658
- Supplier Name:** (empty)
- Field Supervisor:** Molly Wilson (molly...)
- Work Location:** (empty)
- Created By:** (empty)
- Created On:** 02/23/2022
- Purchase Type:** Standard Services
- Enter Tax At:** Line
- Tax (USD):** 0.00
- Additional Approver(s):** Select
- External Id:** (empty)
- Local Reference Number:** (empty)

At the bottom of the form, there is a 'Print Preview' button and three action buttons: 'Save', 'Next', and 'Submit'.

GEP Service Confirmation

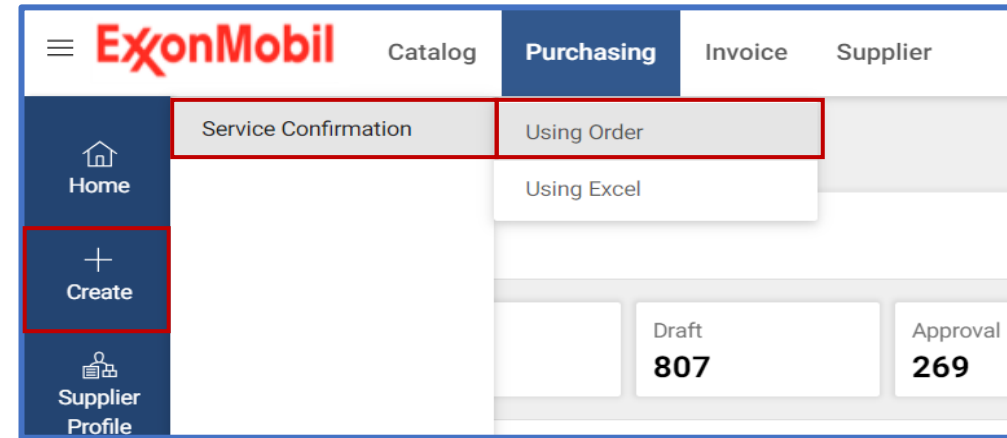
Create SC – Manual Entry

Service Confirmation: Create SC – Manual Entry



To create the SC, press:

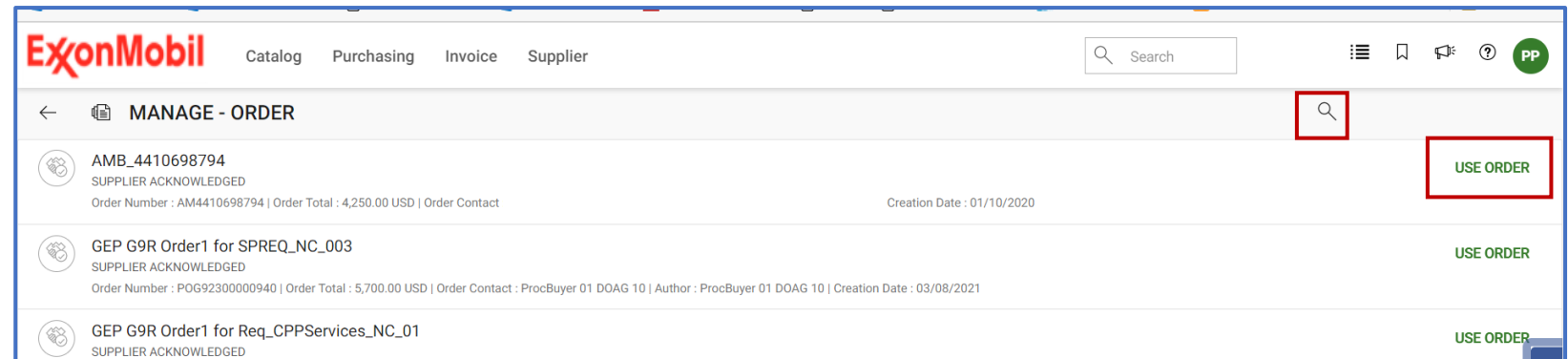
- +/Create
- Service Confirmation
- Using Order



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](#)')

← SC-02:22-05822 Draft 0.00 USD Comments More

Go To Line Details

Service Confirmation Number
SC-02:22-05822

Service Confirmation Name *
ServiceConfirmation3 for AMB_441093620

Supplier Service Confirmation Number *
8339

Description
MW0223 Supplier Training

Order Number
AM4410936209

Order Name
AMB_4410936209

Currency
USD

Supplier Code
50025658

Supplier Name

Field Supervisor
Molly Wilson (molly....)

Work Location

Created By

Created On *
02/23/2022

Purchase Type
Standard Services

Enter Tax At *
Line

Tax (USD)
0.00

Additional Approver(s)
Select

External Id

Local Reference Number

Print Preview Save Next Submit

When finished press
'Next' to move to
'[Additional Details](#)'

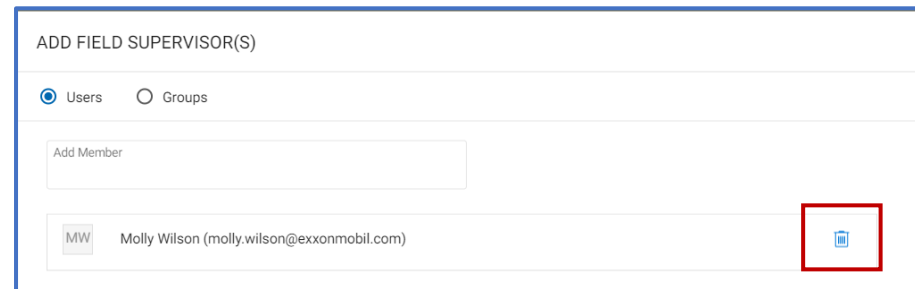
On the Basic Data Screen - Click on the existing 'Field Supervisor'



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')



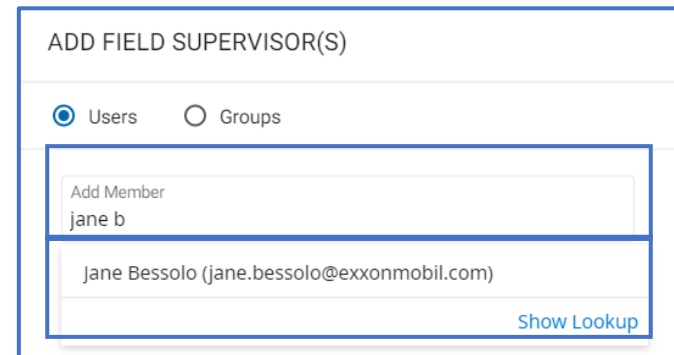
ADD FIELD SUPERVISOR(S)

☒ Users ☐ Groups

Add Member

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

2) Type the new approver name or email address in the 'Add Member' field, then click on the appropriate name selection from the lookup.



ADD FIELD SUPERVISOR(S)

☒ Users ☐ Groups

Add Member

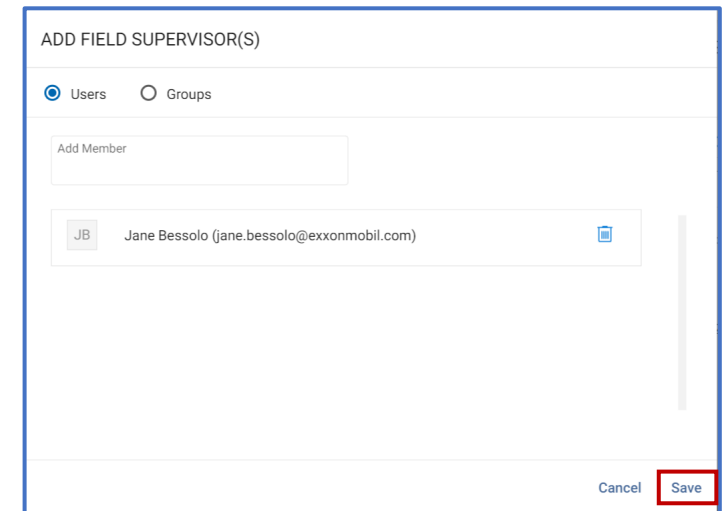
jane b

Jane Bessolo (jane.bessolo@exxonmobil.com)

Show Lookup

3) The new approver is now populated.

- Press Save



ADD FIELD SUPERVISOR(S)

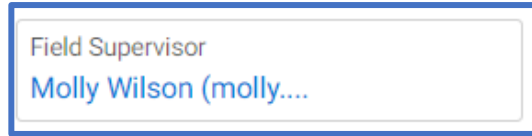
☒ Users ☐ Groups

Add Member

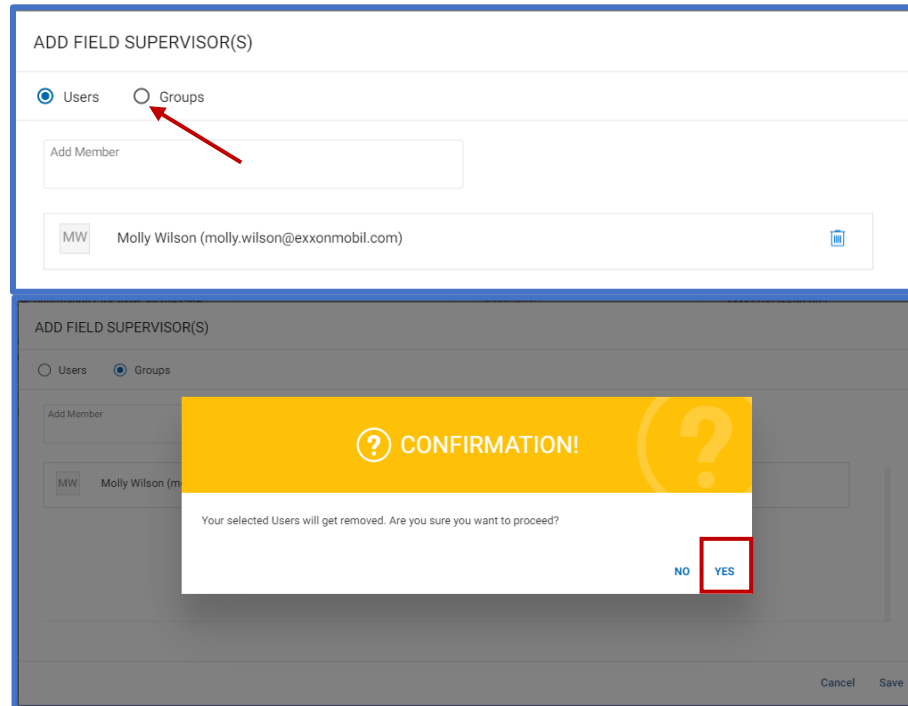
JB Jane Bessolo (jane.bessolo@exxonmobil.com)

Cancel Save

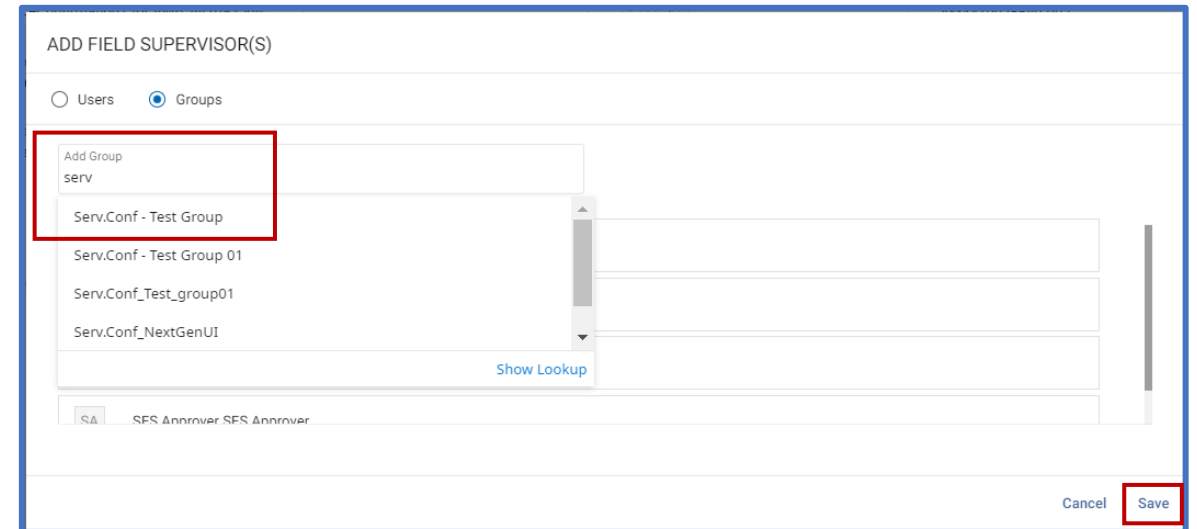
On the Basic Data Screen - Click on 'Field Supervisor'



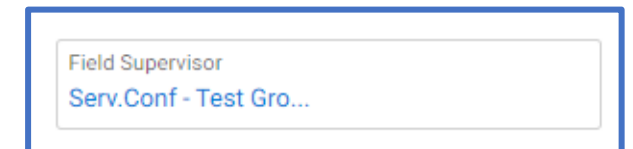
- Select 'Groups', then press 'Yes' to allow removal of the existing user



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



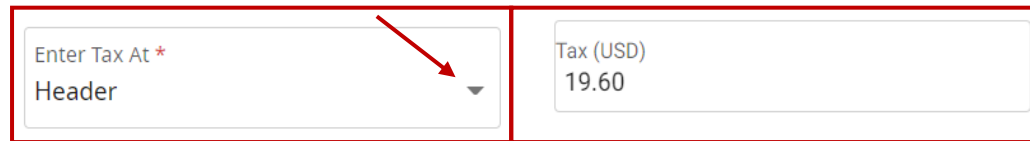
- Field Supervisor now displays the Group Name



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:

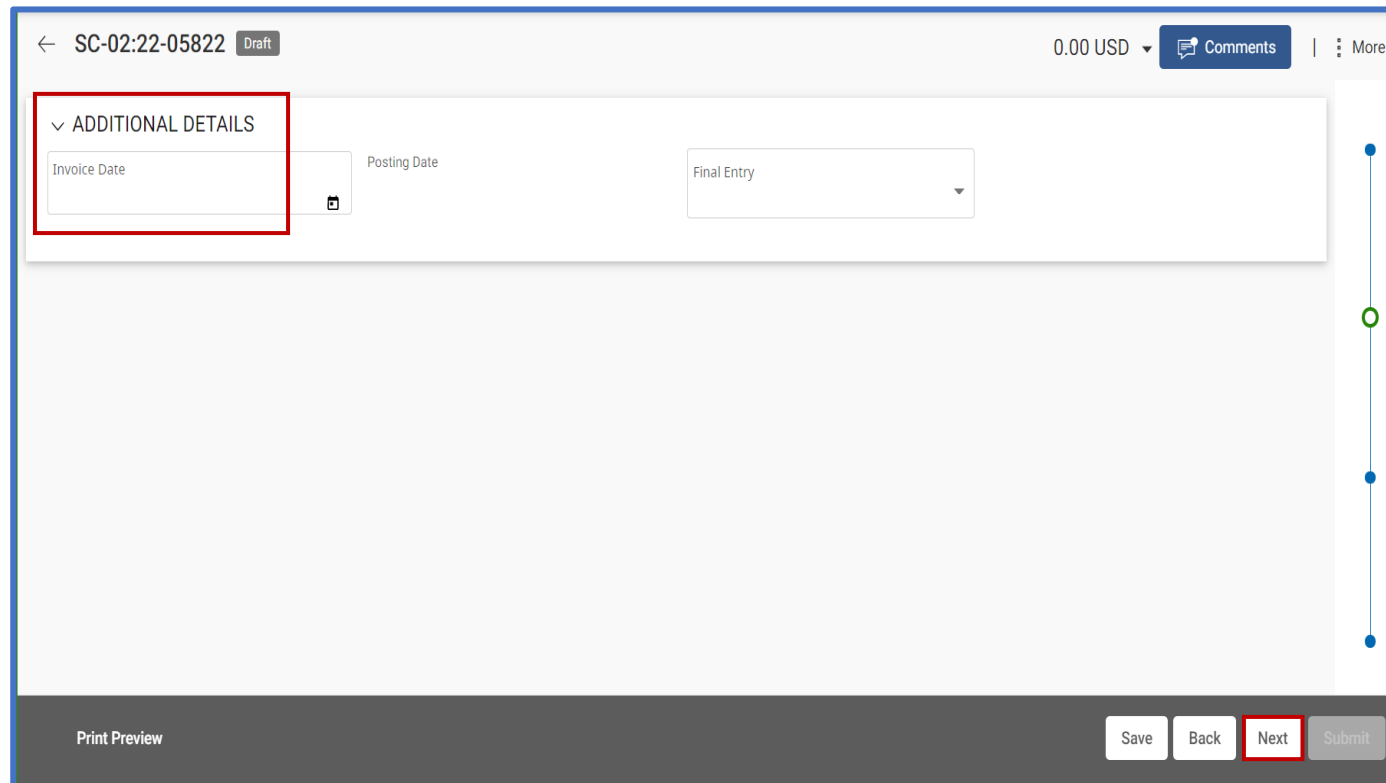
- 1) 'Enter Tax At' field - Select 'Header' from the drop down
- 2) 'Tax' field enter the total Tax Amount



Enter Tax At * Header	Tax (USD) 19.60
--------------------------	--------------------

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

- **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



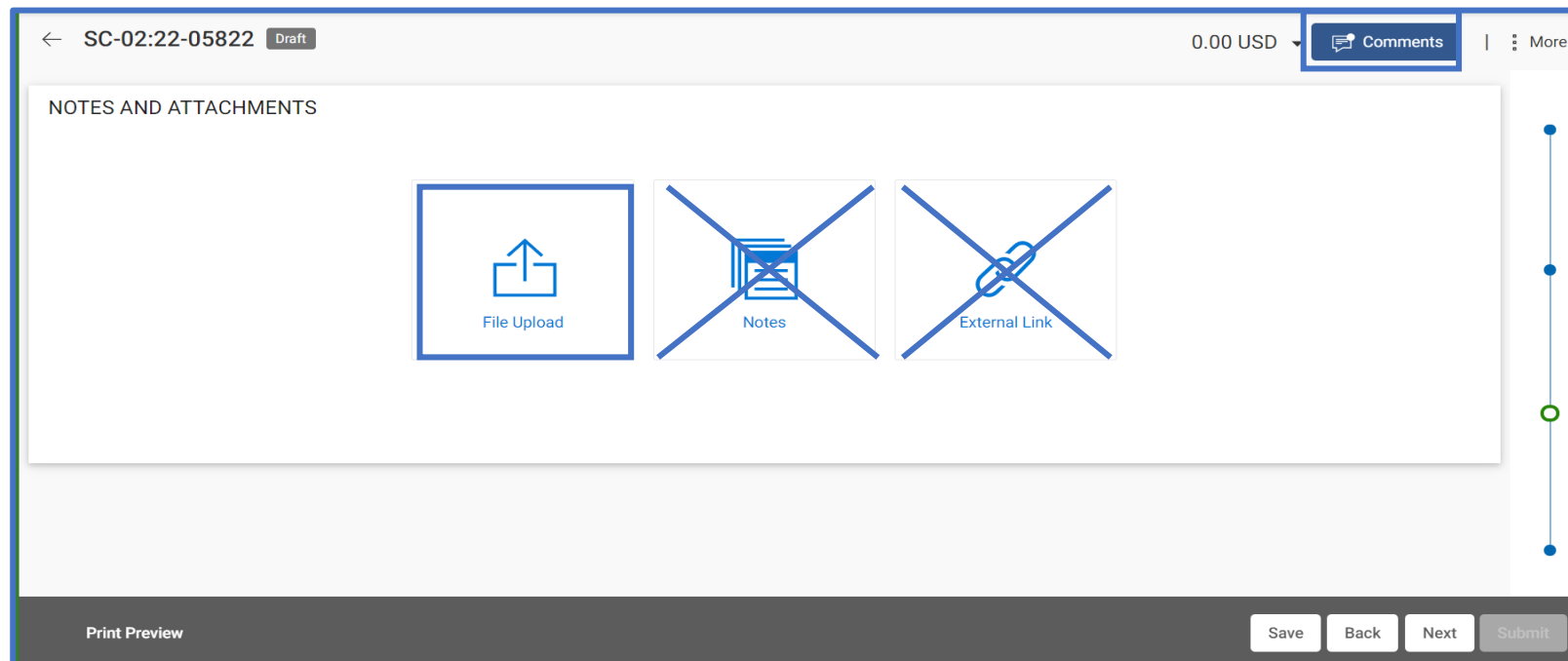
The screenshot shows a web form titled "SC-02:22-05822" with a "Draft" status. The form is for "ADDITIONAL DETAILS" and includes the following fields:

- Invoice Date:** A text input field, currently empty, highlighted with a red border.
- Posting Date:** A text input field, currently empty.
- Final Entry:** A dropdown menu, currently showing a downward arrow.

At the bottom of the form, there are four buttons: "Save", "Back", "Next" (highlighted with a red border), and "Submit". A "Print Preview" link is also visible on the left side of the bottom bar.

