

**GEP - Service Confirmation**  
*SUPPLIER GUIDE*

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- Service Confirmation by GEP was implemented to replace the Ariba PSD/eSES tool, Ariba E-Invoicing for services, and is now available to manage Supplier invoice submissions that previously required emailing of invoices and manual SAP service entry creation.
- 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'	✗	✓

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



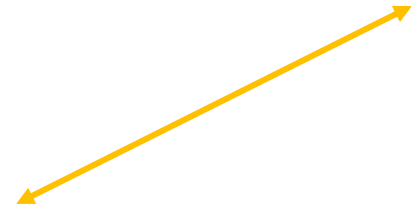
EM Payables Processes Invoice In SAP



Invoice Paid



Supplier attaches their invoice in PDF or TIF format while including the word '**Invoice**' anywhere in the file name



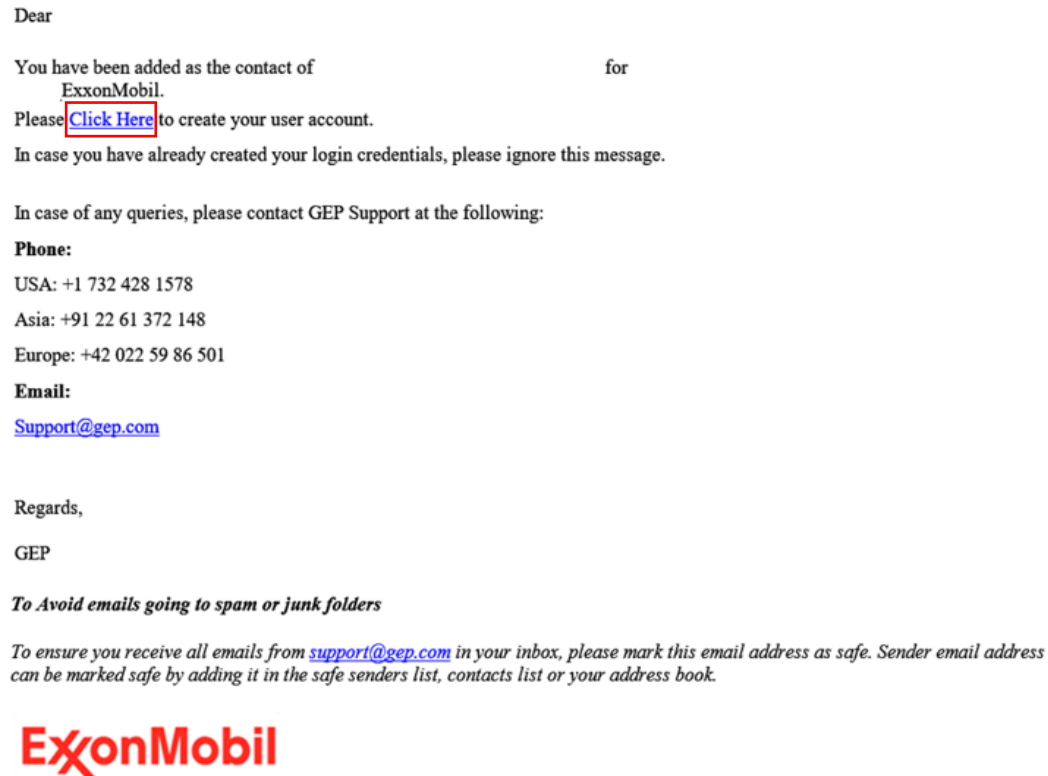
# **GEP - Service Confirmation**

## Registration/Login/Support

ExxonMobil will initiate an invitation to the supplier's key contacts for registration

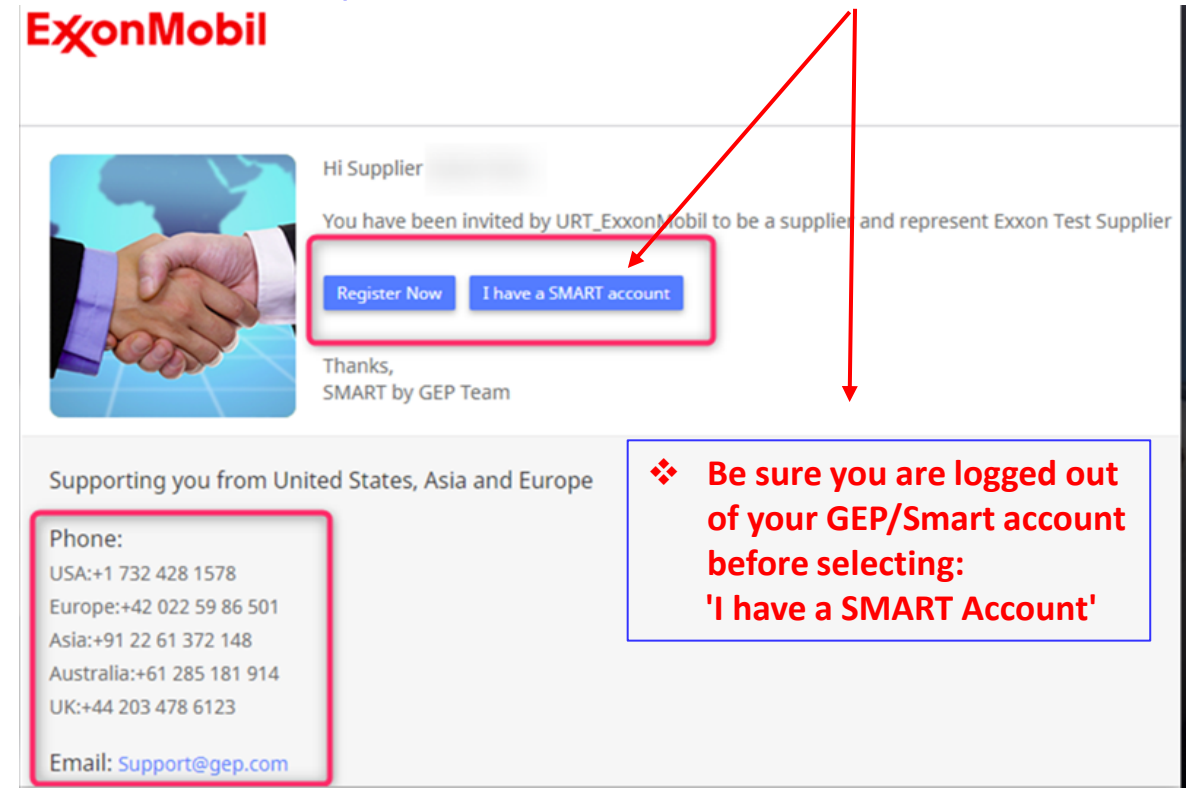
Supplier will receive an email from GEP (@gep.com):

- Press 'Click Here' in the email to proceed with the registration.

