Audience: Suppliers utilizing both GEP platform and SAP Business Network

Q: Will the Purchase Order conversion process apply to all existing open POs in GEP?

A: Not all POs will migrate to SAP Business Network. For POs that were not part of the migration, please continue using GEP until further notice.

Q: Is there a target timeline for when all remaining POs will be fully converted to SAP Business Network?

A: The conversion is being executed in phases, and you will be notified as your POs are migrated. During this transition period, both systems may temporarily coexist depending on the status of each PO. As part of the process, your SAP Business Network onboarding point of contact will provide a detailed spreadsheet containing all necessary information, including new PO numbers, remaining balances, and the correct invoice submission channel, ensuring a clear and smooth transition.

Q: What happens to Invoices or Service Confirmations already submitted in GEP and currently pending approval?

A: Invoices and Service Confirmations submitted and approved in GEP will continue to be handled within GEP until payment is processed. No additional action is required in SAP BN for these invoices.

Q: Are open issues related to GEP Service Confirmations expected to be resolved via SAP Business Network going forward?

A: No. GEP-related troubleshooting will continue to be handled in GEP. To ensure proper support and timely resolution, you should submit your request through the ExxonMobil for Suppliers Portal under "GEP Service Confirmation Support".

Q: What actions should be taken when a GEP PO is closed and a new PO is issued in SAP Business Network?

A: In line with the process for any other PO in SAP Business Network, you should complete Order Confirmation, Service Entry Sheets and invoicing, where applicable, through the SAP Business Network platform.

Q: Is there any action I need to take before I submit invoices against a new SAP Business Network PO?

A: Yes. POs recreated in SAP Business Network should follow regular SAP Business Network process: the order needs to be confirmed and Service Entry Sheet (SES) must be submitted. Once the SES is approved, you may submit your invoice for processing through the instructed channel.

Q: For POs that have been closed, should invoices related to future services be submitted against new SAP Business Network PO?

A: Yes. Once a GEP PO is closed, the remaining value of that PO is transferred to SAP BN. The GEP PO should be considered closed for future invoicing, and all new invoices generated from new Service Entry Sheets must be submitted against the new SAP BN PO number.

Q: Will I still have access to GEP portal?

A: Yes. ExxonMobil is not removing GEP access during the PO transition phase.

Q: I currently use GEP Payment Status to track invoice status and submit invoice-related inquiries. Going forward, what is the recommended best practice for researching invoice status and submitting questions related to payments?

A: For any invoice research, payment status clarification, or discrepancies, you are encouraged to use the ExxonMobil for Suppliers Portal to ensure your request is properly tracked and addressed.

Q: For additional information on SAP Business Network, what should I refer to?

A: You can find additional information on this page within our Supplier Portal. There, you will have access to our Supplier Guide, training video, and detailed step-by-step instructions on how to create an SES in SAP Business Network.

Q: In case extra support is needed, how do I get support?

A: Please contact us via ExxonMobil for Suppliers Portal. Once logged in, submit your request under Purchase Order Change/ERS/SES/GR Support by clicking on the question mark (support).

Key Takeaways

- GEP POs funds are being reduced and transitioned to SAP Business Network.
- New SAP BN POs must be used for all future invoices.
- Existing invoices in GEP will continue to be processed in GEP.
- Do not invoice against closed or old GEP POs no longer utilized.