

GEP Payment Status

Supplier Guide

Payment Status platform is delivered by GEP, a cloud-based procurement technology solution provider.

Payment Status will be used globally and will **replace** all local or regional existing tools, including Track Invoice II.

Main benefits:

- Secure self-service platform;
- Full transparency on invoice status', including blocked invoices and six months of history;
- Improves communication channel with automated routing of inquiries and use of attachments to facilitate resolution.

Summary

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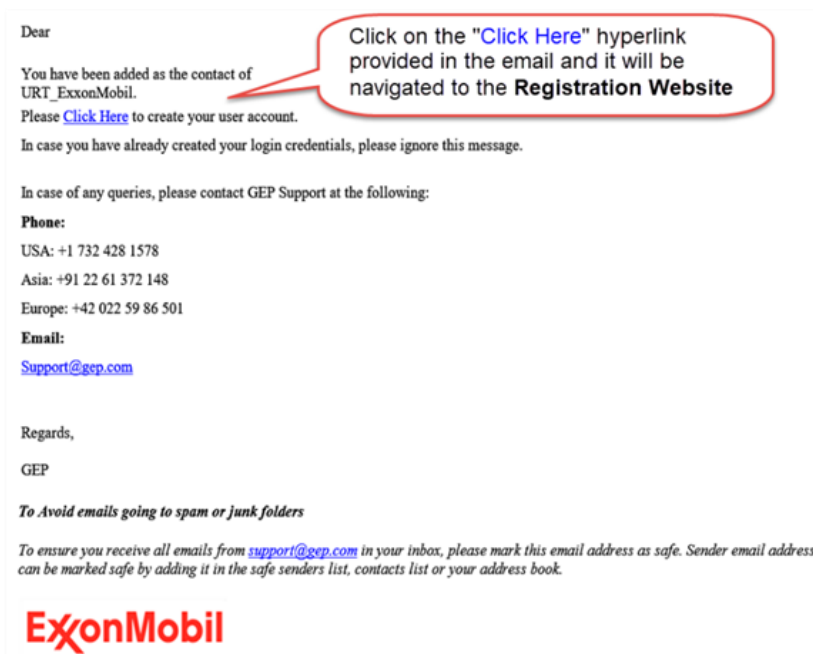
Registration Guide (5 Steps)

1). Send an email requesting GEP portal access to Payment-status-onboarding-GEP@exxonmobil.com , with the following information(s):

- Vendor number(s)*
- Purchase Order Number(s)
- Copy of latest invoice submission
- Email address(es) to register in the tool*

(*) Mandatory

2). Once we receive your e-mail, your request will be handled by our team. After your request is processed you will then receive an invitation e-mail from GEP with a "**Click Here**" hyperlink:



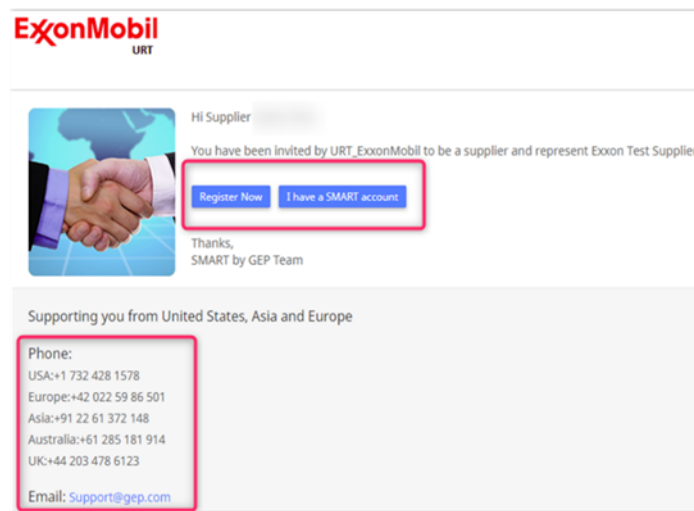
*Please check your Junk email.

Registration Guide (5 Steps)

3). Access the registration website

First time registering? Click **“Register Now”**

Important: If you already have an account with GEP, click on **“I Have a SMART Account”** then, login with your existing username and password.