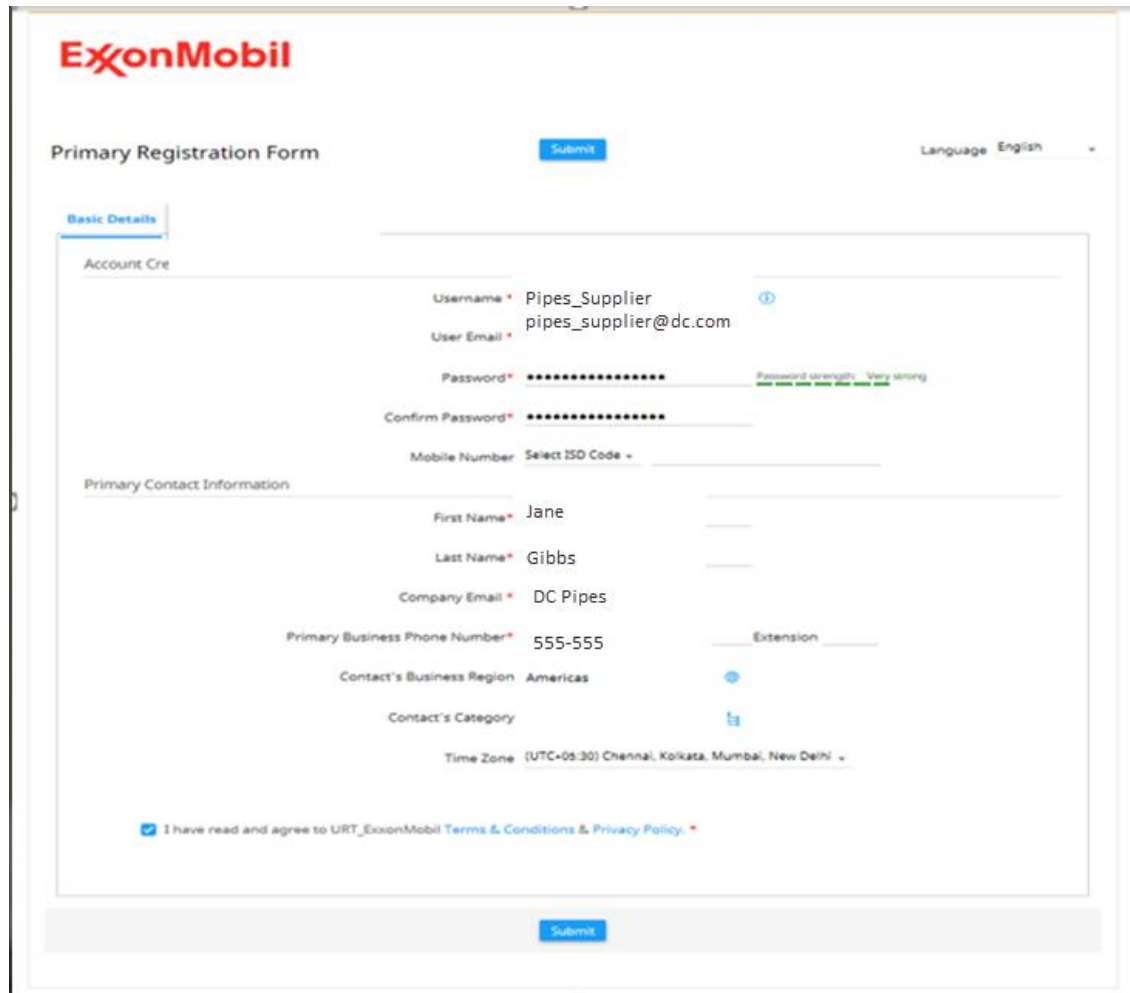


Supplier will be redirected to a new webpage:

- Press the 'Register Now' button if you do not have an existing SMART Account.
- If you are already registered to use Payment Status or PO Collaboration by GEP, select 'I have a SMART account' \*

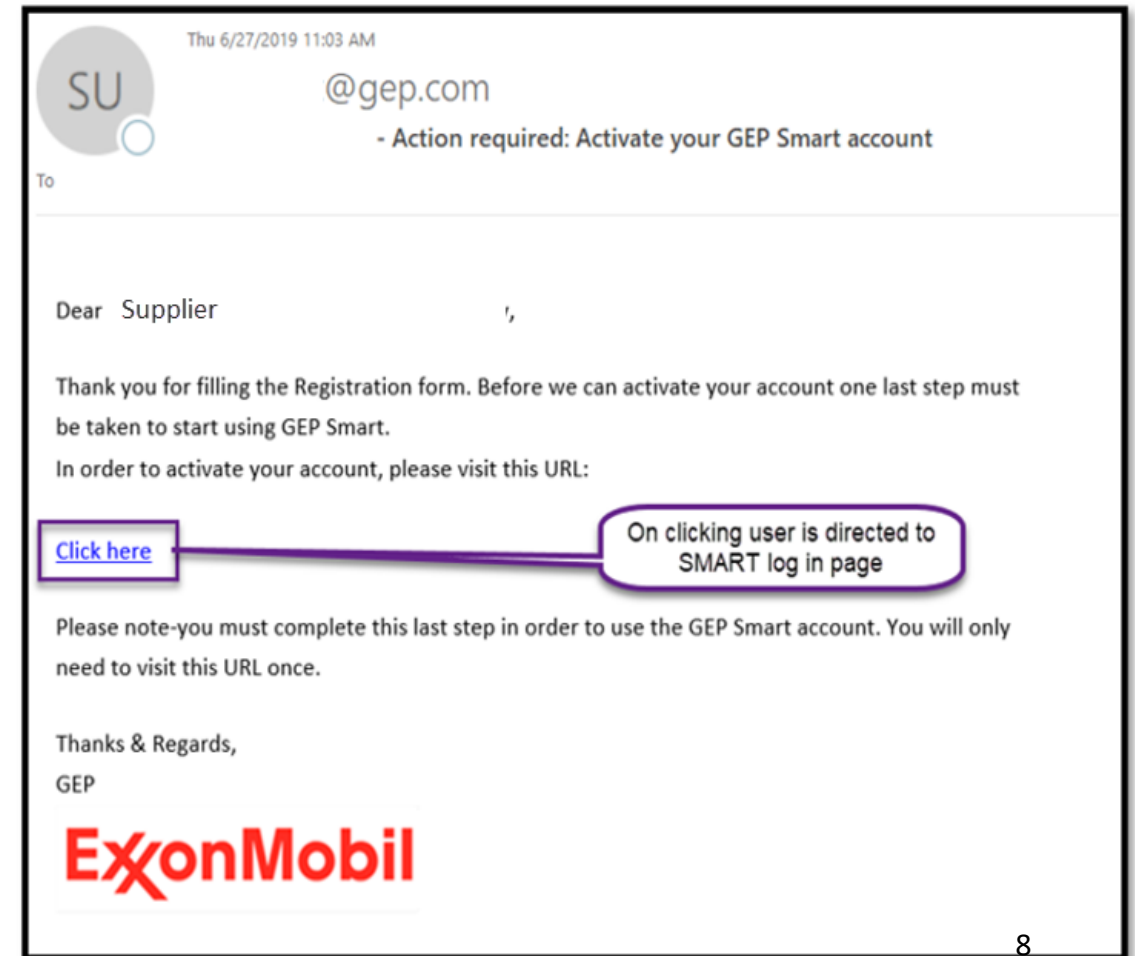


Complete all the required fields on the 'Primary Registration Form' page and click 'Submit.' An activation email will be sent to the Supplier's registered e-mail address.



The screenshot shows the 'Primary Registration Form' on the ExxonMobil website. The form is titled 'Primary Registration Form' and has a 'Submit' button in the top right corner. The form is divided into two main sections: 'Basic Details' and 'Primary Contact Information'. The 'Basic Details' section includes fields for 'Account Cre', 'Username' (Pipes\_Supplier), 'User Email' (pipes\_supplier@dc.com), 'Password' (masked with asterisks), 'Confirm Password' (masked with asterisks), and 'Mobile Number' (with a dropdown for 'Select ISD Code'). The 'Primary Contact Information' section includes fields for 'First Name' (Jane), 'Last Name' (Gibbs), 'Company Email' (DC Pipes), 'Primary Business Phone Number' (555-555), 'Contact's Business Region' (Americas), 'Contact's Category', and 'Time Zone' (UTC+05:30 Chennai, Kolkata, Mumbai, New Delhi). At the bottom of the form, there is a checkbox for 'I have read and agree to URT\_ExxonMobil Terms & Conditions & Privacy Policy' and another '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 'SU', and the email address '@gcp.com'. The subject line is '- Action required: Activate your GEP Smart account'. The email body starts with 'Dear Supplier', followed by a comma. The main text reads: 'Thank you for filling the Registration form. Before we can activate your account one last step must be taken to start using GEP Smart. In order to activate your account, please visit this URL:'. Below this text is a blue button labeled 'Click here'. A purple callout box points to the button with the text 'On clicking user is directed to SMART log in page'. The email concludes with '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.' and 'Thanks & Regards, GEP'. The ExxonMobil logo is at the bottom of the email.

