

we are **ExxonMobil**

ExxonMobil for Suppliers Portal Navigation

Energy lives here™

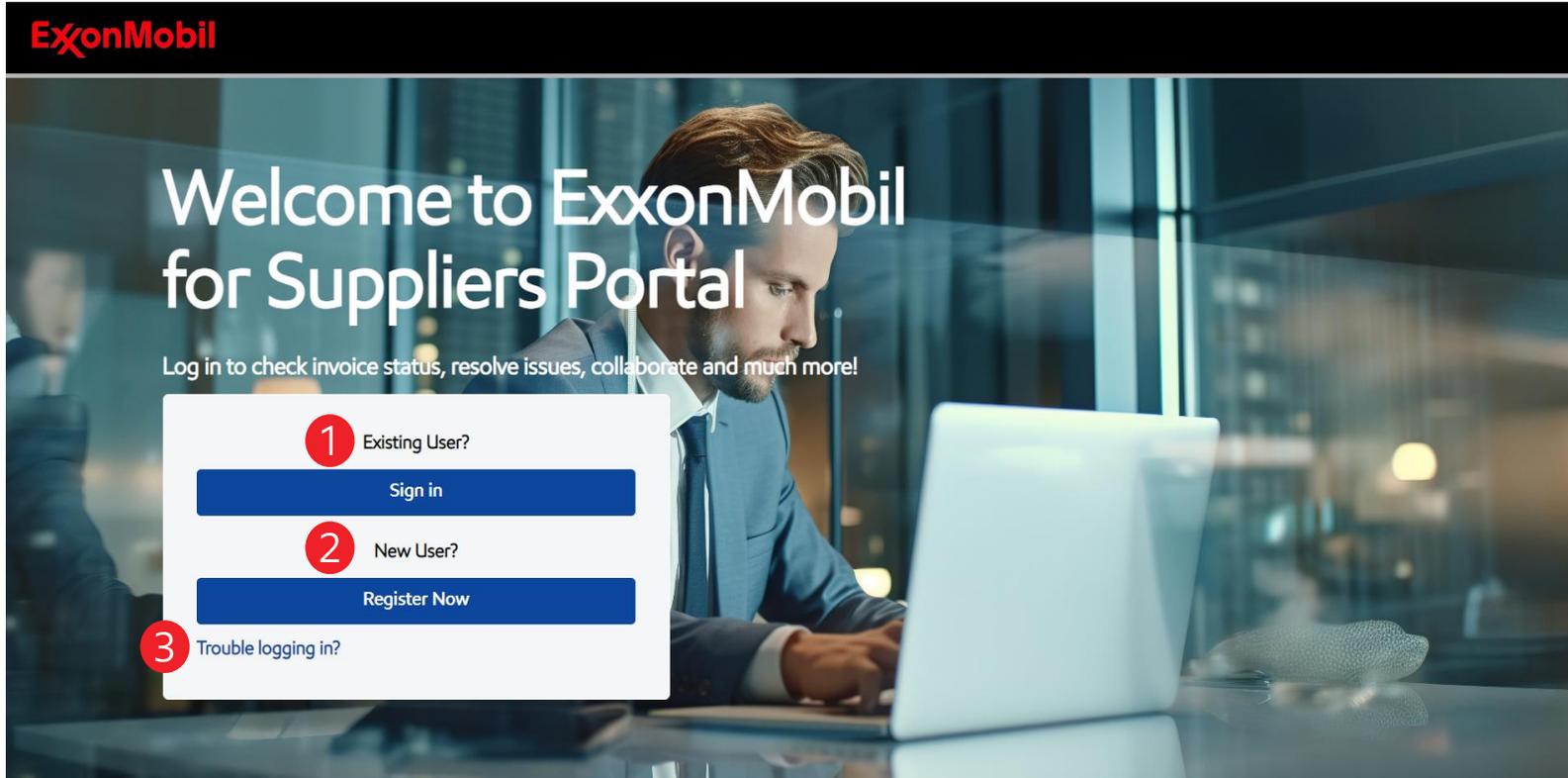
May, 2024

This presentation includes forward-looking statements. Actual future conditions (including economic conditions, energy demand, and energy supply) could differ materially due to changes in technology, the development of new supply sources, political events, demographic changes, and other factors discussed herein (and in Item 1A of ExxonMobil's latest report on Form 10-K or information set forth under "factors affecting future results" on the "investors" page of our website at www.exxonmobil.com). This material is not to be reproduced without the permission of Exxon Mobil Corporation.

