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ExxonMobil for Suppliers Portal Navigation

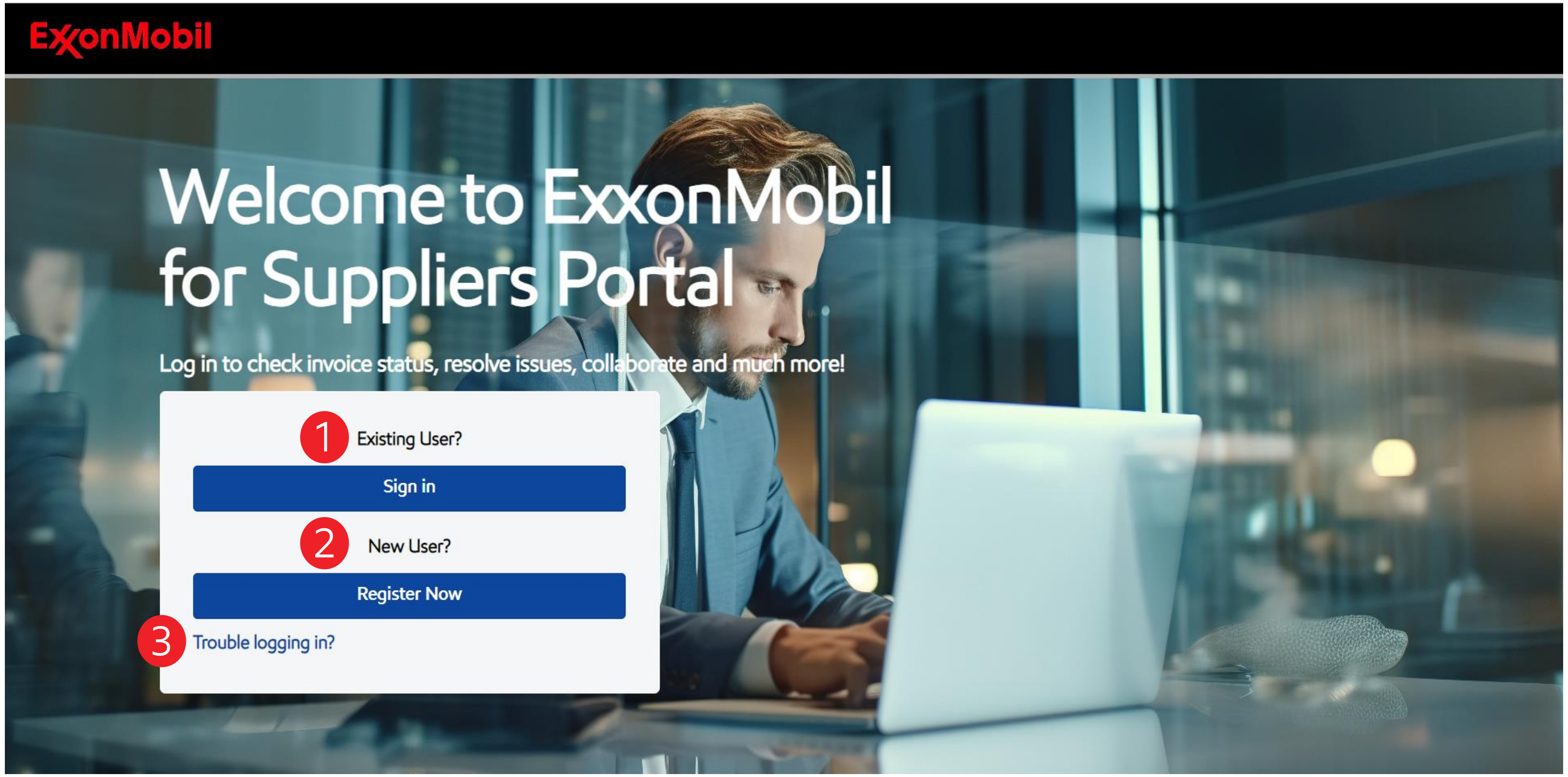
Energy lives here™

May, 2024

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

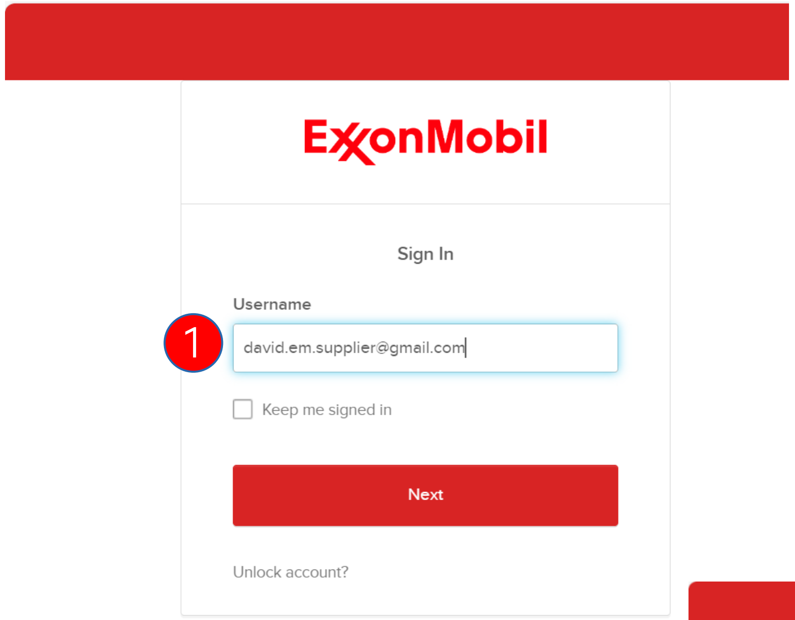


1 **Existing user**
All suppliers of ExxonMobil **who completed the activation process became an 'Existing User'**. They need to use the 'Sign in box' from that point.

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



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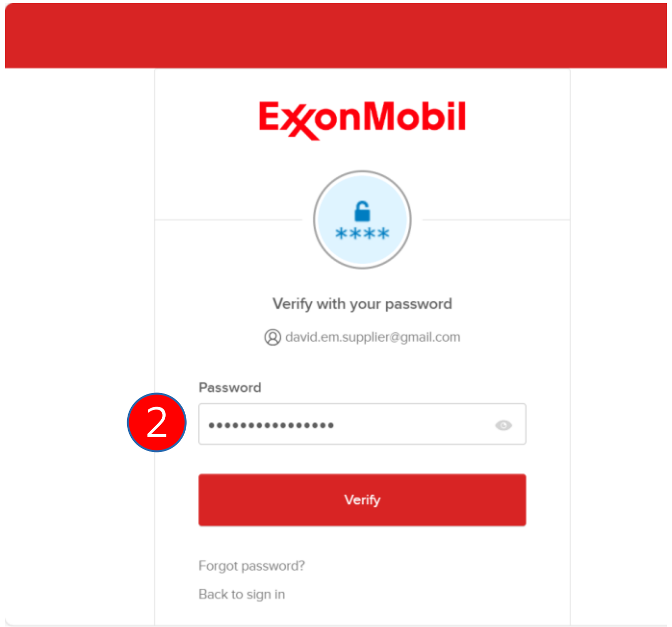