# Service Confirmation: Landing Page



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

Not implemented for EM

View your User Profile

ExxonMobil Catalog Sourcing Contract Purchasing Invoice Supplier

Search [ ] [ ]

Home

My Tasks 99+

Create

Supplier Profile

Payment Status

DRAFT (5) ACTION PENDING (99+) FOLLOW UP (17)

Order 5

Document Name	Document Number	Supplier	Purchase Type	Order Total	Pending On	Pending Since
GEP AMB Order66	POAM2200000629		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 Hour
GEP AMB Order67	POAM2200000630		Standard	21,000.00	01/06/2021 08:59:30 AM	391 Days 18 Hour
GEP AMB Order53	POAM2200000452		Standard	1,000.00	09/19/2020 05:05:57 AM	500 Days 21 Hour
AMB_4410810985	AM4410810985-002		Standard	34.00	08/06/2020 11:16:22 PM	544 Days 3 Hour

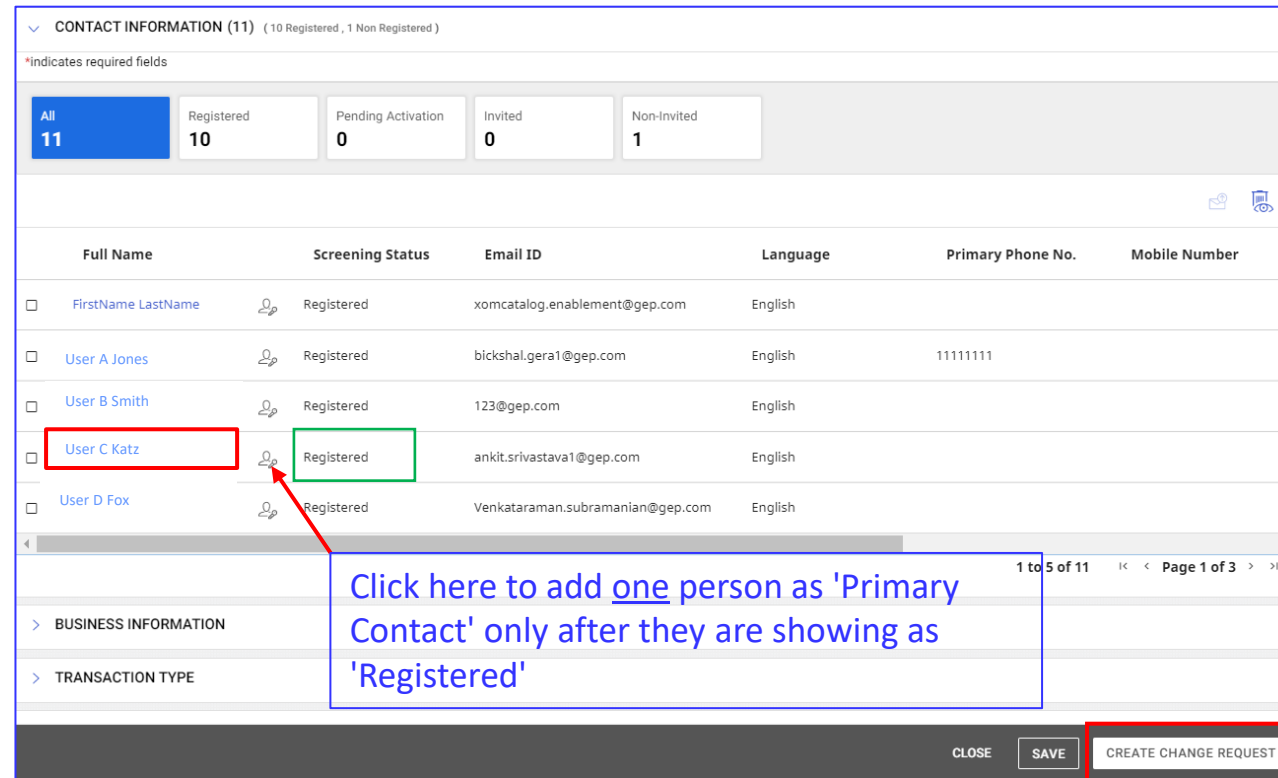
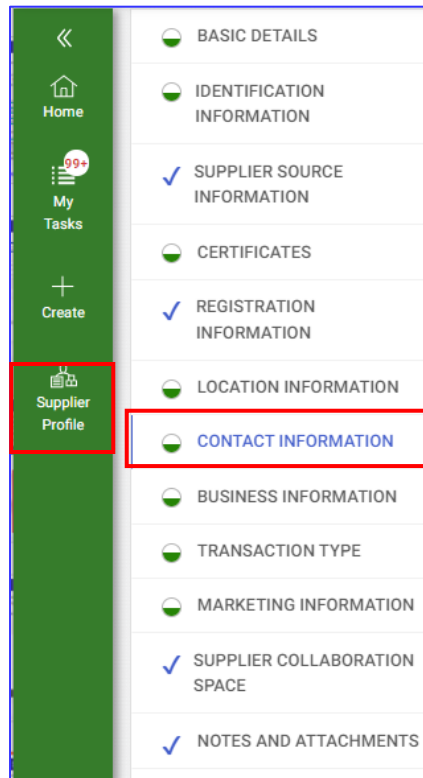
Rows Per Page: 10 1 - 5 Of 5





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 ) + Add New Contact

\*indicates required fields

- 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.

DELETE SUBMIT SAVE AND EXIT CLOSE SAVE

- Select the saved User and then press 'Invite' at the far right

Full Name	Screening Status	Email ID	Language	Primary Phone No.	Mobile Number	Role
<input type="checkbox"/> FirstName LastName	Registered	xomcatalog.enablement@gep.com	English			

# **GEP Service Confirmation** Purchase Orders

Prior to submitting a Service Confirmation, the PO must have been Acknowledged in GEP.

For new Purchase Orders and Change Orders to existing POs, an email notification from [smart@gep.com](mailto: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.

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. At the top, there are navigation tabs: Catalog, Sourcing, Contract, **Purchasing** (highlighted with a red box), Invoice, and Supplier. A search bar is located on the right. On the left, a 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 tabs: **ORDER** (highlighted with a red box), RETURN NOTE, SERVICE CONFIRMATION, and ASN. Below the filter bar, there are seven 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 below displays a list of purchase orders with columns: Document Name, Document Number, Purchase Type, Created, Total, Status, Close Order S..., and Created. The first row, with Document Name **RPP004032022004** (highlighted with a red box), is selected. The table contains the following data:

Document Name	Document Number	Purchase Type	Created ...	Total ...	Status	Close Order S...	Created ...
<b>RPP004032022004</b>	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

POs requiring Acknowledgement will reflect the status of 'Sent to Supplier'

- Select 'Notes & Attachments' on the left side to view the full PDF Version of the PO
- Select 'Comments and Attachments' on the top right to view special instructions or add your own information (the PO PDF can be viewed here also)
- 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	Order Name	Order	Order	Purchase Type	Creation Date
AM4510485328	AMB_4510485328	£		Standard	01/19/2022
Original Issue Date	Supplier Acknowledged Date	Currency			
01/19/2022	--	USD			

**LINE DETAILS**

**LINES**

Line (1) Indicates mandatory fields

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** [Manage Optional Fields](#)

Print Preview **Acknowledge Order**

# **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

The screenshot shows the ExxonMobil GEP Purchasing interface. The top navigation bar includes 'Catalog', 'Purchasing', 'Invoice', and 'Supplier'. A search bar is located on the right. The left sidebar contains navigation options: Home, Create (highlighted with a red box), Supplier Profile, and Payment Status. The main content area displays 'SERVICE CONFIRMATION' with a summary table:

Approved	Draft	Approval Pending	Cancelled	Rejected	Withdrawn
995	807	269	36	21	8

Below the table is a table with columns: Document..., P..., Order Name, Submitted by, Field S..., Service..., Total V..., Submit..., and Pu... Each column has a search input field.

The screenshot shows the ExxonMobil GEP Purchasing interface with a dropdown menu open. The 'Service Confirmation' option is highlighted in a red box, and the 'Using Order' and 'Using Excel' options are also highlighted in a red box. The main content area displays a summary table:

Draft	Approval Pending
807	269

Below the table is a table with columns: P..., Order Name, and Submitted. Each column has a search input field.

Each Service Confirmation contains 4 sections:

- **Basis Details:** Service Confirmation header information including Supplier Invoice Number and ExxonMobil Approver
- **Additional Details:** Invoice Date
- **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 interface for SC-02:22-05822, which is in an 'Approval Pending' state. The interface is divided into four main sections, each highlighted with a red box:

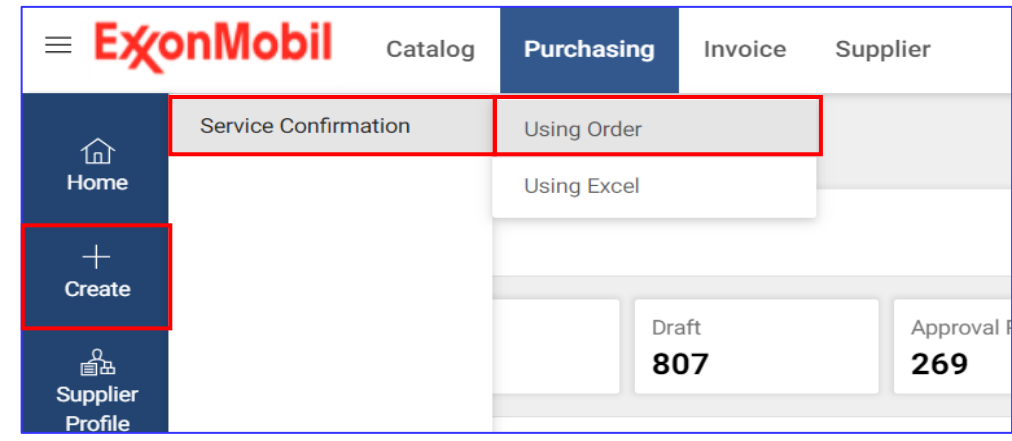
- BASIC DETAILS:** This section contains header information such as Service Confirmation Number (SC-02:22-05822), Service Confirmation Name (ServiceConfirmation3 for AMB\_4410936209), Supplier Service Confirmation Number (8339), Description (MW0223 Supplier Training), Order Number (AM4410936209), Order Name (AMB\_4410936209), Currency (USD), Supplier Code (50025658), Supplier Name, Field Supervisor (Molly Wilson), Work Location, Created On (02/23/2022), Submitted By, Submitted On (02/23/2022), Purchase Type (Standard Services), Enter Tax At Line (0.00), Additional Approver(s), External Id, and Local Reference Number.
- ADDITIONAL DETAILS:** This section shows 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 a specific line item (10. PM on Lincilin 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, Ship To, Ship To Address, Reference Invoice Number, and Reference Invoice Status. The line item details are: Line Type: Amount Based Service, UOM: PERFORMANCE UNIT, Quantity: 1.00, Price (USD): 319.50, Line Value (USD): 319.50, Tax (USD): 0.00, Line Total (USD): 319.50, Consumed Date: --, Start Date: 02/07/2022, Completion Date: 02/13/2022, Category: 2825, Contract Number: 4600102702, Contracted Subline Value (USD): 319.50, Non Contracted Subline Value: 0.00, Ship To: 00A0 BEAUMONT REFINE..., Ship To Address: 1795 Burt Street, Beaumon..., Reference Invoice Number: --, Reference Invoice Status: --.

# **GEP Service Confirmation**

## Create SC – Manual Entry

To create the SC, press:

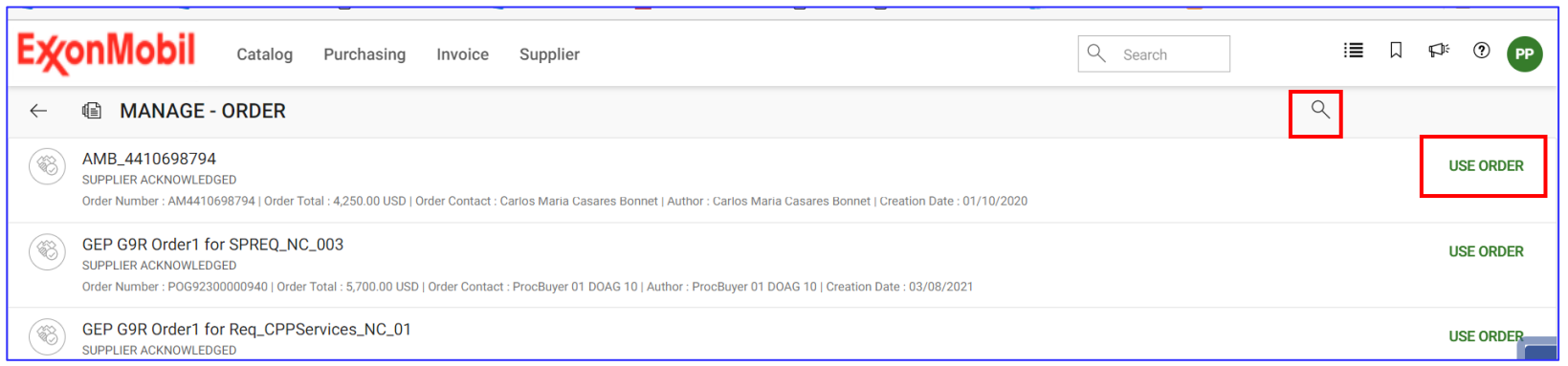
- +/Create
- Service Confirmation
- Using Order



GEP will present a listing of all your Acknowledged POs

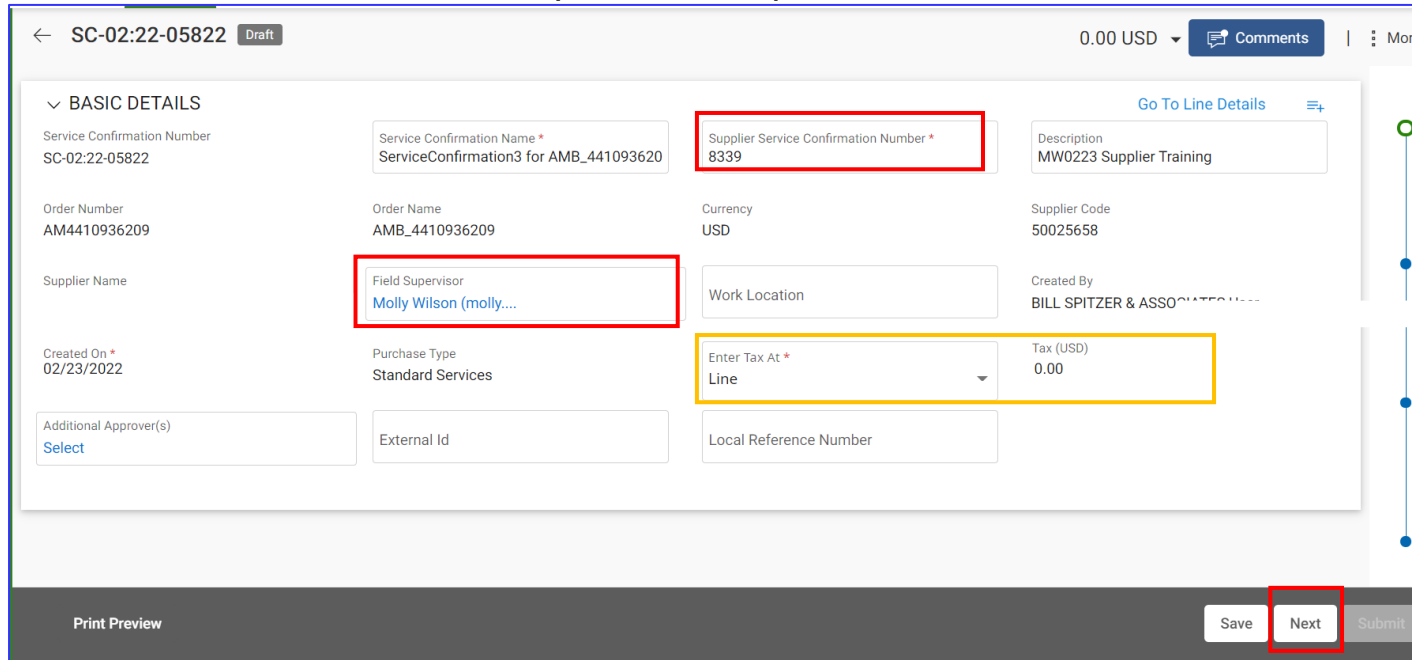
- When the desired PO is found, select 'Use Order'
- When you use the 'Search' option to locate a PO, include the SAP/ERP system prefix followed by the 10 digit PO # as shown in the examples to the left below:

Example: **AM4xxxxxxxxx**  
**EU4xxxxxxxxx**  
**AP4xxxxxxxxx**  
**G94xxxxxxxxx**  
**S84xxxxxxxxx**  
**G34xxxxxxxxx**