Agenda

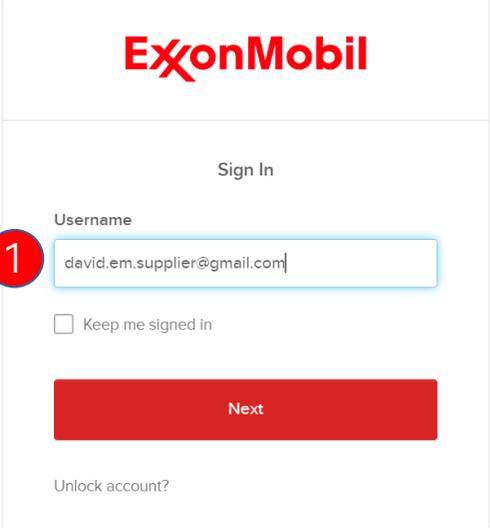
- Invoice/Payment Status Tool and other request forms
- Difference between my 'Cases' and my Company's Cases
- Escalation process
- What is an 'Action Items' and how to respond to it
- How to add a colleague to the portal as a new user & how to request access to additional SAP vendor
- Emails generated by the portal

Accessing the Portal



- 1 Existing user**
All suppliers of ExxonMobil **who completed the activation process became an 'Existing User'**. They need to use the 'Sign in box' from that point.
- 2 New user**
Suppliers who are new to the Portal need to use 'Register Now' and **initiate for themselves the account activation process first**.
- 3 Trouble to logging in**
Click on 'Trouble logging in?' to open the Frequently Asked Questions Page on login issues.

Login to the Portal



ExxonMobil

Sign In

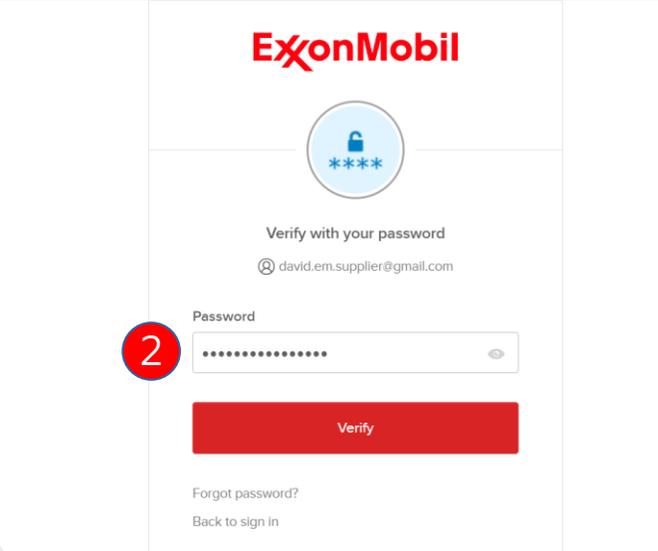
Username

1

Keep me signed in

Next

[Unlock account?](#)



ExxonMobil



Verify with your password

 david.em.supplier@gmail.com

Password

2

Verify

[Forgot password?](#)

