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

- Registration Guide
- Usage Instructions
  - Landing page
  - Set up your HomePage
  - What information is available?
  - How to export data to Excel?
  - Payment Reference (Multiple Invoices Reconciliation)
  - Contact Us
  - Adding additional contacts to your profile
  - How to check Payment Status for multiple vendor accounts
- FAQ

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:

Dear

You have been added as the contact of URT_ExxonMobil.

Please Click Here to create your user account.

Click on the "Click Here" hyperlink provided in the email and it will be navigated to the **Registration Website**

In case you have already created your login credentials, please ignore this message.

In case of any queries, please contact GEP Support at the following:

Phone:

USA: +1 732 428 1578

Asia: +91 22 61 372 148

Europe: +42 022 59 86 501

Email:

Support@gep.com

Regards,

GEP

To Avoid emails going to spam or junk folders

To ensure you receive all emails from support@gep.com in your inbox, please mark this email address as safe. Sender email address can be marked safe by adding it in the safe senders list, contacts list or your address book.

ExxonMobil

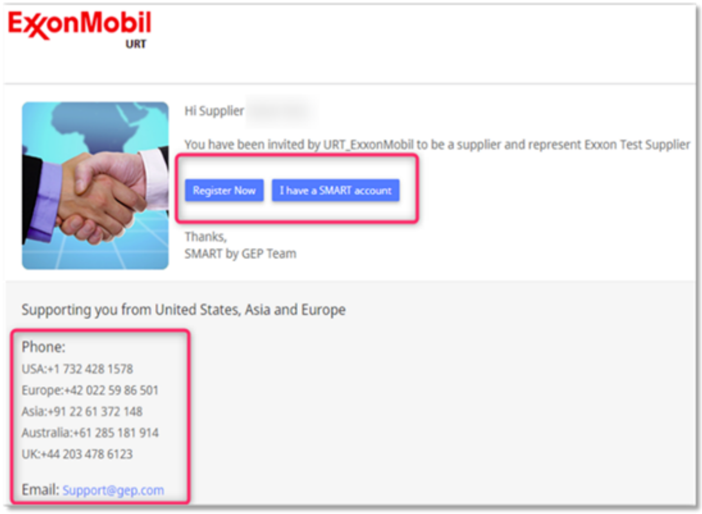
*Please check your Junk email.

Registration Guide (5 Steps)

3). Access the registration website

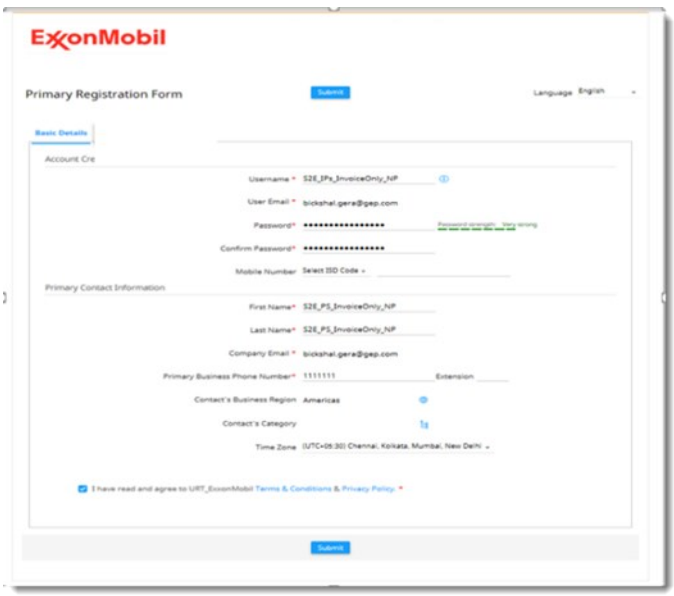
First time registering? Click **"Register Now"**

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'.

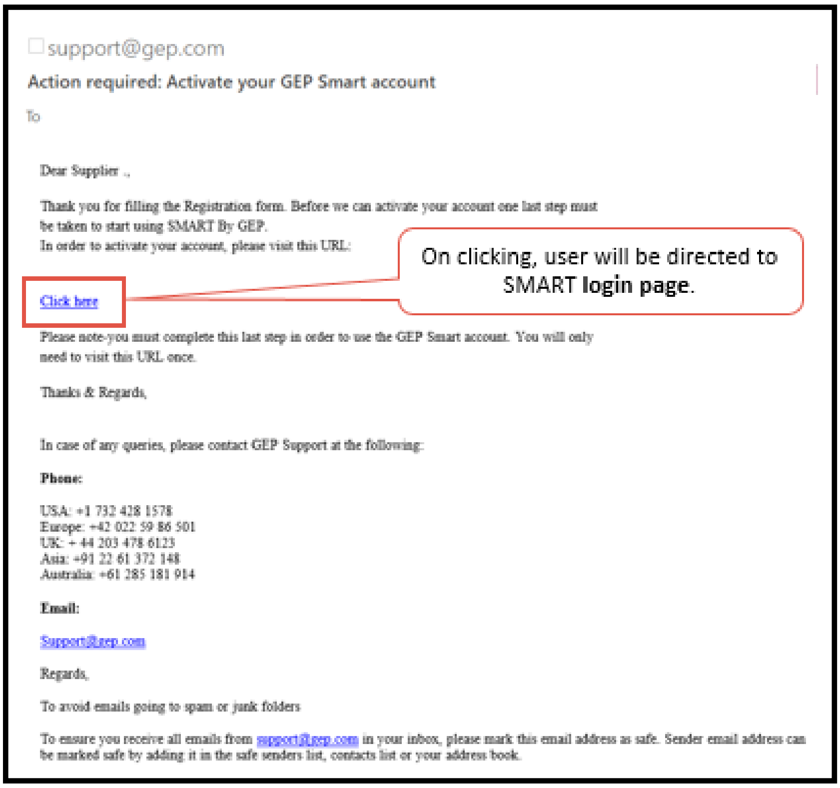
4). Fill the required fields on the registration form