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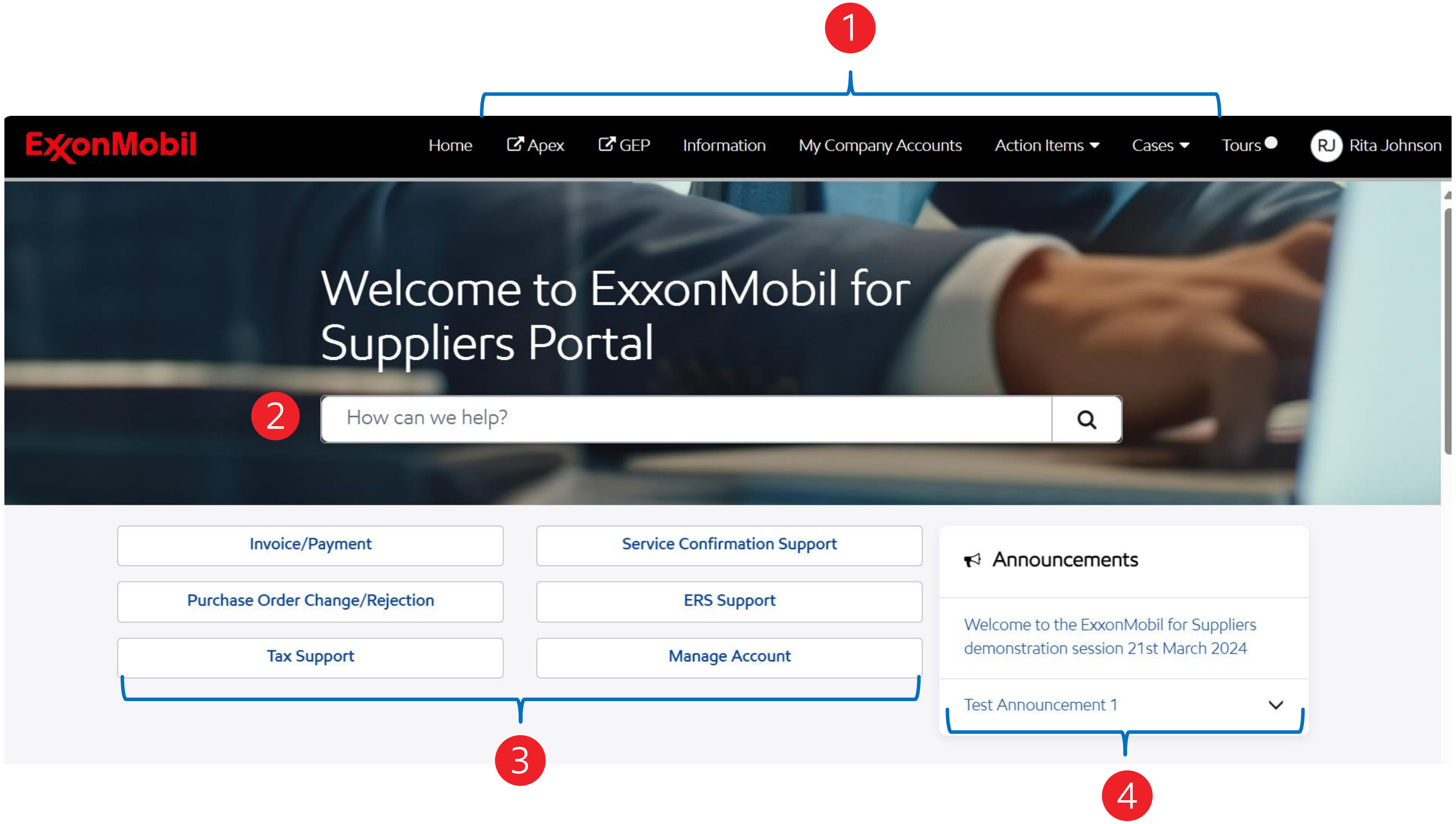
As a registered supplier, you will need to enter your username & password to successfully login to the ExxonMobil for Suppliers Portal. Only authenticated suppliers will have access to this portal.

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

Access the Invoice Search Tool.

Use this form to submit **changes in purchase order** or to **reject** a purchase order.

Use this form to request-**tax related information** or documents.

