

Submitting a Pricebook

Follow the steps below to submit a Pricebook request:

1. Access the Pricebook Administration Page

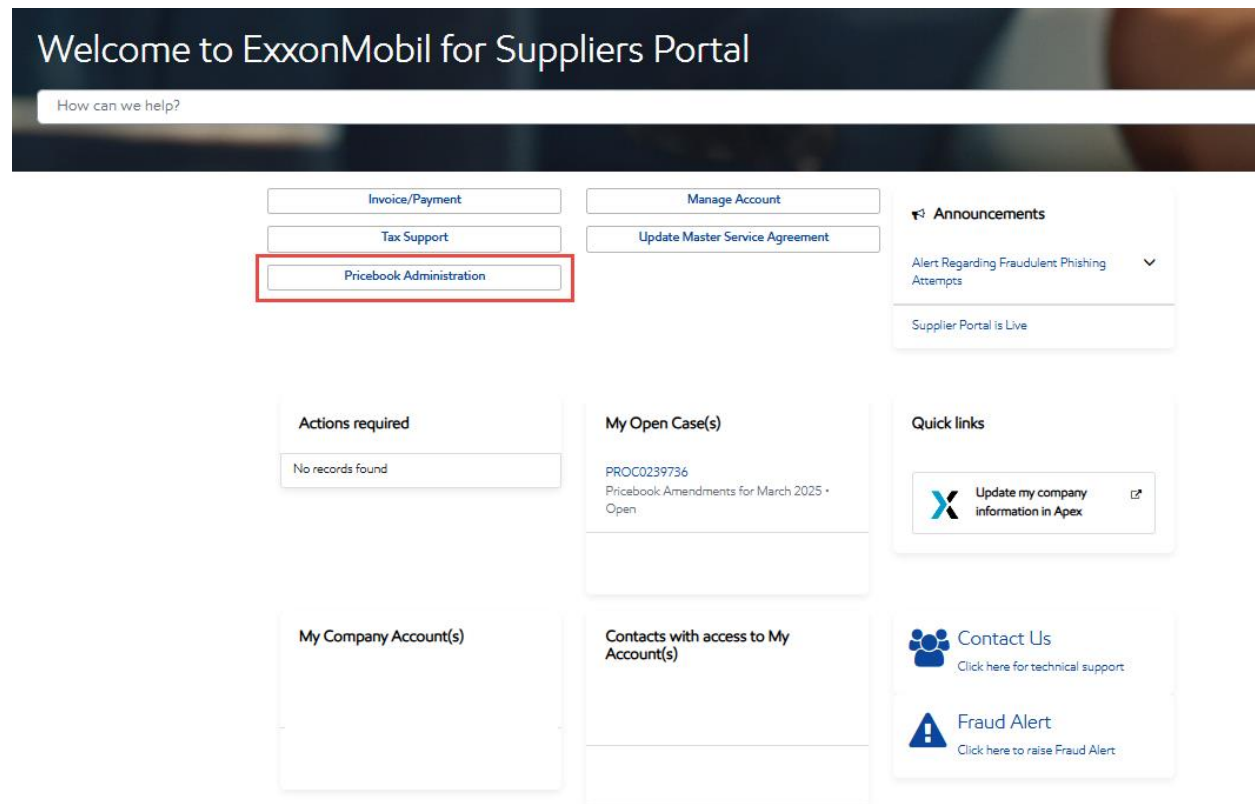
- From the main menu, select **"Pricebook Administration."**
- This will take you to the **Pricebook Request** section.

2. Register Your Vendor Number

- To view the Pricebook Administration option, you must first **register your vendor number for XTO**.
- If your vendor number is not registered, the option will not be visible.

3. Need Help?

- If you do not see the **"Pricebook Administration"** option, click on **"Contact Us"** for support.



Form Submission Instructions

To successfully submit the form, please follow these steps:

1. Complete Fields 1–9

- Ensure all required fields are accurately filled out.

2. Submitting Multiple Pricebooks

- If your request includes multiple pricebooks, you may **submit them all within a single form**.
- There is **no need to submit separate forms** for each pricebook. This will create multiple cases

3. Review Before Submission

- Double-check that **all required fields** are completed in the template **before submitting**. submit the form complete fields 1 – 9

Pricebook Administration

Use this form for creating or amending PriceBooks

If you are requesting a change please attach the following template:
Pricebook Template - All Pricebook Requests
Upon submission of this case, our support group will work on your request. Expected case resolution time is 15-30 business days.