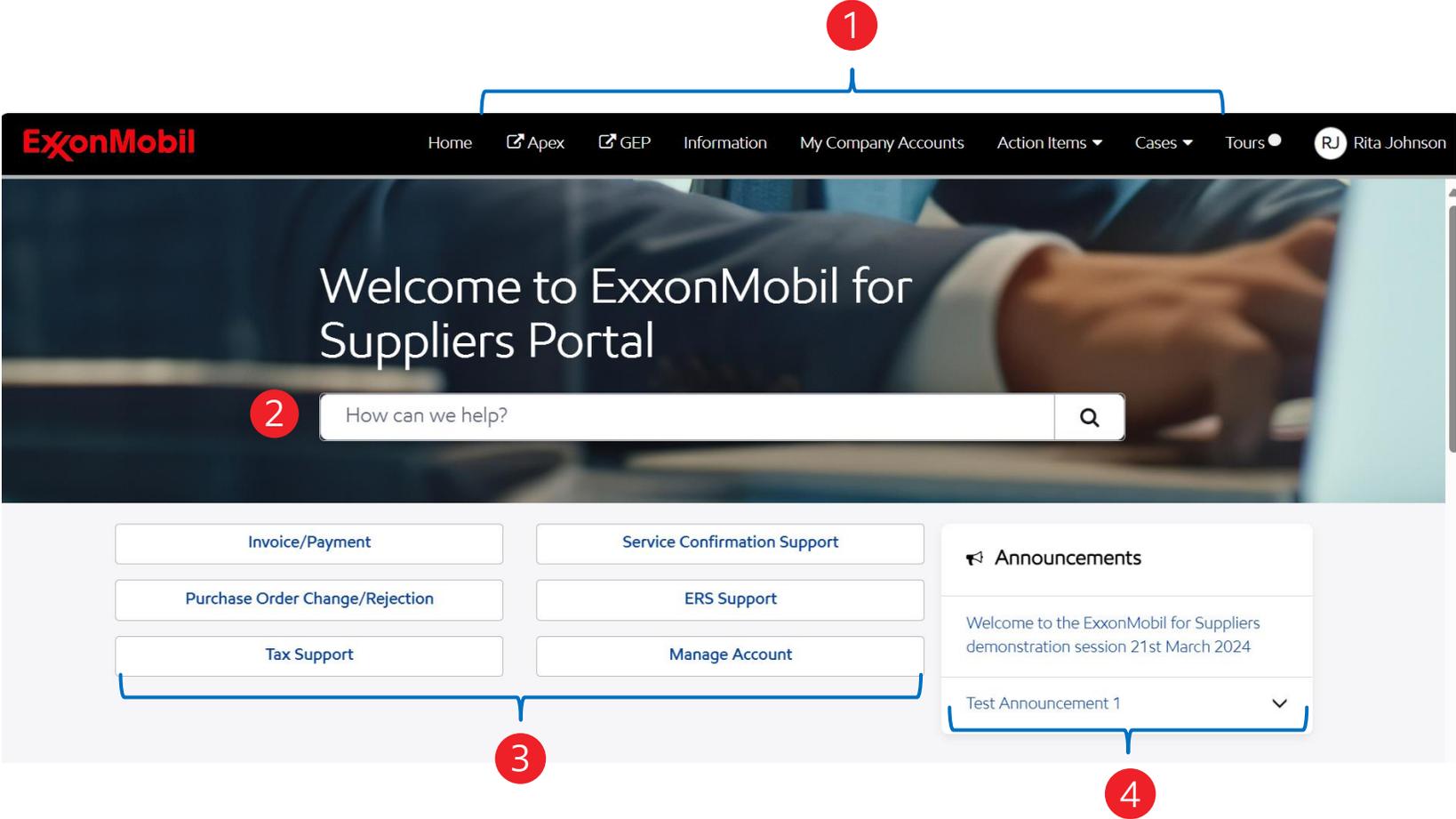
[Back to sign in](#)

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

1 The registered supplier can enter their username (**registered email ID**) and then click on the “Next Button”

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

Portal Landing Page (1)