Invoice/Payment

Purchase Order Change/Rejection

Tax Support

Service Confirmation Support

ERS Support

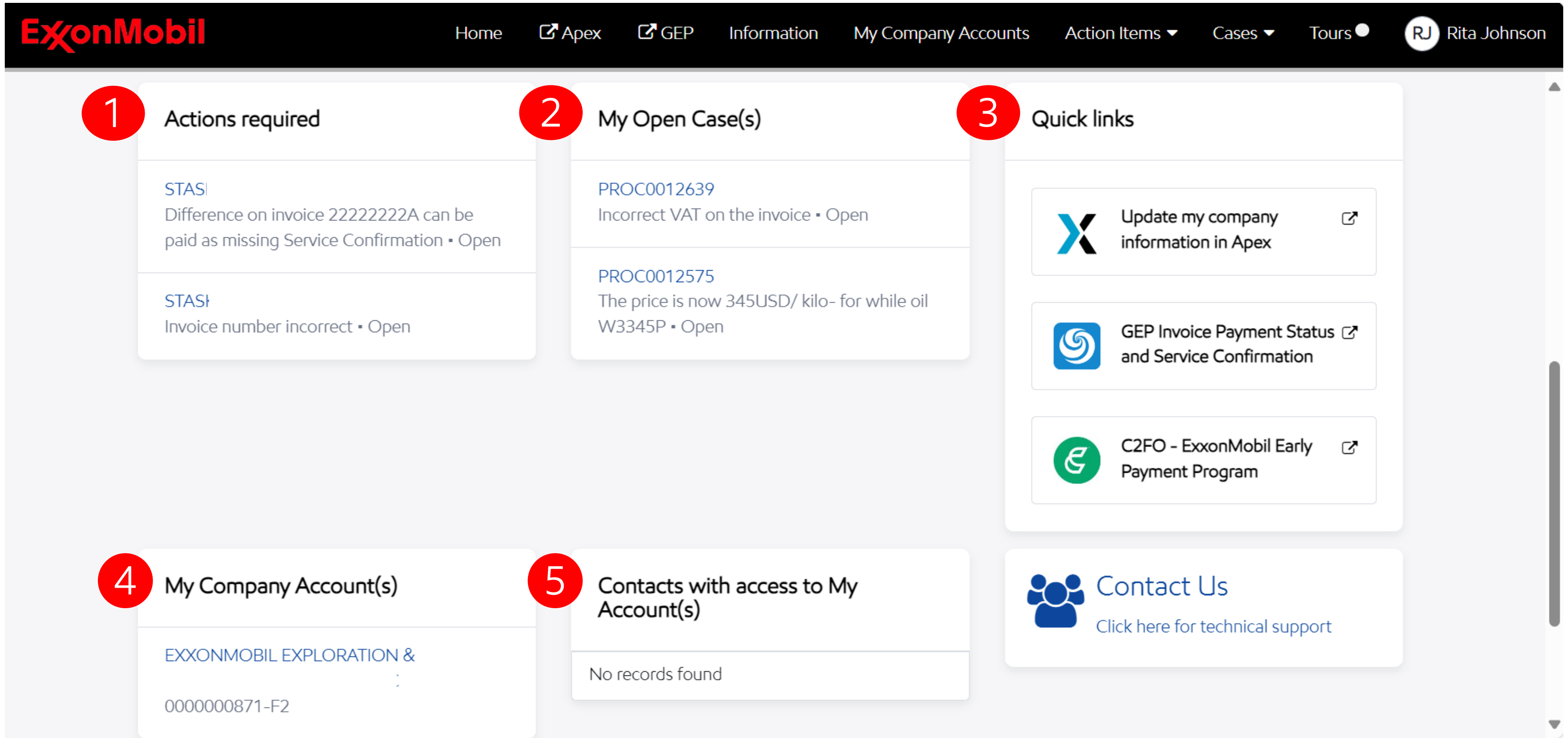
Add Account

Use this form to submit **service confirmation related issues or queries.**

Use this form to submit **documentation for ERS** (self-billing) Invoicing or for raising any **queries** regarding it if you are using this method with us.

Use this form to submit request for **adding or removing your colleague as a contact**

Portal Landing Page (2)



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.

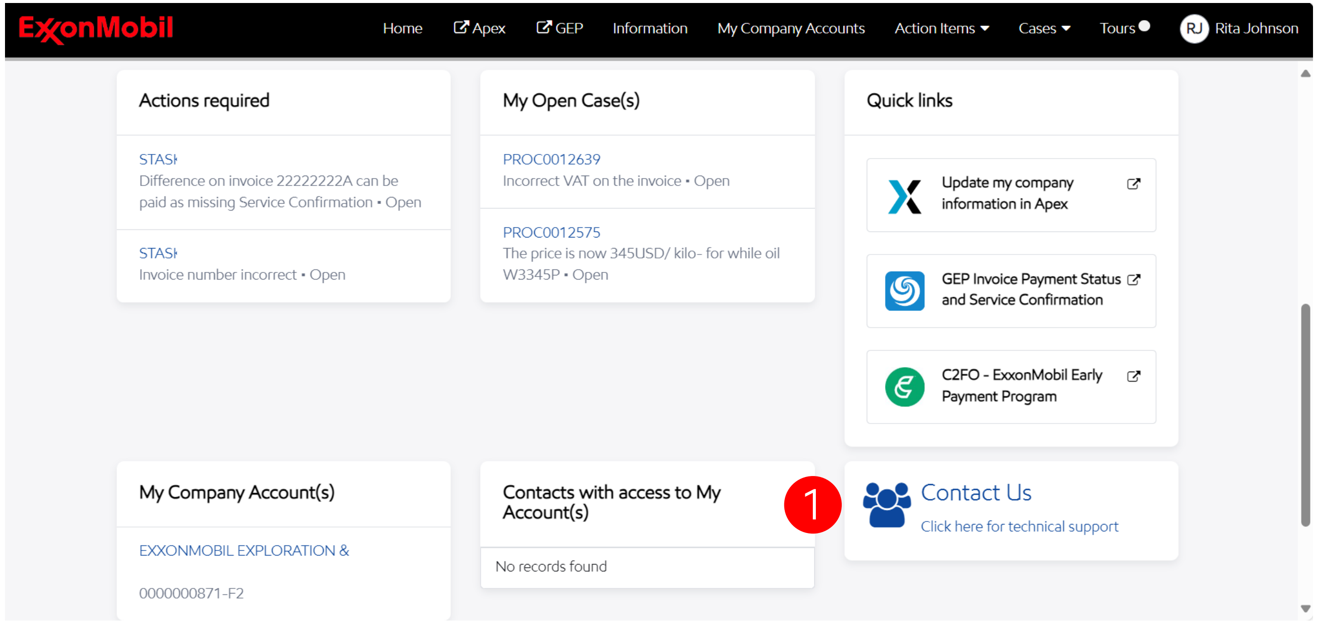
2. **My Open case(s)**
   Quick overview of the **most recently requested cases submitted by you.** You can drill down to an in-depth view of the cases by clicking the specific case or the 'View all' option.

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 Accounts(s)**
   Provides you with **a view of Accounts contact(s) associated** with SAP Vendor Numbers you have access to.

5. **Contacts with access to My Account(s)**
   shows **the list of your colleagues who** can see/ access the same SAP Vendor number(s).

Portal Landing Page (3)



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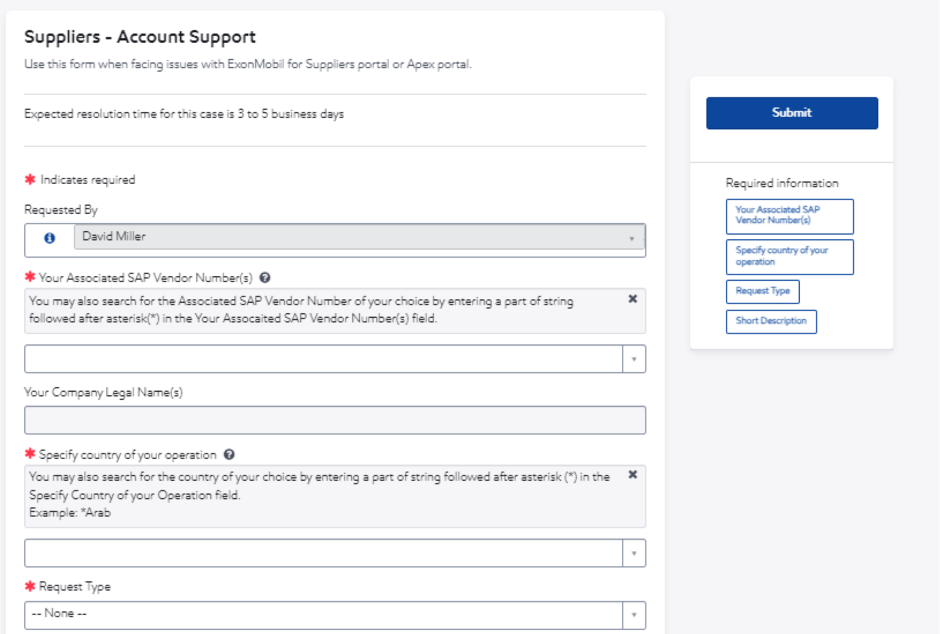

1 **Contact Us**
For any technical issues related to ExxonMobil for Suppliers portal or Apex log in click on 'Click here to Contact us' to **open the support form.**

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.