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.



support@gep.com

Action required: Activate your GEP Smart account

To

Dear Supplier .,

Thank you for filling the Registration form. Before we can activate your account one last step must be taken to start using SMART By GEP.

In order to activate your account, please visit this URL:

Click here

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.

Thanks & Regards,

In case of any queries, please contact GEP Support at the following:

Phone:

USA: +1 732 428 1578
Europe: +42 022 59 86 501
UK: + 44 203 478 6123
Asia: +91 22 61 372 148
Australia: +61 285 181 914

Email:

Support@gep.com

Regards,

To avoid emails going to spam or junk folders

To ensure you receive all emails from support@gep.com in your inbox, please mark this email address as safe. Sender email address can be marked safe by adding it in the safe senders list, contacts list or your address book.

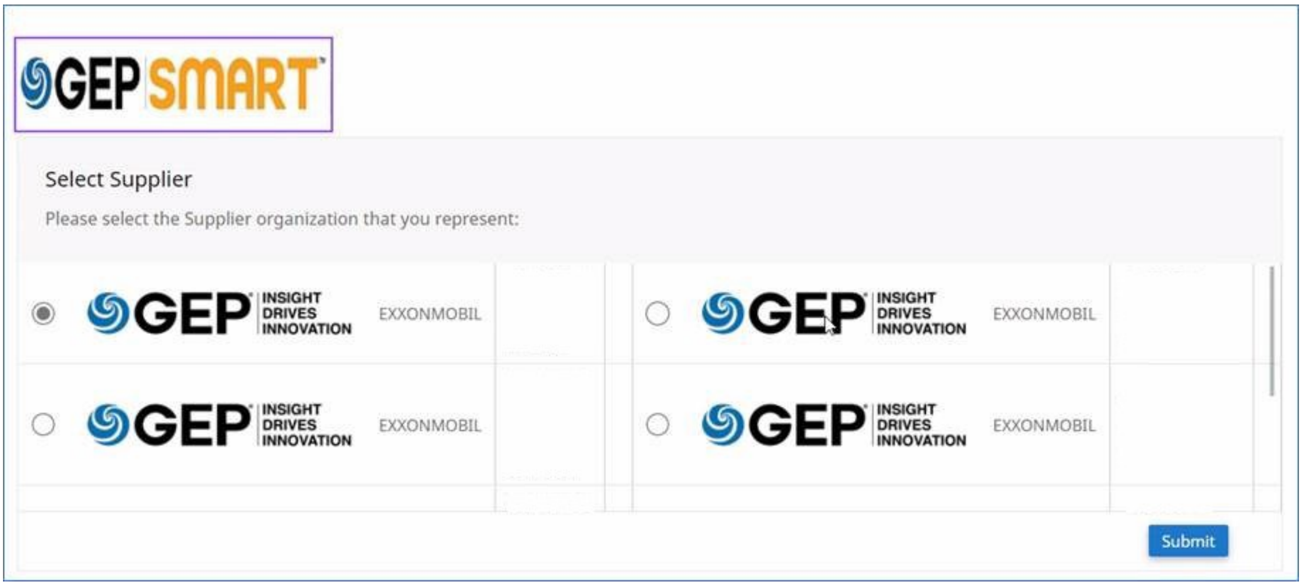
SUCCESFULLY REGISTERED!

- 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.