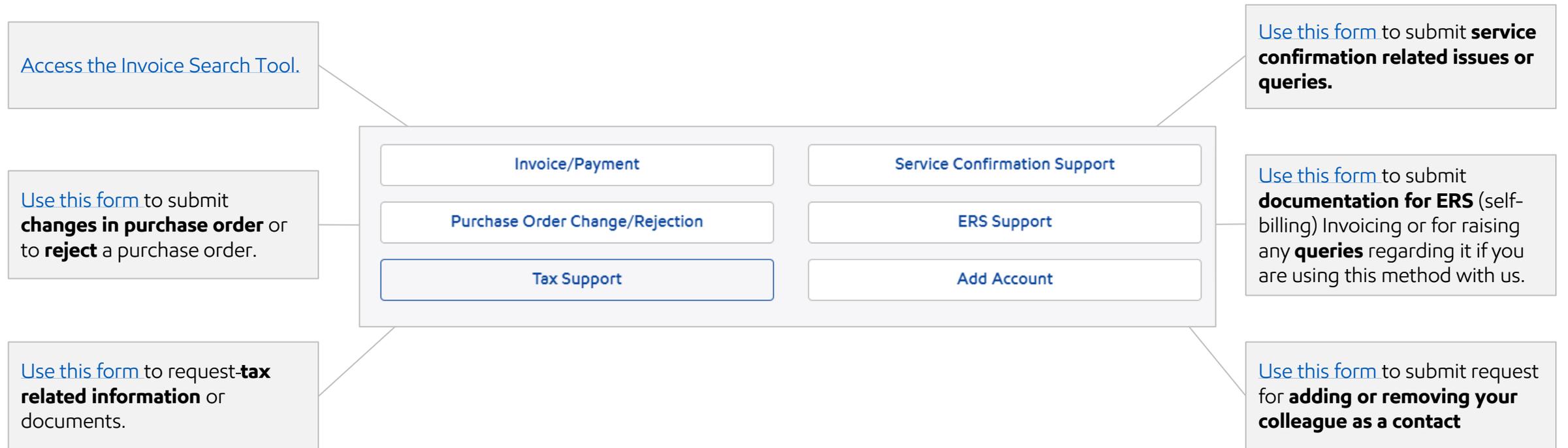
1 Header
Includes **links to internal and external pages** to quickly access the resources and webpages needed.

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

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

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

Different cases and Invoice/Payment Search



Portal Landing Page (2)

The screenshot shows the ExxonMobil portal landing page for user Rita Johnson. The page is divided into five main sections, each highlighted with a red circle and a number:

- 1 Actions required:** A list of tasks, including "STASI: Difference on invoice 22222222A can be paid as missing Service Confirmation" and "STASI: Invoice number incorrect".
- 2 My Open Case(s):** A list of open cases, including "PROC0012639: Incorrect VAT on the invoice" and "PROC0012575: The price is now 345USD/ kilo- for while oil W3345P".
- 3 Quick links:** A collection of links to external resources: "Update my company information in Apex", "GEP Invoice Payment Status and Service Confirmation", "C2FO - ExxonMobil Early Payment Program", and "Contact Us" (with a sub-link "Click here for technical support").
- 4 My Company Account(s):** A list of accounts, including "EXXONMOBIL EXPLORATION & 0000000871-F2".
- 5 Contacts with access to My Account(s):** A section showing "No records found".

- 1 Actions required**
View of **active tasks assigned to you**. Tasks can include requests to provide more information, confirmation, and other steps necessary to complete a case.
- 2 My Open case(s)**
Quick overview of the **most recently requested cases submitted by you**. You can drill down to an in-depth view of the cases by clicking the specific case or the 'View all' option.
- 3 Quick links**
Access to **external resources that you may need to access** on a regular basis such as GEP, Apex, and C2FO.
- 4 My Company Account(s)**
Provides you with a **view of Accounts contact(s) associated** with SAP Vendor Numbers you have access to.
- 5 Contacts with access to My Account(s)**
Shows **the list of your colleagues who can see/ access** the same SAP Vendor number(s).