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 file name 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 one line item released from an Agreement containing established Service Numbers

- Some POs contains multiple line items
 - You can only submit charges to one PO line 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**

1 Error - Line 10: Price field should not be blank

Line Details

10. PM on Linciln Lubricator System

Line Type Amount Based Service	UOM PERFORMANCE UNIT	Quantity 1.00	Price (USD) 0.00	Line Value (USD) 0.00	Tax (USD) 0.00
Line Total (USD) 0.00	Consumed Date --	Start Date --	Completion Date --	Category 2825	Contract Number 4600102702
Contracted Subline Value (USD) 0.00	Non Contracted Subline Value... 0.00	Ship To 00A0 BEAUMONT REFINE...	Ship To Address 1795 Burt Street, Beaumon...	Reference Invoice Number --	Reference Invoice Status --

Additional text
--

LINES ACCOUNTING

+ Add Sublines

Rows Per Page: 10 1 /1

Print Preview Save Back Go to Basic Details Submit

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'

ADD SUBLINES

Description

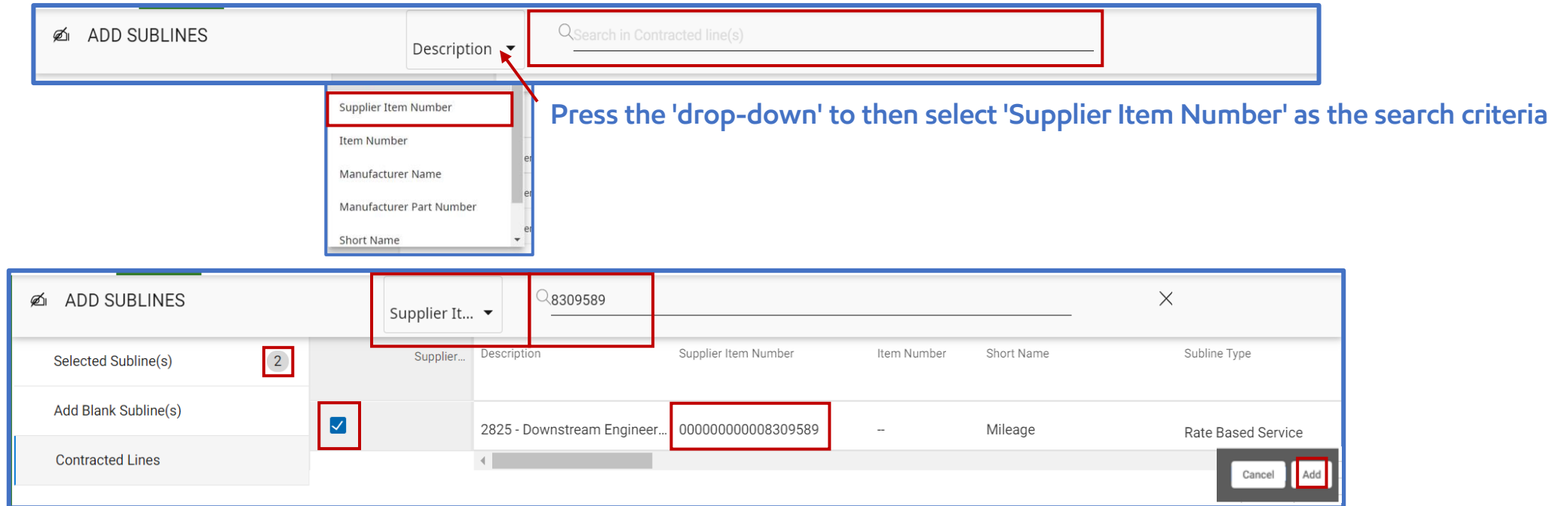
Search in Contracted line(s)

Selected Subline(s)	Supplier...	Description	Supplier Item Number	Item Number	Short Name	Subline Type	
Add Blank Subline(s)	<input type="checkbox"/>	--	2825 - Downstream Engineer...	000000000008309583	--	Labor-ST-Service Technician	Rate Based Service
Contracted Lines	<input checked="" type="checkbox"/>	--	2825 - Downstream Engineer...	000000000008309584	--	Labor-ST-Shop Rates	Rate Based Service
	<input type="checkbox"/>	--	2825 - Downstream Engineer...	000000000008309585	--	Labor-OT-Service Technician	Rate Based Service
	<input type="checkbox"/>	--	2825 - Downstream Engineer...	000000000008309586	--	Labor-OT-Shop Rates	Rate Based Service
	<input type="checkbox"/>	--	2825 - Downstream Engineer...	000000000008309587	--	Labor-DT-Service Technician	Rate Based Service
	<input type="checkbox"/>	--	2825 - Downstream Engineer...	000000000008309588	--	Labor-DT-Shop Rates	Rate Based Service
	<input checked="" type="checkbox"/>	--	2825 - Downstream Engineer...	000000000008309589	--	Mileage	Rate Based Service
	<input type="checkbox"/>	--	2825 - Downstream Engineer...	4600102702-00010	--	eSES-LUBRICATOR MAINT L...	Amount Based Service

Cancel

Add

- 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

Selected Subline(s)	Supplier...	Description	Supplier Item Number	Item Number	Short Name	Subline Type
2	<input checked="" type="checkbox"/>	2825 - Downstream Engineer...	000000000008309589	--	Mileage	Rate Based Service

Contracted Lines

Cancel Add

- 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'

ExxonMobil

- 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
--

LINESACCOUNTING

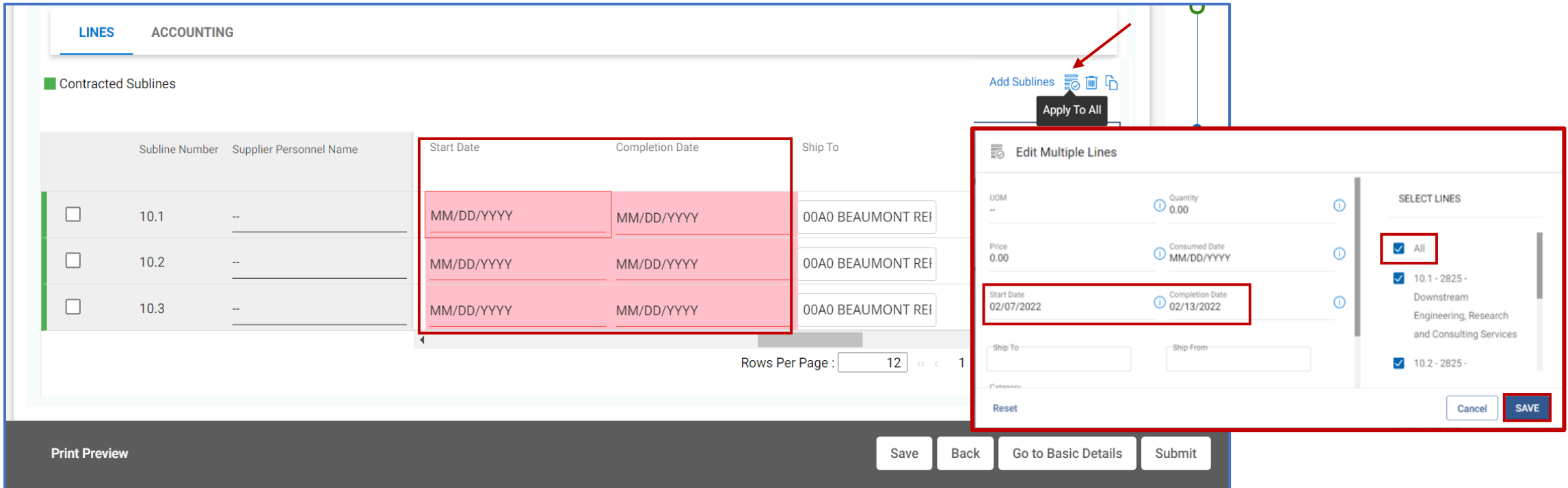
Contracted Sublines

Add Sublines

	Subline Number	Supplier Personnel Name	Description	Supplier Item Number	Item Number	Short Name
<input type="checkbox"/>	10.1	--	2825 - Downstream Engineer...	000000000008309584	--	Labor-ST-Shop Rates
<input type="checkbox"/>	10.2	--	2825 - Downstream Engineer...	000000000008309586	--	Labor-OT-Shop Rates
<input type="checkbox"/>	10.3	--	2825 - Downstream Engineer...	000000000008309589	--	Mileage

Rows Per Page : 12 << < 1 > >>

- 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



The screenshot displays the 'Service Confirmation' interface. At the top, there are tabs for 'LINES' and 'ACCOUNTING'. Below the tabs, a section titled 'Contracted Sublines' contains a table with three rows of sublines. Each row has a checkbox, a subline number (10.1, 10.2, 10.3), a supplier personnel name (indicated by a dash), and a 'Ship To' field (00A0 BEAUMONT REI). The 'Start Date' and 'Completion Date' columns are highlighted in pink and contain the placeholder 'MM/DD/YYYY'. A red arrow points to the 'Apply To All' icon in the top right corner of the table. Below the table, there is a 'Rows Per Page' dropdown set to 12. On the right side, an 'Edit Multiple Lines' modal is open. It shows fields for 'UOM', 'Quantity', 'Price', 'Consumed Date', 'Start Date', and 'Completion Date'. The 'Start Date' and 'Completion Date' fields are highlighted in pink and contain the dates '02/07/2022' and '02/13/2022' respectively. On the right side of the modal, there is a 'SELECT LINES' section with a list of lines. The 'All' option is selected, and the list includes '10.1 - 2825 - Downstream Engineering, Research and Consulting Services' and '10.2 - 2825 -'. At the bottom of the modal, there are 'Cancel' and 'SAVE' buttons. At the bottom of the main interface, there is a 'Print Preview' button and a row of buttons: 'Save', 'Back', 'Go to Basic Details', and 'Submit'.

Subline Number	Supplier Personnel Name	Start Date	Completion Date	Ship To
<input type="checkbox"/> 10.1	--	MM/DD/YYYY	MM/DD/YYYY	00A0 BEAUMONT REI
<input type="checkbox"/> 10.2	--	MM/DD/YYYY	MM/DD/YYYY	00A0 BEAUMONT REI
<input type="checkbox"/> 10.3	--	MM/DD/YYYY	MM/DD/YYYY	00A0 BEAUMONT REI

Rows Per Page : 12 << < 1

Edit Multiple Lines

UOM: -- Quantity: 0.00

Price: 0.00 Consumed Date: MM/DD/YYYY

Start Date: 02/07/2022 Completion Date: 02/13/2022

Ship To: Ship From:

Reset

Cancel SAVE

Print Preview Save Back Go to Basic Details Submit

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)
<input type="checkbox"/> 10.1	--	Rate Based Service	hour	2.00	65.00
<input type="checkbox"/> 10.2	--	Rate Based Service	hour	1.00	112.50
<input type="checkbox"/> 10.3	--	Rate Based Service	Miles	77.00	1.00

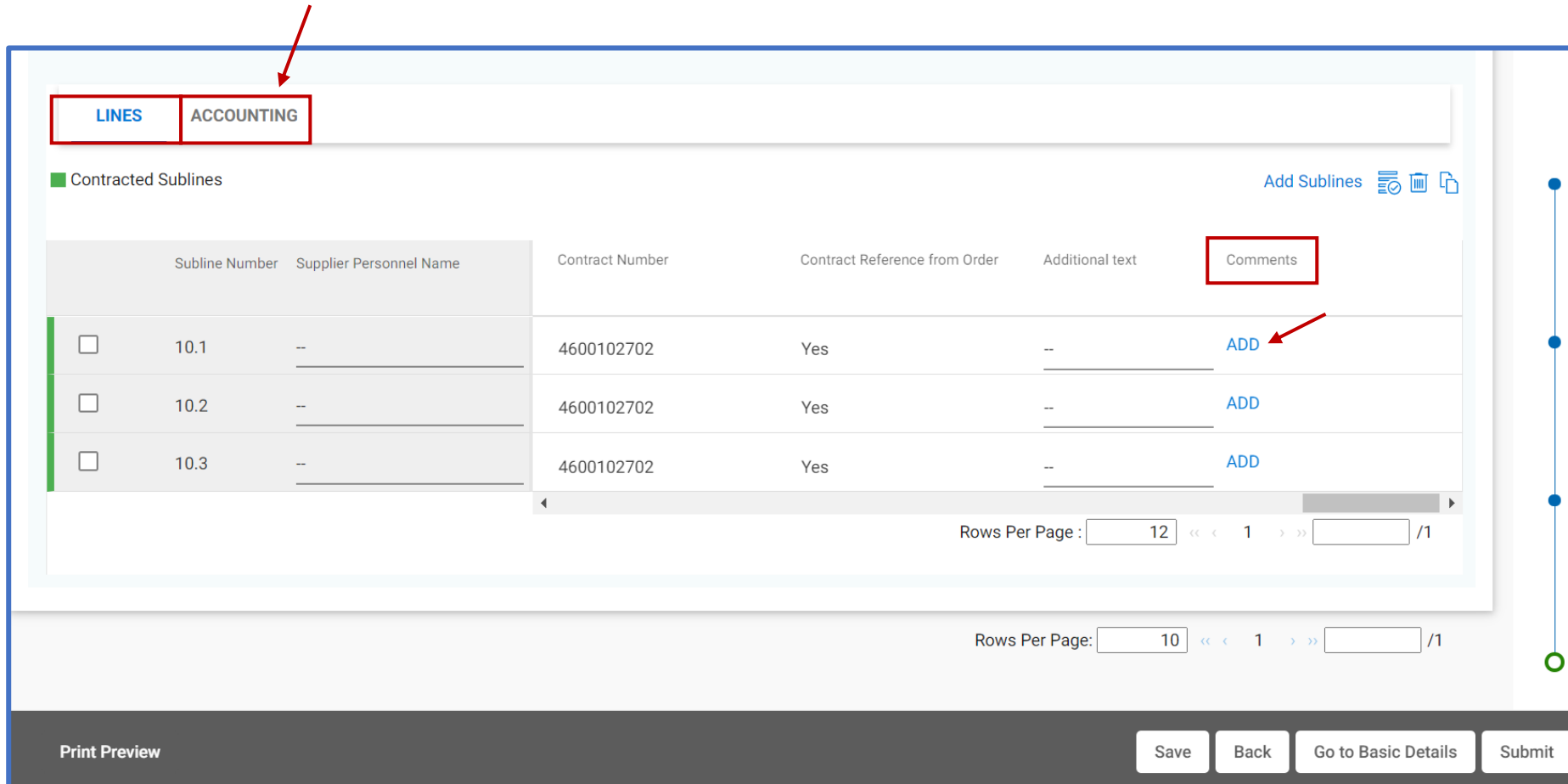
Rows Per Page: 12 << < 1 > >> /1

Rows Per Page: 10 << < 1 > >> /1

Print Preview

Save Back Go to Basic Details Submit

- 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



The screenshot displays the 'Service Confirmation: Create SC – Sublines' interface. At the top, there are two tabs: 'LINES' and 'ACCOUNTING'. A red arrow points to the 'LINES' tab. Below the tabs, there is a section titled 'Contracted Sublines' with a green square icon. To the right of this section are icons for 'Add Sublines', a list, a trash can, and a copy icon. The main area contains a table with the following columns: Subline Number, Supplier Personnel Name, Contract Number, Contract Reference from Order, Additional text, and Comments. The 'Comments' column has a red box around it, and a red arrow points to the 'ADD' button in the first row of the table. The table has three rows of data, each with a checkbox in the first column and an 'ADD' button in the last column. Below the table, there is a pagination bar showing 'Rows Per Page: 12' and navigation buttons. At the bottom of the interface, there is a 'Print Preview' button and a row of buttons: 'Save', 'Back', 'Go to Basic Details', and 'Submit'.

	Subline Number	Supplier Personnel Name	Contract Number	Contract Reference from Order	Additional text	Comments
<input type="checkbox"/>	10.1	--	4600102702	Yes	--	ADD
<input type="checkbox"/>	10.2	--	4600102702	Yes	--	ADD
<input type="checkbox"/>	10.3	--	4600102702	Yes	--	ADD

Rows Per Page: 12 << < 1 > >> /1

Rows Per Page: 10 << < 1 > >> /1

Print Preview

Save Back Go to Basic Details Submit



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)

LINES		ACCOUNTING					
Contracted Sublines							
	Subline Number	Supplier Personnel Name	Manufacturer Part Number	Contract Number	Contract Reference from Order	Additional text	Comments
<input type="checkbox"/>	10.1	--	00010	4600102702	Yes	--	ADD

Service Confirmation: Canada Tax (S8P/ERS)



- 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'

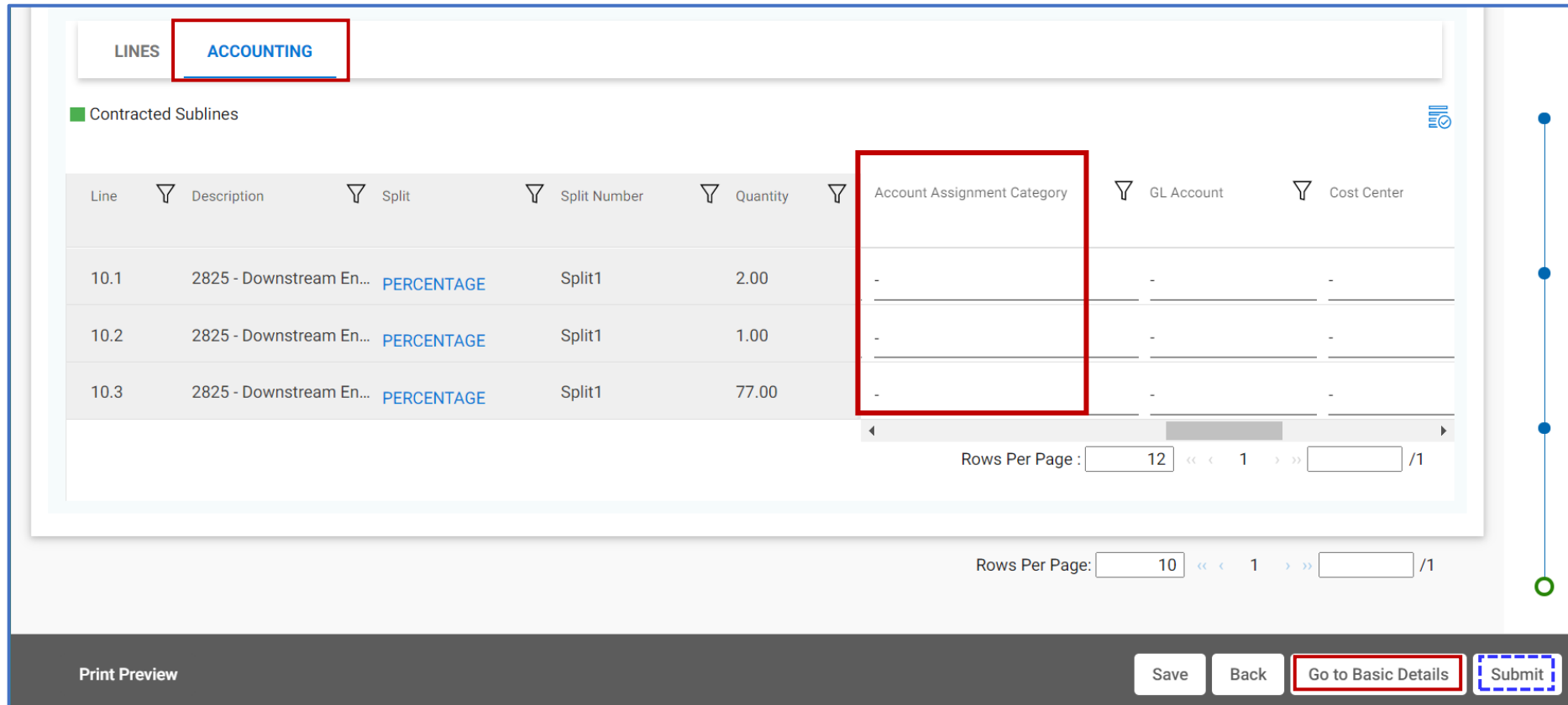
Note: If you add a new comment after the tax details are posted, the tax details must be retyped at the beginning of the comment box, then followed by your additional comments.

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.

The screenshot shows the 'COMMENT' section of a SAP interface. It contains a list of items on the left, a text input area in the center, and a 'Share With' dropdown at the bottom left. The 'Post' button is at the bottom right. Red boxes highlight the following elements:

- The 'Service Confirmation' item in the list, which includes the ID 'SC-03:22-05883'.
- The text input area containing 'TAX:TS Overtime to cover mechanical issue.'
- The 'Share With' dropdown menu, which is currently set to 'Internal Users an...'.
- The 'Post' button.