## 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

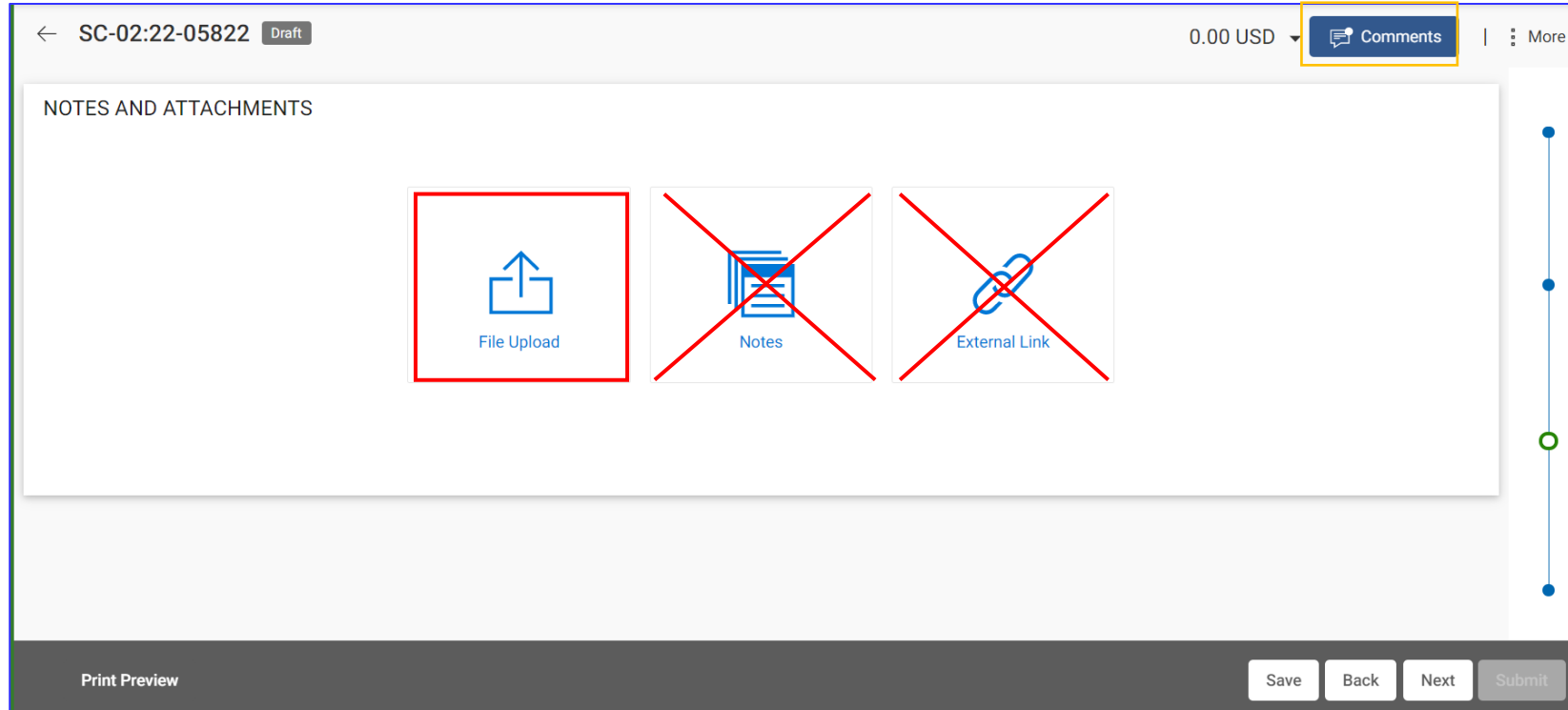
Service Confirmation Number SC-02:22-05822	Service Confirmation Name * ServiceConfirmation3 for AMB_441093620	Supplier Service Confirmation Number * 8339	Description MW0223 Supplier Training
Order Number AM4410936209	Order Name AMB_4410936209	Currency USD	Supplier Code 50025658
Supplier Name	Field Supervisor Molly Wilson (molly...)	Work Location	Created By BILL SPITZER & ASSO...
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'

Here you can upload up to 5 total attachments (1 Invoice plus 4 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
- Then 4 non-invoice attachments can be included up to 20 MB each



## 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**
- ✓ Notes and External Link are not utilized. Instead use 'Comments' (if needed) to communicate information

This example represents a PO with just 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 Lincilin 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

Print Preview Save Back Go to Basic Details Submit

- 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

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



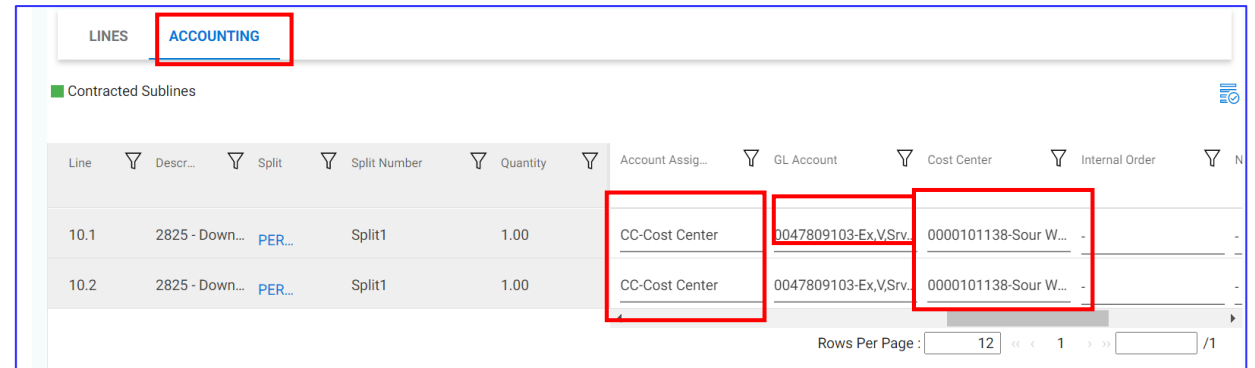
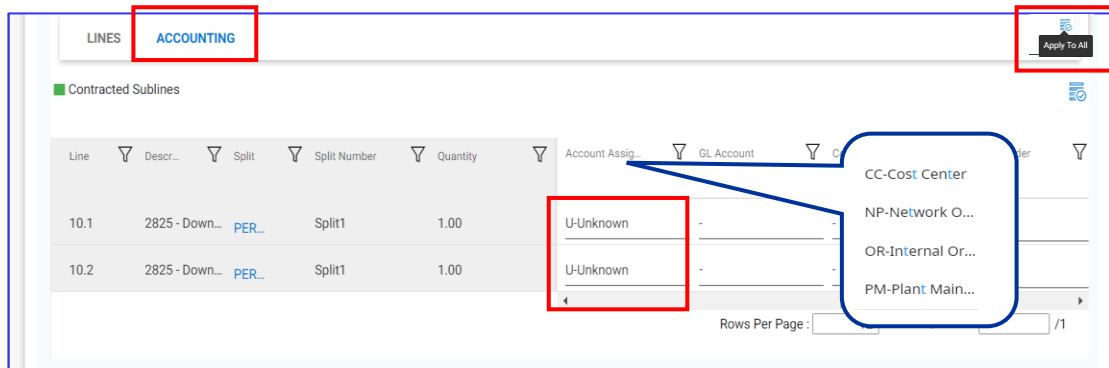
- When the Account Assignment Category displays 'U-Unknown' on the Accounting tab, it means that the charge codes will vary for each service. **The Supplier is required to obtain this Accounting information from the EM Service contact for the specific services provided corresponding to each SC submission.**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