Portal Landing Page (3)

ExxonMobil

Home Apex GEP Information My Company Accounts Action Items Cases Tours RJ Rita Johnson

Actions required

STAS
Difference on invoice 22222222A can be paid as missing Service Confirmation • Open

STAS
Invoice number incorrect • Open

My Open Case(s)

PROC0012639
Incorrect VAT on the invoice • Open

PROC0012575
The price is now 345USD/ kilo- for while oil W3345P • Open

Quick links

Update my company information in Apex

GEP Invoice Payment Status and Service Confirmation

C2FO - ExxonMobil Early Payment Program

My Company Account(s)

EXXONMOBIL EXPLORATION &
0000000871-F2

Contacts with access to My Account(s)

No records found

Contact Us
Click here for technical support

1

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

2

EM for Suppliers Portal-Post login Support
The issue form captures request types such as Not able to access links; Apex issues; Unable to raise a request. Submit this form once the required fields in the form are filled.

2

Suppliers - Account Support

Use this form when facing issues with ExxonMobil for Suppliers portal or Apex portal.

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

* Indicates required

Requested By
David Miller

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

Your Company Legal Name(s)

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

* Request Type
-- None --

Submit

Required information

Your Associated SAP Vendor Number(s)

Specify country of your operation

Request Type

Short Description

Invoice/Payment Search Tool (1)

The screenshot shows the ExxonMobil Invoice/Payment Search Tool interface. At the top, the ExxonMobil logo is on the left, and navigation links for Apex, GEP, Information, My Company Accounts, Action Items, Cases, and Tours are in the center. A user profile for Cook, Timmy is on the right. Below the navigation bar, the 'Criteria' section contains a 'Get Help' button (callout 3) and a search area with 'Search' and 'Clear filter' buttons (callout 2). The search area includes fields for Vendor Number(s) (set to 'All'), Purchase Order (PO) Number (with a search prompt), Invoice Number (with a search prompt), Invoice Amount (with a search prompt), Invoice Date (with a date format 'mm/dd/yyyy' and a calendar icon), Clearing Document (with a search prompt), and Company Code/Name (set to '0102:ExxonMobil Product Solutions Company - US Division'). A red box highlights these search fields (callout 1). At the bottom, a message states 'Invoice not Found. Click [Get Help](#) to raise a ticket and get a real time update.' (callout 3).

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

Invoice Search Tool (2)

ExxonMobil

Apex GEP Information My Company Accounts Action Items Cases Tours LD Lan, Da

Criteria [Get Help](#) [Search](#) [Clear filter](#)

Vendor Number(s) Purchase Order (PO) Number Invoice Number

Invoice Amount Invoice Date Clearing Document

Company Code/Name

1 - 5 out of 5 Results For Search L [Export List](#) [Previous](#) [Next](#)

Vendor	Invoice #	Invoice Date	Due Date	Pay Date	Amount	Status	Type	Actions
\CONSULTING LTD	N2361	Dec 19,2023	Feb 17,2024		15,564.00 USD	Cancelled	Invoice	+ ?
\CONSULTING LTD	359	Dec 19,2023	Feb 17,2024		15,564.00 USD	Cancelled	Invoice	+ ?
\CONSULTING LTD	358	Dec 19,2023	Feb 17,2024		15,564.00 USD	Cancelled	Invoice	+ ?
\CONSULTING LTD	N2360	Dec 19,2023	Feb 17,2024		15,564.00 USD	Cancelled	Invoice	+ ?
\CONSULTING LTD	260	Aug 14,2023	Oct 13,2023	Oct 13,2023	24,000.00 USD	Paid	Invoice	+ ?

[Previous](#) [Next](#)

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

Invoice Details

Vendor: CONSULTING LTD

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

[4](#) [Get Help](#) [Close](#)

Invoice – Get Help

Get Help-Invoice/Payment

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

Expected case resolution time is 3 business days.