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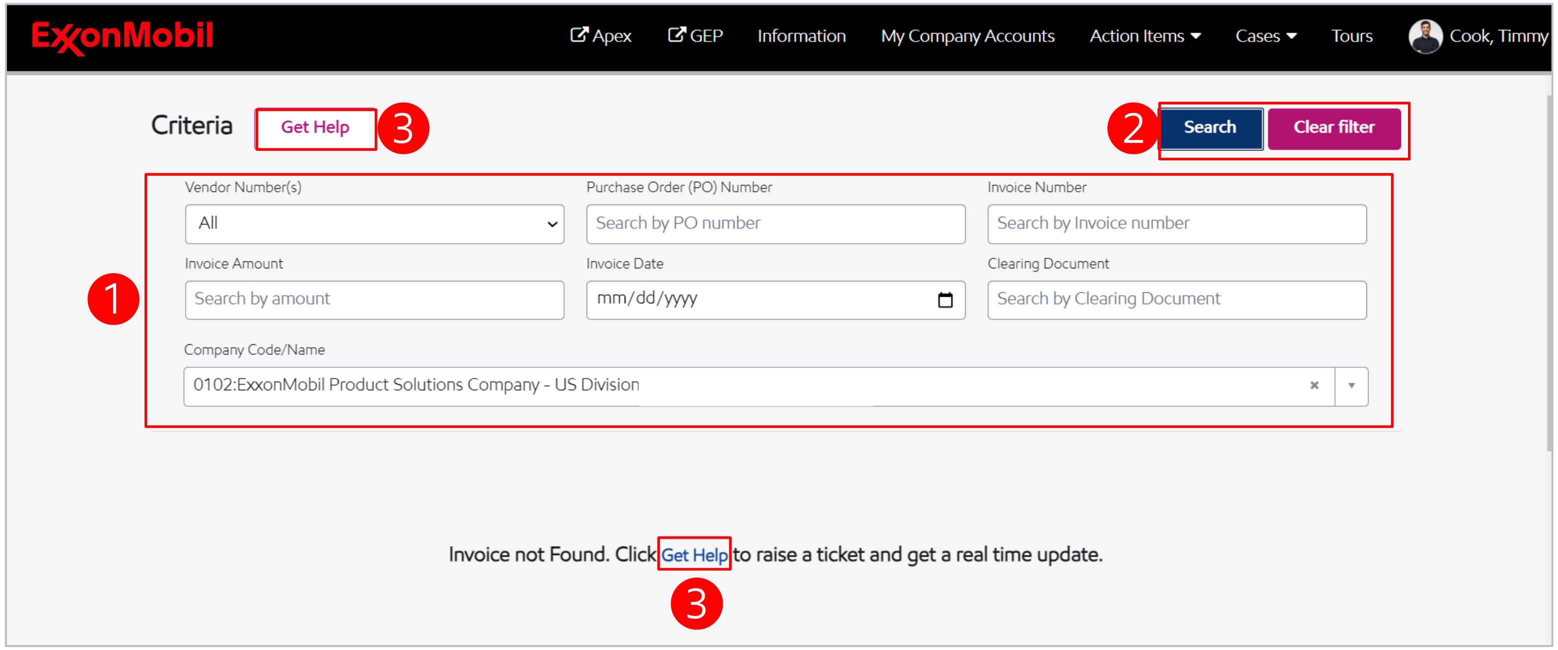
Invoice/Payment Search Tool (1)

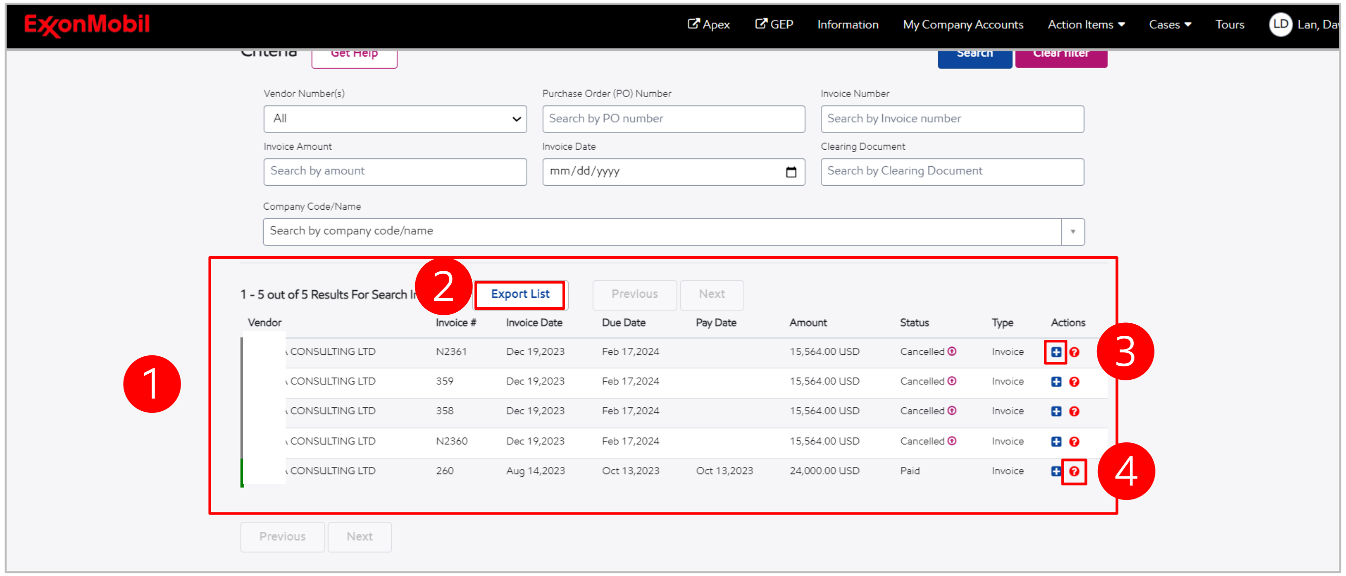


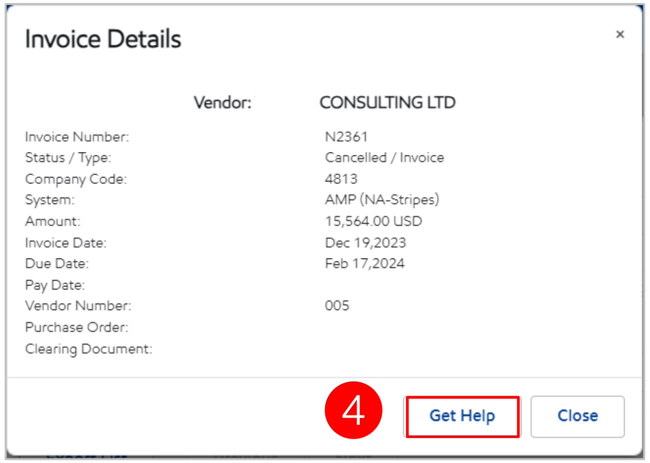
1. In the **Invoice Search** page, you can search based on **different criteria**

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)





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.