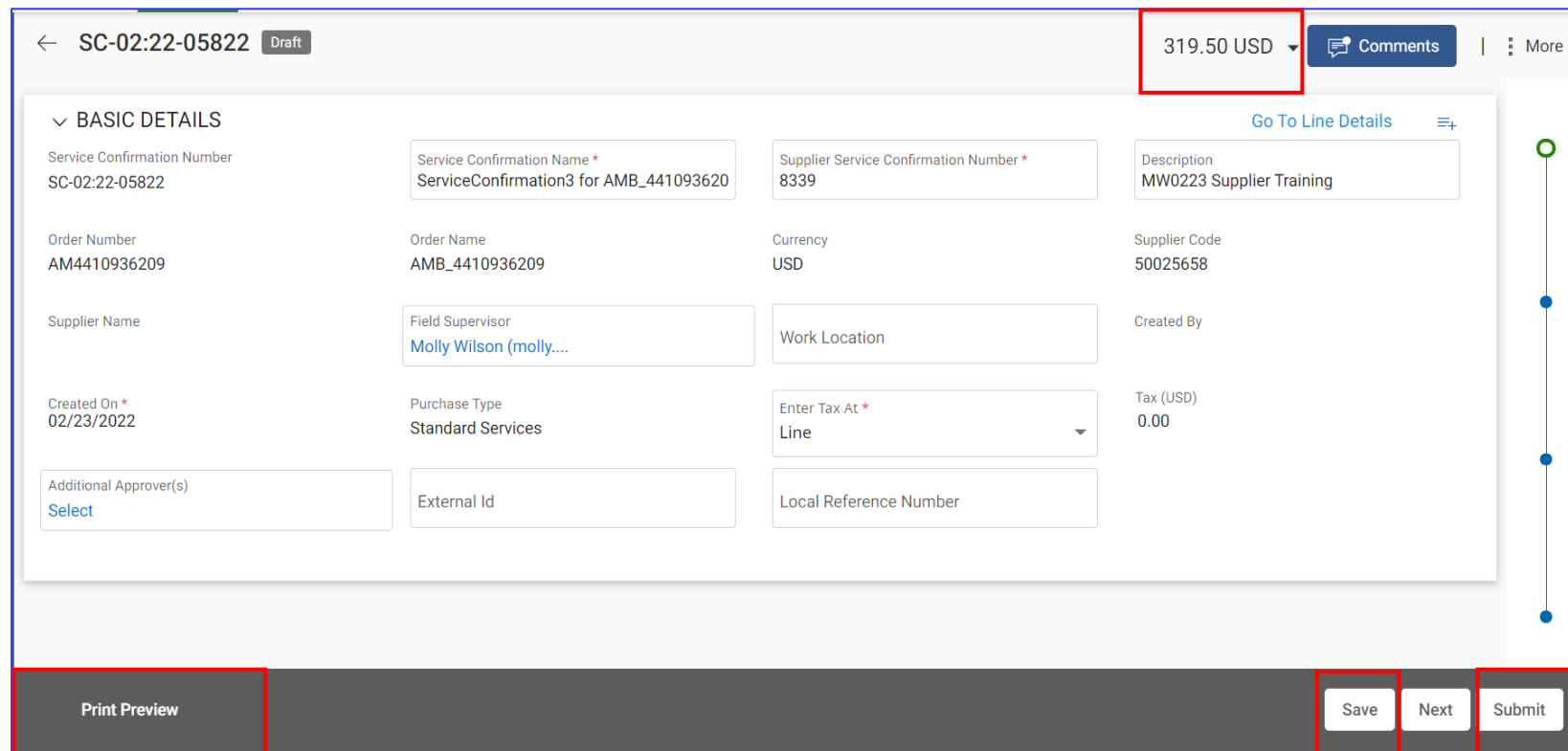
- Account Assignment Category (Cost Center, Network Order, Internal Order, Plant Maintenance)
- Cost object keyed in the appropriate column

Plant Maintenance = 'Work Order'



Note: If the field remains with 'Unknown', the SC will submit to GEP successfully; but will fail upon EM Approval

- 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

▽ BASIC DETAILS 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

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

[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 in order 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.

# Service Confirmation: Create SC from Copy



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

Applied Filters: Field Supervisor (x) Status (x)

All 7 Canceled 4 Approved 3

Service Confirmation Name	Service Confir...	Order Number	Order Name	Field Sup...	Supplier Ser...	Total Value	Submitted On	Purchase ...	Status
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'



# **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

The screenshot shows the ExxonMobil Purchasing interface. The top navigation bar includes 'Catalog', 'Purchasing', 'Invoice', and 'Supplier'. A search bar is located on the right. The left sidebar contains navigation options: 'Home', 'Create', 'Supplier Profile', and 'Payment Status'. The 'Create' button is highlighted with a red box. The main content area displays a 'SERVICE CONFIRMATION' summary with the following data:

Approved	Draft	Approval Pending	Cancelled	Rejected	Withdrawn
995	807	269	36	21	8

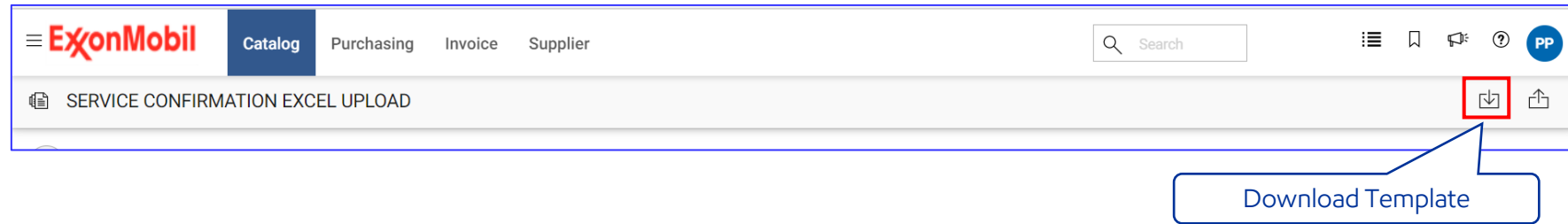
Below the summary is a table with columns: 'Document...', 'P...', 'Order Name', 'Submitted by', 'Field S...', 'Service...', 'Total V...', 'Submit...', and 'Pu...'. Search filters are provided for 'Document...', 'P...', 'Order Name', and 'Submitted by'.

The screenshot shows the ExxonMobil Purchasing interface with a dropdown menu open. The 'Service Confirmation' and 'Using Excel' options are highlighted with red boxes. The main content area displays a summary with the following data:

Draft	Approval
807	269

Below the summary is a table with columns: 'P...', 'Order Name', and 'Submitted'. Search filters are provided for 'P...' and 'Order Name'. A table below shows a row with 'AM4410...' and 'AMB\_4410810132'.

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 29 columns (not all fields require populating)

## Header Details

Action *	Confirmation Number *	Supplier Service	Service Confirmation Name	Order Number *	Field Supervisor *	Group Name	Additional Approver	Header Tax	Header Comments
----------	-----------------------	------------------	---------------------------	----------------	--------------------	------------	---------------------	------------	-----------------

## PO Details

Parent Line Number *	Parent Line Type *	Contract Number **	Quantity/Effort *	Start Date **	End Date **
----------------------	--------------------	--------------------	-------------------	---------------	-------------

## Service Details

Subline Type *	Description *	Supplier Item Number **	Subline Contract Number	Subline Quantity *	Subline UOM Code *	Subline Price *	Subline Consumed Date **	Subline Start Date **	Subline End Date **	Subline Category *	Subline Accounting Entity	Subline Accounting Value	Subline Entity	Subline Comments
----------------	---------------	-------------------------	-------------------------	--------------------	--------------------	-----------------	--------------------------	-----------------------	---------------------	--------------------	---------------------------	--------------------------	----------------	------------------

Note:

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

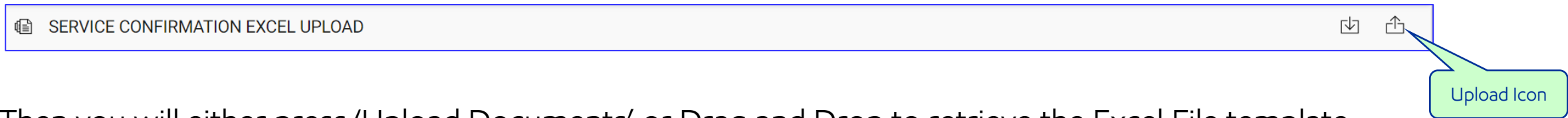


	Field Name/Column Name	Exxon SAP Fields	Section	Mandatory/Optional		Description of the column
SC Header	Action*		Basic Details	Mandatory		Cell contains two options: KEEP IN DRAFT/SEND FOR APPROVAL. Supplier can create the service confirmation in draft status to further edit/submit in GEP; or directly submit the document for approval.
	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 character 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 Type*	Amount based/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