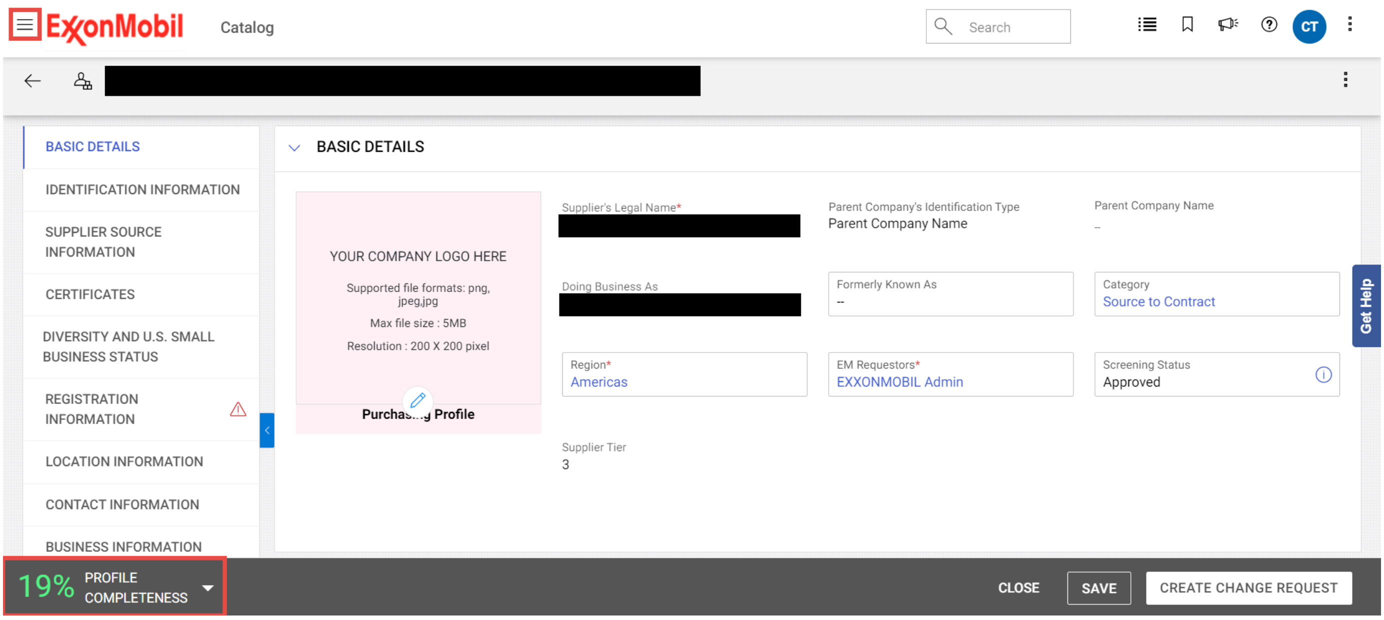
Select the proper account to review the payment status invoices for that vendor number.

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

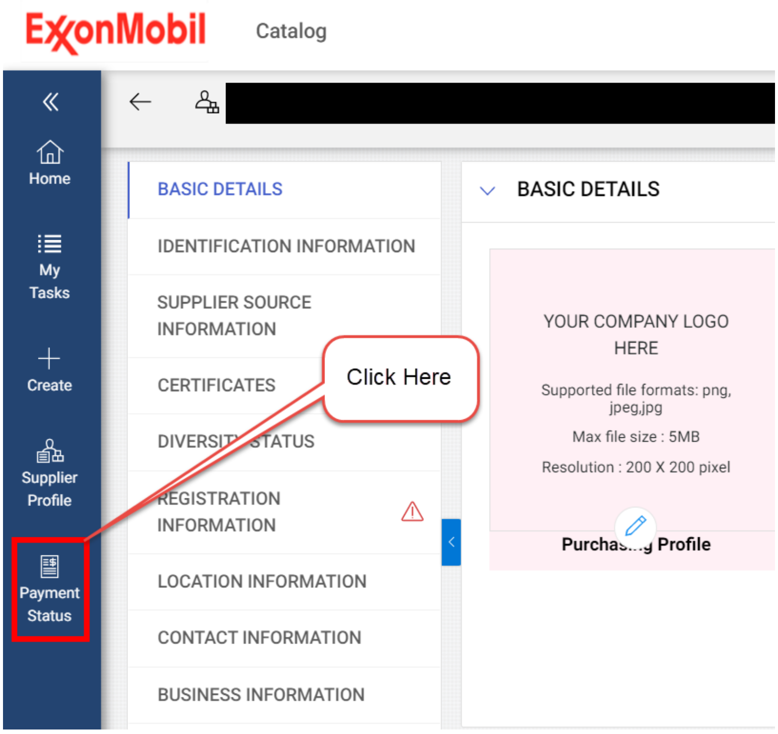
Landing page

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.



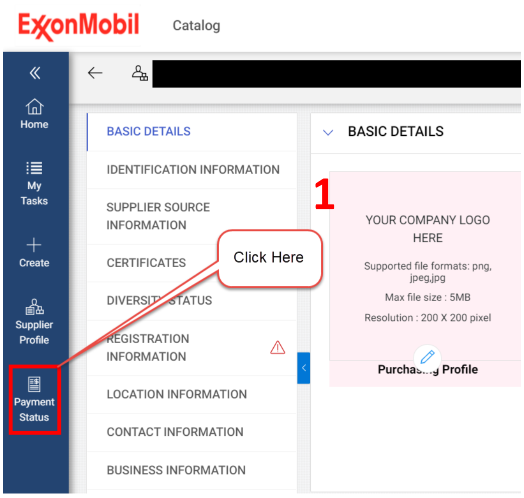
In order to access the **Payment Status page,** please click on the "**Payment Status**" option.