- View the 'Account Assignment Category' column
- If the field in this column displays '**U-Unknown**', 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'



Line	Description	Split	Split Number	Quantity	Account Assignment Category	GL Account	Cost Center
10.1	2825 - Downstream En...	PERCENTAGE	Split1	2.00	-	-	-
10.2	2825 - Downstream En...	PERCENTAGE	Split1	1.00	-	-	-
10.3	2825 - Downstream En...	PERCENTAGE	Split1	77.00	-	-	-

Rows Per Page: 12 << < 1 > >> /1

Rows Per Page: 10 << < 1 > >> /1

Print Preview

Save Back **Go to Basic Details** Submit

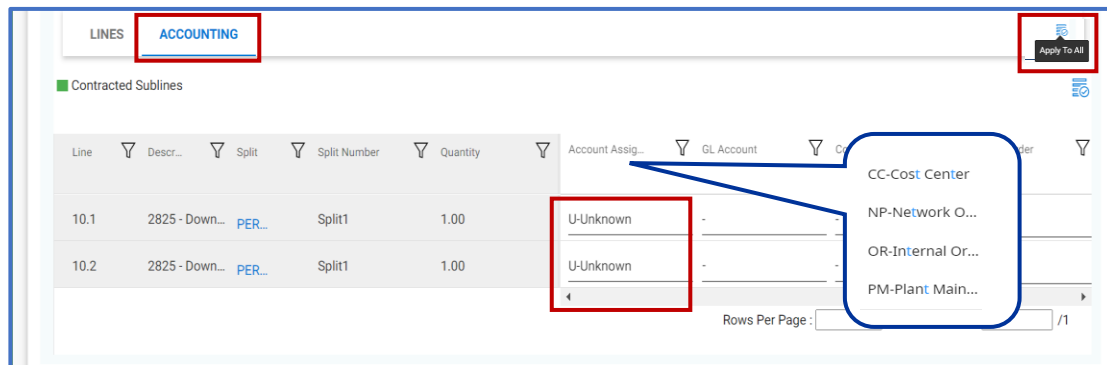
- When the Account Assignment Category displays 'U-Unknown' on the Accounting tab, it means that the charge codes will vary for each service. **The Supplier is required to obtain this Accounting information from the EM Service contact for the specific services provided corresponding to each SC submission.**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

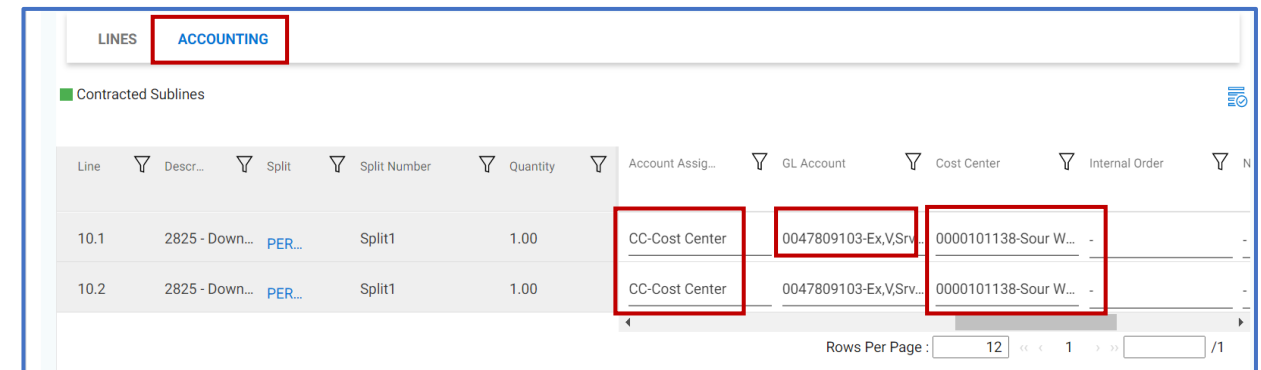
Accounting details required for Unassigned POs include:

- Account Assignment Category (Cost Center, Network Order, Internal Order, Plant Maintenance)
- Cost object keyed in the appropriate column

Plant
Maintenance =
'Work Order'



Line	Descr...	Split	Split Number	Quantity	Account Assign...	GL Account	Cost Center	Internal Order
10.1	2825 - Down...	PER...	Split1	1.00	U-Unknown			
10.2	2825 - Down...	PER...	Split1	1.00	U-Unknown			



Line	Descr...	Split	Split Number	Quantity	Account Assign...	GL Account	Cost Center	Internal Order
10.1	2825 - Down...	PER...	Split1	1.00	CC-Cost Center	0047809103-Ex,V,Srv...	0000101138-Sour W...	
10.2	2825 - Down...	PER...	Split1	1.00	CC-Cost Center	0047809103-Ex,V,Srv...	0000101138-Sour W...	

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'

← SC-02:22-05822 Draft 319.50 USD Comments More

Go To Line Details

Service Confirmation Number
SC-02:22-05822

Service Confirmation Name *
ServiceConfirmation3 for AMB_441093620

Supplier Service Confirmation Number *
8339

Description
MW0223 Supplier Training

Order Number
AM4410936209

Order Name
AMB_4410936209

Currency
USD

Supplier Code
50025658

Supplier Name

Field Supervisor
Molly Wilson (molly....)

Work Location

Created By

Created On *
02/23/2022

Purchase Type
Standard Services

Enter Tax At *
Line

Tax (USD)
0.00

Additional Approver(s)
Select

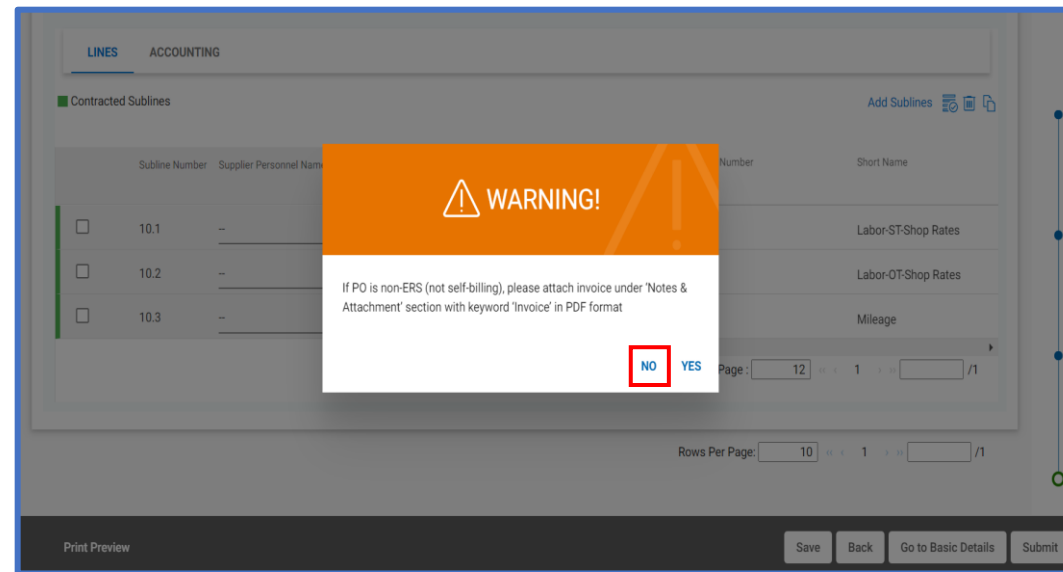
External Id

Local Reference Number

Print Preview Save Next Submit

Upon submission, you will receive this warning message

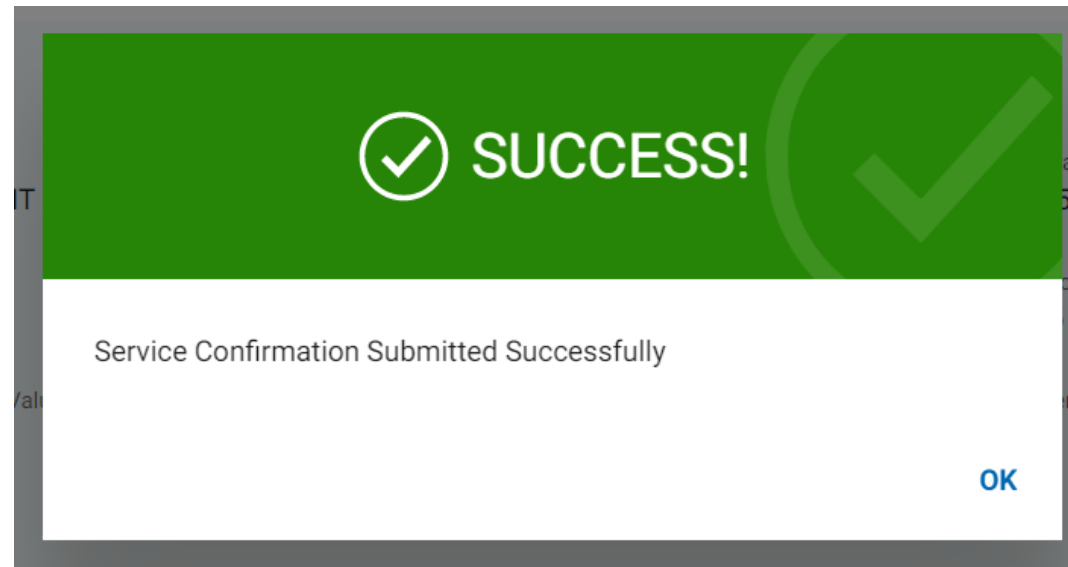
- If you are an ERS supplier, please do not attach any invoice, since will be automatically generated by the system once the SC is approved (manually adding an invoice will generate a delay in the payment).
- If you are not set up for ERS (Automatic Self-Billing), you are required to include your company 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



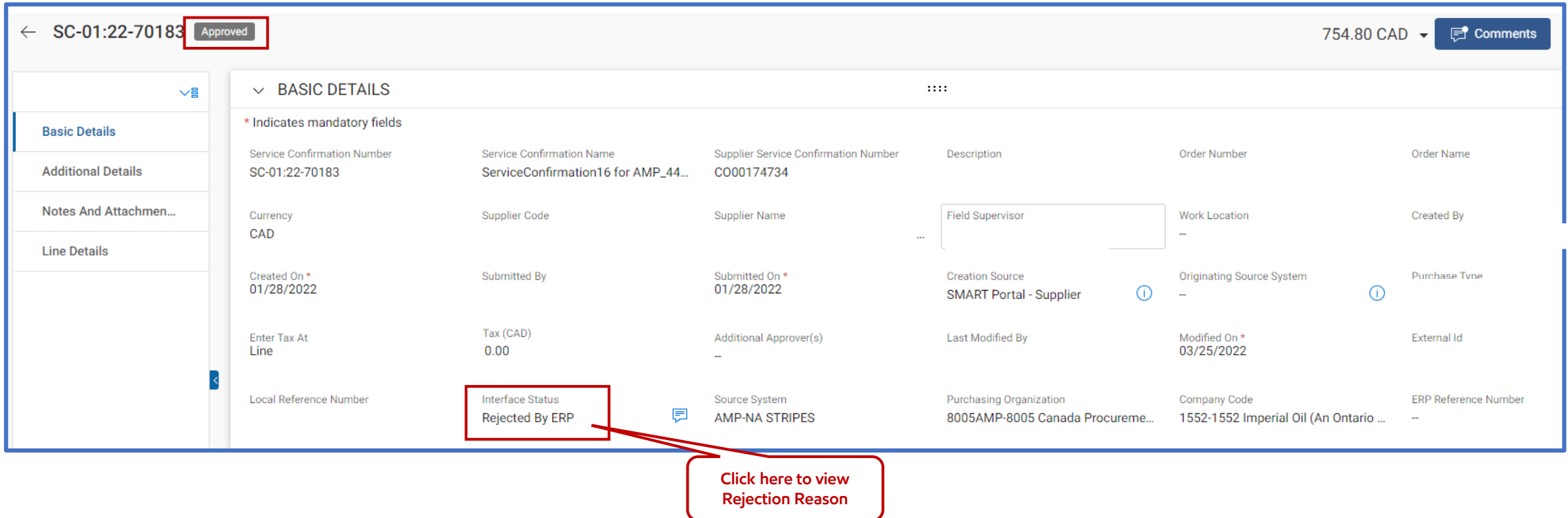
The screenshot displays a web application interface with a warning message overlay. The background shows a table with columns for 'Subline Number', 'Supplier Personnel Name', and 'Short Name'. The table lists three sublines: 10.1, 10.2, and 10.3. The 'Short Name' column contains 'Labor-ST-Shop Rates', 'Labor-OT-Shop Rates', and 'Mileage'. The warning message is an orange box with a white triangle icon and the text 'WARNING!'. Below the warning, it says: 'If PO is non-ERS (not self-billing), please attach invoice under "Notes & Attachment" section with keyword "Invoice" in PDF format'. At the bottom of the warning box are two buttons: 'NO' (highlighted with a red square) and 'YES'. The interface also includes a 'Print Preview' button at the bottom left and 'Save', 'Back', 'Go to Basic Details', and 'Submit' buttons at the bottom right.

- 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](#))



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).



← SC-01:22-70183 **Approved** 754.80 CAD [Comments](#)

Basic Details

* Indicates mandatory fields

Service Confirmation Number	Service Confirmation Name	Supplier Service Confirmation Number	Description	Order Number	Order Name
SC-01:22-70183	ServiceConfirmation16 for AMP_44...	C000174734			
Currency	Supplier Code	Supplier Name	Field Supervisor	Work Location	Created By
CAD				--	
Created On *	Submitted By	Submitted On *	Creation Source	Originating Source System	Purchase Type
01/28/2022		01/28/2022	SMART Portal - Supplier	--	
Enter Tax At Line	Tax (CAD)	Additional Approver(s)	Last Modified By	Modified On *	External Id
	0.00	--		03/25/2022	
Local Reference Number	Interface Status	Source System	Purchasing Organization	Company Code	ERP Reference Number
	Rejected By ERP	AMP-NA STRIPES	8005AMP-8005 Canada Procureme...	1552-1552 Imperial Oil (An Ontario ...	--

Click here to view Rejection Reason

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

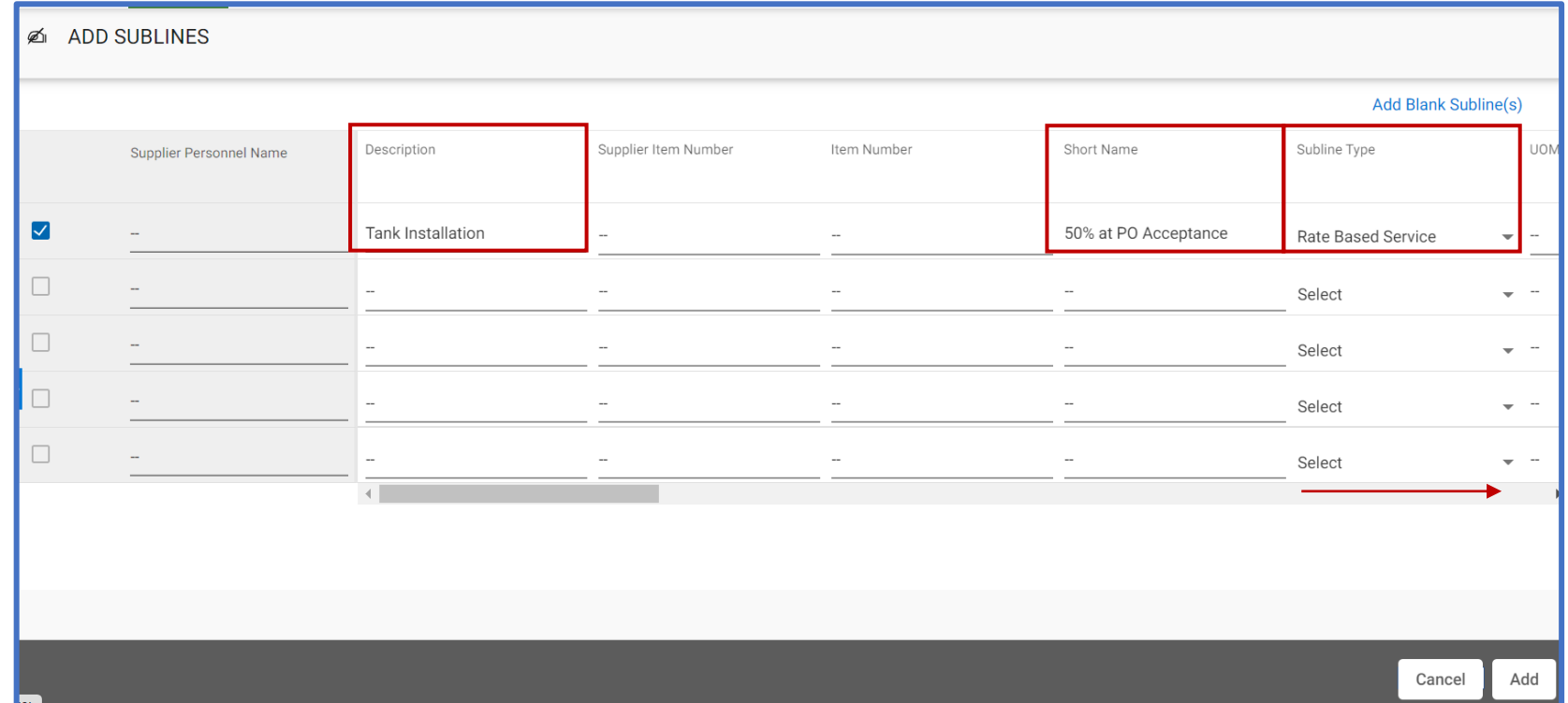
- Note: If you are simply missing a **service number** from your [available catalog items](#), do not use Blank Sublines to submit your charges. If this happens, you should contact us via [EM Supplier Portal](#) -> Service confirmation support to request the Service Number be added/resent to your GEP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

-
- The screenshot shows the 'ADD SUBLINES' dialog box. The dialog has a title bar with a pencil icon and the text 'ADD SUBLINES'. Below the title bar, there is a table with the following columns: 'Selected Subline(s)', 'Supplier Personnel Name', 'Description', 'Supplier Item Number', 'Item Number', and 'Short Name'. The 'Add Blank Subline(s)' button is highlighted with a red box. The 'Add Sublines' button on the main screen is also highlighted with a red box.

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



The screenshot shows the 'ADD SUBLINES' interface. The table has columns: Supplier Personnel Name, Description, Supplier Item Number, Item Number, Short Name, Subline Type, and UOM. The first row is selected, and its fields are highlighted with red boxes: Description (containing 'Tank Installation'), Short Name (containing '50% at PO Acceptance'), and Subline Type (a dropdown menu showing 'Rate Based Service'). A red arrow points to the right side of the table, indicating that more fields are available but not visible in the current view. The bottom of the form has 'Cancel' and 'Add' buttons.

Supplier Personnel Name	Description	Supplier Item Number	Item Number	Short Name	Subline Type	UOM
<input checked="" type="checkbox"/>	Tank Installation	--	--	50% at PO Acceptance	Rate Based Service	--
<input type="checkbox"/>	--	--	--	--	Select	--
<input type="checkbox"/>	--	--	--	--	Select	--
<input type="checkbox"/>	--	--	--	--	Select	--
<input type="checkbox"/>	--	--	--	--	Select	--

- Scroll to the right to continue entering 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

Continue keying/selecting the required fields

ADD SUBLINES

[Add Blank Subline\(s\)](#)

Supplier Personnel Name	Subline Type	UOM	Quantity	Price (USD)	Line Value (USD)	Tax
<input checked="" type="checkbox"/> --	Rate Based Service	▼ each	1.00	750.00	750.00	0.00
<input type="checkbox"/> --	Select	▼ --	0.00	0.00	0.00	0.00
<input type="checkbox"/> --	Select	▼ --	0.00	0.00	0.00	0.00
<input type="checkbox"/> --	Select	▼ --	0.00	0.00	0.00	0.00
<input type="checkbox"/> --	Select	▼ --	0.00	0.00	0.00	0.00

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

Supplier Personnel Name	Consumed Date	Start Date	Completion Date
<input checked="" type="checkbox"/> --	--	02/01/2022	02/28/2022

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 #

LINE DETAILS

LINE

Line (1)

Indicates mandatory fields

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

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

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

ADD SUBLINES

Selected Subline(s) 1

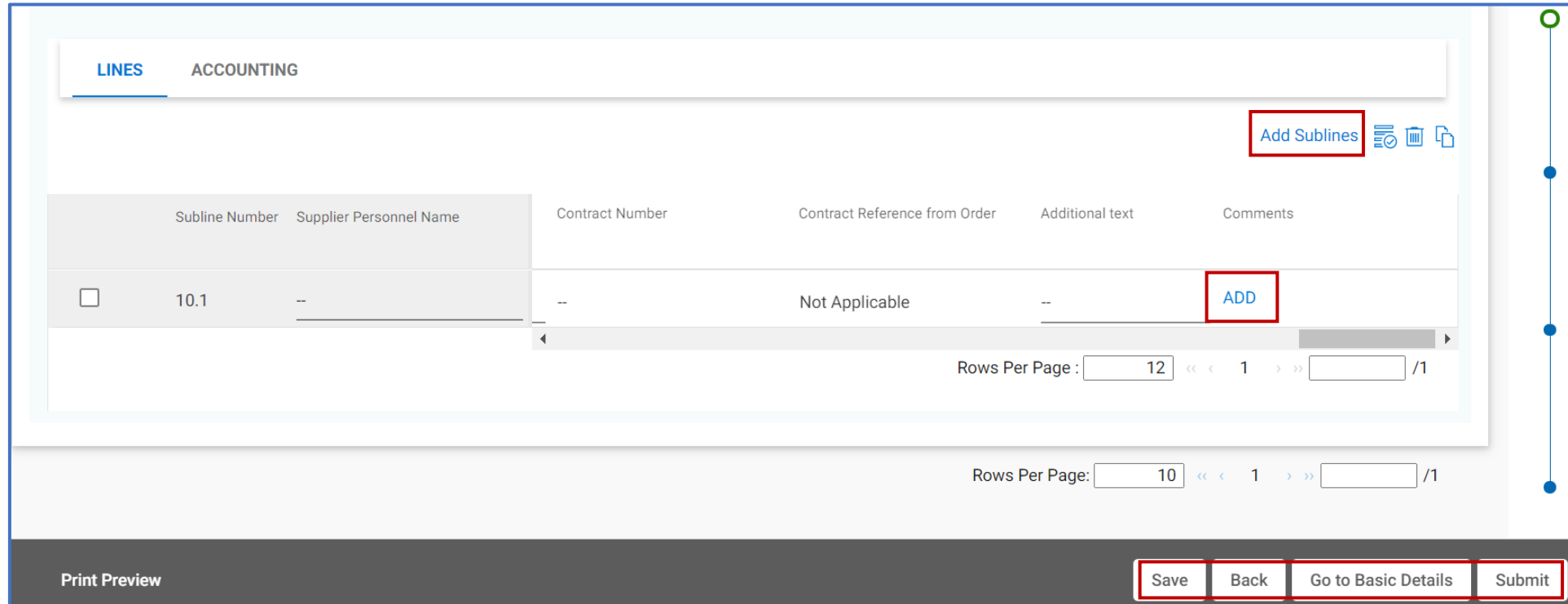
Add Blank Subline(s)

	Supplier Personnel Name	Category	Manufacturer Name	Manufacturer Part Number	Additional text
<input checked="" type="checkbox"/>	--	2885	--	--	--
<input type="checkbox"/>	--	Select	--	--	--
<input type="checkbox"/>	--	Select	--	--	--
<input type="checkbox"/>	--	Select	--	--	--
<input type="checkbox"/>	--	Select	--	--	--

Cancel

Add

- 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



The screenshot displays the 'LINES' tab of a Service Confirmation (SC) interface. The interface is divided into two main sections: 'LINES' and 'ACCOUNTING'. The 'LINES' section contains a table with the following columns: Subline Number, Supplier Personnel Name, Contract Number, Contract Reference from Order, Additional text, and Comments. A single row is visible in the table with the following data: Subline Number 10.1, Supplier Personnel Name --, Contract Number --, Contract Reference from Order Not Applicable, Additional text --, and Comments. The 'Comments' column has an 'ADD' button. Above the table, there is an 'Add Sublines' button. Below the table, there are pagination controls showing 'Rows Per Page: 12' and '1 / 1'. At the bottom of the interface, there are four buttons: 'Save', 'Back', 'Go to Basic Details', and 'Submit'. The 'Save' button is highlighted with a red border.

