Schlumberger Supplier Webcast: Ariba Network Transactions for M-I SWACO

October 18, 2017

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Leaders for Today's Call

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TECHNOLOGY RELIABILITY EFFICIENCY INTEGRATION

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Agenda

- Ariba Network Transactions Overview

- Frequently Asked Questions

- Key Contacts

- Summary

- Q&A Session

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Ariba Network Transactions Overview

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Ariba Network: Value Proposition

We have deployed SAP Ariba for M-I SWACO North America and now have the ability to manage the key transaction processes electronically.

PROCESSES
Purchase Orders
Order Confirmations
Advanced Shipping Notices
Invoices

BENEFITS
Active collaboration with suppliers
More cost efficient P2P process
Timely invoice processing and payment
Increased transparency

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Ariba Network: Light Accounts vs. Full Accounts

FULFILLMENT	**LIGHT ACCOUNT** Your current account	**FULL-USE ACCOUNT** Upgrade
📦 Orders and invoices	✓ Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices ✓ Check invoice status and create non-PO invoices, if supported by your customer	✓ Skip the emails. Get and manage orders and invoices all on Ariba Network. ✓ Use CSV uploads to manage large documents.
🛒 Catalogs		✓ Publish catalogs that detail your products and services
🔌 Integration		✓ Integrate with your backend systems through CXML or EDI
📑 Legal Archive		✓ Access to long-term invoice archiving (regional restrictions apply)
📊 Reporting		✓ Get reports to track transactions and sales activities
🛡 Support	Help Center	✓ Help Center, phone, chat, and web form
🔑 Fees	Free	Based on usage

Note: If you require a B2B (eg. EDI) integration, the Full Account is required.

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Ariba Network: Registration Process

1. Supplier receives an interactive email from us through Ariba to process their Purchase Order.

Click the Process Order button in the PO notification (interactive email)

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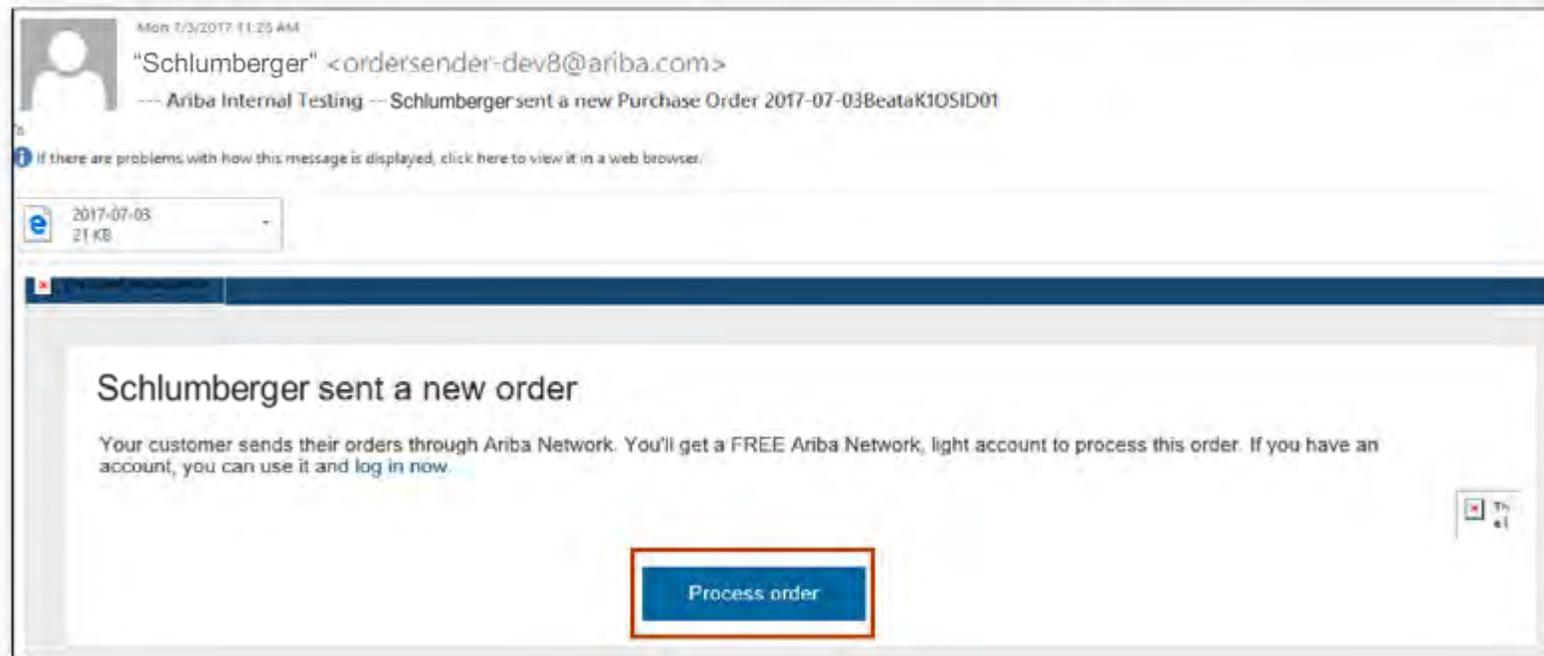
Ariba Network: Registration Process