*** Indicates required**

Requested By
David Miller

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

Your Company Legal Name(s)

*** Request Type**
-- None --

*** Invoice Number**

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

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

*** Short Description**

Description

Attach a copy of invoice or proof of invoice submission

The maximum attachment file size is 1024MB

Add attachments

Submit

Required information

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

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

The Form contains mandatory fields noted by a red asterisk *

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

My Cases



The 'My cases' page features a header with the title 'My cases' and a filter section. The filter section includes a dropdown menu set to 'Open Cases' (annotated with a red circle 3) and a 'Keyword Search' input field (annotated with a red circle 4) followed by a search icon. Below the filter is a horizontal tab bar with 'Invoice/Payment' selected (annotated with a red circle 2). The main content is a table with columns for 'Number', 'Case type', 'Case Title', 'State', and 'Updated'. Two rows are visible, both with 'PRO' case numbers. The first row has a state of 'Open' and was updated 'a day ago'. The second row has a state of 'Pending' and was updated '4d ago'. A red circle 5 is placed to the right of the table, with a blue bracket indicating the table's content.

Number	Case type	Case Title	State	Updated
PRO	Get Help-Invoice/Payment	Invoice information needed to be correct...	Open	a day ago
PRO	Get Help-Invoice/Payment	Amount paid is different than invoice am...	Pending	4d ago

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

Case Form Overview

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

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

* Indicates required

Requested By
David Miller

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

Your Company Legal Name(s)

* Request Type
-- None --

* PO Number
Enter only 1 Purchase Order #

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

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

* Short Description

Description

The maximum attachment file size is 1024MB

4 Add attachments

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

6 Submit

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

Case Form Overview – Action Buttons

The image displays three screenshots of the ExxonMobil case management interface, illustrating the available actions for different case states:

- Top Screenshot:** Shows a case titled "Submit documentation for ERS invoicing - PO99999" with a state of "Open". The "Actions" dropdown menu is open, showing the "Cancel Request" option. A red circle with the number "1" highlights this option.
- Middle Screenshot:** Shows the same case with a state of "Resolved". The "Actions" dropdown menu is open, showing the "Reopen" option. A red circle with the number "2" highlights this option.
- Bottom Screenshot:** Shows a case titled "Invoice was not paid" with a state of "Open". The "Actions" dropdown menu is open, showing the "Cancel Request" and "Escalate" options. A red circle with the number "3" highlights the "Escalate" option.

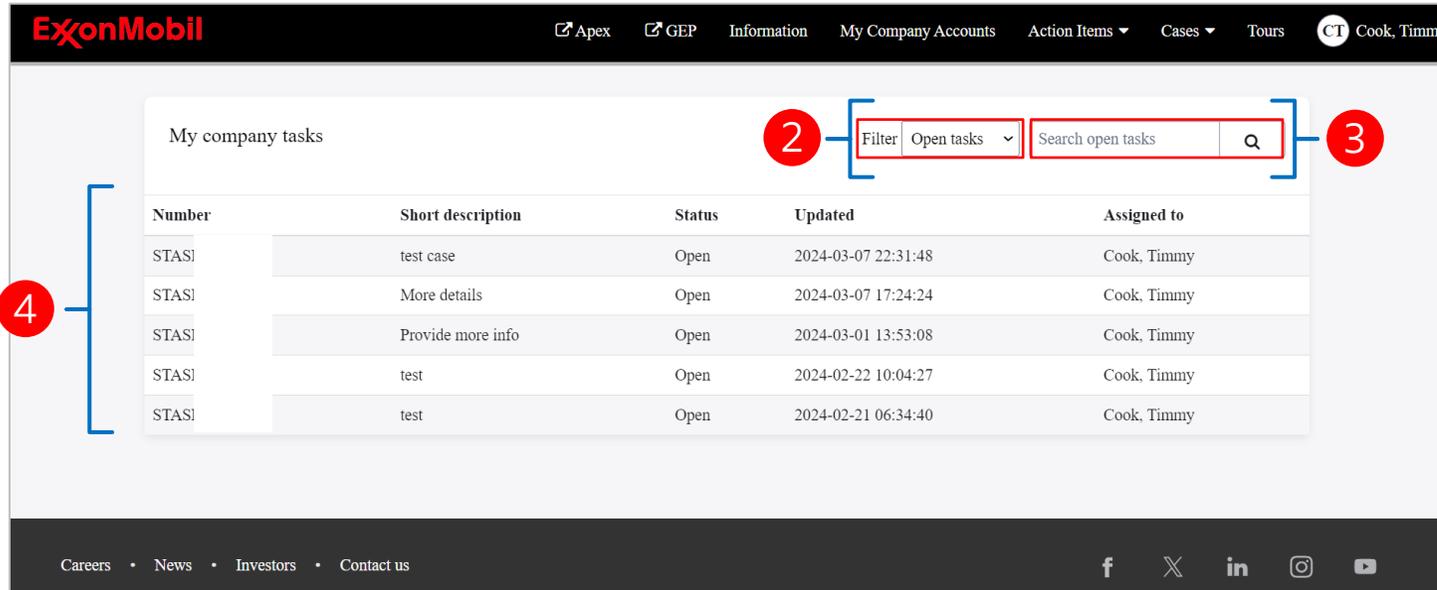
- 1 Cancel Request**
If the case is not in resolved, closed or cancelled state, you can choose to cancel it by clicking the dropdown menu and selecting 'Cancel Request'.
- 2 Reopen Request**
If your case is marked as 'resolved' you can reopen it in a timeframe of 7 *business days*
- 3 Escalate**
If you have not received our feedback on your case within our usual response time: 3 *business days*, you can escalate the case.