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)

SC-03:22-05894
Draft

0.00 USD

6 Error Counts - Line 100002: Quantity field should not be blank

Line Details

100002. Labor-STService Technician

Line Type: Rate Based Service
UOM: HOUR
Line Total (USD): 0.00
Consumed Date: --
Contracted Subline Value (USD): 0.00
Non Contracted Subline Value (USD): 0.00
Additional text: --

Quantity: 0.00
Price (USD): 85.00
Line Value (USD): 0.00
Tax (USD): 0.00
Start Date: MM/DD/YYYY
Completion Date: MM/DD/YYYY
Category: 2825
Contract Number: --
Reference Invoice Number: --
Reference Invoice Status: --

00A0 BEAUMONT REFINERY:MPP:3862 1795 Burt Street,Beaumont,Texas,USA

ACCOUNTING

Line	Description	Split	Split Number	Quantity	Split Value	Taxes	Split Total	Requester	Source System *	Purchasing Org...	Company Code *	Plant *	Account Assig...	GL Account
100002	Labor-STService Tech...	PERCENTAGE	Split1	0.00	0.00	0.00	0.00	Bickshal Exxon UAT NON SS...	AMB-NA STRIPES	0001AMB-0001 US P...	3862-3862 ExxonMo...	00A0-00A0 BEAUMO...	-	-

100003. Labor-OT-Shop Rates

Line Type: Rate Based Service
UOM: HOUR
Line Total (USD): 0.00
Consumed Date: --
Contracted Subline Value (USD): 0.00
Non Contracted Subline Value (USD): 0.00
Additional text: --

Quantity: 0.00
Price (USD): 112.50
Line Value (USD): 0.00
Tax (USD): 0.00
Start Date: MM/DD/YYYY
Completion Date: MM/DD/YYYY
Category: 2825
Contract Number: --
Reference Invoice Number: --
Reference Invoice Status: --

00A0 BEAUMONT REFINERY:MPP:3862 1795 Burt Street,Beaumont,Texas,USA

Print Preview

Save Back Go to Basic Details Submit

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

SC-03:22-05894 425.00 USD

3 Error Counts - Line 100003: Quantity field should not be blank

Go To Basic Details

Line Details

100002. Labor-ST-Service Technician

Rate Based Service

UOM: HOUR

Quantity: 5.00 Price (USD): 85.00 Line Value (USD): 425.00 Tax (USD): 0.00

Start Date: 02/21/2022 Completion Date: 02/27/2022

Ship To: 00A0 BEAUMONT REFINERY:MPP-3862 Ship To Address: 1795 Burt Street,Beaumont,Texas,USA

Category: 2825

Contract Number: --

Reference Invoice Number: --

Reference Invoice Status: --

ACCOUNTING

Line	Description	Split	Split Number	Quantity	Split Value	Taxes	Split Total	Requester	Source System *	Purchasing Org...	Company Code *	Plant *	Account Assig...	GL Account
100002	Labor-ST-Service Tech...	PERCENTAGE	Split1	5.00	425.00	0.00	425.00	Bickshal Exxon UAT NON SS...	AMB-NA STRIPES	0001AMB-0001 US P...	3862-3862 ExxonMo...	00A0-00A0 BEAUMO...	-	-

100003. Labor-OT-Shop Rates

Rate Based Service

UOM: HOUR

Quantity: 0.00 Price (USD): 112.50 Line Value (USD): 0.00 Tax (USD): 0.00

Start Date: MM/DD/YYYY Completion Date: MM/DD/YYYY

Ship To: 00A0 BEAUMONT REFINERY:MPP-3862 Ship To Address: 1795 Burt Street,Beaumont,Texas,USA

Category: 2825

Contract Number: --

Reference Invoice Number: --

Reference Invoice Status: --

ACCOUNTING

Print Preview

Save Back Go To Basic Details Submit

Service Confirmation: Create SC – Planned PO



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

← SC-03:22-05894 Draft

425.00 USD Comments More

Line Details

100002. Labor-ST-Service Technician

Line Type
Rate Based Service

Line Total (USD)
425.00

Contracted Subline Value (USD)
0.00

Additional text
--

UOM
HOUR

Consumed Date
--

Non Contracted Subline Value (USD)
0.00

Start Date *
02/21/2022

Completion Date *
02/27/2022

Ship To
00A0 BEAUMONT REFINERY:MPP:3862

Ship To Address
1795 Burt Street,Beaumont,Texas,USA

Price (USD)
85.00

Line Value (USD)
425.00

Tax (USD)
0.00

Category
2825

Reference Invoice Number
--

Contract Number
--

Reference Invoice Status
--

ACCOUNTING

Line	Description	Split	Split Number	Quantity	Split Value	Taxes	Split Total	Requester	Source System *	Purchasing Org...	Company Code *	Plant *	Account Assig...	GL Account	Cost C
100002	Labor-ST-Service Tech...	PERCENTAGE	Split1	5.00	425.00	0.00	425.00	Bickshal Exxon UAT NON SS...	AMB-NA STRIPES	0001AMB-0001 US P...	3862-3862 ExxonMo...	00A0-00A0 BEALIMO...	-	-	-

Rows Per Page: 10 1 /1

Print Preview

Save Back Go to Basic Details Submit

Service Confirmation: Create SC – Multi-Line PO



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

SC-03:22-05969 Draft 0.00 USD Comments More

14 Error Counts - Line 10: Price field should not be blank

Line Details

10. test

Line Type: Amount Based Service

UOM: PERFORMANCE UNIT

Quantity: 1.00

Price (USD): 0.00

Line Value (USD): 0.00

Tax (USD): 0.00

Line Total (USD): 0.00

Consumed Date: --

Start Date: --

Completion Date: --

Category: 2825

Contract Number: 4600102702

Contracted Subline Value (USD): 0.00

Non Contracted Subline Value (USD): 0.00

Ship To: 00A0 BEAUMONT REFINERY/MPP-3862

Ship To Address: 1795 Burt Street, Beaumont, Texas, USA

Reference Invoice Number: --

Reference Invoice Status: --

Additional text: --

LINES ACCOUNTING

Add Sublines

20. test

Line Type: Amount Based Service

UOM: PERFORMANCE UNIT

Quantity: 1.00

Price (USD): 0.00

Line Value (USD): 0.00

Tax (USD): 0.00

Line Total (USD): 0.00

Consumed Date: --

Start Date: --

Completion Date: --

Category: 2825

Contract Number: 4600102702

Contracted Subline Value (USD): 0.00

Non Contracted Subline Value (USD): 0.00

Ship To: 00A0 BEAUMONT REFINERY/MPP-3862

Ship To Address: 1795 Burt Street, Beaumont, Texas, USA

Reference Invoice Number: --

Reference Invoice Status: --

Additional text: --

LINES ACCOUNTING

Add Sublines

- 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

200002. Labor-ST-Service Technician

Line Type: Rate Based Service
UOM: HOUR
Line Total (USD): 0.00
Contracted Subline Value (USD): 0.00
Non Contracted Subline Value (USD): 0.00
Additional text: --

Quantity: 0.00
Price (USD): 85.00
Line Value (USD): 0.00
Tax (USD): 0.00
Start Date: MM/DD/YYYY
Completion Date: MM/DD/YYYY
Category: 2825
Contract Number: --
Reference Invoice Number: --

00A0 BEAUMONT REFINERY:MPP-3862
1795 Burt Street, Beaumont, Texas, USA

ACCOUNTING

Line	Description	Split	Split Number	Quantity	Split Value	Taxes	Split Total	Requester	Source System *	Purchasing Org...	Company Code *	Plant *	Account A
200002	Labor-ST-Service Tech...	PERCENTAGE	Split1	0.00	0.00	0.00	0.00	Agnes Eder	AMB-NA STRIPES	0001AMB-0001 US P...	3862-3862 ExxonMo...	00A0-00A0 BEAUMO...	-

200003. Labor-OT-Shop Rates

Line Type: Rate Based Service
UOM: HOUR
Line Total (USD): 0.00
Contracted Subline Value (USD): 0.00
Non Contracted Subline Value (USD): 0.00
Additional text: --

Quantity: 0.00
Price (USD): 112.50
Line Value (USD): 0.00
Tax (USD): 0.00
Start Date: MM/DD/YYYY
Completion Date: MM/DD/YYYY
Category: 2825
Contract Number: --
Reference Invoice Number: --

00A0 BEAUMONT REFINERY:MPP-3862
1795 Burt Street, Beaumont, Texas, USA

ACCOUNTING

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

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'



Service Confirmation: Create SC from Copy



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'

The screenshot shows the 'Additional Details' section of a Service Confirmation form. At the top, there is a header bar with a back arrow, the identifier 'SC-03:22-05983', a 'Draft' status, the amount '110.00 USD', a 'Comments' button, and a 'More' menu. Below the header, the 'ADDITIONAL DETAILS' section is expanded. It contains three input fields: 'Invoice Date' with the value '02/15/2022', 'Posting Date', and 'Final Entry'. The 'Invoice Date' field is highlighted with a red border. At the bottom of the form, there is a 'Print Preview' button and a navigation bar with 'Save', 'Back', 'Next' (highlighted with a red border), and 'Submit' buttons.

- 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'

The screenshot shows the 'Notes and Attachments' section of the Service Confirmation form. The header bar is identical to the previous screenshot. The main content area is titled 'NOTES AND ATTACHMENTS' and contains three large icons: 'File Upload' (a square with an upward arrow), 'Notes' (a stack of papers), and 'External Link' (a chain link). At the bottom, there is a 'Print Preview' button and a navigation bar with 'Save', 'Back', 'Next' (highlighted with a blue border), and 'Submit' buttons.

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

Line Details

10. PM on Lincoln Lubricator System

Line Type: Amount Based Service, UOM: PERFORMANCE UNIT, Quantity: 1.00, Price (USD): 110.00, Line Value (USD): 110.00, Tax (USD): 0.00

Line Total (USD): 110.00

Contracted Subline Value (USD): 85.00, Non Contracted Subline Value (USD): 25.00

Ship To: 00A0 BEAUMONT REFINERY.MPP:3862, Ship To Address: 1795 Burt Street, Beaumont, Texas, USA

Category: 2825, Contract Number: 4600102702

Additional text: --

LINES ACCOUNTING

Contracted Sublines

Subline Number	Supplier Personnel Name	Description	Supplier Item Number	Item Number	Short Name	Subline Type	UOM	Quantity
<input type="checkbox"/> 10.1	--	no ITEM NUMBER	--	--	--	Amount Based Service	EACH	1.00
<input type="checkbox"/> 10.2	--	2825 - Downstream Engineer...	00000000008309583	--	Labor-ST-Service Technician	Rate Based Service	HOURL	1.00

Rows Per Page: 12 / 1

Rows Per Page: 10 / 1

Print Preview Save Back Go to Basic Details Submit

Start Date Completion Date

MM/DD/YYYY MM/DD/YYYY

MM/DD/YYYY MM/DD/YYYY

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

Comments

ADD

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'

← SC-03:22-05983 Draft

195.00 USD Comments More

Line Details

10. PM on Linciln Lubricator System

Line Type
Amount Based Service

UOM
PERFORMANCE UNIT

Quantity
1.00

Price (USD)
195.00

Line Value (USD)
195.00

Tax (USD)
0.00

Line Total (USD)
195.00

Consumed Date
--

Start Date
--

Completion Date
--

Category
2825

Contract Number
4600102702

Contracted Subline Value (USD)
85.00

Non Contracted Subline Value (USD)
110.00

Ship To
00A0 BEAUMONT REFINERY:MPP:3862

Ship To Address
1795 Burt Street,Beaumont,Texas,USA

Reference Invoice Number
--

Reference Invoice Status
--

Additional text
--

LINES

ACCOUNTING

Contracted Sublines

Line	Description	Split	Split Number	Quantity	Split Value	Taxes	Split Total	F	Source System *	Purchasing Org...	Company Code *	Plant *	
10.1	nO ITEM NUMBER	PERCENTAGE	Split1	110.00	110.00	0.00	110.00		Marina...	AMB-NA STRIPES	0001AMB-0001 US P...	3862-3862 ExxonMo...	00A0-00A0 BI
10.2	2825 - Downstream En...	PERCENTAGE	Split1	1.00	85.00	0.00	85.00		Marina...	AMB-NA STRIPES	0001AMB-0001 US P...	3862-3862 ExxonMo...	00A0-00A0 BI

Rows Per Page: 12 1 /1

Print Preview

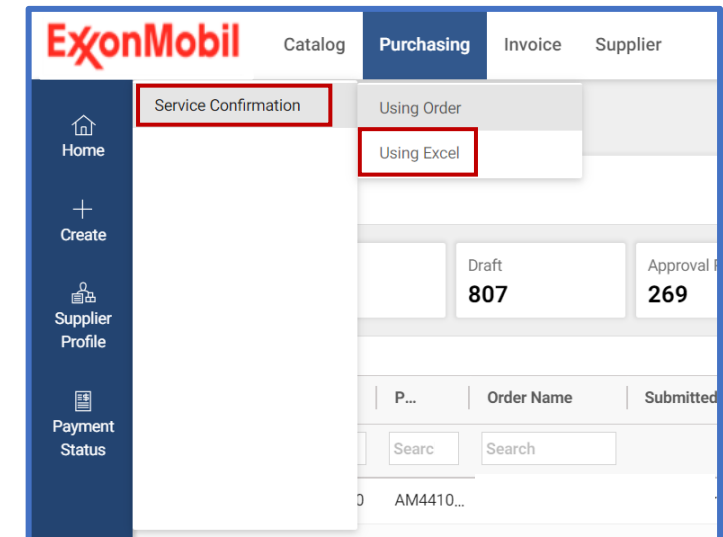
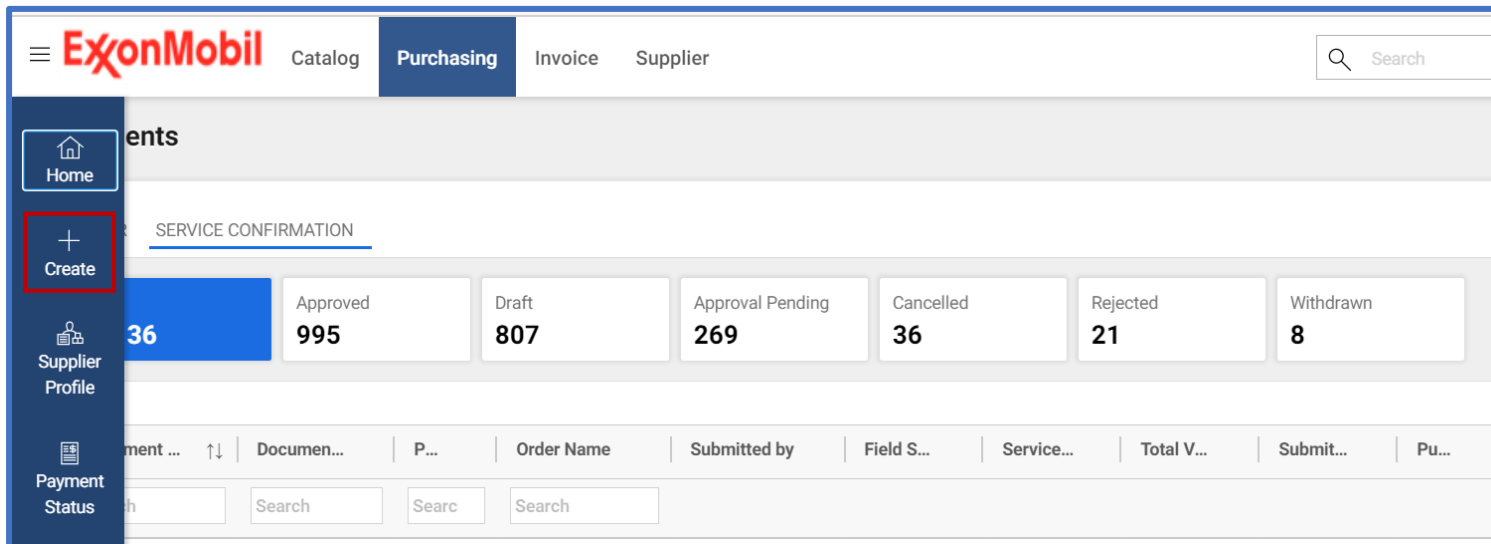
Save Back Go to Basic Details **Submit**

GEP 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

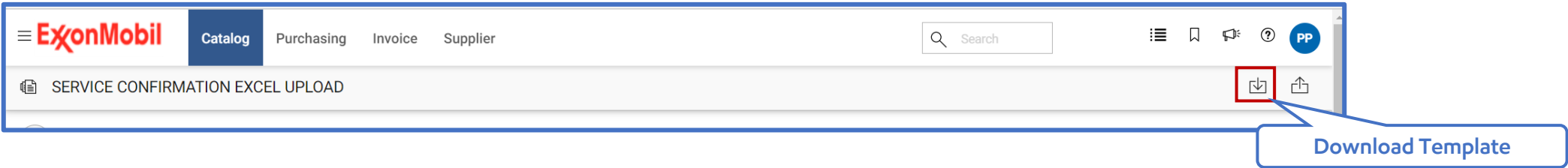
Note: there is a max 500 service lines that can be received



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



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

Service Confirmation: Mass Upload via Excel



SC Header

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

PO Information

			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.

Service Confirmation: Mass Upload via Excel



Service Information	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.



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		AM441XXXXXX	aprprovername@exxonmobil.com					1000002		Rate Based	1		06/30/2024	06/30/2024



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	AM441XXXXXX	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			

Service Confirmation: Mass Upload – Unplanned PO



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

Contract Limits

Other Limits

LINE DETAILS

1. Test Mixed K

Line Type
Amount Based Service

Line Total (USD)
256.61

Contracted Subline Value(USD)
142.61

Account Assignment Category
--

UOM
PERFORMANCE UNIT

Consumed Date
--

Non Contracted Subline Value(USD)
114.00

Quantity
1.00

Start Date
--

Ship To
--

Price (USD)
256.61

Completion Date
--

Ship To Address
--

Line Value (USD)
256.61

Category
2825

Reference Invoice Number
--

Tax (USD)
0.00

Contract Number
--

Reference Invoice Status
--

Contracted Sublines

Subline Numb...	Description	Supplier Item Number	Short Name	Subline Type	UOM	Quantity	Price (USD)	
<input type="checkbox"/>	1.1	2825 - Downstream Engine...	8309586	--	Rate Based Service	HOUR	1.00	0.11
<input type="checkbox"/>	1.2	2825 - Downstream Engine...	8309585	--	Rate Based Service	HOUR	1.00	142.50
<input type="checkbox"/>	1.3	test line 1	1234	--	Rate Based Service	HOUR	1.00	44.00
<input type="checkbox"/>	1.4	test line 2	12345	--	Rate Based Service	HOUR	1.00	66.00
<input type="checkbox"/>	1.5	test line 3	8309583	--	Rate Based Service	HOUR	2.00	1.00
<input type="checkbox"/>	1.6	test line 4	8309584	--	Rate Based Service	HOUR	2.00	1.00

Go To Basic Details

Add Sublines

Rows Per Page: 12 / 1

Service Confirmation: Mass Upload – Multiple Invoices



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 Entitv	Subline Accounting Entitv 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

Instructions:

Refer Group Name Master data to input the values in Group Name Column

Groups
Name
Project Category Approver
CPP Lead Approver Group
BKKPCA-USA
BKKPCA-CA
GY BSG SES Acceptors
Noble Sam Croft Wells Supervisors
Noble Sam Croft Wells Engineers
Bidding Center Team - BA
MEY Equipment
V:BS-MOH
Bidding center team - BKK
SRC-PCA
PCA INDIA NA
PCA.REF.ProcessTech
PCA.REF.SSM

► ...