2. Supplier is directed to sign up for a new light account or use an existing
account by clicking on "Log In".
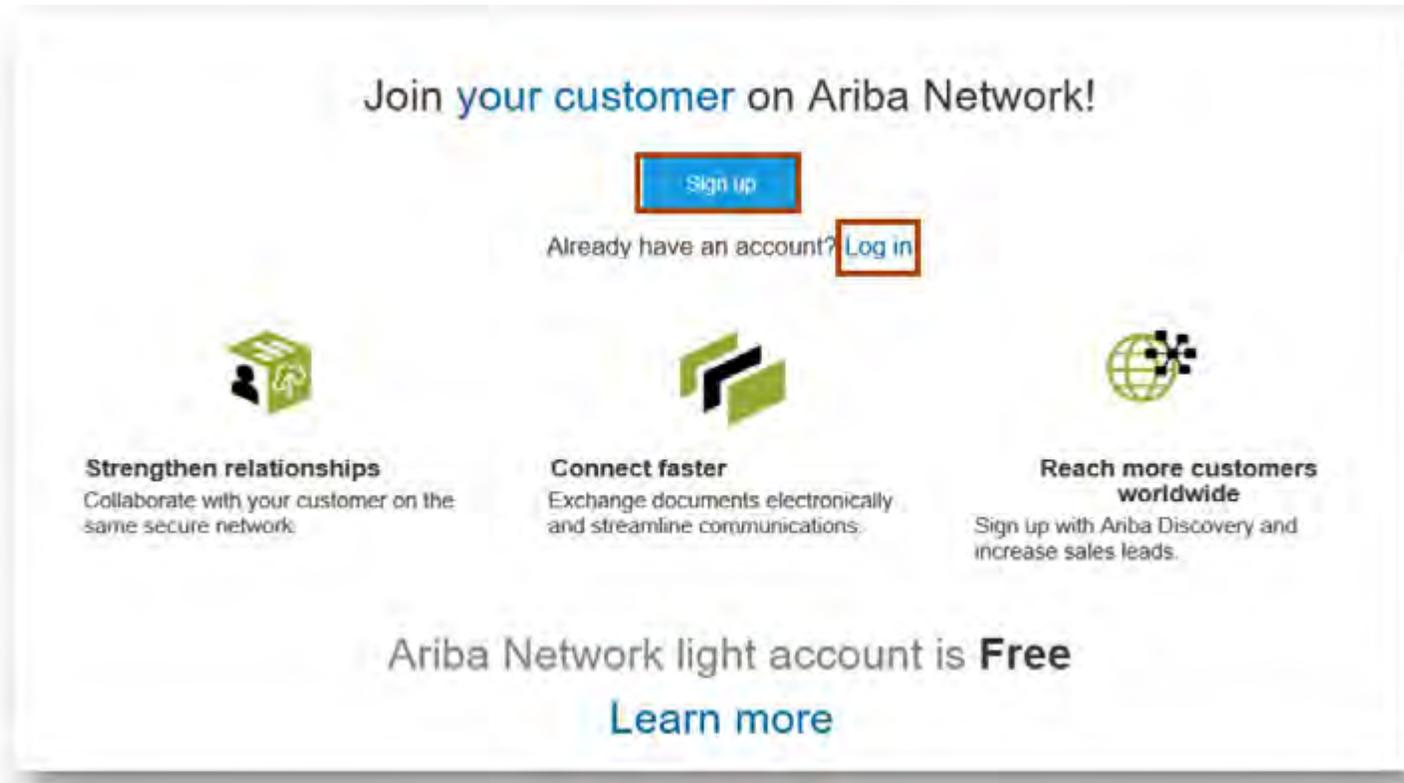
Join **your customer** on Ariba Network!

Sign up

Already have an account? Log in

Strengthen relationships
Collaborate with your customer on the same secure network.