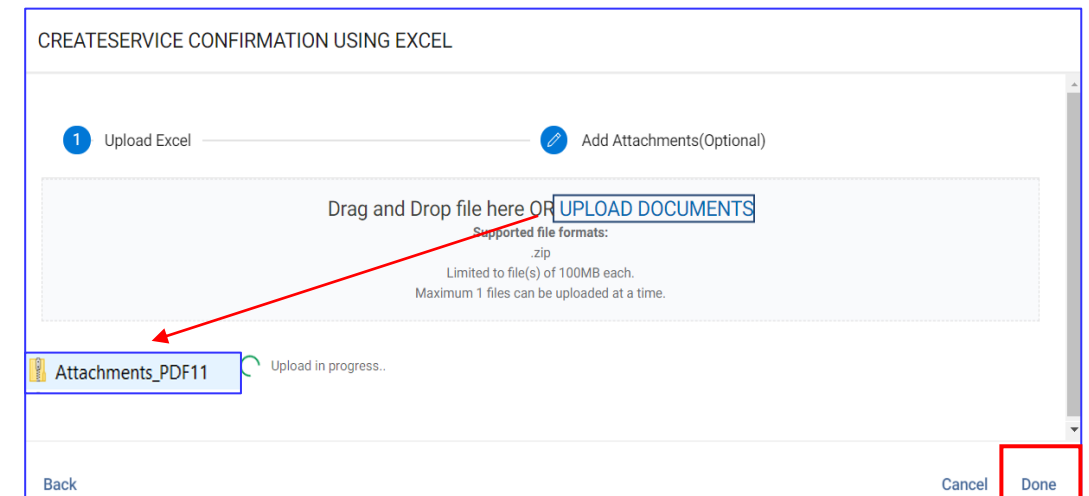
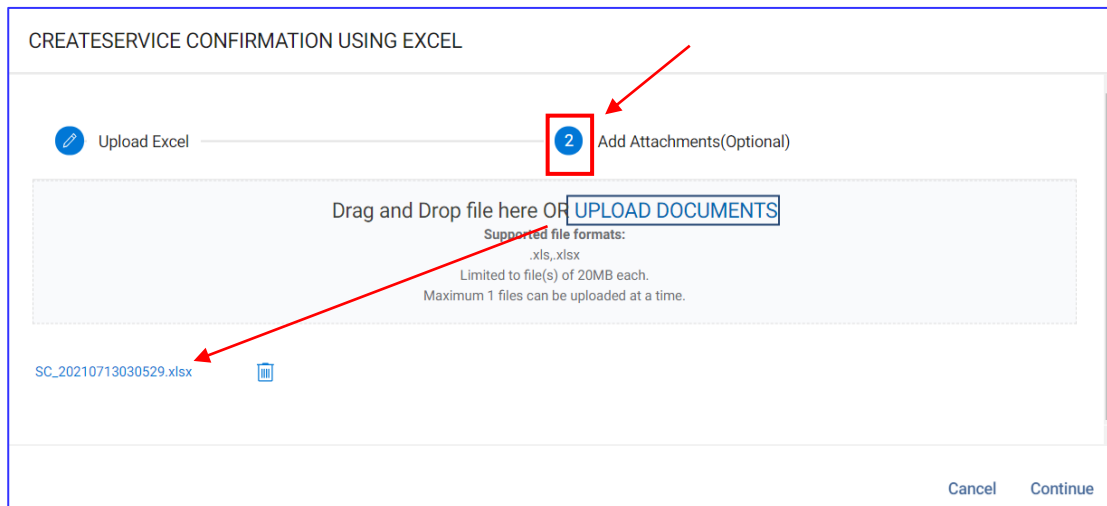
Field Name/ Column Name	Exxon SAP Fields	Section	Mandatory/Optional			Description of the column
			Amount Based (unplanned) Parent Line		Rate Based (planned) Parent Line - Sublines not applicable	
			Contracted subline	Non-contracted/ manual subline		
Subline Type *	<i>Rate Based</i>	<i>Subline Details</i>	Mandatory	Mandatory	Not Applicable	Rate Based, Amount Based and Materials are available on drop down; Rate Based is generally selected
Description *	<i>Short text</i>	<i>Subline Details</i>	Mandatory	Mandatory	Not Applicable	Key the number '1' in this field as the Description will be derived from the PO.
Supplier Item Number *	<i>Service No.</i>	<i>Subline Details</i>	Mandatory	Blank	Not Applicable	Service Number contained in the SAP Agreement (Download your Agreement <a href="#">Catalog</a> from GEP to easily identify and copy to the Excel upload file)
Subline Quantity *	<i>Quantity</i>	<i>Subline Details</i>	Mandatory	Mandatory	Not Applicable	Number of units for the service provided
Subline UOM Code *	<i>Un</i>	<i>Subline Details</i>	Mandatory	Mandatory	Not Applicable	Unit of Measure assigned to the Service Number as displayed from your GEP Catalog
Subline Price *	<i>Gross Price</i>	<i>Subline Details</i>	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 *		<i>Subline Details</i>	Mandatory	Mandatory	Not Applicable	To be left blank (Applicable only for Material Line type)
Subline Start Date *	<i>Start Date service provided</i>	<i>Subline Details</i>	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 *	<i>End Date service provided</i>	<i>Subline Details</i>	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 *	<i>Mat. Group</i>	<i>Subline Details</i>	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	<i>Account Assignment Category</i>	<i>Subline Details</i>	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	<i>Cost center #, Order #</i>	<i>Subline Details</i>	Optional	Optional	Not Applicable	Corresponding value based on Subline Accounting Entity; If it is blank this field should also be blank
Subline Comments		<i>Subline Details</i>	Optional	Optional	Not Applicable	Required for CA tax details. Otherwise, comments are voluntary.

Service Information

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

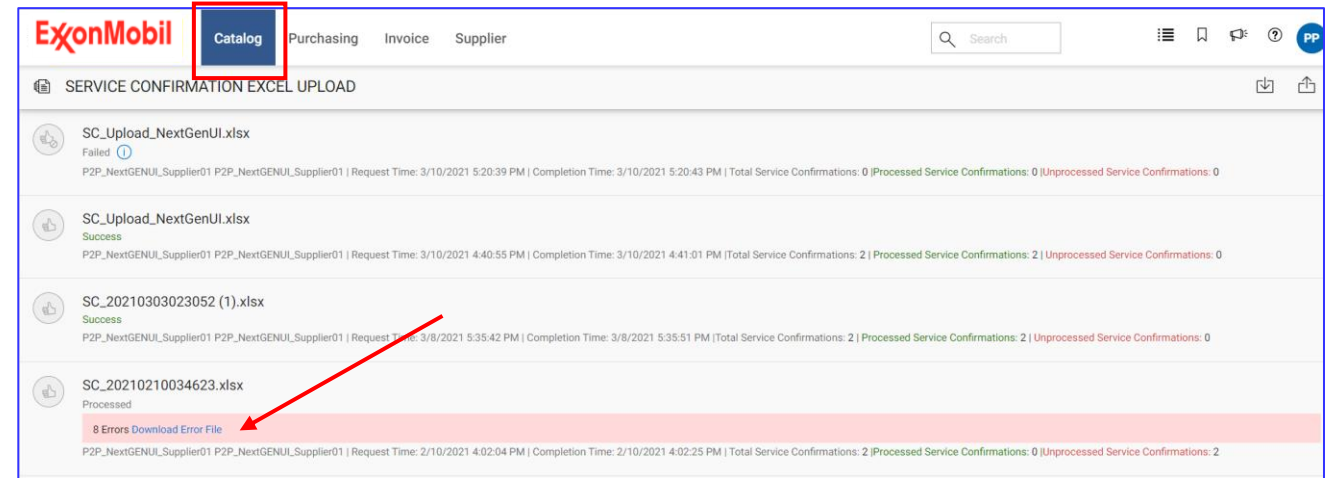


- Then you will either press 'Upload Documents' or Drag and Drop to retrieve the Excel File template
- After the Excel File is attached as shown on the left, then click on 'Add Attachments'
- Then again you will either press 'Upload Documents' or Drag and Drop to now retrieve the Zip file containing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

- **Drafts** are a saved version of an SC created by the Supplier. 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 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 shows the ExxonMobil Purchasing interface. The top navigation bar includes 'Catalog', 'Sourcing', 'Contract', 'Purchasing' (highlighted), 'Invoice', and 'Supplier'. A search bar is located on the right. The left sidebar contains navigation options: 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' (selected), and 'ASN'. Below the tabs, a summary row displays counts for various SC statuses: All (3070), Approved (1327), Draft (1217), Approval Pending (408), Cancelled (57), Rejected (45), and Withdrawn (16). A red box highlights the Draft, Approval Pending, Cancelled, Rejected, and Withdrawn categories. Below this is a table with columns for Service Confirmation, Order Number, Order Name, Supplier Serial, Total Value, Submitted On, Purchase, and Status. A search bar is provided for each column. The first row of data shows a Service Confirmation with ID SC-02:22-05855, Order Number AM441093568, Order Name AMB\_4410935680, Supplier Serial MW228, Total Value 18.30 USD, Submitted On 02/28/2022, Purchase Standard Servi..., and Status Approved.

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

It is important to regularly monitor Service Confirmations with status of 'Rejected'

- 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 shows the ExxonMobil Purchasing interface. The 'Purchasing' tab is selected. Under 'Documents', the 'SERVICE CONFIRMATION' tab is active. A filter for 'Rejected' status is applied, showing 46 items. The table below lists several rejected service confirmations.