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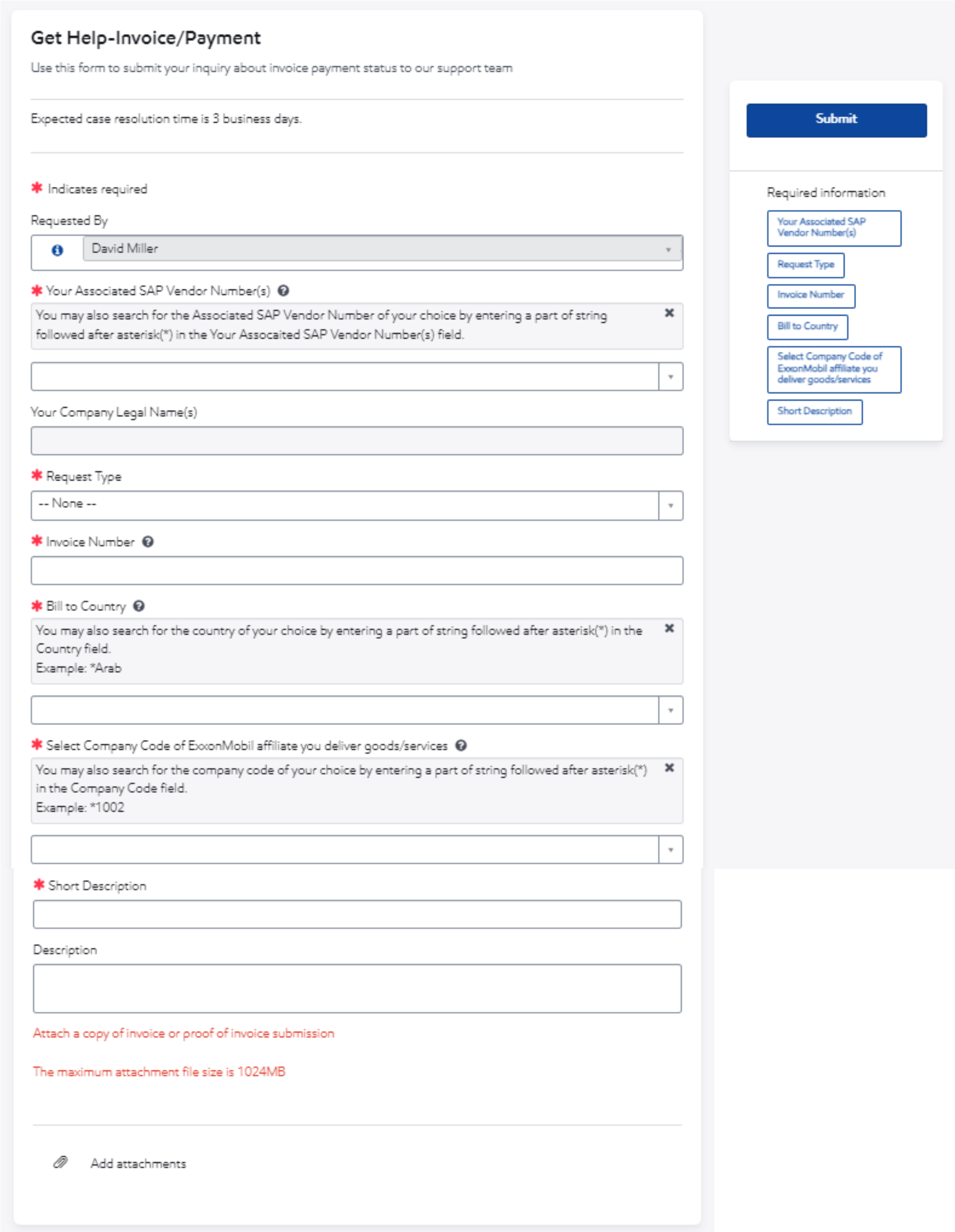
Invoice – Get Help



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 Assocaited 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