Connect faster
Exchange documents electronically and streamline communications.

Reach more customers worldwide
Sign up with Ariba Discovery and increase sales leads.

Ariba Network light account is **Free**

Learn more

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Ariba Network: Registration Process

3. Supplier configures account, accepts terms, and registers.

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Ariba Network: Next Steps

Now that you are registered, you will be able to view your Purchase Orders from M-I SWACO and access three important functions:

- Create Order Confirmation — Suppliers will be able to confirm and acknowledge the receipt of the order

- Create Ship Notice — For orders shipped by Schlumberger, supplier will be able to notify Schlumberger automatically with order readiness.

- Create Invoice — **Suppliers can "flip" the Purchase Order into an invoice and submit it to** Schlumberger via Ariba.

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Ariba Network: Order Confirmations

1. **Under "Create Order Confirmation", you can confirm the order or update line items.**

   Note: You cannot reject orders in Ariba at this time. To reject an order, please contact your buyer.

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Ariba Network: Order Confirmations

2. When you select "Confirm Entire Order", you will have the option to update some of the fields below. Click "OK" to advance to the next screen.

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Ariba Network: Order Confirmations

3. To confirm the PO, click "Submit" on this screen and your order confirmation will be sent to M-I SWACO with the updated information.

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Ariba Network: Advance Ship Notice

Once your order is ready and if the Purchase Order incoterms is "Ex works" (where M-I SWACO handles the order logistics), the supplier can send the Advance Shipping Notice to Schlumberger via Ariba.

1. Simply access your PO in Ariba and click on "Create Ship Notice".

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Ariba Network: Advance Ship Notice

2. Under "Ship Notice Header" you can update the Shipping date (which is the pick up date for MI SWACO).

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Ariba Network: Advance Ship Notice (ASN)

3. You can make the Advanced Shipping Notice (ASN) for the full or partial Purchase Order by updating the quantity ready to ship.

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Ariba Network: Advance Ship Notice (ASN)

4. **Once you complete the details of the ready line items, click "OK" to submit the Ship** Notice. For orders where transportation is arranged by Schlumberger, (e.g. EXW, FOB, FAS, FCA), you will be contacted by Schlumberger for more details on the **shipment (e.g. earliest availability date, weights and dimensions)"**

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Ariba Network: Invoices

Suppliers can now flip the Ariba Purchase Order into an electronic invoice and avoid the hassle of paper invoices.

1.   Once the order is delivered or picked up by M-I SWACO and ready for invoicing, you can go **to the Ariba Purchase Order and click "Create Invoice".**

   - Note: It is important to keep the interactive email to access the Purchase Order when ready to invoice.

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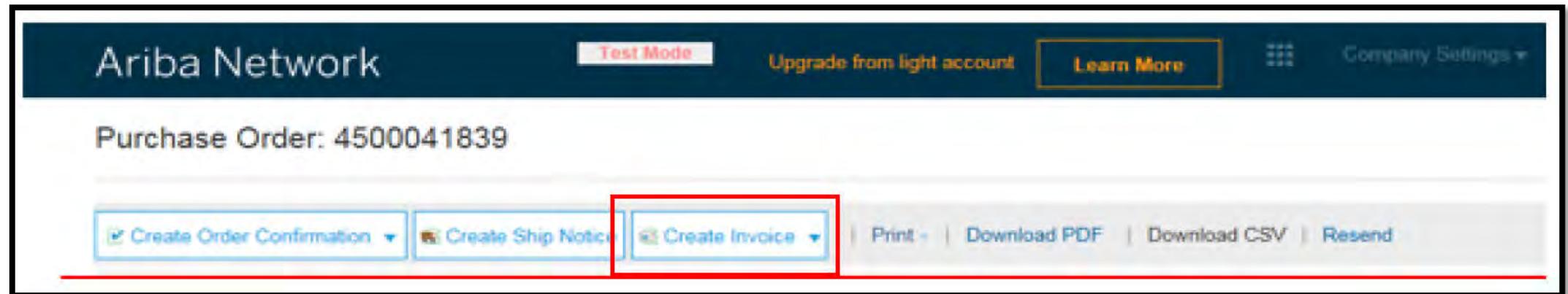
Ariba Network: Invoices

2. At this screen, you can review and update the quantity invoiced and add any additional details required.

   Note: *Suppliers can invoice for full or partial orders.*

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Ariba Network: Invoices

3. On this screen, you can review the invoice summary and submit the invoice. The invoice will be sent to Schlumberger automatically for payment.