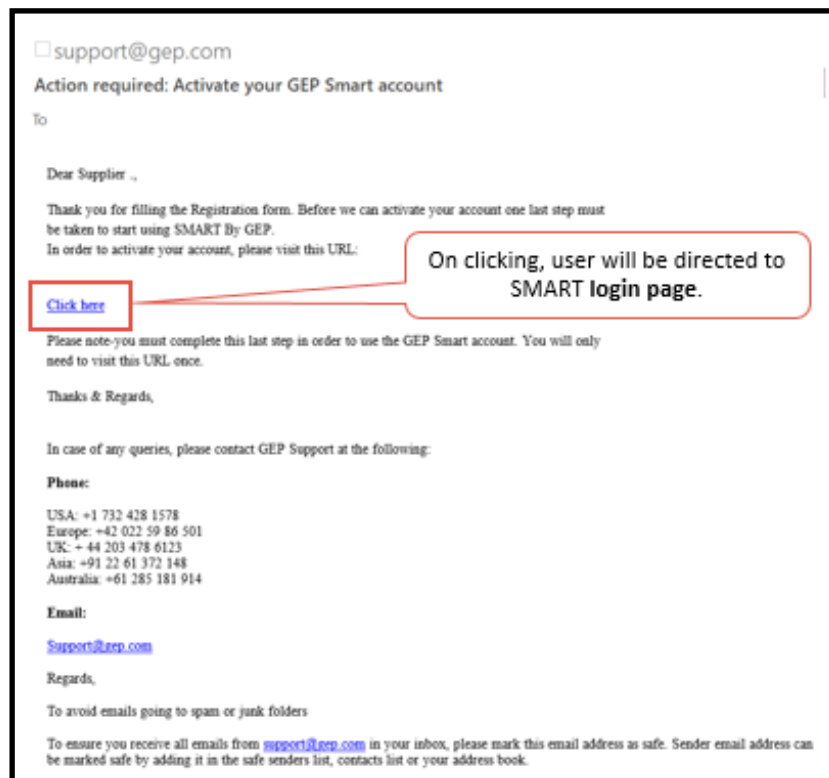
Note: You need to be logged out of your GEP SMART account before selecting ‘I have a SMART account’.

4). Fill the required fields on the registration form

Registration Guide (5 Steps)

5). Activation e-mail

Once the form is submitted you will receive an activation e-mail. Click on the **Click Here** hyperlink provided on the e-mail to activate your account.



SUCCESSFULLY REGISTERED!

- After completing this 5 steps you will be able to access your account through the URL <https://smart.gep.com/>.
- View invoice status in a more secure and transparent way.
- Submit inquiries to payables with various types of request and along with attachment(s).
- Review status of invoices under multiple vendor profiles with one single access.





Registration Guide (5 Steps)

For suppliers with multiple vendor numbers

Once the accounts are activated and you login to your GEP account you will see a menu listing all the vendor numbers registered to your email.

Select Supplier

Please select the Supplier organization that you represent:

<input checked="" type="radio"/>	 GEP INSIGHT DRIVES INNOVATION	EXXONMOBIL	<input type="radio"/>	 GEP INSIGHT DRIVES INNOVATION	EXXONMOBIL
<input type="radio"/>	 GEP INSIGHT DRIVES INNOVATION	EXXONMOBIL	<input type="radio"/>	 GEP INSIGHT DRIVES INNOVATION	EXXONMOBIL

Submit

Select the proper account to review the payment status invoices for that vendor number.

In case you want to switch account please logout of the current account and log back in selecting the new vendor number to review.

Landing page

After logging-in to your **SMART by GEP** account, you will be directed to the page below with your company's information.

Please note that the **"Profile Completeness"** percentage is not relevant for your navigation in the tool.