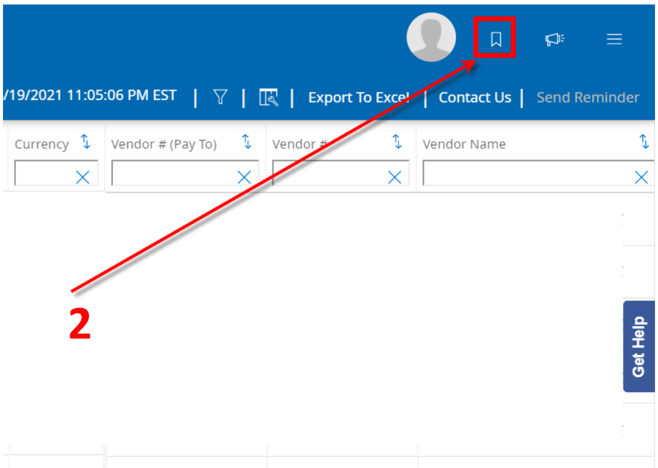


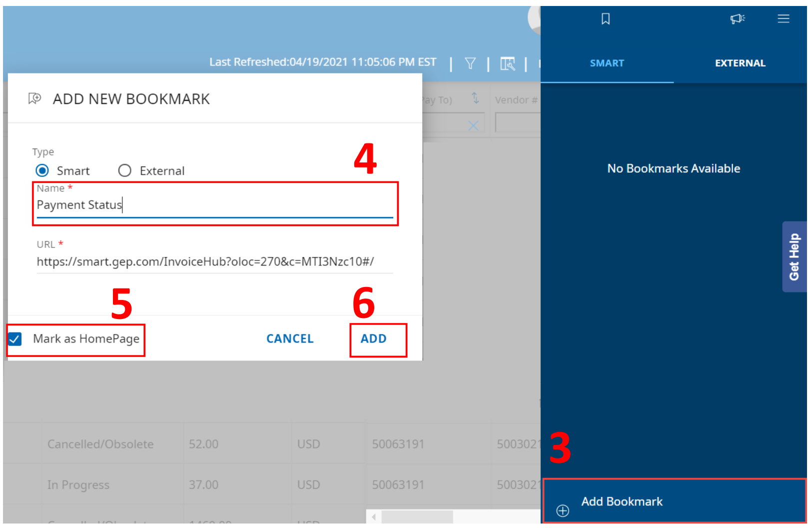
Set up your HomePage

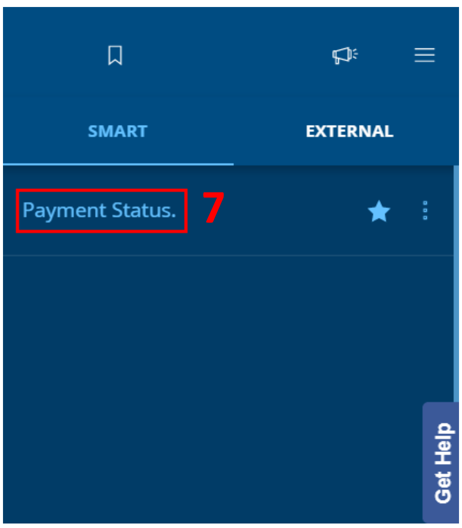
You can add the "**Payment Status**" as your HomePage. Please follow the steps below:

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)