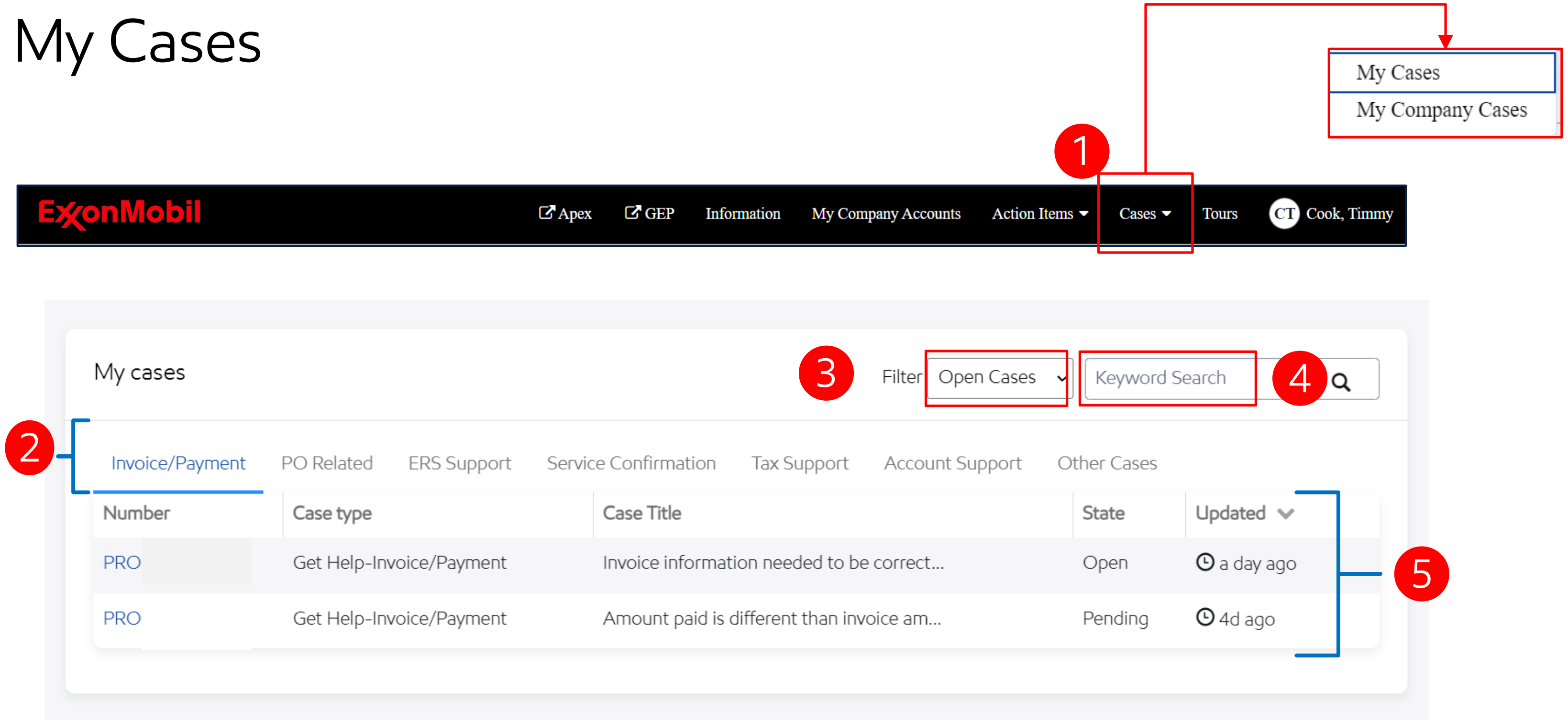
Short Description

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 *

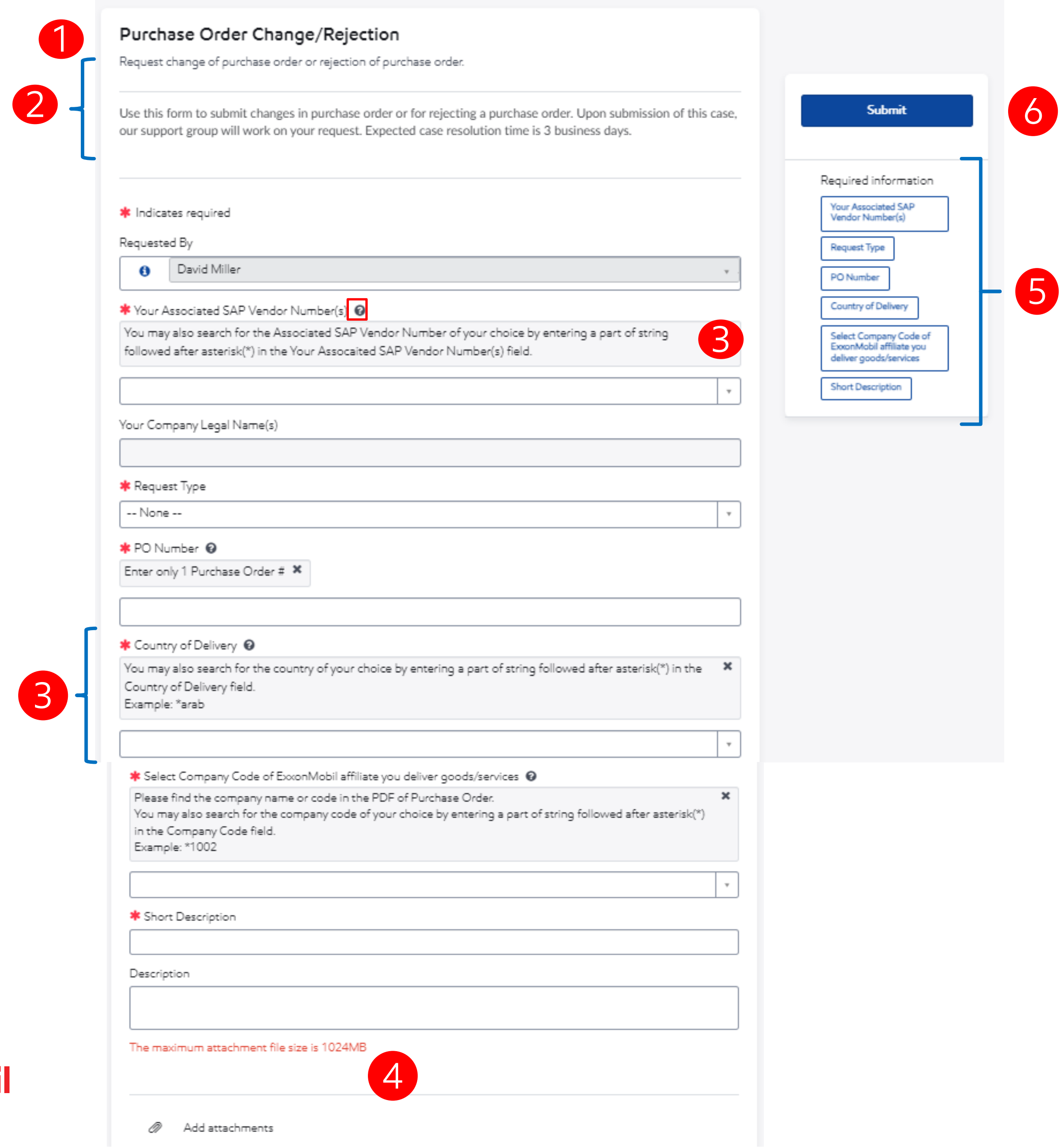
Please **attach the copy of invoice** or proof of invoice submission if required.

My Cases



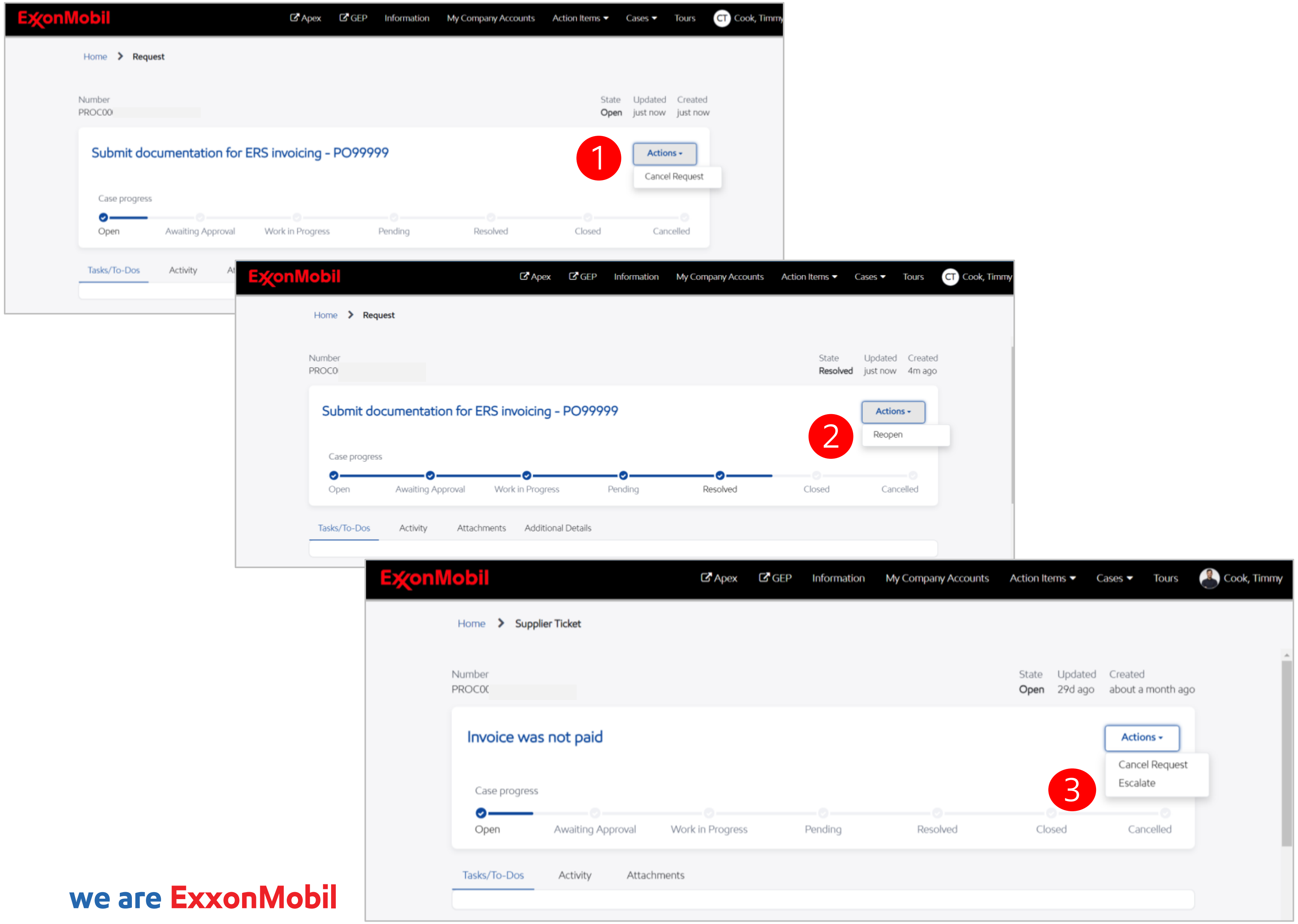
1. You can reach My cases page from the top bar **on the portal landing page**.
2. You can view **your cases organized by a type of request in individual tabs.**
   - e.g.: Payment Status, PO related
3. You may also **filter the cases by open, closed**, and **all cases** from the filter at the top of 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. **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