The screenshot shows the ExxonMobil GEP account landing page. The top navigation bar includes the ExxonMobil logo, a 'Catalog' link, a search bar, and utility icons. The main content area is titled 'BASIC DETAILS' and contains several fields for company information, including 'Supplier's Legal Name', 'Parent Company's Identification Type', 'Parent Company Name', 'Doing Business As', 'Formerly Known As', 'Category', 'Region', 'EM Requestors', 'Screening Status', and 'Supplier Tier'. A 'YOUR COMPANY LOGO HERE' placeholder is visible. At the bottom, a dark bar displays '19% PROFILE COMPLETENESS' in a green box, along with 'CLOSE', 'SAVE', and 'CREATE CHANGE REQUEST' buttons.

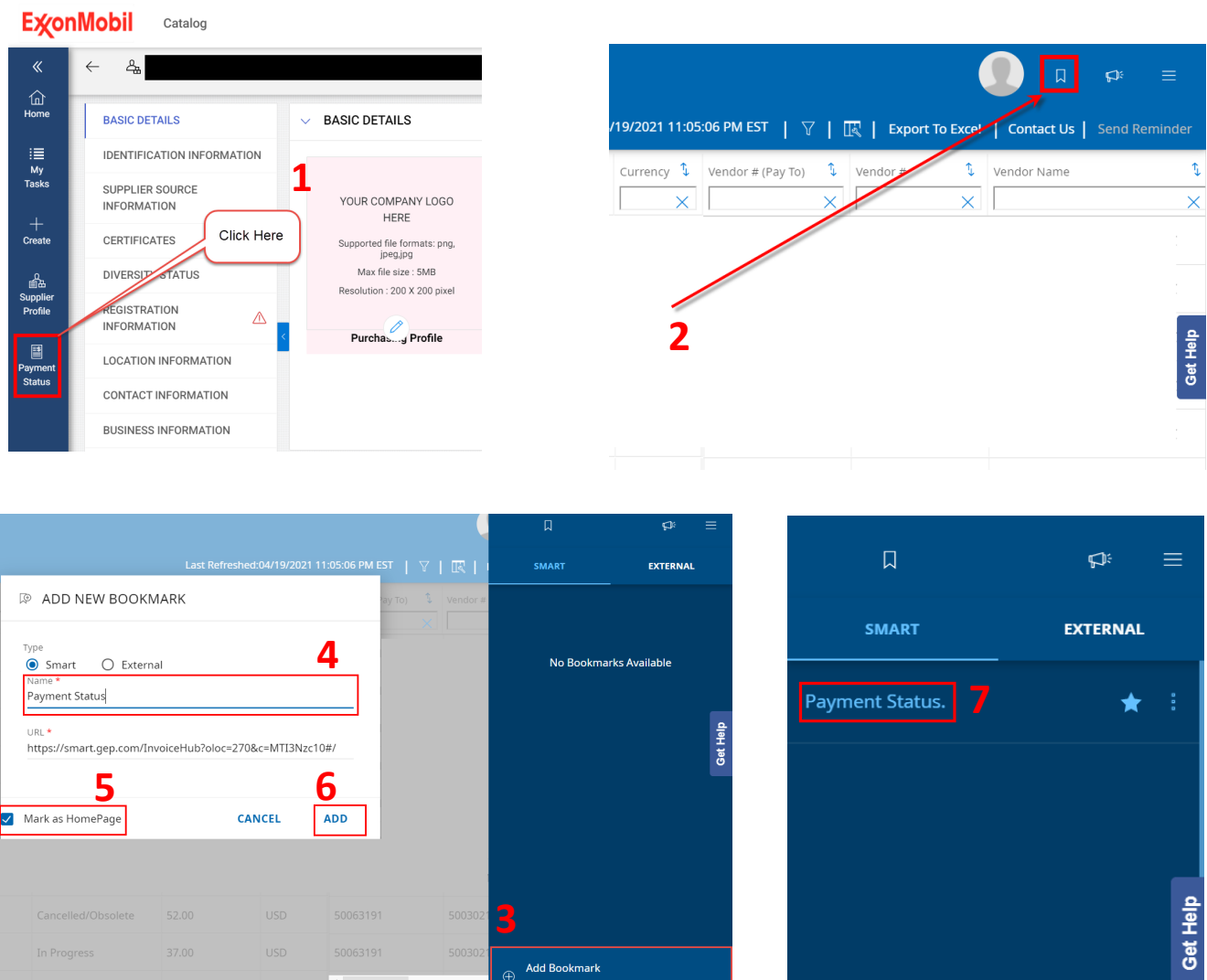
In order to access the **Payment Status page**, please click on the **"Payment Status"** option.