My Actions

The screenshot shows the ExxonMobil portal interface. At the top, the navigation bar includes 'Home', 'Apex', 'GEP', 'Information', 'My Company Account', 'Action Items' (highlighted with a red box and callout 1), 'Cases', and 'Tours'. A user profile for 'Rita Johnson' is visible. On the left, a 'My tasks' panel shows a list of tasks with 'Open' and 'Completed' filters. The main content area displays a task card for 'Invoice number incorrect' (STASK - Open). The task description reads: 'Please provide a new invoice number, as this one is ot in our system 47 -3. You can as well attach.' The case title is 'WHT - Withholding Tax -'. Below the description is a 'Comments' section with a text input field and a 'Complete' button. A 'Related Case - PROC0012584' link is shown at the bottom of the task card. A callout box at the top right points to the 'Action Items' menu, listing 'My Action Items' and 'My Company Action Items'. Numbered callouts 1-6 are placed throughout the interface to highlight key features.

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

My Company Actions



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

My Company Accounts

My Company Accounts

My Company Account(s) and Contacts

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

Displaying only associated active accounts

Legal name	Associated SAP Vendor Number
CONSULTING LTD	-F2P (CARS)
CONSULTING LTD	!-AMP (NA-Stripes)

1 You can view both the **legal name** and **associated SAP vendor number** for the entities associated with your account.

2 Here you **check who else has access** to the same set of company information like you.

3 You may also choose to **remove/add names** from the list by using the **'Manage Contacts'** function. Once you complete the action, the system will send an email notification/invitation to the given email address.

Contacts with access to My Account(s)

My Company Account(s) and Contacts **Manage Contacts** 3

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

Displaying only associated active contacts

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

Email Notifications for Supplier Cases

ExxonMobil for Suppliers

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

Request Opened-Change Delivery Date - PO12876114

Hello Timmy Cook,

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

Purchase Order - Change/Rejection

Change Delivery Date - PO12876114

Request number: PROC0003689

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

[View Request](#)

[View Request](#)

About this request: Change Delivery Date - PO12876114

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

Registration Instructions for ExxonMobil for suppliers

- 1) If you are a new user, click on this link ([New Registration Page](#))
- 2) If you are an existing user, click on this link ([New Login Page](#))

[Notification Preferences](#)

ExxonMobil

You will receive email notifications when:

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