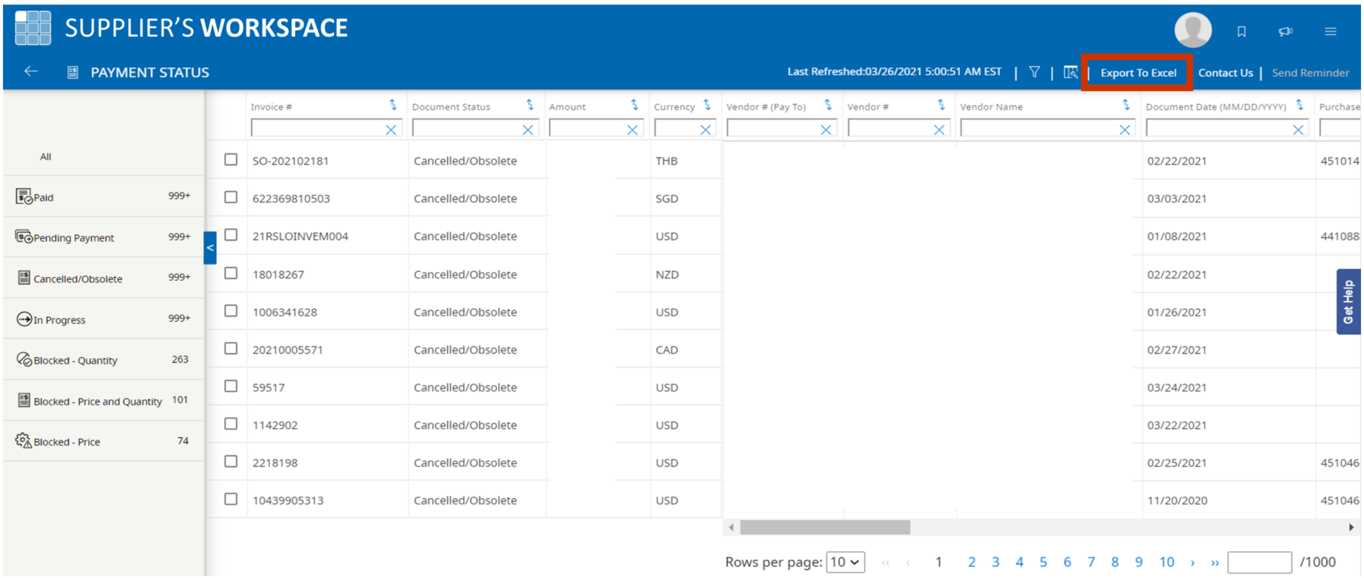
Cancelled/Obsolete : Invoice was rejected back for correction or cancelled due to internal reason. You can click "Contact Us" to submit ticket for any inquiry.

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.

GEP Payment Status

How to export data to Excel?

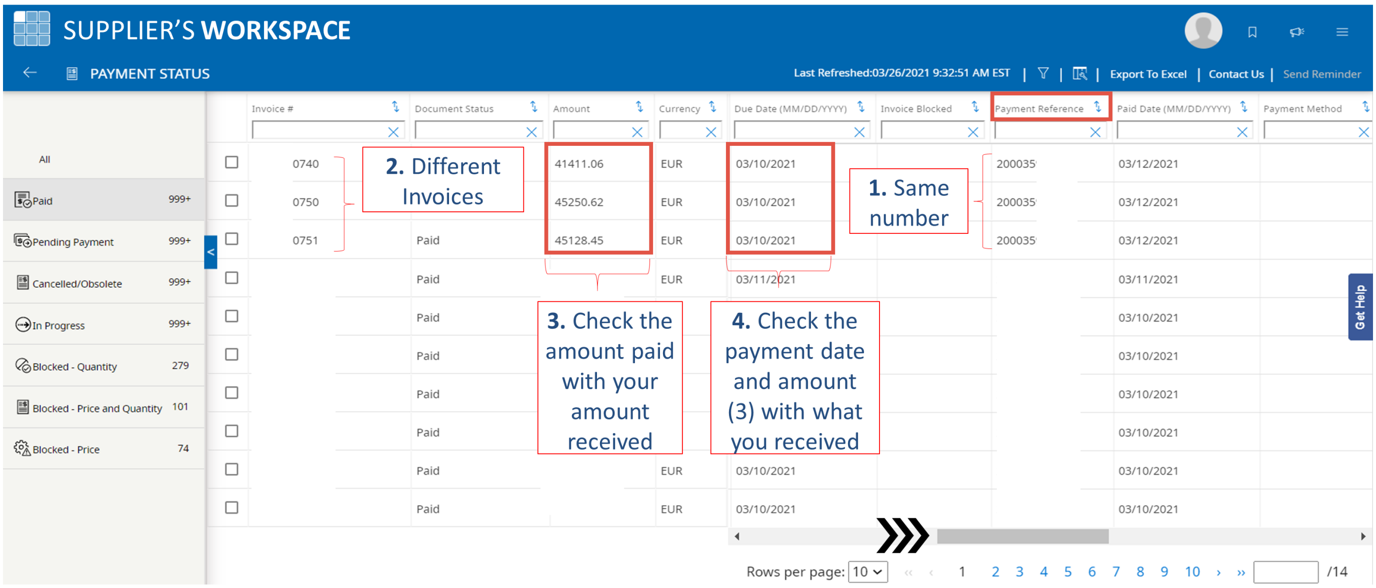
On the top right of your payment status tool, the option **"Export to Excel"** is available, you can export the data displayed to an Excel file to facilitate the analysis process;



*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.



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.