This screenshot shows the same ExxonMobil GEP account interface, but with a dark blue sidebar on the left. The sidebar contains navigation options: Home, My Tasks, Create, Supplier Profile, and Payment Status. The 'Payment Status' option is highlighted with a red box. A red callout bubble with the text 'Click Here' points to this option. The main content area shows the 'BASIC DETAILS' section, which is partially obscured by the sidebar.

Set up your HomePage

You can add the "**Payment Status**" as your HomePage. Please follow the steps below:

- 1) Access the payment status option
- 2) Click on the Bookmark Icon on the top right of the page
- 3) Select "Add Bookmark"
- 4) Write the Bookmark name
- 5) Select the option "Mark as HomePage"
- 6) Click on "ADD"
- 7) Now the "Payment status" is set up as your home page



What information is available?

Please note that invoices submitted to ExxonMobil can take up to a week to show in the tool. Invoice data is refreshed everyday and information from the last 6 months is available on the website.

The payment status tool offer a range of fields to help identify your payment, from Invoice#, PO#, SES#, Document Date, Payment Date, Due Date, Invoice Status, Payment Reference and others.

All fields can be sorted by "or" filter, and an option to export to excel is also available. For more information [click here](#).

Status definition

Paid : Invoice was paid - Payment Reference and Date is available on respective columns.

In Progress : Invoice is under processing (Please wait for checking on this invoice, status will change as the invoice progress)

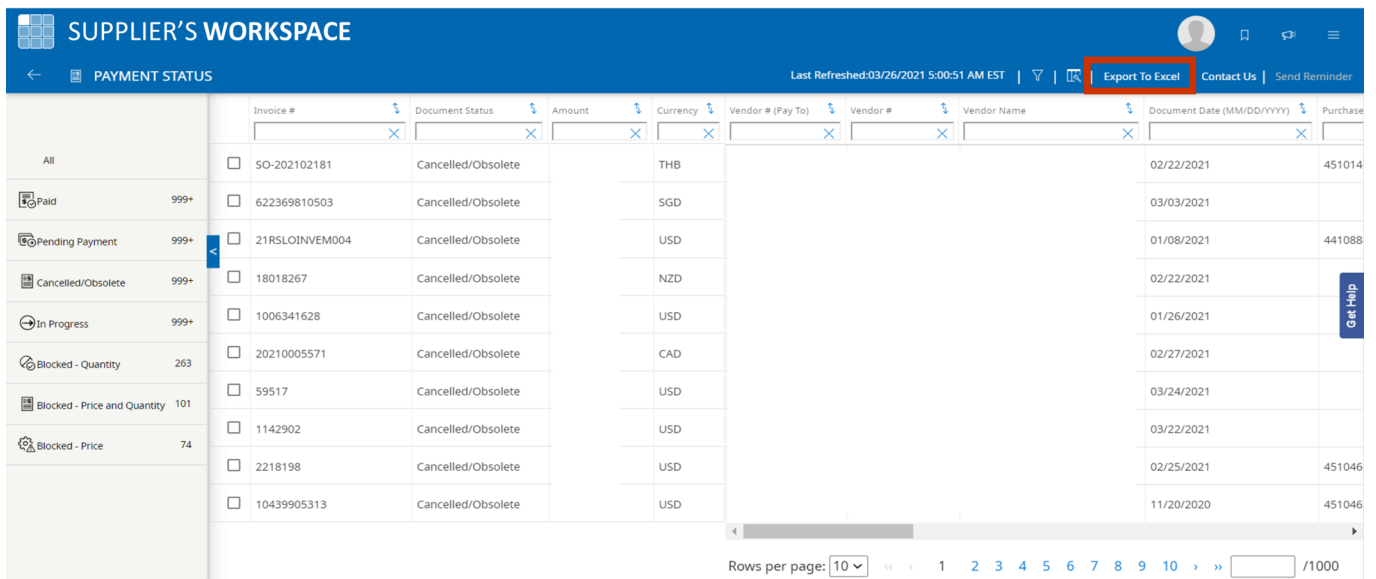
Pending Payment : Invoice is posted and ready to be paid upon payment due date. (Due date will inform the payment clearing date)

Cancelled/Obsolete : Invoice was rejected back for correction or cancelled due to internal reason. You can click "Contact Us" to submit ticket for any inquiry.