Required template

Submit

Required information
Associated Vendor Number

* Indicates required

Requested By
Roberto Paul

1 My Request is related to Affiliate
4331:XTO Energy Inc. - Home Office (4374-4374)

2 Associated Vendor Number

3 Supplier Legal Name

* Type of Change
If you select the Pricebook - Amendments option, it covers : Adds/ Corrections/Price Changes/ Increases/Decreases)
Pricebook - Amendments

4

5 Required Completion Date
14-Mar-25

6 Short Description
Pricebook Amendments for March 2025

7 Description
Requesting to update Pricebook Name - (Pricebook Name as shown in Open Invoice)

Please upload the Pricebook template. Requests with incomplete required fields will be disputed.

8 Pricebook Template - All Pricebook Request Form_SNOW.xlsx (38.1 KB)
3m ago

Add attachments

9

Select or Supplier Name or Number

Select Type of Change:
Pricebook - New Pricebook
Pricebook - Amendments
Pricebook - New Renewal
Pricebook - Termination/Expiration

Provide a Short Description

Provide description of request and include Price book Name as shown in Open Invoice

Attach Price book with updates using the Price book template. Please note if required fields are not completed or the template provided is not used request will cause delays.

Supplier Submission Notification & Case Tracking

After submitting your request, you will receive a Case Number beginning with "PROC" followed by a series of numbers. This case number allows you to track the progress of your submission.

Case Status Overview:

- **Awaiting Approval** – Your case has been assigned and is pending initial review.
- **Work in Progress / Pending** – The request is under Procurement review or is being prepared for upload into OpenInvoice.
- **Resolved** – The Pricebook has been successfully loaded into OpenInvoice and is ready for use.

Tasks/To-Dos

This section displays any **task numbers** assigned to the requestor that require action. Be sure to complete these tasks promptly to avoid delays.

Activity

- Use this section to **enter messages** related to your request.
- It also provides a **detailed audit trail** of all actions taken in the case.
- **Important:** Do not reattach the same document unless you are specifically assigned a task requesting an update to the original submission

Viewing Your Cases

If you need to **cancel your request**, select the **"Actions"** menu and choose **"Cancel"**. Cases

Requestor can view cases by selecting "cases" on the top ribbon or supplier home page

The screenshot displays the ExxonMobil Supplier Portal interface. At the top, a blue header bar contains the text "Supplier Portal is Live" and the ExxonMobil logo. A navigation bar below the header includes links for Home, Apex, Information, My Company Accounts, Cases (highlighted with a red circle 5), Action Items, and Tours. The main content area is titled "Home > Request". It features a case summary for "Pricebook Amendments" with case number PROC0212714. The case status is "Open", and it was updated and submitted "just now". A progress bar shows the case is in the "Open" stage, with subsequent stages being "Awaiting Approval", "Work in Progress", "Pending", "Resolved", "Closed", and "Cancelled". Below the progress bar, the case title is "Pricebook Administration - Pricebook - New Pricebook -". A red circle 4 highlights the "Actions" button. A red circle 1 points to the case number. A red circle 2 points to the case progress bar. A red circle 3 points to the "Activity" tab. The "Activity" tab shows a message input field with a "Post" button. Below the input field, there are two messages from Roberto Paul: one with a file attachment "Pricebook Template - All Pricebook Request Form_SNOW.xlsx" (38.1 KB) and another stating "PROC0212714 Created". A "Start" button is at the bottom left of the activity section.

Avoiding Duplicate Case Submissions

To help prevent delays, please do not submit a new case if one is already in progress.

For updates or changes to an existing case:

- Use the Supplier Portal to locate your active case.
- Upload the revised template or additional information directly within the case.

How to view Tasks and Cases

To track your requests and complete assigned actions:

1. Viewing Cases

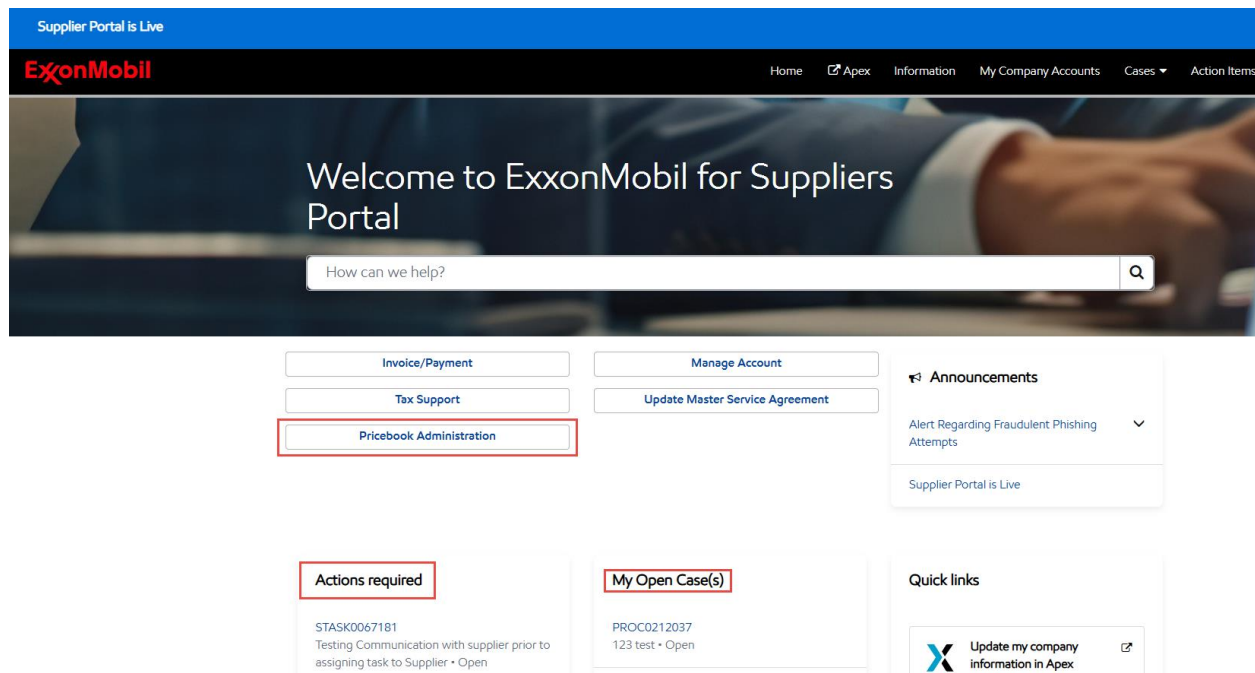
- Navigate to the **top ribbon** or the **Supplier Home Page**.
- Select **"Cases"** or go to **"My Open Cases"** to view your active submissions.

2. Viewing Assigned Tasks

- The **"Actions Required"** section displays any tasks that have been assigned to you for completion.

3. Task Notifications

- If a task is assigned, you will receive an **email notification** from **Enterprise Service Management** (emprod@service-now.com) prompting you to take action.



How to take Action on a Task

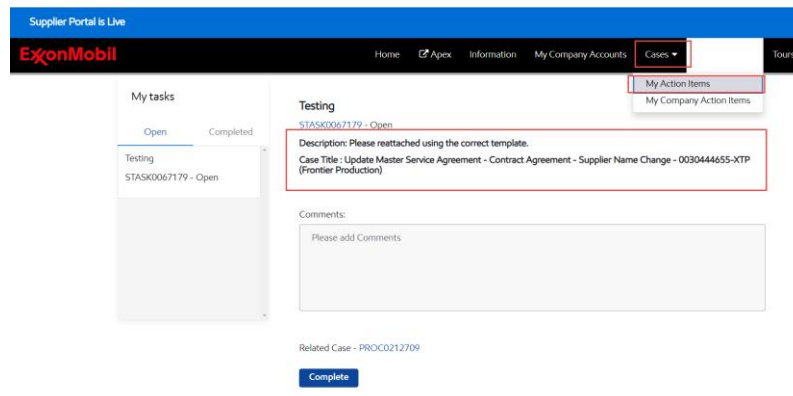
To update a task or case with the required information:

1. Access Action Items

- From the navigation menu, select **“Action Items.”**

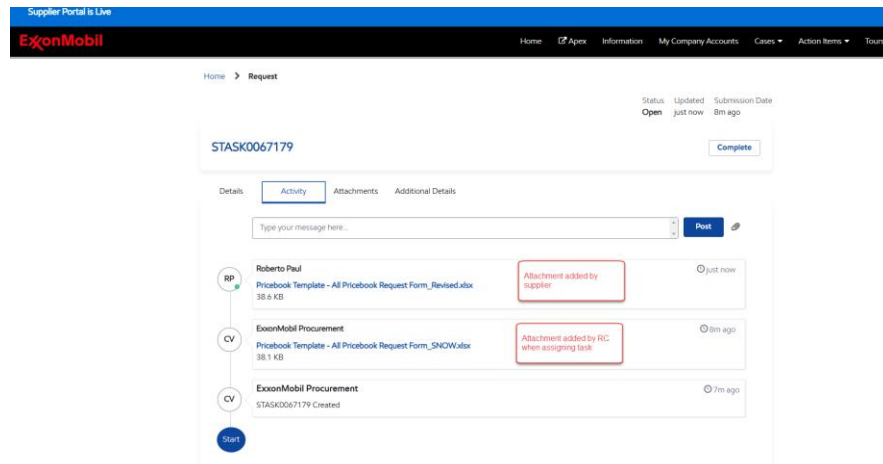
2. Update a Case

- Select the **related case number** to upload or update attachments in the **Activity** tab.



3. Update a Task

- Select the **related task number** to provide the required attachment in the **Activity** tab.



4. Add Comments

- If you have additional information or context to share, you may enter comments directly in the **Activity** section