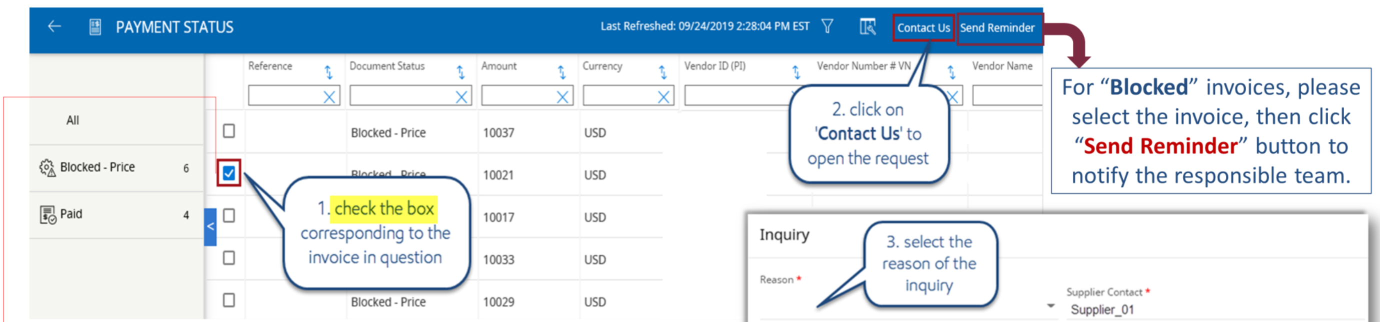
1). For invoices with status Blocked, either by quantity or by price, you can flag the invoice and click the **Send Reminder** button on the top right of the menu.

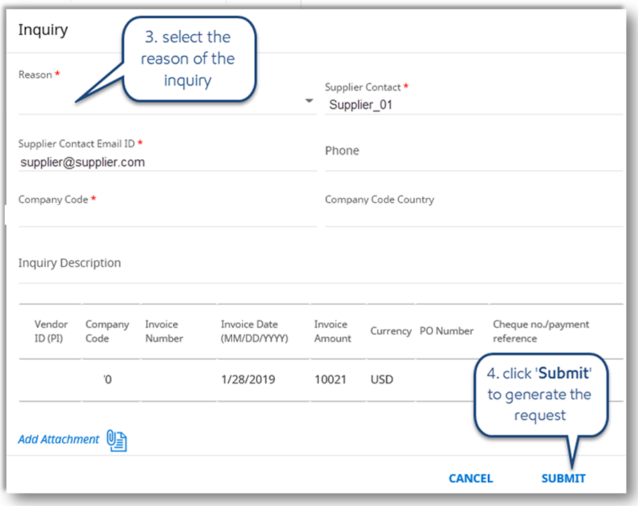
2). If you have a question about a specific invoice, please select the particular invoice and click on **Contact Us**.

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.





- 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.

GEP Payment Status

Adding additional contacts to your profile

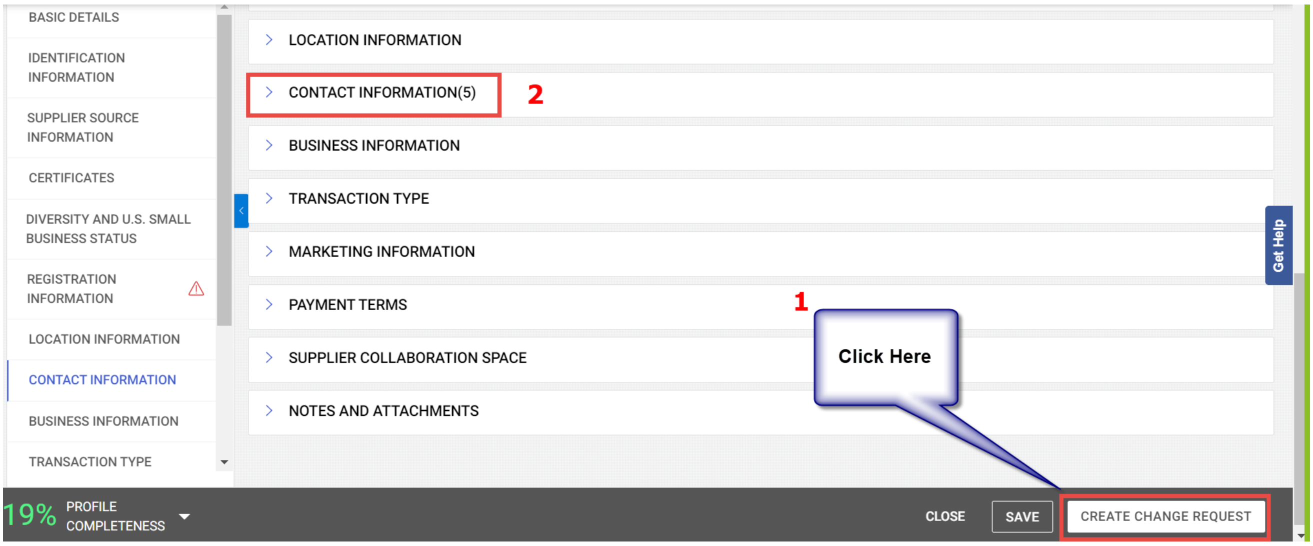
In order to **add more contacts** to check the “Payment Status” from your company, please follow the steps below:

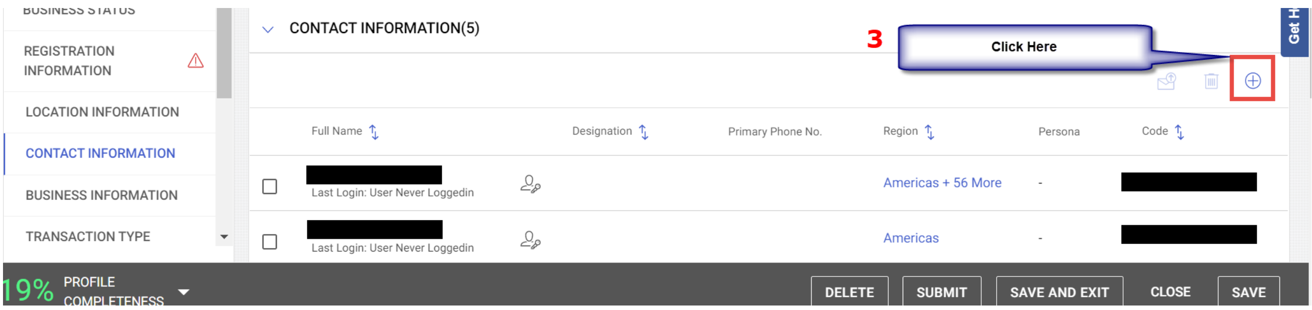
1) Click on “CREATE CHANGE REQUEST” button.

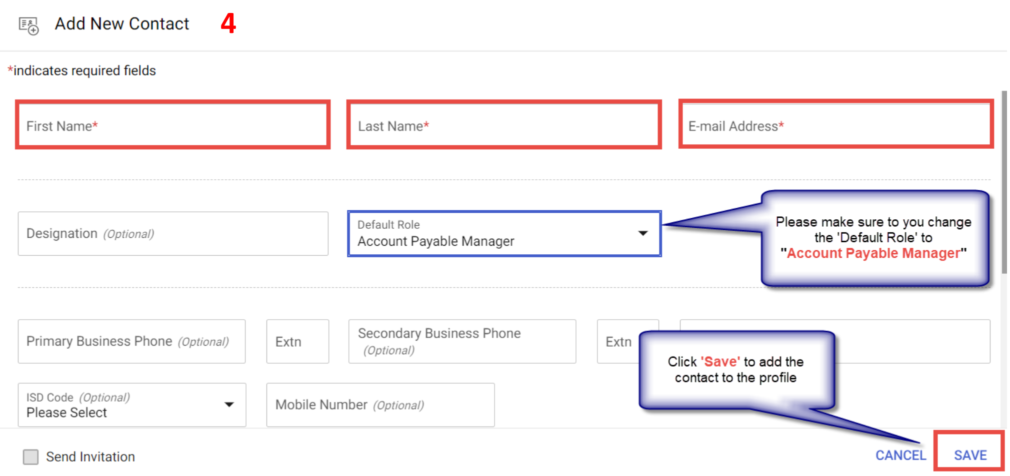
2) Select “CONTACT INFORMATION” topic.

3) Click on the “+” icon.

4) Fill out the mandatory field with the new contact information.







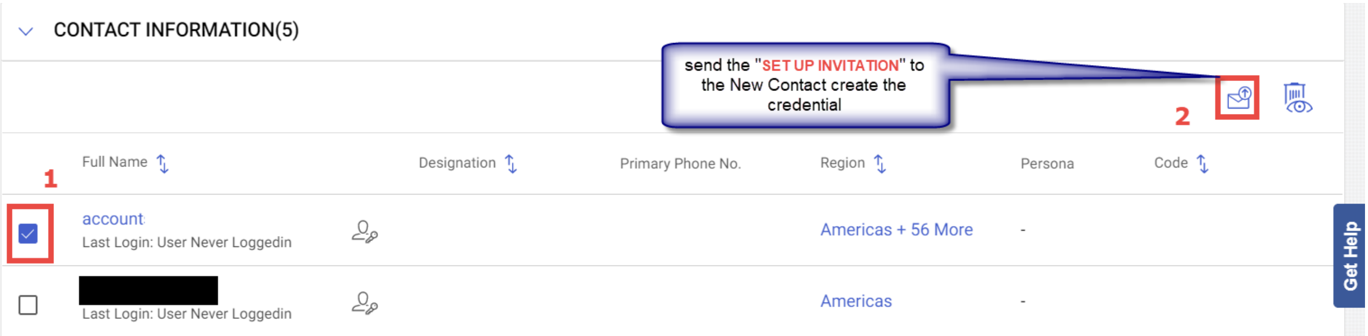
Adding additional contacts to your profile