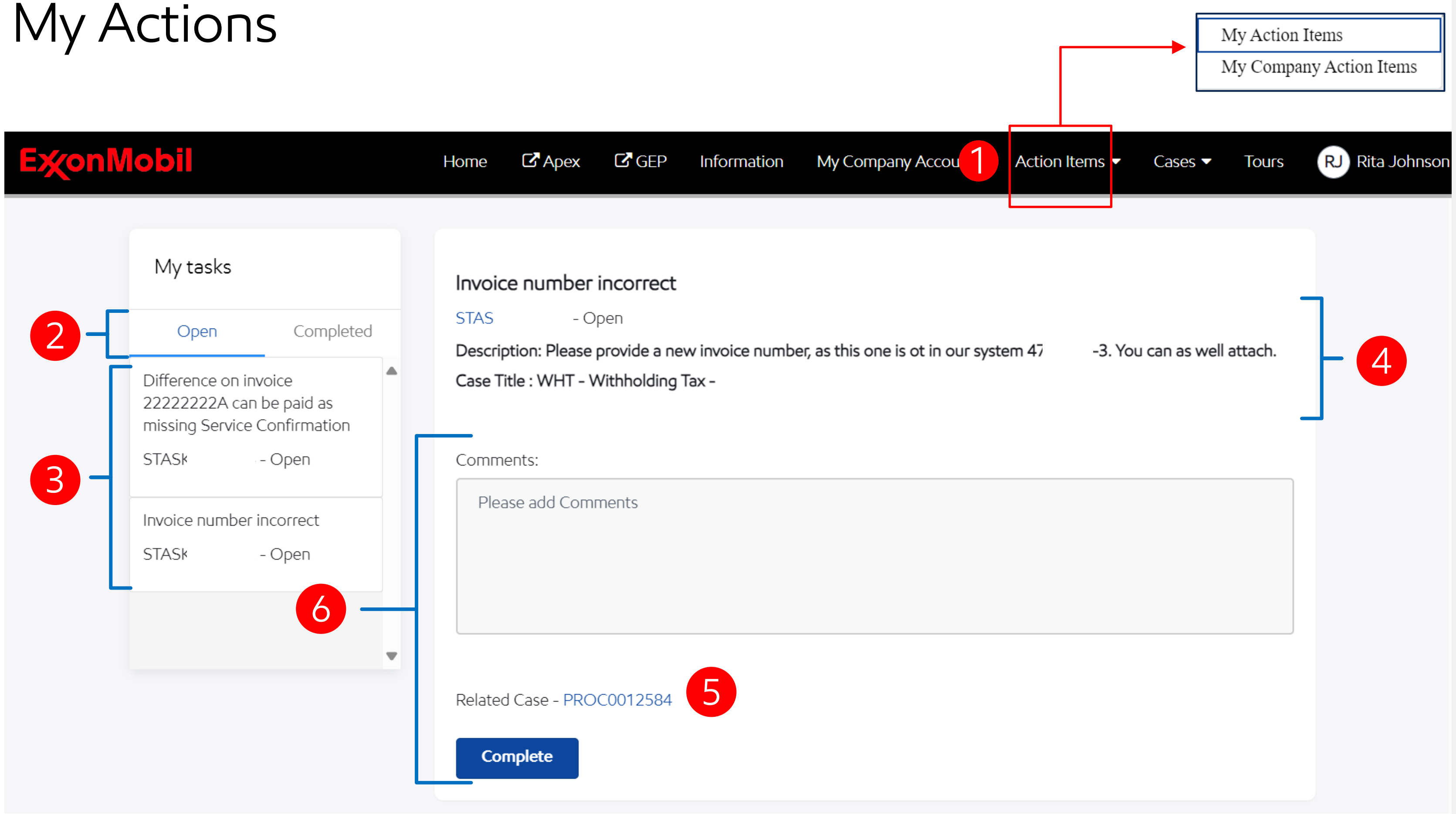


1 **Cancel Request**
If the case is not in resolved, closed or cancelled state, you can choose to cancel it by clicking the dropdown menu and selecting ‘Cancel Request’.

2 **Reopen Request**
If your case is marked as ‘resolved’ you can reopen it in a timeframe of *7 business days*

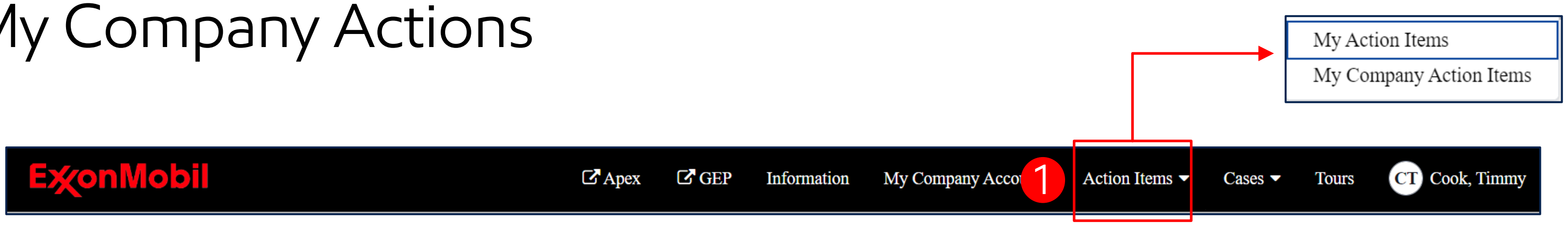
3 **Escalate**
If you have not received our feedback on your case within our usual response time: 3 business days, you can escalate the case.