Blocked Quantity/Price : Adjustment of PO/invoice is required. You can initiate a reminder by selecting a specific invoice, then click on "send reminder" to send a notification to the responsible team.

How to export data to Excel?

On the top right of your payment status tool, the option **“Export to Excel”** is available, you can export the data displayed to an Excel file to facilitate the analysis process;



The screenshot shows the 'SUPPLIER'S WORKSPACE' interface. The top navigation bar includes 'PAYMENT STATUS', a refresh indicator, and the text 'Last Refreshed: 03/26/2021 5:00:51 AM EST'. On the right side of the top bar, there are three buttons: 'Export to Excel' (highlighted with a red box), 'Contact Us', and 'Send Reminder'. Below the navigation bar is a table with columns: Invoice #, Document Status, Amount, Currency, Vendor # (Pay To), Vendor #, Vendor Name, Document Date (MM/DD/YYYY), and Purchase. The table contains 12 rows of data, all with a status of 'Cancelled/Obsolete'. A 'Get Help' button is visible on the right side of the table. At the bottom of the table, there is a 'Rows per page' dropdown set to '10' and a pagination control showing '1 2 3 4 5 6 7 8 9 10' and a search box for '/1000'.

	Invoice #	Document Status	Amount	Currency	Vendor # (Pay To)	Vendor #	Vendor Name	Document Date (MM/DD/YYYY)	Purchase
All	<input type="checkbox"/>	50-202102181	Cancelled/Obsolete		THB			02/22/2021	451014
Paid 999+	<input type="checkbox"/>	622369810503	Cancelled/Obsolete		SGD			03/03/2021	
Pending Payment 999+	<input type="checkbox"/>	21RSLOINVEM004	Cancelled/Obsolete		USD			01/08/2021	441088
Cancelled/Obsolete 999+	<input type="checkbox"/>	18018267	Cancelled/Obsolete		NZD			02/22/2021	
In Progress 999+	<input type="checkbox"/>	1006341628	Cancelled/Obsolete		USD			01/26/2021	
Blocked - Quantity 263	<input type="checkbox"/>	20210005571	Cancelled/Obsolete		CAD			02/27/2021	
Blocked - Price and Quantity 101	<input type="checkbox"/>	59517	Cancelled/Obsolete		USD			03/24/2021	
Blocked - Price 74	<input type="checkbox"/>	1142902	Cancelled/Obsolete		USD			03/22/2021	
	<input type="checkbox"/>	2218198	Cancelled/Obsolete		USD			02/25/2021	451046
	<input type="checkbox"/>	10439905313	Cancelled/Obsolete		USD			11/20/2020	451046

*Vendor can export a file with up to 5000 lines.

Payment Reference (Multiple invoices reconciliation)

The number under “**Payment Reference**” column refers to “remittance of payments”. Multiple invoices can be paid under the same remittance.

SUPPLIER'S WORKSPACE

PAYMENT STATUS

Last Refreshed: 03/26/2021 9:32:51 AM EST | Export To Excel | Contact Us | Send Reminder

Invoice #	Document Status	Amount	Currency	Due Date (MM/DD/YYYY)	Invoice Blocked	Payment Reference	Paid Date (MM/DD/YYYY)	Payment Method
0740		41411.06	EUR	03/10/2021		200035	03/12/2021	
0750		45250.62	EUR	03/10/2021		200035	03/12/2021	
0751	Paid	45128.45	EUR	03/10/2021		200035	03/12/2021	
	Paid		EUR	03/11/2021			03/11/2021	
	Paid						03/10/2021	
	Paid						03/10/2021	
	Paid						03/10/2021	
	Paid		EUR	03/10/2021			03/10/2021	
	Paid		EUR	03/10/2021			03/10/2021	

Rows per page: 10 / 14

1. You can find multiple invoices under the same “Payment Reference” number.
2. Grouping invoices with the same “Payment Reference”.
3. Sum the amount of that group of invoices and compare with the amount received.
4. Check the payment date (note that depending on the bank, the date of payment received might vary by a few days).