Additional field(s)

Attachment(s)

Master Data

Location Master Data

Group Name Master Data

Action *	Basic Details Reference Numbe	Supplier Service Confirmation Number *	Service Confirmation Nam	Order Number *	Field Supervisor *	Group Name	Additional Approv	Header T	Header Commen
KEEP IN DRAFT	1	344517A	Labour	S84572713651-004		BKKPCA-USA			

Service Confirmation: Mass Upload – Attachments



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							

Attachment(s)

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.

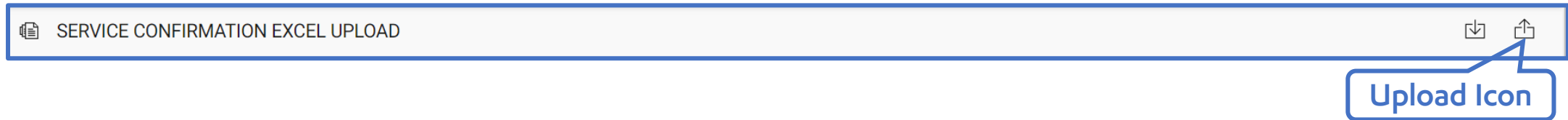
The file names in the Zip file must match the Attachment name listed in the Excel File

☐ Attachments_PDF11

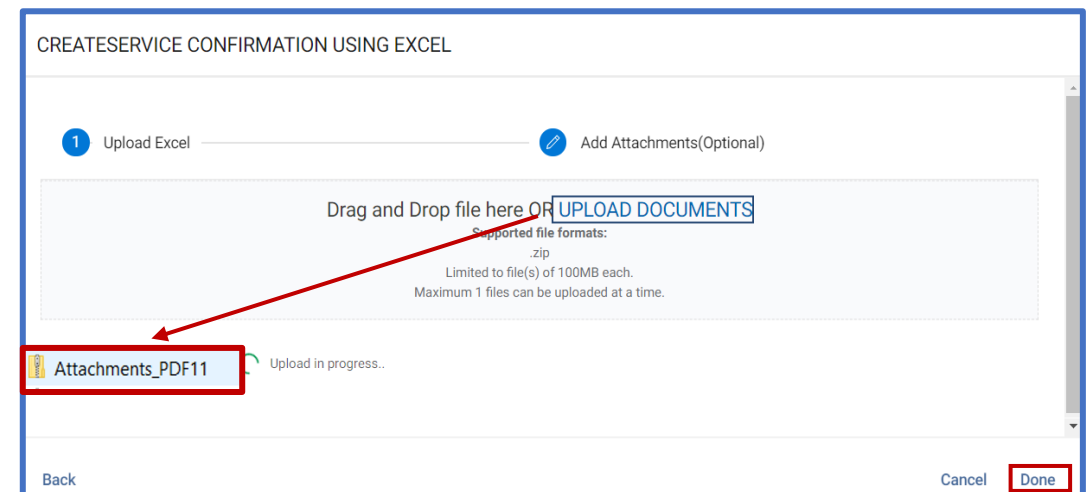
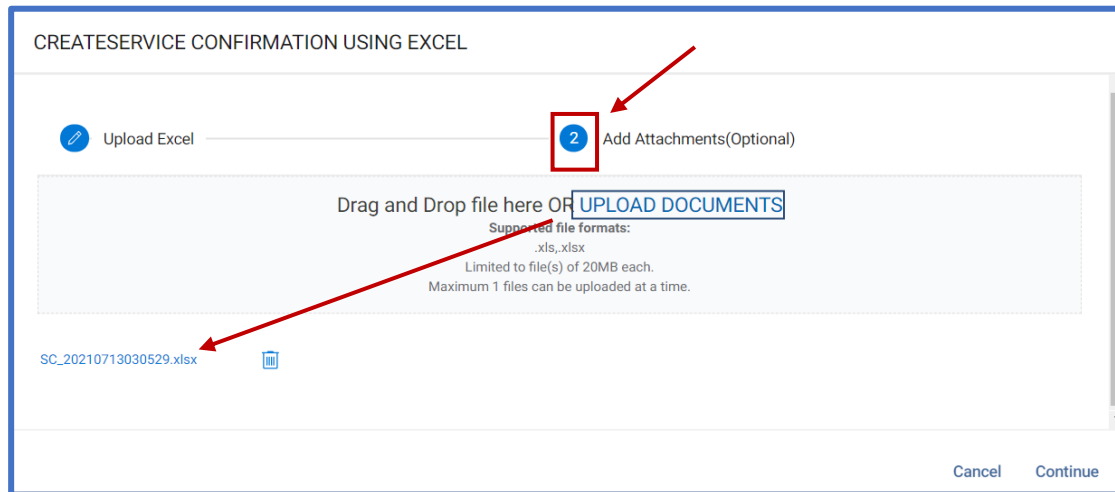
Invoice 32 test

Invoice test

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

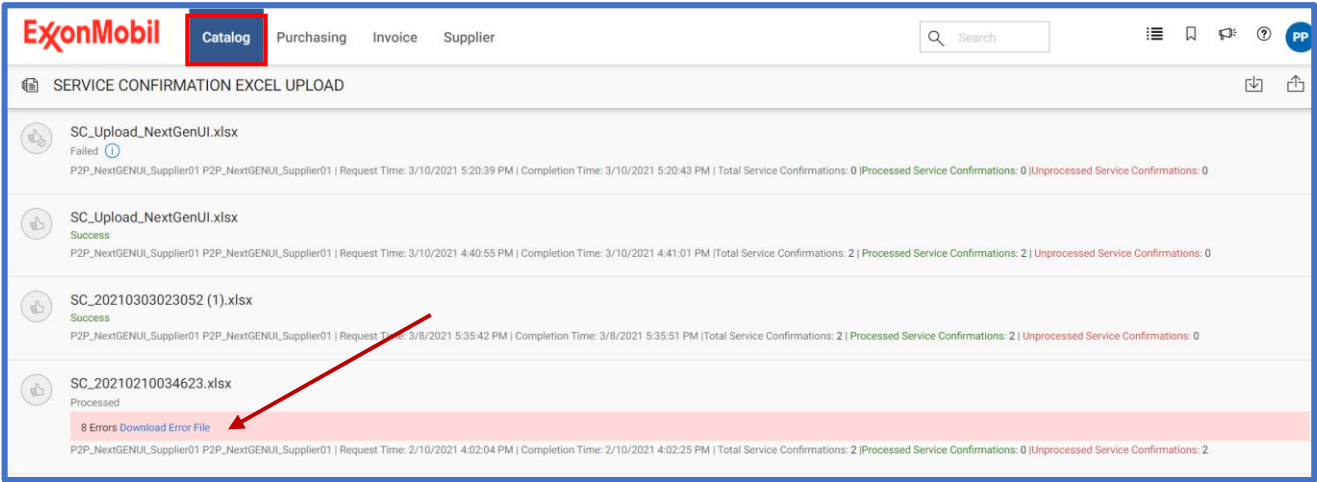


- Then you will either press 'Upload Documents' or Drag and Drop to retrieve the Excel File template
- After the Excel File is attached as shown on the left, then click on 'Add Attachments'
- Then again you will either press 'Upload Documents' or Drag and Drop to now retrieve the Zip file containing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



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



Subline Start Date**	Subline End Date**	Subline Category*	Subline Accounting Entity	Subline Accounting Entity Value	Subline Comments	Error Log
01/08/2022	01/14/2022	1	Plant Maintenance	000013727392		Incorrect Accounting entity., Incorrect Accounting entity., Incorrect Accounting entity., Incorrect Accounting entity.,

GEP Service Confirmation

Monitoring/Troubleshooting

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)

ExxonMobil Catalog Sourcing Contract **Purchasing** Invoice Supplier

Search

Documents

ORDER RETURN NOTE **SERVICE CONFIRMATION** ASN

All **3062** Approved **1322** Draft **1215** Approval Pending **407** Cancelled **57** Rejected **45** Withdrawn **16**

[Manage Attributes](#) [Filters](#)

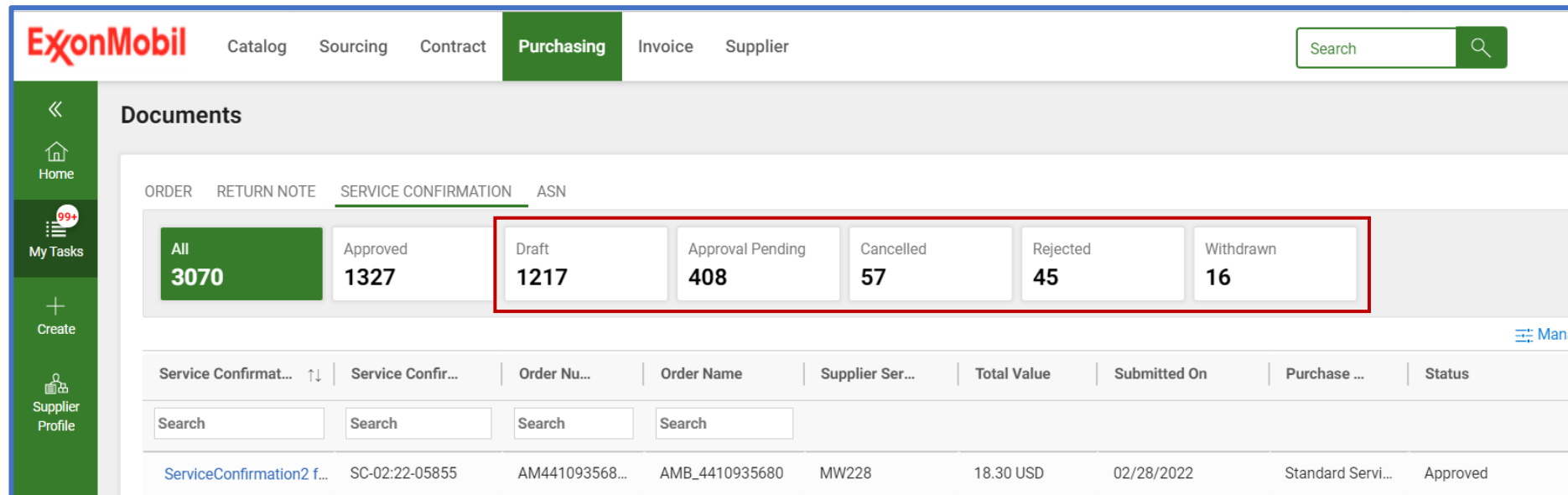
Service Confirmation Name	Service Confirmati...	Order Number	Field Supervisor	Supplier Ser...	Total Value	Submitted On
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>				
Service_Confirmation AUTO_202202281650...	SC-02:22-05844	AM4410698845-001	S2E_SC_BUYER02 ...	SupplierSCNumb...	241.85 USD	02/28/2022
Service_Confirmation AUTO_202202281656...	SC-02:22-05845	AM4410698798	S2E_SC_BUYER02 ...	SupplierSCNumb...	285.00 USD	02/28/2022
ServiceConfirmation2 for AMB_4410935680	SC-02:22-05855	AM4410935680-002	Molly Wilson	MW228	18.30 USD	02/28/2022

Click the link to view the actual SC details

Use to adjust column view

Use Filters to narrow results

- **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



The screenshot displays the ExxonMobil Purchasing portal. The top navigation bar includes links for Catalog, Sourcing, Contract, Purchasing (active), Invoice, and Supplier. A search bar is located on the right. The left sidebar contains navigation icons for Home, My Tasks (99+), Create, and Supplier Profile.

The main content area is titled 'Documents' and features a tabbed interface with 'ORDER', 'RETURN NOTE', 'SERVICE CONFIRMATION' (active), and 'ASN'. Below the tabs, a summary row shows counts for various SC statuses: All (3070), Approved (1327), Draft (1217), Approval Pending (408), Cancelled (57), Rejected (45), and Withdrawn (16). The 'Draft' status is highlighted with a red box.

Below the summary row is a table of individual Service Confirmations. The table has columns for Service Confirmation number, Order Number, Order Name, Supplier Serial Number, Total Value, Submitted On, Purchase Description, and Status. A search bar is provided for each column.

Service Confirmat...	Service Confir...	Order Nu...	Order Name	Supplier Ser...	Total Value	Submitted On	Purchase ...	Status
ServiceConfirmation2 f...	SC-02:22-05855	AM441093568...	AMB_4410935680	MW228	18.30 USD	02/28/2022	Standard Servi...	Approved

- 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
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="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

Filters [Saved Filters](#)

SEARCH Status

1 selected of 4 displayed of the total

☐ All [Show Selected](#)

☒ **Approval Pending**

☐ Approved

☐ Cancelled

☒ **STATUS**

SUBMITTED BETWEEN

SUBMITTED BY

[Cancel](#) [Apply](#)

Filters [Saved Filters](#)

SERVICE CONFIRMATION TOTAL

STATUS

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

☒ **SUBMITTED BETWEEN**

SUBMITTED BY

SUPPLIER PERSONNEL NAME

SUPPLIER SC NUMBER

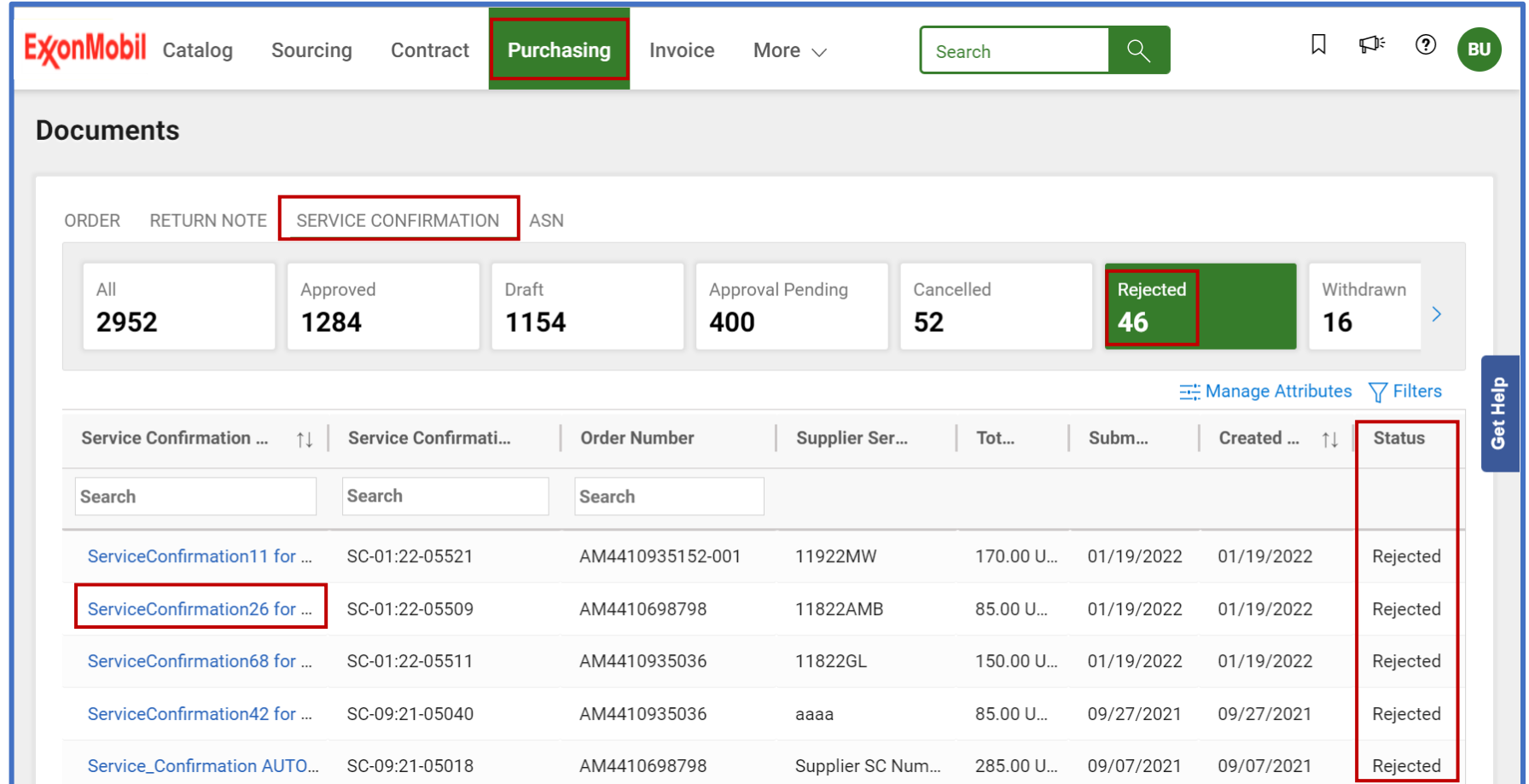
WORK LOCATION

[Cancel](#) [Apply](#)

- 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'

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 reason for rejection 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



The screenshot displays the ExxonMobil Purchasing interface. The 'Purchasing' tab is selected in the top navigation bar. Under the 'Documents' section, the 'SERVICE CONFIRMATION' filter is active. A summary bar shows counts for various statuses: All (2952), Approved (1284), Draft (1154), Approval Pending (400), Cancelled (52), Rejected (46), and Withdrawn (16). The 'Rejected' status is highlighted with a green box. Below this, a table lists individual Service Confirmations. The 'Status' column is highlighted with a red box, showing that all listed items are 'Rejected'. A 'ServiceConfirmation26 for ...' link is also highlighted with a red box.

Service Confirmation ...	Service Confirmati...	Order Number	Supplier Ser...	Tot...	Subm...	Created ...	Status
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

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'

The screenshot displays the ExxonMobil Service Confirmation (SC) interface. At the top, a navigation bar includes 'Catalog', 'Sourcing', 'Contract', 'Purchasing', 'Invoice', and 'More'. A search bar is also present. The main header shows the SC number 'SC-01:22-05521' with a 'Rejected' status tag, a price of '170 USD', and buttons for 'Comments' and 'View changed version'. A red arrow points to the 'View changed version' button. Below the header, the 'BASIC DETAILS' section is expanded, showing a grid of information: Service Confirmation Number (SC-01:22-05521), Service Confirmation Name (ServiceConfirmation11 for AMB_4410...), Supplier Service Confirmation Number (11922MW), Description (Approver Training), Order Number (AM4410935152-001), Order Name (AMB_4410935152), Currency (USD), Supplier Code (50025658), Supplier Name, Field Supervisor (Molly Wilson (molly...)), Work Location, Created By, Created On (01/19/2022), Submitted By, Submitted On (01/19/2022), Purchase Type (Standard Services), Enter Tax At Line, Tax (USD) (0.00), Additional Approver(s) (--), and External Id. A 'Go To Line Details' link is also visible. On the right side, there is a 'Get Help' button and a 'Review Comments' callout box.