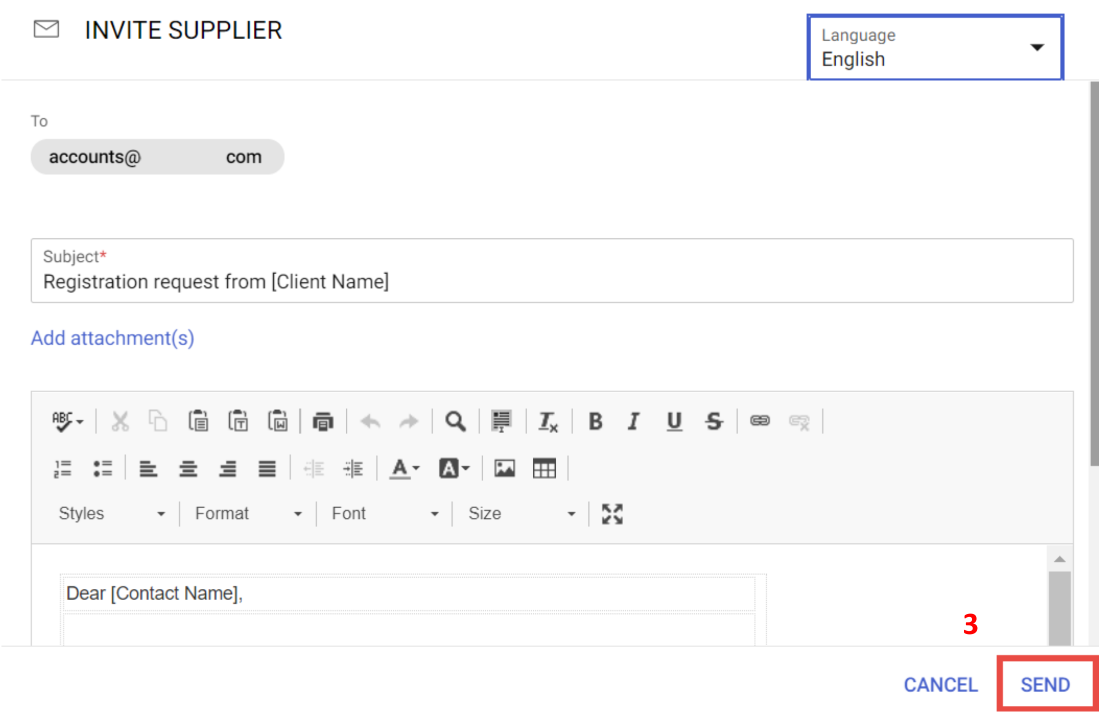
5) After clicking save the new contact you **must** click on "**SUBMIT**" button to apply the changes.

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)

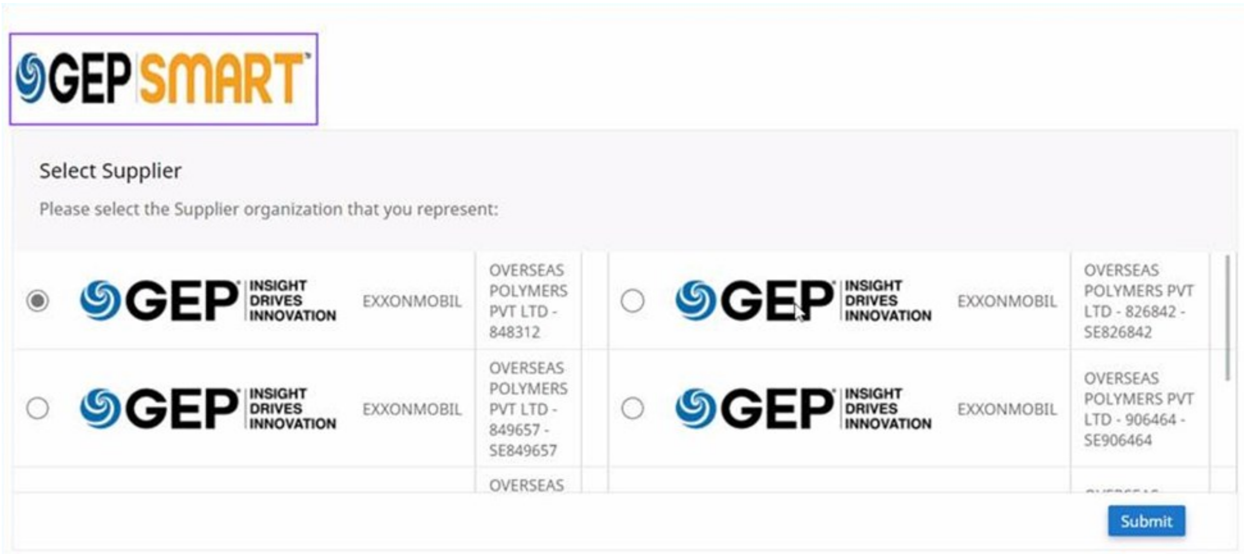




How to check payment status for multiple vendor accounts

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						
☐	34000259	CAD	250	Paid	08/29/2023	S8P	Invoice
☐	34000253	CAD	626	Paid	06/30/2023	S8P	Invoice
☐	34000251	CAD	582	Paid	06/07/2023	S8P	Invoice
☐	34000251	CAD	582	Cancelled/Obsolete		S8P	Invoice
☐	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.