Contact Us

There are two ways you can **contact Payables** team through GEP Payment Status tool.

- 1). For invoices with status Blocked, either by quantity or by price, you can flag the invoice and click the **Send Reminder** button on the top right of the menu.
- 2). If you have a question about a specific invoice, please select the particular invoice and click on **Contact Us**.

Important: If an invoice is not found you can use the **“Contact Us”** option and select the reason **“Unable to find invoice”**.

* Note that invoices that submitted to ExxonMobil can take a week to show on the tool.

** Note that invoices in progress will have their status updated and new information will be displayed on the tool.

The screenshot shows the 'PAYMENT STATUS' tool interface. At the top, there are 'Contact Us' and 'Send Reminder' buttons. Below is a table of invoices with columns for Reference, Document Status, Amount, Currency, Vendor ID (PI), Vendor Number # VN, and Vendor Name. The table lists several 'Blocked - Price' invoices. A callout points to a checkbox in the first column of the table, stating: '1. check the box corresponding to the invoice in question'. Another callout points to the 'Contact Us' button, stating: '2. click on 'Contact Us' to open the request'. A third callout points to the 'Reason' dropdown in the 'Inquiry' form, stating: '3. select the reason of the inquiry'. A fourth callout points to the 'Submit' button at the bottom of the form, stating: '4. click 'Submit' to generate the request'. A final callout points to the 'Send Reminder' button, stating: 'For "Blocked" invoices, please select the invoice, then click "Send Reminder" button to notify the responsible team.' The 'Inquiry' form includes fields for Reason, Supplier Contact, Supplier Contact Email ID, Company Code, and Inquiry Description. The Inquiry Description table has columns for Vendor ID (PI), Company Code, Invoice Number, Invoice Date (MM/DD/YYYY), Invoice Amount, Currency, PO Number, and Cheque no./payment reference.

Reference	Document Status	Amount	Currency	Vendor ID (PI)	Vendor Number # VN	Vendor Name
	Blocked - Price	10037	USD			
	Blocked - Price	10021	USD			
	Blocked - Price	10017	USD			
	Blocked - Price	10033	USD			
	Blocked - Price	10029	USD			

Inquiry Form Fields:

- Reason *
- Supplier Contact *
- Supplier Contact Email ID *
- Company Code *
- Supplier Contact *
- Supplier_01
- Phone
- Company Code Country
- Inquiry Description

Vendor ID (PI)	Company Code	Invoice Number	Invoice Date (MM/DD/YYYY)	Invoice Amount	Currency	PO Number	Cheque no./payment reference
			1/28/2019	10021	USD		

Buttons: CANCEL, SUBMIT

- Please always select a specific invoice before submitting a request;
- Each request should only refer to one invoice;
- If the invoice you are looking for is not in the tool, the query can still be requested with **Contact Us** → **“Unable to find invoice”** option;
- The request will be answered in three business days.

Adding additional contacts to your profile

In order to **add more contacts** to check the "Payment Status" from your company, please follow the steps below:

- 1) Click on "CREATE CHANGE REQUEST" button.
- 2) Select "CONTACT INFORMATION" topic.
- 3) Click on the "+" icon.
- 4) Fill out the mandatory field with the new contact information.

Full Name	Designation	Primary Phone No.	Region	Persona	Code
[Redacted]	Last Login: User Never Loggedin		Americas + 56 More	-	[Redacted]
[Redacted]	Last Login: User Never Loggedin		Americas	-	[Redacted]

Add New Contact 4

*indicates required fields

First Name* Last Name* E-mail Address*

Designation (Optional) Default Role: Account Payable Manager

Primary Business Phone (Optional) Extn Secondary Business Phone (Optional) Extn

ISD Code (Optional) Please Select Mobile Number (Optional)

Send Invitation

CANCEL **SAVE**

Please make sure to you change the 'Default Role' to "Account Payable Manager"

Click 'Save' to add the contact to the profile

Adding additional contacts to your profile

5) After clicking save the new contact you **must** click on “**SUBMIT**” button to apply the changes.