ExxonMobil Catalog Sourcing Contract Purchasing Invoice More Search

← SC-01:22-05521 Rejected 170 USD Comments More

View changed version

Go To Line Details

Get Help

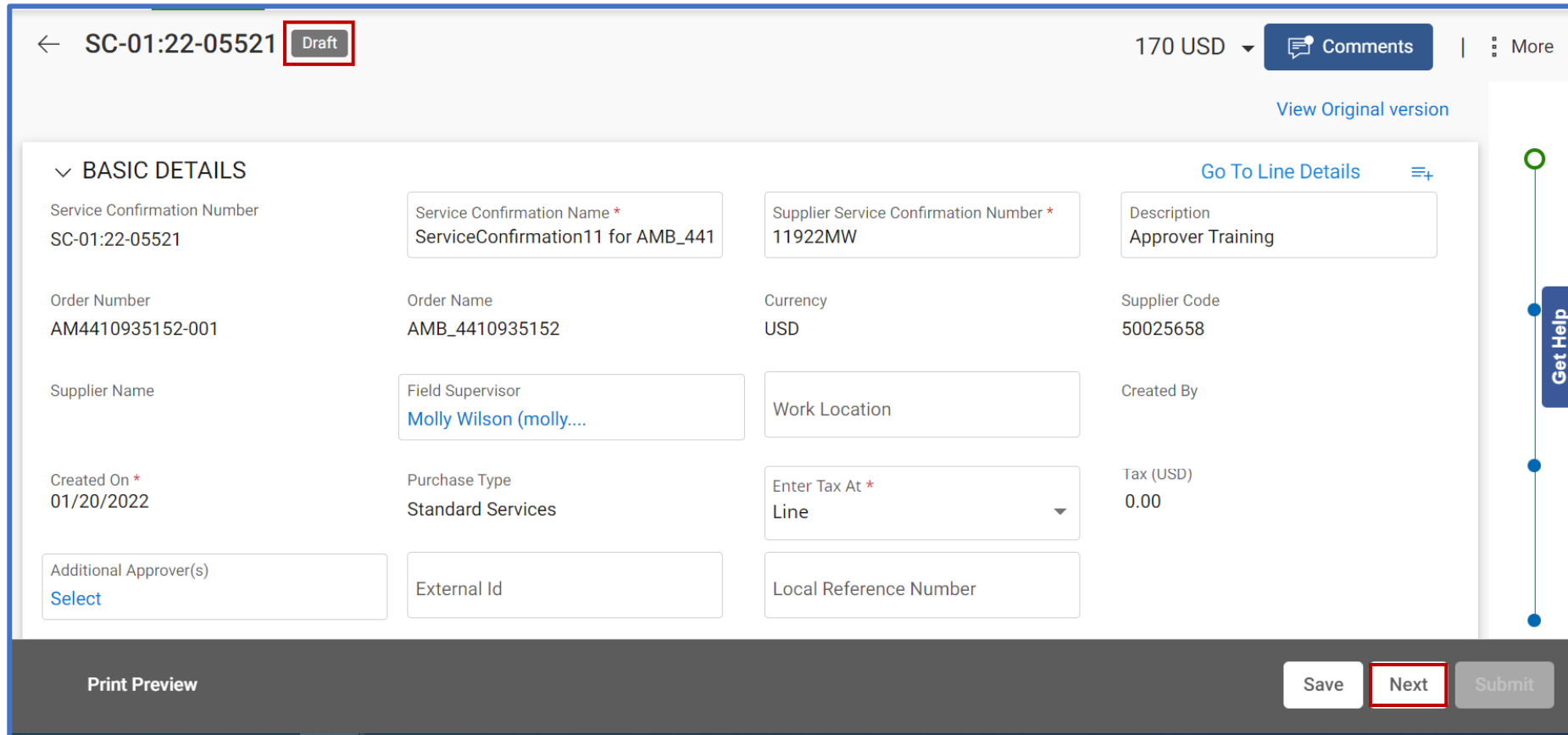
Review Comments

Basic Details

Service Confirmation Number	Service Confirmation Name	Supplier Service Confirmation Number	Description
SC-01:22-05521	ServiceConfirmation11 for AMB_4410...	11922MW	Approver Training
Order Number	Order Name	Currency	Supplier Code
AM4410935152-001	AMB_4410935152	USD	50025658
Supplier Name	Field Supervisor	Work Location	Created By
	Molly Wilson (molly....)		
Created On *	Submitted By	Submitted On *	Purchase Type
01/19/2022		01/19/2022	Standard Services
Enter Tax At Line	Tax (USD)	Additional Approver(s)	External Id
	0.00	--	

Notice the same SC is now in 'Draft' mode

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



← SC-01:22-05521 **Draft** 170 USD [Comments](#) | [More](#)

[View Original version](#)

Go To Line Details [+](#)

Service Confirmation Number SC-01:22-05521	Service Confirmation Name * ServiceConfirmation11 for AMB_441	Supplier Service Confirmation Number * 11922MW	Description Approver Training
Order Number AM4410935152-001	Order Name AMB_4410935152	Currency USD	Supplier Code 50025658
Supplier Name	Field Supervisor Molly Wilson (molly...	Work Location	Created By
Created On * 01/20/2022	Purchase Type Standard Services	Enter Tax At * Line	Tax (USD) 0.00
Additional Approver(s) Select	External Id	Local Reference Number	

Print Preview [Save](#) **Next** [Submit](#)

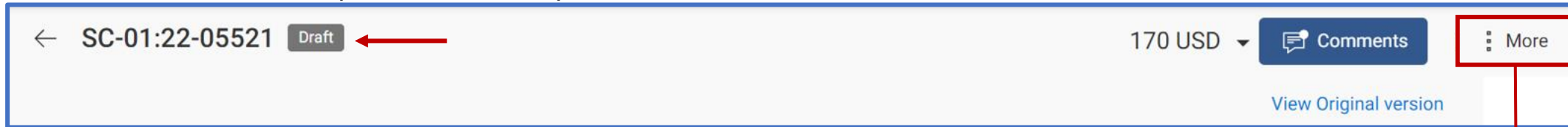
[Get Help](#)

Service Confirmation: Rejection – Delete SC

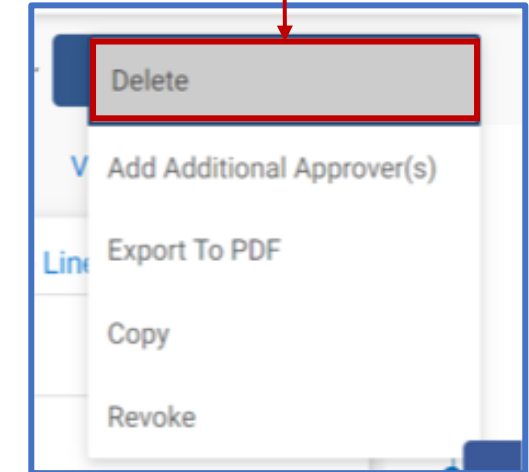


To delete the Service Confirmation with the SC now in 'Draft' mode

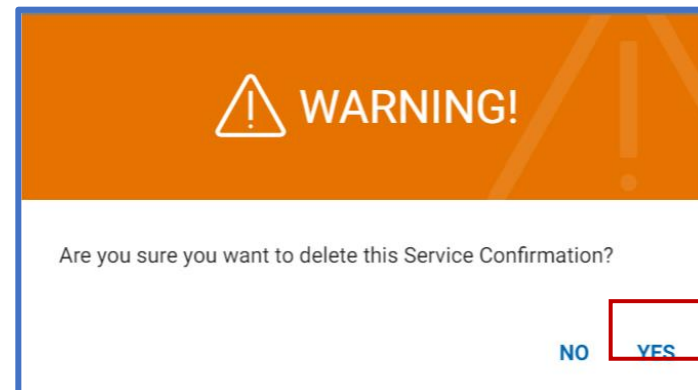
- Press the 'More' option at the top right of the SC



- From the selections, press 'Delete'

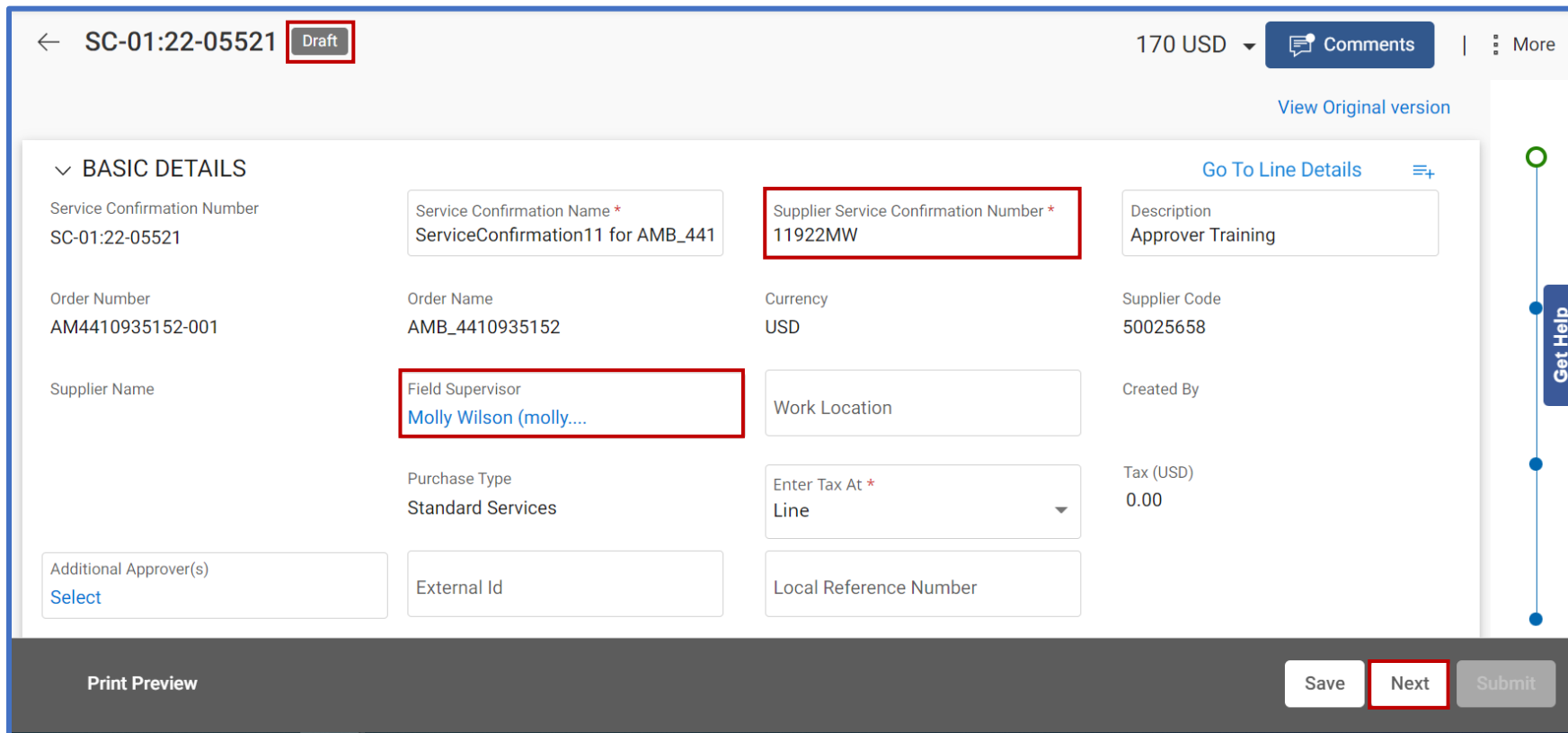


Acknowledge the warning by pressing 'Yes'



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



← SC-01:22-05521 Draft 170 USD Comments More

[View Original version](#)

Go To Line Details

✓ BASIC DETAILS

Service Confirmation Number SC-01:22-05521	Service Confirmation Name * ServiceConfirmation11 for AMB_441	Supplier Service Confirmation Number * 11922MW	Description Approver Training
Order Number AM4410935152-001	Order Name AMB_4410935152	Currency USD	Supplier Code 50025658
Supplier Name	Field Supervisor Molly Wilson (molly...	Work Location	Created By
	Purchase Type Standard Services	Enter Tax At * Line	Tax (USD) 0.00
Additional Approver(s) Select	External Id	Local Reference Number	

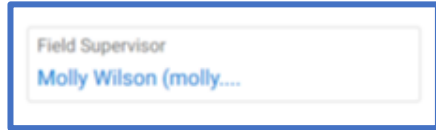
Print Preview Save Next Submit

Get Help

Service Confirmation: Rejection – Change Approver



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



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.com)

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)

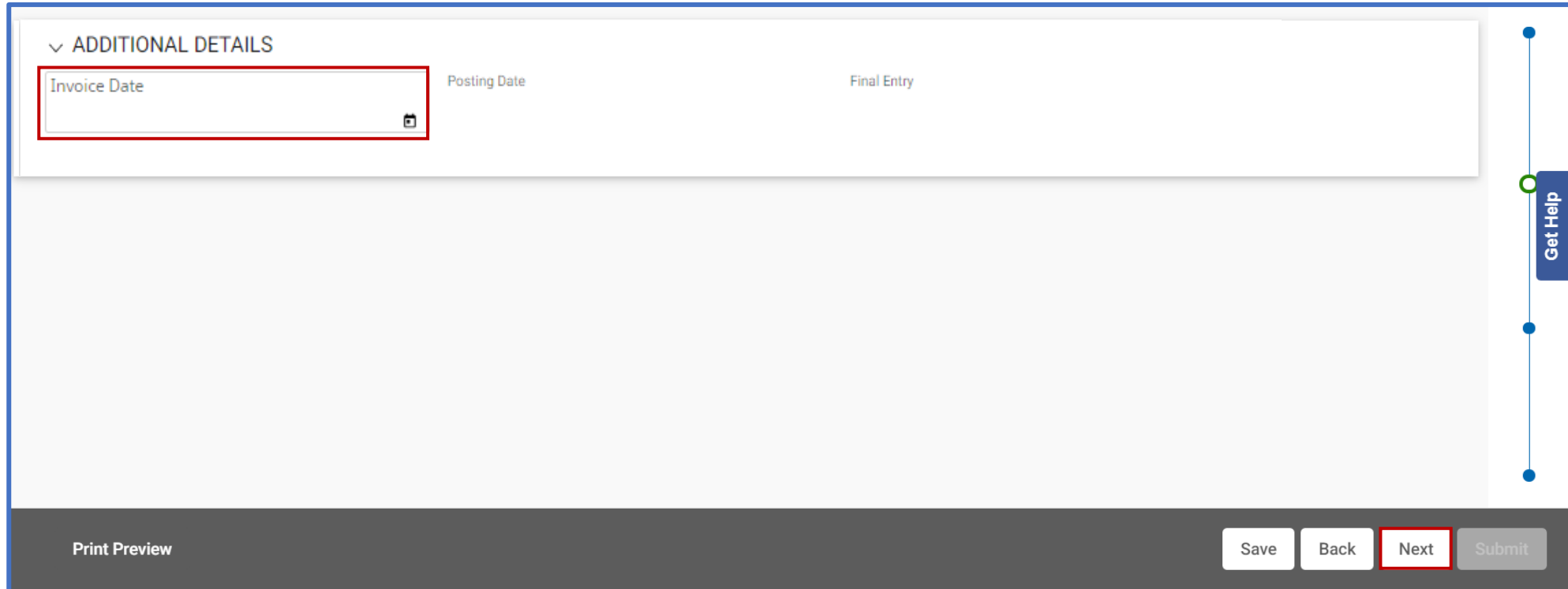
Cancel Save

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.

'Additional Details' allows the Supplier to include their invoice date

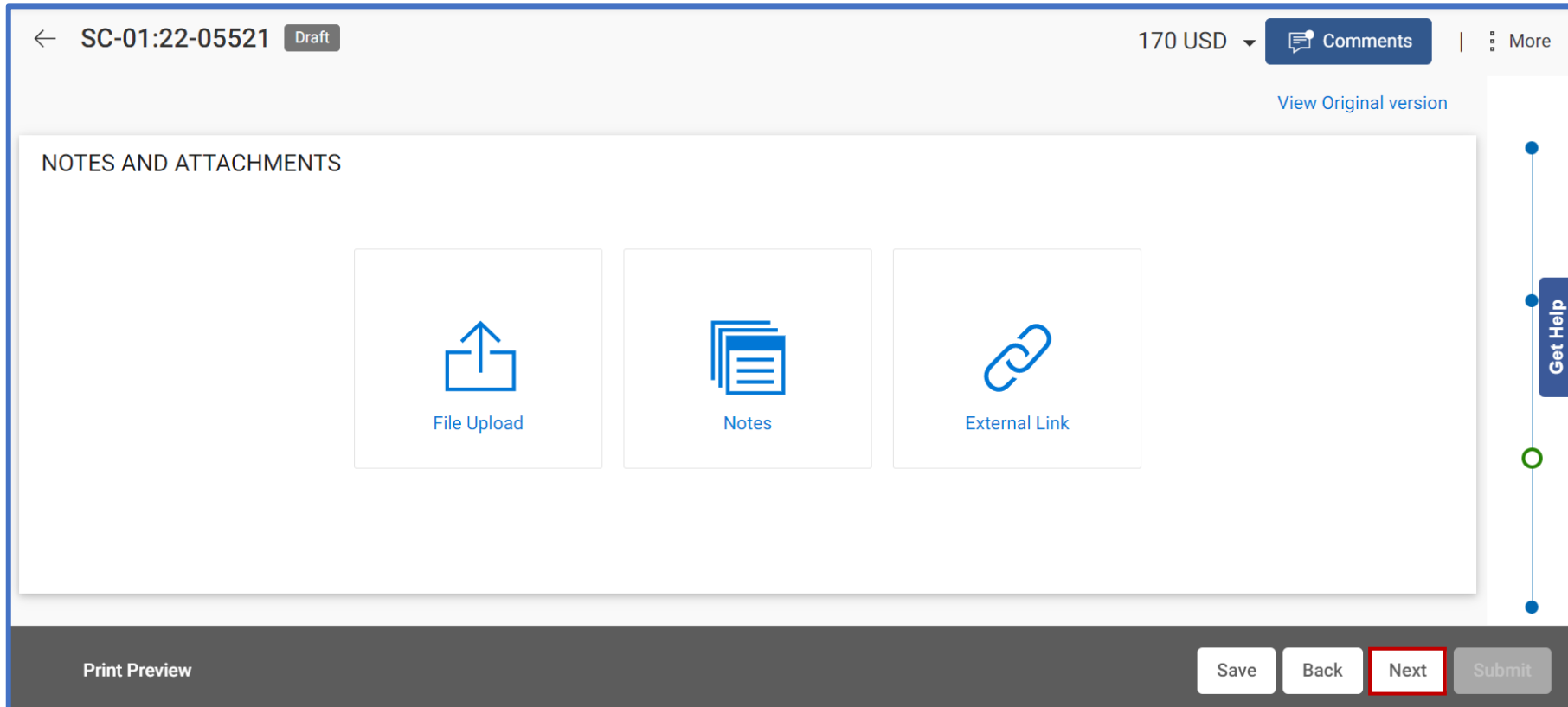
- This primarily impacts ERS Suppliers since no actual invoice is submitted and this date is used to apply the payment terms.
- For Non-ERS Suppliers, the GEP invoice date will not impact the payment date since the invoice date will be taken from the physical invoice that will be processed in SAP after Service Confirmation approval.
- Add/Update the invoice date if needed
- Press 'Next' to progress to Notes and Attachments



The screenshot shows a web form titled 'ADDITIONAL DETAILS' with a dropdown arrow. Inside the form, there are three input fields: 'Invoice Date' (highlighted with a red border and a calendar icon), 'Posting Date', and 'Final Entry'. To the right of the form is a vertical progress bar with four dots; the second dot is green and labeled 'Get Help'. At the bottom of the form is a dark grey bar containing a 'Print Preview' link on the left and four buttons ('Save', 'Back', 'Next', 'Submit') on the right. The 'Next' button is highlighted with a red border.

'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.



The screenshot shows a web interface for managing service confirmations. At the top, there is a header bar with a back arrow, the identifier 'SC-01:22-05521', a 'Draft' status, the amount '170 USD', and buttons for 'Comments' and 'More'. Below this is a 'View Original version' link. The main section is titled 'NOTES AND ATTACHMENTS' and contains three large, light-blue boxes with icons and labels: 'File Upload' (with an upload icon), 'Notes' (with a document icon), and 'External Link' (with a link icon). On the right side, there is a vertical progress indicator with three dots, the top two of which are blue, and a 'Get Help' button. At the bottom, there is a dark grey bar with a 'Print Preview' link and four buttons: 'Save', 'Back', 'Next' (which is highlighted with a red border), and 'Submit'.