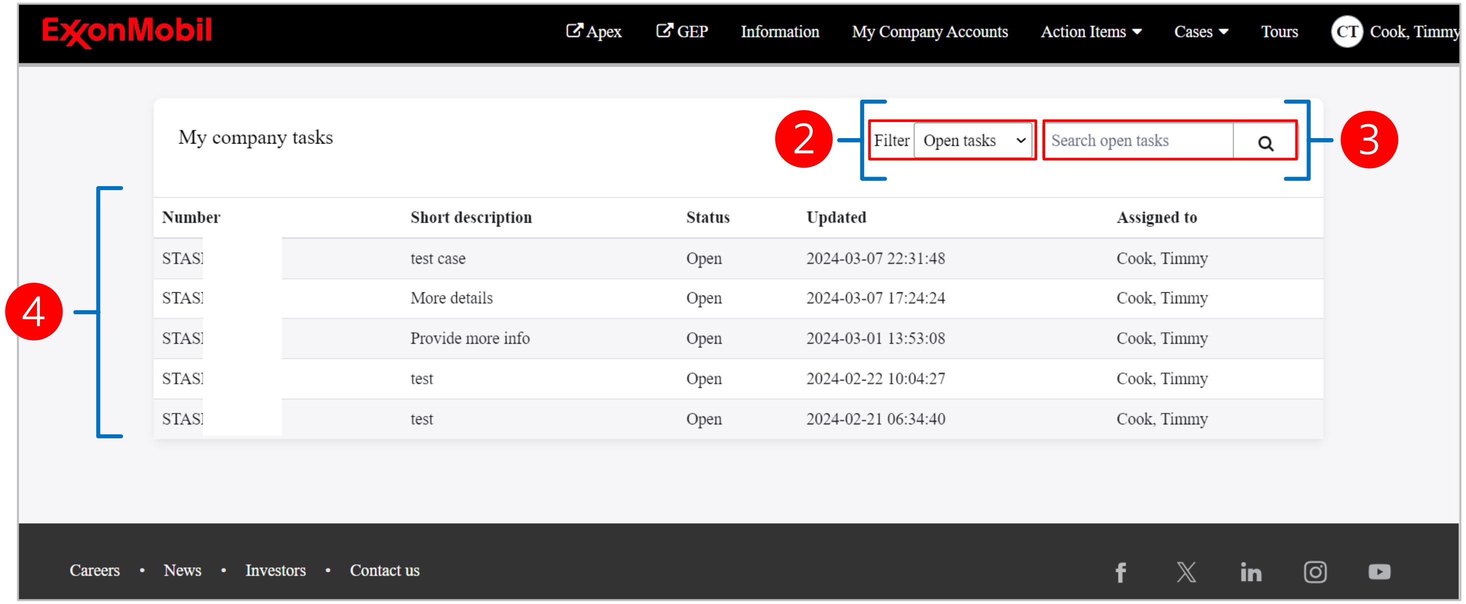
My Actions



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





Number	Short description	Status	Updated	Assigned to
STAS	test case	Open	2024-03-07 22:31:48	Cook, Timmy
STAS	More details	Open	2024-03-07 17:24:24	Cook, Timmy
STAS	Provide more info	Open	2024-03-01 13:53:08	Cook, Timmy
STAS	test	Open	2024-02-22 10:04:27	Cook, Timmy
STAS	test	Open	2024-02-21 06:34:40	Cook, Timmy

1. You can view under **My Company Action Items** page all tasks assigned to your colleagues.

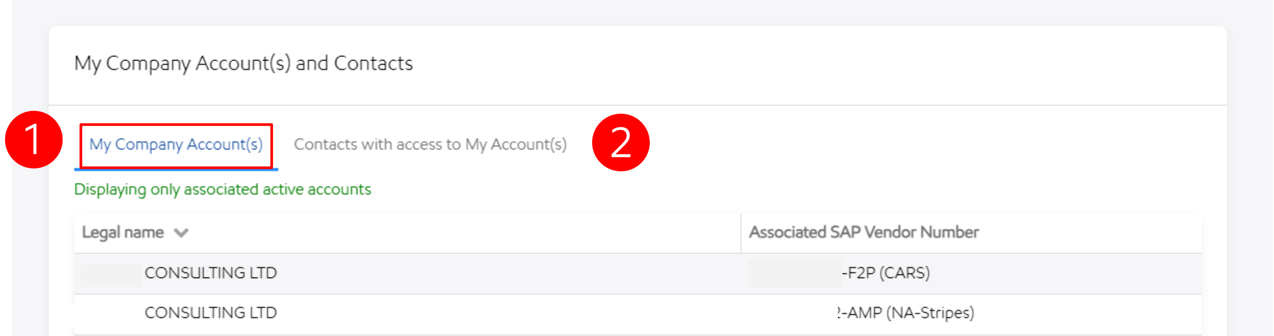
2. You can choose between "**Open**" and "**Completed**" tasks

3. You **can search for keywords** in a task using the Search bar on top right in front of the filter

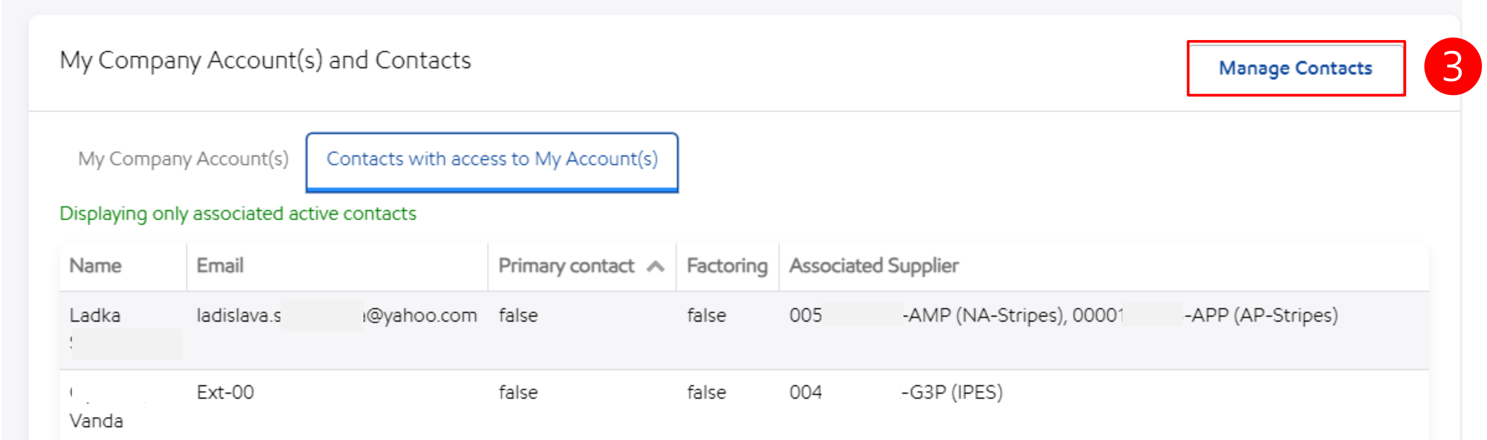
4. **The list view contains** Task Number, Short Description, State, Updated date, time and who the task is assigned to amongst your company's contacts

My Company Accounts

My Company Accounts



Contacts with access to My Account(s)



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.

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