After **SUBMIT** the change request, you must:

- 1) Select the contact
- 2) Click on the “e-mail” icon
- 3) Send the “SET UP INVITATION”

****only after this process that the new contact added will be able to receive invitation e-mail to create their login credentials (refer to [step 2](#) from the registration guide)**

CONTACT INFORMATION(5)

send the “SET UP INVITATION” to the New Contact create the credential

1	Full Name ↑	Designation ↑	Primary Phone No.	Region ↑	Persona	Code ↑	2
<input checked="" type="checkbox"/>	account			Americas + 56 More	-		
<input type="checkbox"/>	[REDACTED]			Americas	-		

Get Help

INVITE SUPPLIER

Language: English

To: accounts@ com

Subject*
Registration request from [Client Name]

Add attachment(s)

Dear [Contact Name],

3

CANCEL SEND

How to check payment status for multiple vendor accounts

1. When register another vendor account, you need to click "I have a SMART account" in order to merge new vendor account to existing one.
2. If you have more than one vendor account on GEP after login, you need to select one vendor account that you would like to check payment status. Each vendor account may have different bank account or purpose of using (e.g. different business, etc.).

Tips: For PO invoice, you may check vendor number on copy of PO as reference to search invoice status.

3. To search multiple data at once, you could add "space" between each data. For example, you input 34000259(space)34000251(space)34000253 in Invoice# column to search invoice status of 3 invoices at the same time.

Invoice #	Currency	Amount	Document Status	Paid Date (MM/DD/YYYY)	Source System	Document Type
34000259 34000251 34000253						
<input type="checkbox"/> 34000259	CAD	250	Paid	08/29/2023	S8P	Invoice
<input type="checkbox"/> 34000253	CAD	626	Paid	06/30/2023	S8P	Invoice
<input type="checkbox"/> 34000251	CAD	582	Paid	06/07/2023	S8P	Invoice
<input type="checkbox"/> 34000251	CAD	582	Cancelled/Obsolete		S8P	Invoice
<input type="checkbox"/> 34000251	CAD	582	Cancelled/Obsolete		S8P	Invoice

FAQ

Q: What is the GEP onboarding process?

Answer: Supplier sends a request to ExxonMobil → Onboarding team registers vendor contact in GEP → GEP sends invitation link → Supplier sets up an account on GEP

Q: What is the timeline of Invoice data displayed ?

Answer: 6 months history data and all upcoming due

Q: What is the login URL for Payment Status?

Answer: <https://smart.gep.com>.

Q: I have a SMART GEP account but there's no Payment Status option.

Answer: Please contact payment-status-onboarding-GEP@exxonmobil.com to add vendor profiles.

Q: My company has more than one vendor number. Do I have to register an account for each vendor number?

Answer: Yes, for the first registration, you have to select the option **"register now"** and for the other accounts you must select the option **"I already have a SMART account"** and login with the same username and password as the first access, in order to link multiple vendor profiles to one single account (refer to [step 3](#) of registration process)

Q: Who should I contact if I have an issue with the registration process?

Answer: Email – payment-status-onboarding-GEP@exxonmobil.com;

If you have technical issues, please contact GEP support through the GEP platform.

Q: What is the "payment reference" number means?

Answer: The "payment reference" number refers to "remittance of payments". Multiple invoices can be paid under the same remittance.

Q: How can I identify which invoices were paid using the payment reference?

Answer: (1) Find your payment remittance under payment reference number; (2) Allocate the invoices related to it; (3) Check the amount paid with your amount received; (4) Check the payment date and amount with what you received. (refer to [P.8 of Payment Reference](#))

Q: What does the column "Due Date" means in the "Payment Status" tab?

Answer: It is the payment date prevision with basis in the vendor contractual payment terms.