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'

Line Details

Go To Basic Details

10. test Bill

Line Type
Amount Based Service

UOM
PERFORMANCE UNIT

Quantity
1.00

Price (USD)
235.00

Line Value (USD)
235.00

Tax (USD)
0.00

Line Total (USD)
235.00

Consumed Date
--

Start Date
--

Completion Date
--

Category
2885

Contract Number
4600102702

Contracted Subline Value (USD)
235.00

Non Contracted Subline Value (USD)
0.00

Ship To
00A0 BEAUMONT REFINERY:MPP:3862

Ship To Address
1795 Burt Street,Beaumont,Texas,USA

Reference Invoice Number
--

Reference Invoice Status
--

Additional text
--

LINES

ACCOUNTING

Contracted Sublines

Add Sublines

	Subline Number	Supplier Personnel Name	Description	Supplier Item Number	Item Number	Short Name	Subline Type	UOM	Quantity
<input type="checkbox"/>	10.1	--	2825 - Downstream Engineer...	000000000008309583	--	Labor-ST-Service Technician	Rate Based Service	HOUR	2.00
<input type="checkbox"/>	10.2	--	2825 - Downstream Engineer...	000000000008309584	--	Labor-ST-Shop Rates	Rate Based Service	HOUR	1.00

Rows Per Page: 12 << 1 >> /1

Print Preview

Save

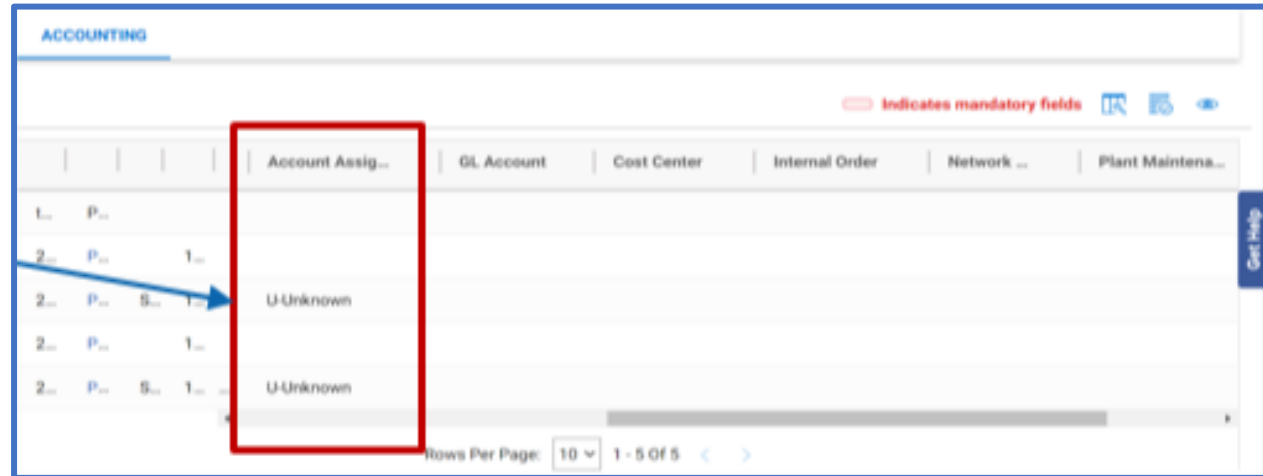
Back

Go to Basic Details

Submit

Get Help

- 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

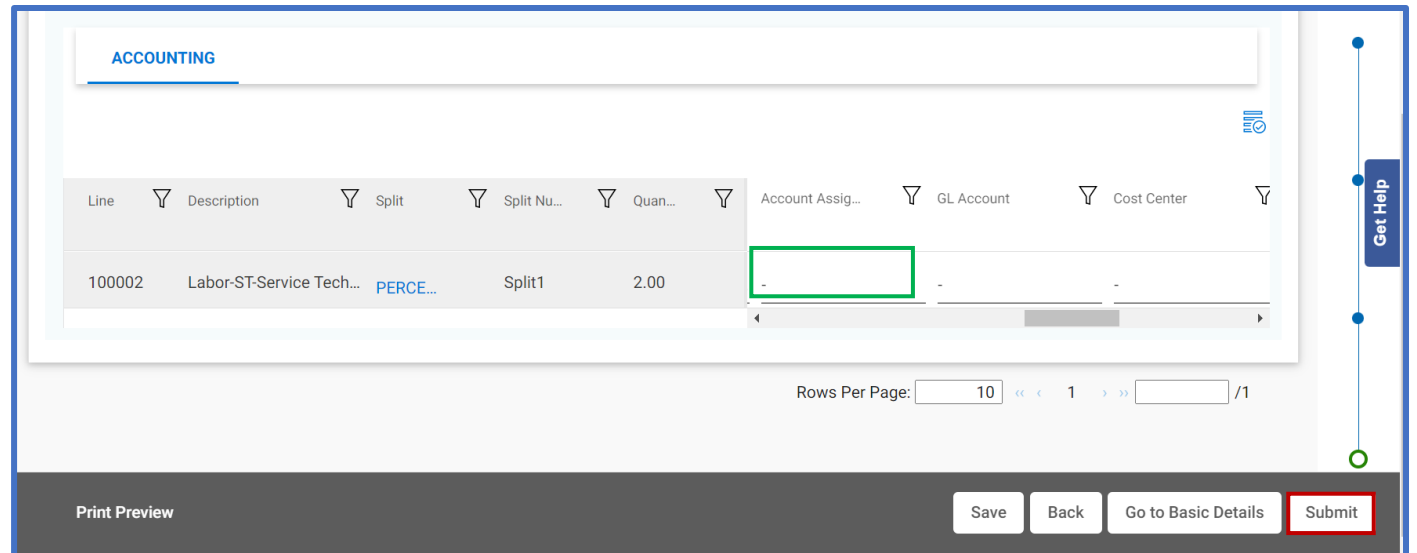


ACCOUNTING

Indicates mandatory fields

				Account Assign...	GL Account	Cost Center	Internal Order	Network ...	Plant Maintena...
1...	P...								
2...	P...	1...		U-Unknown					
2...	P...	S...	1...	U-Unknown					
2...	P...		1...						
2...	P...	S...	1...						

Rows Per Page: 10 1 - 5 Of 5



ACCOUNTING

Line	Description	Split	Split Nu...	Quan...	Account Assign...	GL Account	Cost Center
100002	Labor-ST-Service Tech... PERCE...	Split1		2.00			

Rows Per Page: 10 1 / 1

Print Preview Save Back Go to Basic Details Submit

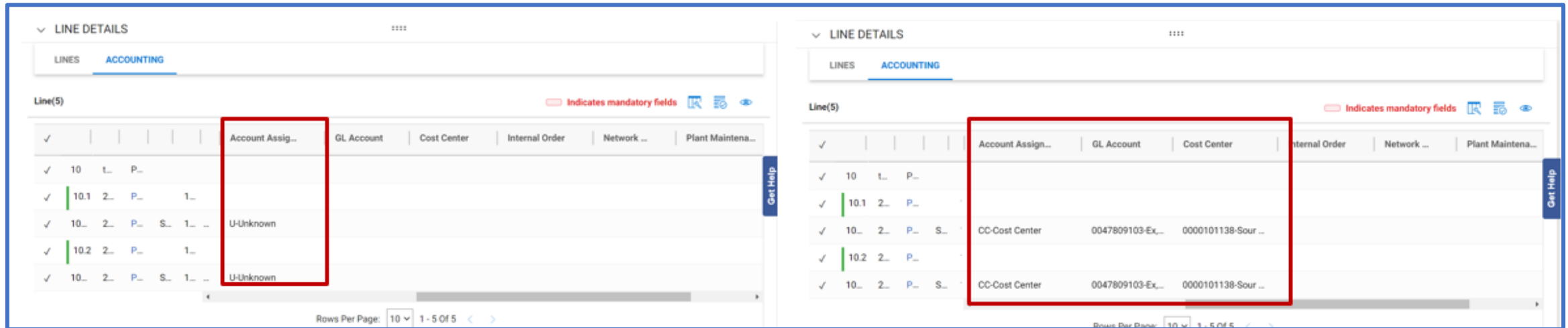
If the Account Assignment Category field is displayed as 'U-Unknown', you must populate the accounting details

- 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



The image displays two screenshots of the 'LINE DETAILS' accounting interface, showing the 'ACCOUNTING' tab. Both screenshots show a table with columns for 'Account Assign...', 'GL Account', 'Cost Center', 'Internal Order', 'Network ...', and 'Plant Maintena...'. The left screenshot shows the 'Account Assign...' column with 'U-Unknown' values, highlighted by a red box. The right screenshot shows the same interface with the 'Account Assign...', 'GL Account', and 'Cost Center' columns populated with specific values, also highlighted by a red box.

Line(5)	Account Assign...	GL Account	Cost Center	Internal Order	Network ...	Plant Maintena...
✓ 10 t P						
✓ 10.1 2 P 1						
✓ 10 2 P S 1	U-Unknown					
✓ 10.2 2 P 1						
✓ 10 2 P S 1	U-Unknown					

Line(5)	Account Assign...	GL Account	Cost Center	Internal Order	Network ...	Plant Maintena...
✓ 10 t P						
✓ 10.1 2 P 1						
✓ 10 2 P S 1	CC-Cost Center	0047809103-Ex...	0000101138-Sour ...			
✓ 10.2 2 P 1						
✓ 10 2 P S 1	CC-Cost Center	0047809103-Ex...	0000101138-Sour ...			

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

← **SC-01:22-05521** Draft 170 USD ▾ Comments More

[View Original version](#)

▼ BASIC DETAILS

Service Confirmation Number

SC-01:22-05521

Order Number

AM4410935152-001

Supplier Name

Created On *

01/20/2022

Additional Approver(s)

Select

Service Confirmation Name *

ServiceConfirmation11 for AMB_441

Order Name

AMB_4410935152

Field Supervisor

Jane Bessolo (jane.b...

Purchase Type

Standard Services

External Id

Supplier Service Confirmation Number *

11922MW

Currency

USD

Work Location

Enter Tax At *

Line ▾

Local Reference Number

Description

Approver Training

Supplier Code

50025658

Created By

Tax (USD)

0.00

[Go To Line Details](#)

Get Help

Print Preview

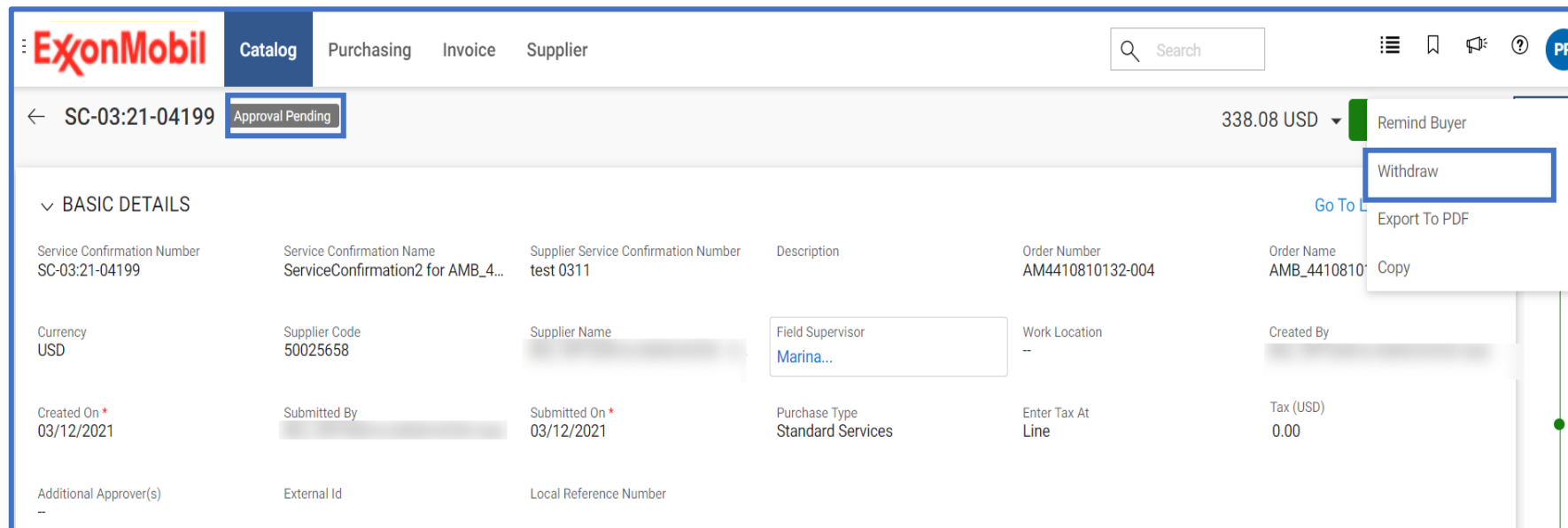
Save

Next

Submit

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



The screenshot displays the ExxonMobil Service Confirmation (SC) interface. At the top, the ExxonMobil logo is on the left, and navigation tabs for 'Catalog', 'Purchasing', 'Invoice', and 'Supplier' are in the center. A search bar is on the right. Below the navigation, the SC number 'SC-03:21-04199' is shown with a status indicator 'Approval Pending'. To the right of the SC number, the amount '338.08 USD' is displayed. A 'Remind Buyer' button is also visible. Below this, a 'BASIC DETAILS' section is expanded, showing various fields such as 'Service Confirmation Number', 'Service Confirmation Name', 'Supplier Service Confirmation Number', 'Description', 'Order Number', 'Order Name', 'Currency', 'Supplier Code', 'Supplier Name', 'Field Supervisor', 'Work Location', 'Created By', 'Created On', 'Submitted By', 'Submitted On', 'Purchase Type', 'Enter Tax At Line', 'Tax (USD)', 'Additional Approver(s)', 'External Id', and 'Local Reference Number'. On the right side of the interface, a 'More' menu is open, showing options: 'Withdraw', 'Export To PDF', and 'Copy'. The 'Withdraw' option is highlighted with a blue box.

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

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'

← SC-02:22-05830

Approval Pending

319.50 USD

Comments

More

COMMENT

Service Confirmation
SC-02:22-05830

0

Reminder - Please expedite approval. Payment is due this week.

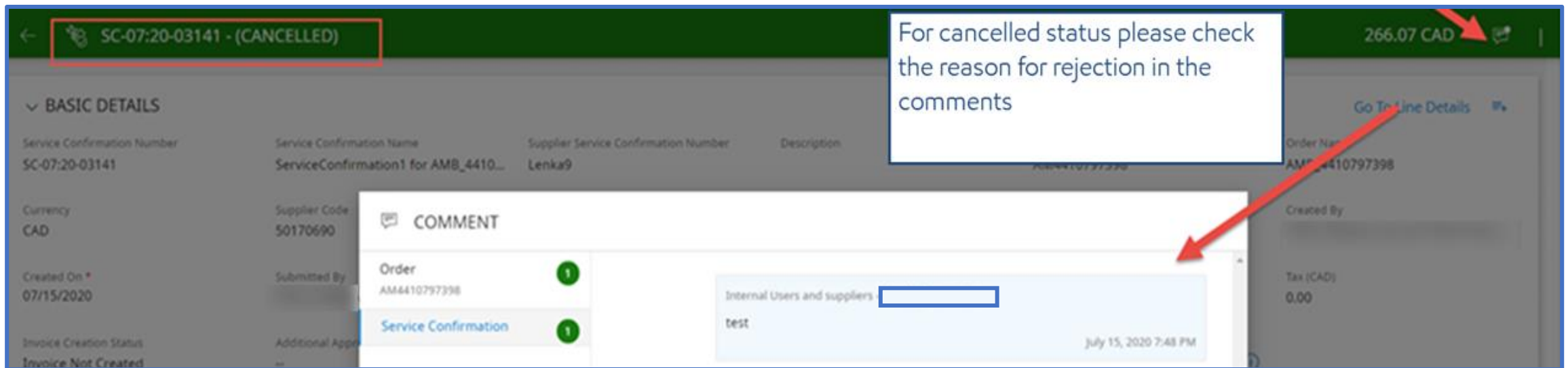
Attachments

Share With Internal Users an...

CANCELPost

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.



The screenshot displays the ExxonMobil Service Confirmation interface. At the top, a green header bar shows the status "SC-07:20-03141 - (CANCELLED)" in a red-bordered box. To the right, the amount "266.07 CAD" is displayed with a red arrow pointing to it. Below the header, the "BASIC DETAILS" section is visible, showing fields for Service Confirmation Number, Name, Supplier Service Confirmation Number, Description, Currency, Supplier Code, Submitted By, Created On, and Invoice Creation Status. A "COMMENT" box is open, showing a list of comments with "Order" and "Service Confirmation" entries, each marked with a green "1". A red arrow points to the "test" comment. A text box for "Internal Users and suppliers" is also visible. A white callout box with blue text states: "For cancelled status please check the reason for rejection in the comments". A red arrow points from the callout box to the "Go To Line Details" link on the right.

← SC-07:20-03141 - (CANCELLED)

266.07 CAD

Go To Line Details

Order Name: AMB_4410797398

Created By:

Tax (CAD): 0.00

Service Confirmation Number: SC-07:20-03141

Service Confirmation Name: ServiceConfirmation1 for AMB_4410...

Supplier Service Confirmation Number: Lenka9

Description:

Currency: CAD

Supplier Code: 50170690

Submitted By:

Created On: 07/15/2020

Invoice Creation Status: Invoice Not Created

COMMENT

Order: AM4410797398

Service Confirmation

Internal Users and suppliers: test

July 15, 2020 7:48 PM

For cancelled status please check the reason for rejection in the comments

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).

Selected Subline(s)1

Add Blank Subline(s)

Contracted Lines

	Supplier Personnel Name	Description	Supplier Item Number		UOM	Quantity	Price (USD)
<input type="checkbox"/>	--	2999 - Technical staffing fo...	7000000	Service	each		0.00
<input type="checkbox"/>	--	4325 - General Ocean Freig...	4134352	Service	each		400.00
<input checked="" type="checkbox"/>	--	4325 - General Ocean Freig...	4134351	Service	each	-2.00	100.00

LINESACCOUNTING

Contracted Sublines

Subline Numb...	Supplier Personnel Name	Description	Supplier Item Number	Quantity	Price (USD)	Line Value (USD)
<input type="checkbox"/> 10.1	--	4325 - General Ocean Freig...	4134351	-2.00	100.00	-200.00
<input type="checkbox"/> 10.2	--	4325 - General Ocean Freig...	4134338	3.00	80.00	240.00

Select a subline and enter a negative quantity. This line will balance down with the rest of the positive lines on the Service Confirmation

Total amount of the Service Confirmation will be 40 USD

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

The screenshot shows the 'Contracted Sublines' table with the following columns: Subline Number, Supplier Personnel Name, Description, Supplier Item Number, Item Number, Short Name, Subline Type, UOM, and Quantity. The first row (Subline 10.1) is selected, indicated by a blue checkmark in the left margin. A red arrow points to the 'Duplicate' icon (two overlapping document pages) in the top right corner of the table area.

Subline Number	Supplier Personnel Name	Description	Supplier Item Number	Item Number	Short Name	Subline Type	UOM	Quantity	
<input checked="" type="checkbox"/>	10.1	--	2825 - Downstream Engineer...	000000000008309589	--	Mileage	Rate Based Service	MILES	1.00

The screenshot shows the 'Contracted Sublines' table after duplication. It now contains two rows. The second row (Subline 10.2) is highlighted with a red border, indicating it was successfully duplicated from the first row. Both rows have the same data: Subline 10.1 and 10.2, Supplier Personnel Name --, Description 2825 - Downstream Engineer..., Supplier Item Number 000000000008309589, Item Number --, Short Name Mileage, Subline Type Rate Based Service, UOM MILES, and Quantity 1.00.

Subline Number	Supplier Personnel Name	Description	Supplier Item Number	Item Number	Short Name	Subline Type	UOM	Quantity	
<input type="checkbox"/>	10.1	--	2825 - Downstream Engineer...	000000000008309589	--	Mileage	Rate Based Service	MILES	1.00
<input type="checkbox"/>	10.2	--	2825 - Downstream Engineer...	000000000008309589	--	Mileage	Rate Based Service	MILES	1.00

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

The screenshot shows the ExxonMobil web application interface. At the top, the 'Catalog' tab is selected in the navigation bar. Below the navigation bar, the 'CATALOG - CATALOG' section displays agreement details: A2574371_4600102702, PUBLISHED | Hosted, and Supplier Name: 50025. A red box highlights the filter icon (funnel) in the top right corner of the catalog section.

Below the catalog section, the 'LINE DETAILS' section is expanded. It shows 'Line (8)' and a table with columns: Line Number, Division, Buyer Item Number, Supplier Item Number, and Short Name. A red box highlights the 'Actions' icon (three dots) in the top right corner of the line details section.

A red arrow points from the 'Actions' icon to a dropdown menu that appears. The menu contains three options: 'Download All Lines', 'Download Selected Lines', and 'View Log'. The 'Download All Lines' option is highlighted with a red box.

Below the line details section, a 'VIEW LOG' modal is displayed. It shows a table with columns: Status, Operation, User Name, Message, Date & Time, and File Link. The table contains one row with the following data: Status: Success, Operation: Download, User Name: , Message: Lines are downloaded successfully., Date & Time: 3/16/2022 19:31:55, and File Link: Download. The 'Download' link in the File Link column is highlighted with a red box.