Service Confirmation ...	Service Confirmati...	Order Number	Supplier Ser...	Tot...	Subm...	Created ...	Status
<a href="#">ServiceConfirmation11 for ...</a>	SC-01:22-05521	AM4410935152-001	11922MW	170.00 U...	01/19/2022	01/19/2022	Rejected
<a href="#">ServiceConfirmation26 for ...</a>	SC-01:22-05509	AM4410698798	11822AMB	85.00 U...	01/19/2022	01/19/2022	Rejected
<a href="#">ServiceConfirmation68 for ...</a>	SC-01:22-05511	AM4410935036	11822GL	150.00 U...	01/19/2022	01/19/2022	Rejected
<a href="#">ServiceConfirmation42 for ...</a>	SC-09:21-05040	AM4410935036	aaaa	85.00 U...	09/27/2021	09/27/2021	Rejected
<a href="#">Service_Confirmation AUTO...</a>	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



Always review the 'Comments' first to determine the reason for rejection.

- To Edit/Resubmit or to Delete the SC, press 'View changed version'

**Review Comments**

The screenshot displays the ExxonMobil system interface for a rejected Service Confirmation (SC-01:22-05521). The interface includes a navigation bar with 'Catalog', 'Sourcing', 'Contract', 'Purchasing', 'Invoice', and 'More' options. A search bar and a 'BU' button are also visible. The main content area shows the SC details, including a 'Rejected' status, a price of 170 USD, and a 'Comments' button. A red box highlights the 'View changed version' button, with a red arrow pointing to it from the text 'To Edit/Resubmit or to Delete the SC, press 'View changed version''. Another red box highlights the 'Comments' button, with a red arrow pointing to it from the text 'Review Comments'. The 'BASIC DETAILS' section includes the following information:

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	--	

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

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

The screenshot shows the top header of a Service Confirmation page. On the left, there is a back arrow, the ID 'SC-01:22-05521', and a 'Draft' status label with a red arrow pointing to it. On the right, there is a '170 USD' value with a dropdown arrow, a 'Comments' button, and a 'More' button with a three-dot menu icon. A red arrow points from the 'More' button to a dropdown menu that is open. The menu contains several options: 'Delete' (highlighted with a red box), 'Add Additional Approver(s)', 'Export To PDF', 'Copy', and 'Revoke'. A 'View Original version' link is also visible below the 'More' button.

- From the selections, press 'Delete'

Acknowledge the warning by pressing 'Yes'

The warning dialog box has an orange header with a white warning triangle icon and the text 'WARNING!'. Below the header, the question 'Are you sure you want to delete this Service Confirmation?' is displayed. At the bottom right, there are two buttons: 'NO' and 'YES', with the 'YES' button highlighted by a red box.

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 shows the ExxonMobil Supplier portal interface. At the top, there are navigation tabs for 'Catalog', 'Purchasing', 'Invoice', and 'Supplier'. A search bar and utility icons are on the right. The main content area displays a Service Confirmation (SC) for 'SC-03:21-04199' with a status of 'Approval Pending' (highlighted in a red box). The currency is '338.08 USD'. A 'More' menu is open on the right, with 'Withdraw' (highlighted in a red box) as the selected option. Below the menu, the 'BASIC DETAILS' section is visible, containing a table of fields:

Service Confirmation Number SC-03:21-04199	Service Confirmation Name ServiceConfirmation2 for AMB_4...	Supplier Service Confirmation Number test 0311	Description	Order Number AM4410810132-004	Order Name AMB_4410810...
Currency USD	Supplier Code 50025658	Supplier Name	Field Supervisor Marina...	Work Location --	Created By
Created On * 03/12/2021	Submitted By	Submitted On * 03/12/2021	Purchase Type Standard Services	Enter Tax At Line	Tax (USD) 0.00
Additional Approver(s) -	External Id	Local Reference Number			

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

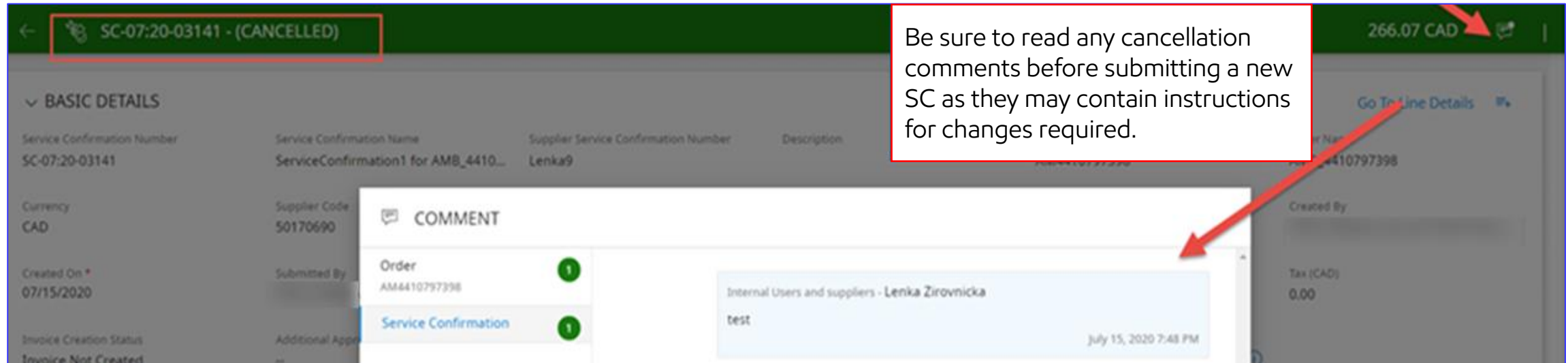
System generated email reminders will automatically be sent to the SC Field Supervisor for all items with status of 'Approval Pending' that have been awaiting action for more than 14 days.

- 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'

The screenshot displays a user interface for a Service Confirmation (SC) record. At the top, the record ID 'SC-02:22-05830' is shown with a status of 'Approval Pending' and a value of '319.50 USD'. A 'Comments' button and a 'More' menu are visible. The 'More' menu is open, showing options: 'Withdraw', 'Export To PDF', 'Copy', and 'Remind Buyer'. Below this, a 'COMMENT' form is shown. The form header includes 'Service Confirmation SC-02:22-05830' and a notification icon. The comment text reads: 'Reminder - Please expedite approval. Payment is due this week.' There is an 'Attachments' section with a document icon. At the bottom of the form, there is a 'Share With' dropdown menu set to 'Internal Users an...' and two buttons: 'CANCEL' and 'Post'.

Service Confirmation Cancellation is performed by ExxonMobil Users

- 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.



SC-07:20-03141 - (CANCELLED)

266.07 CAD

Go To Line Details

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

Created On: 07/15/2020

Submitted By: ...

Invoice Creation Status: Invoice Not Created

Additional App: ...

Created By: ...

Tax (CAD): 0.00

COMMENT

Order: AM4410797398

Service Confirmation: ...

Internal Users and suppliers - Lenka Zirovnicka

test

July 15, 2020 7:48 PM

Be sure to read any cancellation comments before submitting a new SC as they may contain instructions for changes required.

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)	Supplier Personnel Name	Description	Supplier Item Number	UOM	Quantity	Price (USD)	
Add Blank Subline(s)	<input type="checkbox"/>	--	2999 - Technical staffing fo...	7000000	service	each	0.00
Contracted Lines	<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

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

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

# **GEP Service Confirmation**

## Additional Features

- 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 displays the ExxonMobil system interface. At the top, the 'Catalog' tab is selected. Below the navigation bar, the 'LINE DETAILS' section is expanded. A table lists line items, with the first row selected. The 'Actions' menu is open, showing options: 'Download All Lines', 'Download Selected Lines', and 'View Log'. A 'VIEW LOG' modal is also visible, showing a successful download log entry with a 'Download' button.

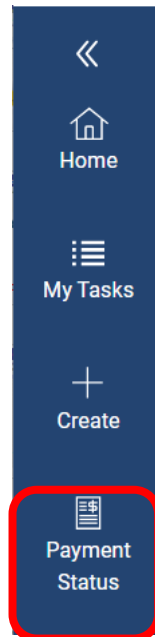
Line Number	Division	Buyer Item Number	Supplier Item Number	Short Name
10				
100001				
100002				

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



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
- Otherwise, to create an account or learn more about 'Payment Status' go to:  
<https://prod-wip.emauthor.com/Procurement/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. We will send you an invitation for registration
2. If you are already registered for Payment Status in the GEP portal we will just add Service Confirmation to your profile
3. Otherwise, when you register for Service Confirmation you will be simultaneously enrolled in Payment Status
4. Log into your account
5. Verify that you can see your company's POs; and acknowledge the ones required for Service Confirmation submission
6. Attend 'First Service Confirmation/Invoice submission' training

❖ For further assistance with **Service Confirmation** please submit an inquiry via email following the instructions on the next slide.