Line Number	Division	Buyer Item Number	Supplier Item Number	Short Name
10				
100001				
100002				

Status	Operation	User Name	Message	Date & Time	File Link
Success	Download		Lines are downloaded successfully.	3/16/2022 19:31:55	Download

ExxonMobil

- **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)

1	Operat	Catalog	Type	Buyer Id	Supplier Item	Short Name*	Item Description*	UNSPSC	Is Activ	Keywo	Lead Ti	Curren	Price*	UOM*	
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	Epeditied 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	Epeditied 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	

1	Action	Buyer Item Num	Supplier Item Num	Short Name	Line Num	Serial Number	Type	Plant	Start Date	End Date	Effective Price	Percent	UOM	Quantity
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

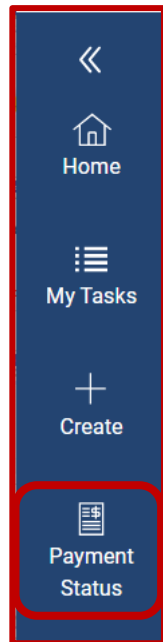
+

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

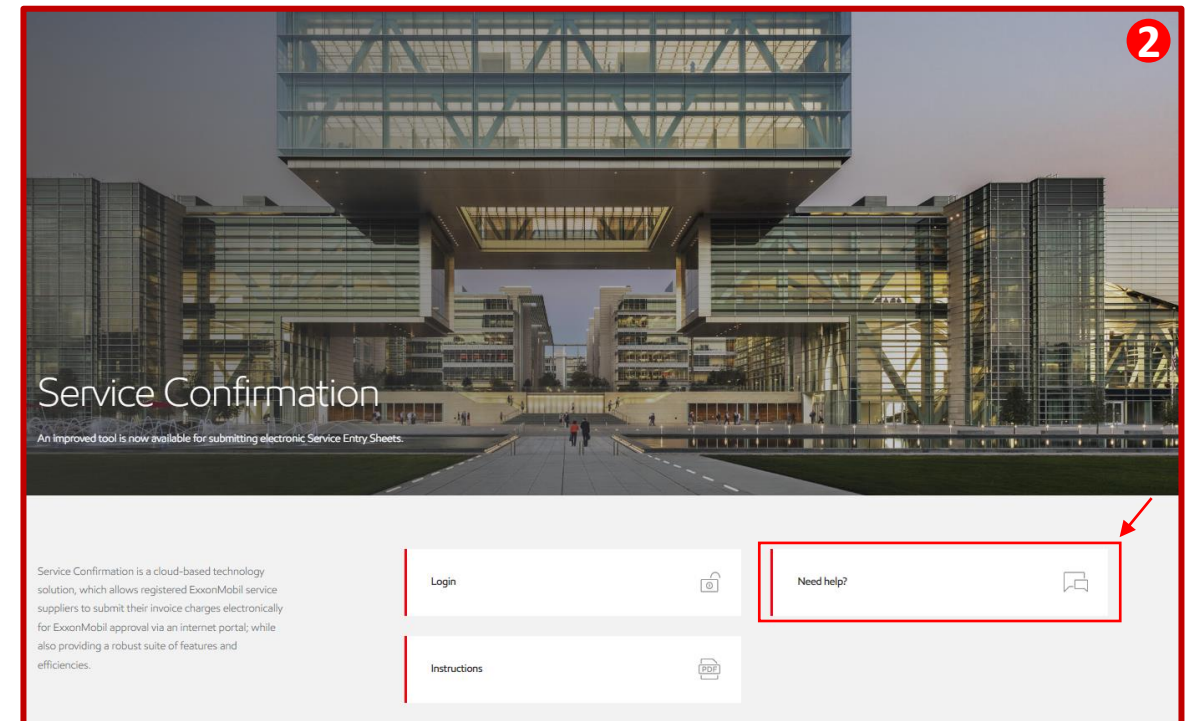
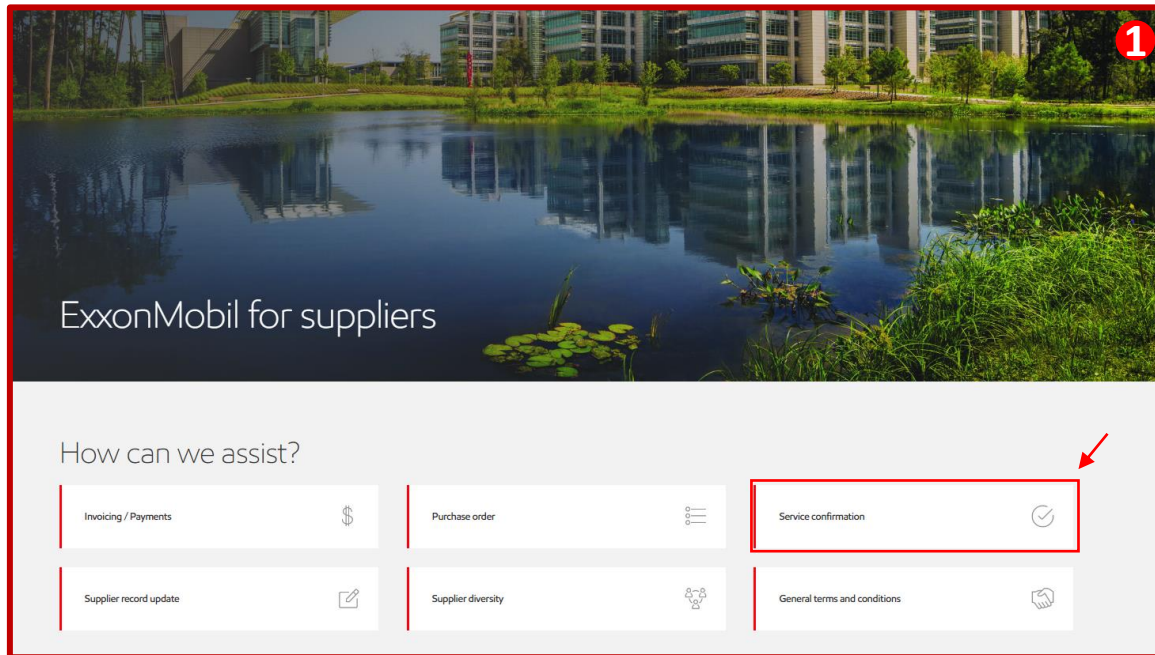


Next steps:

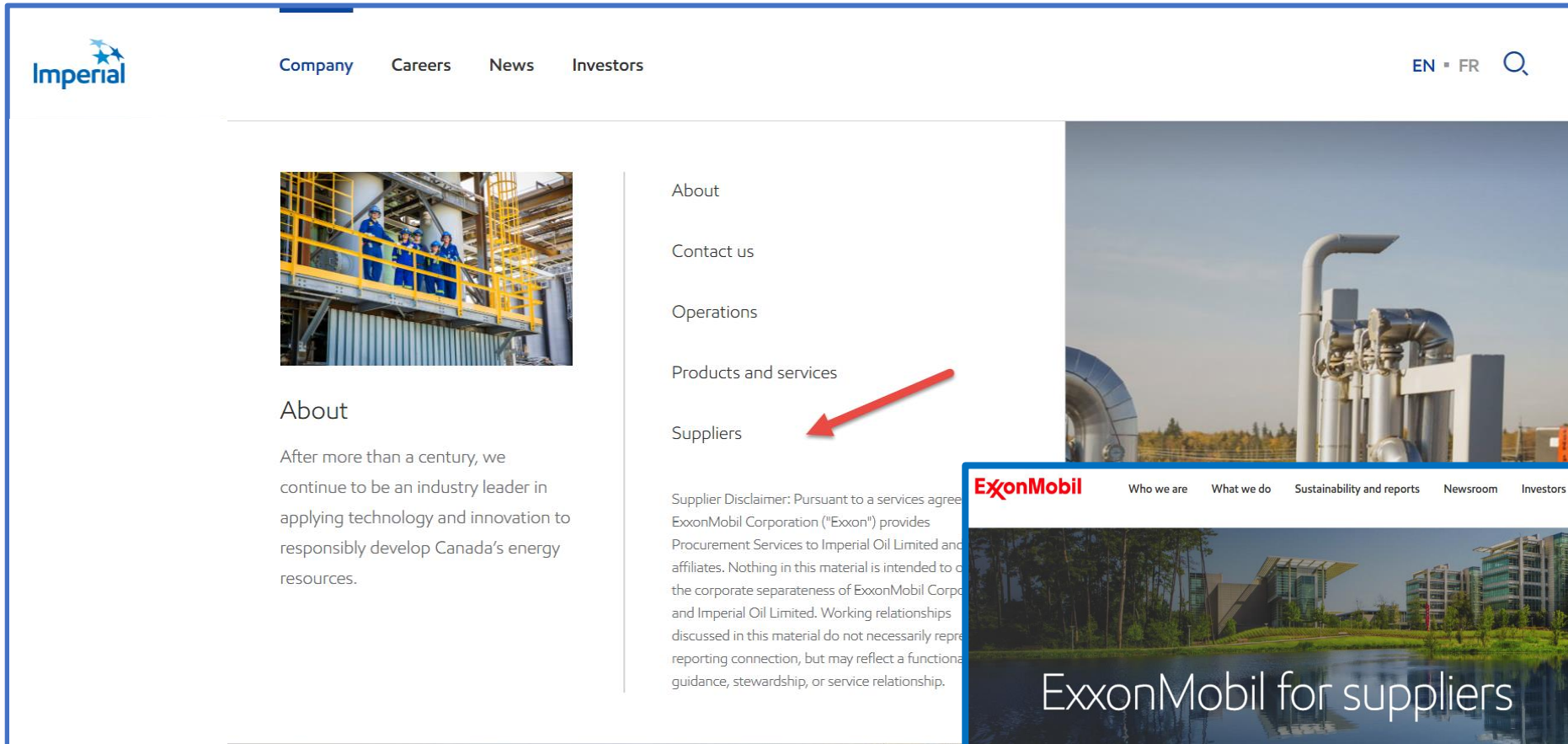
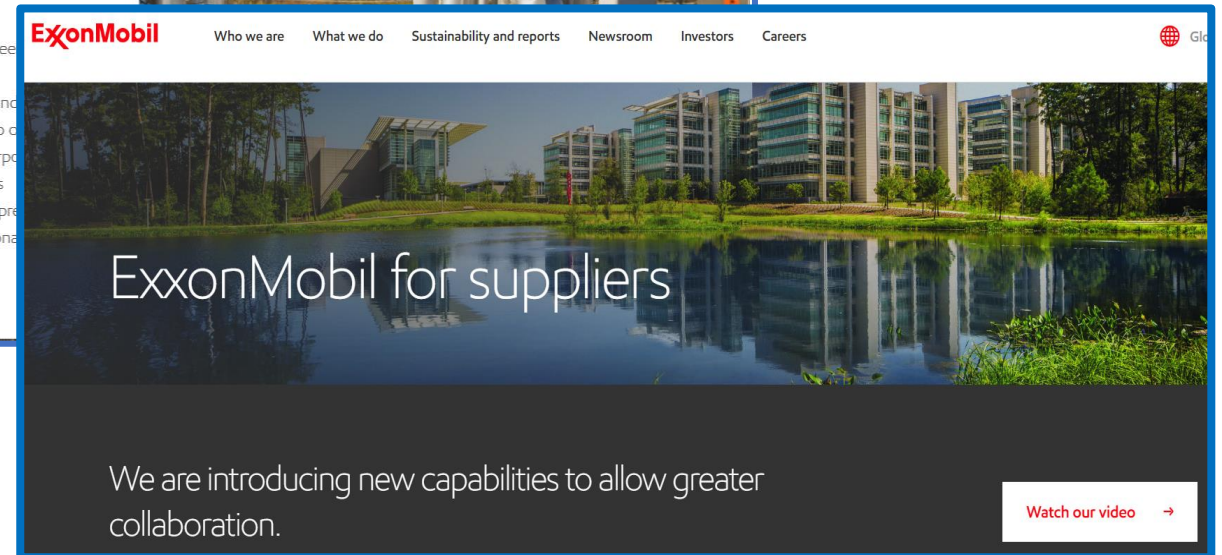
1. Log into your account.
2. Verify that you can see your company's POs; and acknowledge the ones required for Service Confirmation submission.
3. Get Register in the [New Supplier Portal website](#) (Create a case for your inquiry to proper team).

❖ 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:



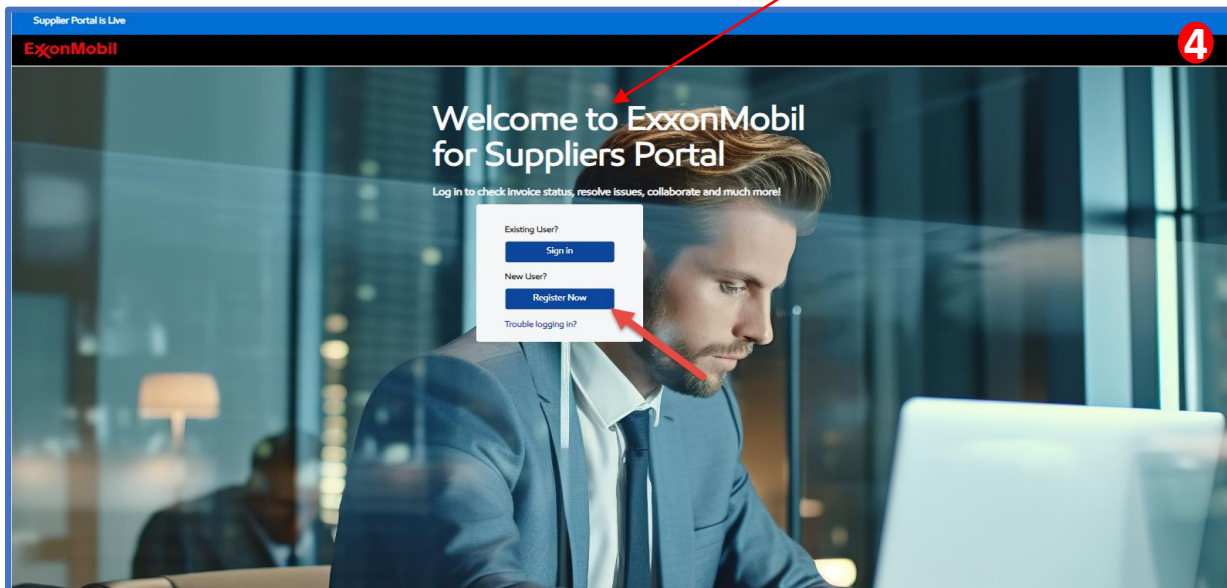
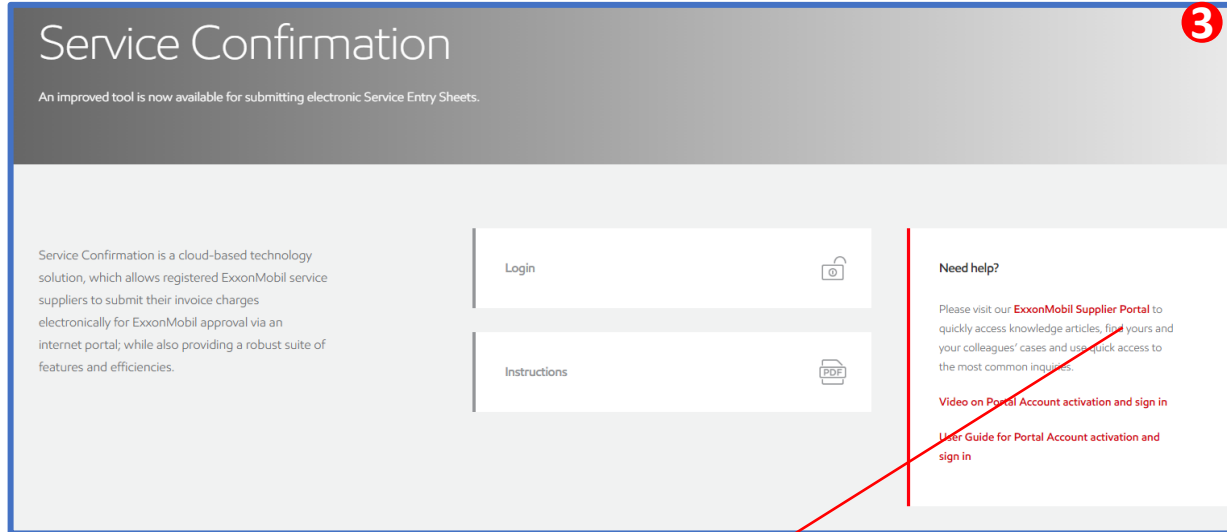
Imperial Oil (IOL) website to ExxonMobil for Suppliers link

A screenshot of the Imperial Oil website. The top navigation bar includes the Imperial logo, links for Company, Careers, News, and Investors, and language options for EN and FR. A search icon is also present. The main content area features a large image of industrial equipment on the right and a text block on the left. The text block is titled "About" and contains the following text: "After more than a century, we continue to be an industry leader in applying technology and innovation to responsibly develop Canada's energy resources." To the right of this text is a vertical list of links: About, Contact us, Operations, Products and services, and Suppliers. A red arrow points to the "Suppliers" link. Below the list is a "Supplier Disclaimer" section.A screenshot of the ExxonMobil website. The top navigation bar includes the ExxonMobil logo, links for Who we are, What we do, Sustainability and reports, Newsroom, Investors, and Careers, and a globe icon. The main content area features a large image of a modern building complex reflected in a body of water. The text "ExxonMobil for suppliers" is prominently displayed in the center. Below this, the text "We are introducing new capabilities to allow greater collaboration." is shown. In the bottom right corner, there is a button that says "Watch our video" with a right-pointing arrow.

Service Confirmation: Login access



- 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.*

Supplier Registration Request

If you are a supplier to ExxonMobil and want to access the Supplier Collaboration Portal, fill out the form below to submit the request. All fields marked * are required to submit the ticket.

You will receive an email from no-reply@exxonmobil.cloud to activate your account to access the Portal.

In case you do not activate the account within 7 days, your activation link will expire.

Please click here to learn about the account reactivation process.

Please allow sometime for your request to be processed after submission.

* First Name
First Name

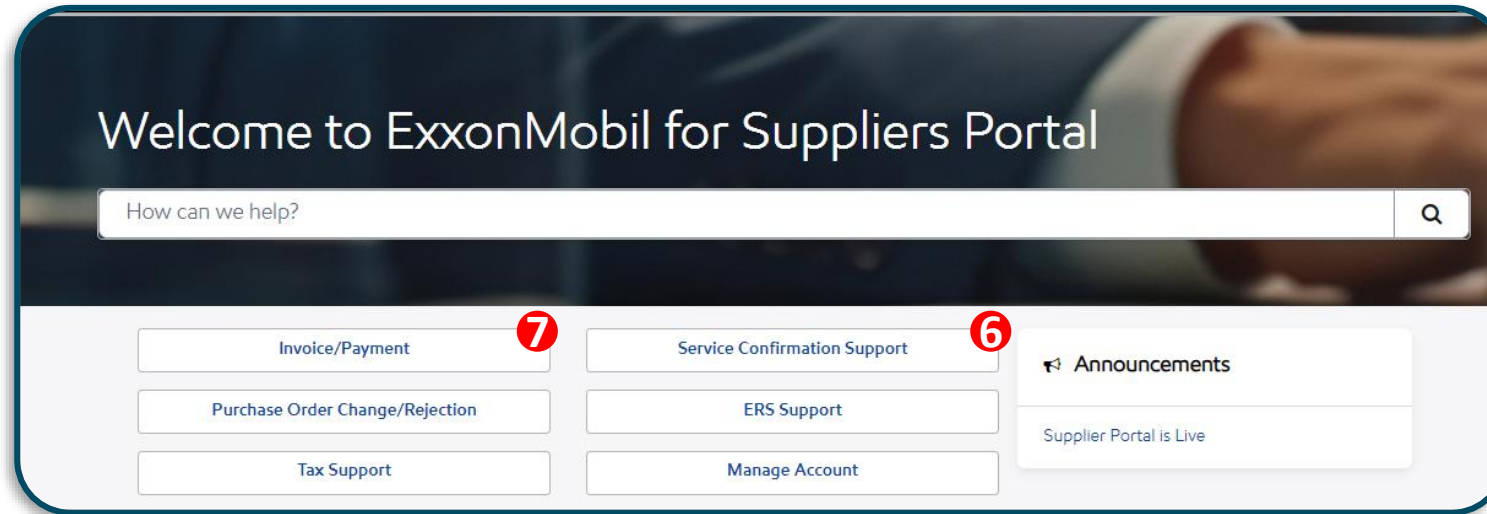
* Last Name
Last Name

* Email
Email

* Country of Your Operation
-- None --

In case you do not activate the account within 7 days, your activation link will expire.

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



Welcome to ExxonMobil for Suppliers Portal

How can we help?

7 Invoice/Payment **6** Service Confirmation Support

Purchase Order Change/Rejection ERS Support

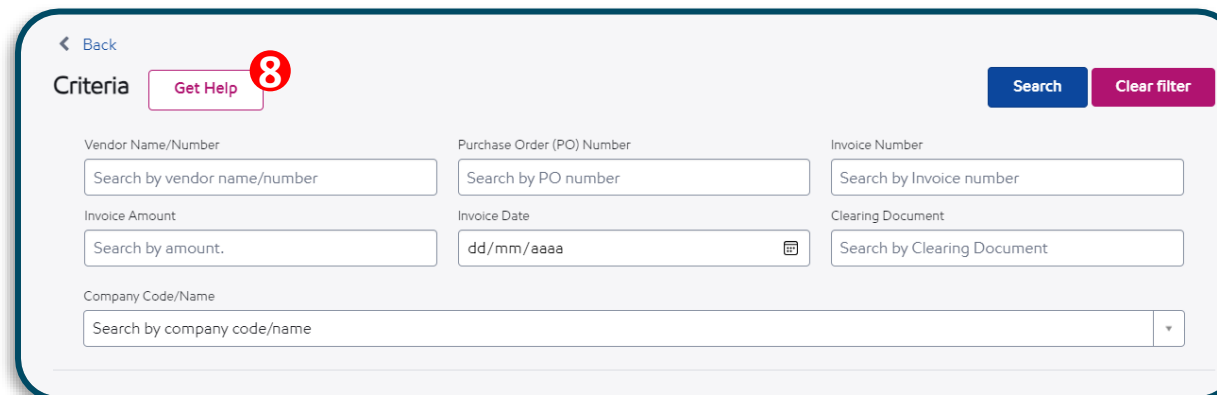
Tax Support Manage Account

Announcements

Supplier Portal is Live

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.



< Back

Criteria **8** Get Help Search Clear filter

Vendor Name/Number Search by vendor name/number

Purchase Order (PO) Number Search by PO number

Invoice Number Search by Invoice number

Invoice Amount Search by amount.

Invoice Date dd/mm/aaaa

Clearing Document Search by Clearing Document

Company Code/Name Search by company code/name