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Frequently Asked Questions

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Question #1

I did not receive an email invitation to setup an Ariba account.

The invitation to register with the Ariba network is embedded within your Purchase Order email notification.

When you click "Process Order", you will be given the option to create a new account or log in to an existing account. See Ariba Supplier Summit Guide for a step-by-step instructions.

If you believe you should have received a Purchase Order but have not, please contact the Requestor for assistance.

Step 1

Step 2

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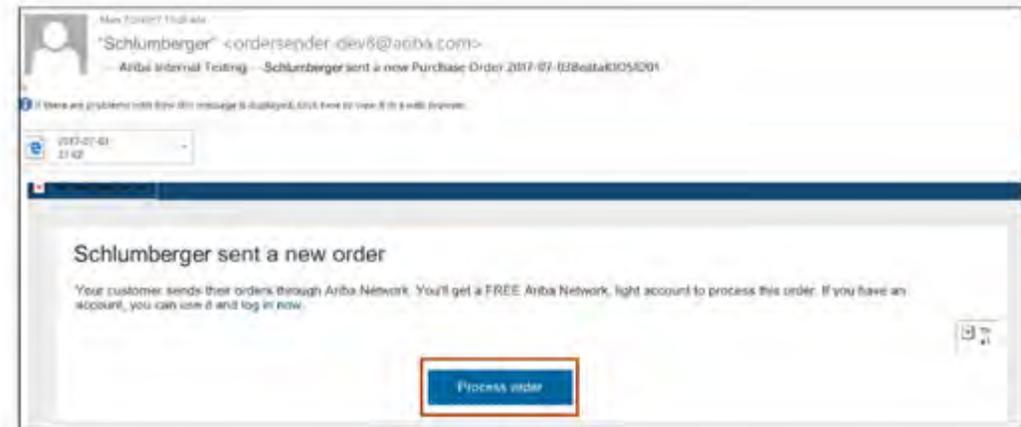
Question #2

I received a PO from Ariba and do not know what to do.

Please refer to Ariba Supplier Summit Guide for detailed instructions on all aspects of processing an Ariba Purchase Order. You may also refer to this demo for Light Accounts video tutorial (18 min).

If you require additional support, please do the following:
- Click the Help Center link at the bottom of your interactive email from Ariba. From here, you can create a ticket that will be sent to a mailbox that is monitored by an Ariba specialist. Response time: 4 hours
- When logged into your light account, click the Help Center link in the upper right corner to expand the panel and gain access to relevant help topics.
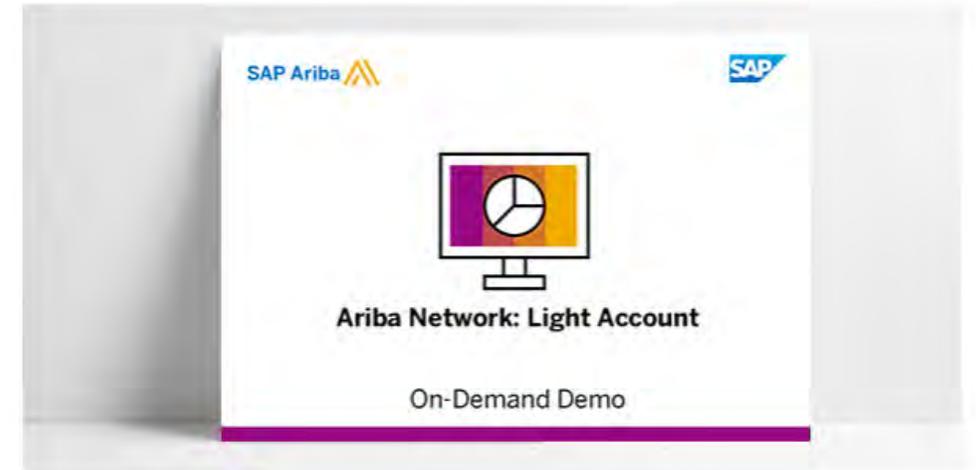
When buyers and suppliers are engaged in a low level of order and invoice transaction activity, light account from SAP Ariba is a free and easy way to collaborate over Ariba Network. Watch this comprehensive, on-demand demo to see this tool in action, review its features and benefits, and learn where to get help when needed.

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Question #3

I do not have an Ariba Network ID (ANID).

An Ariba Network ID (ANID) will be assigned when you successfully register for the Ariba Network.

Please refer to Question #1 or the [Ariba Supplier Summit Guide](#) for a complete details.

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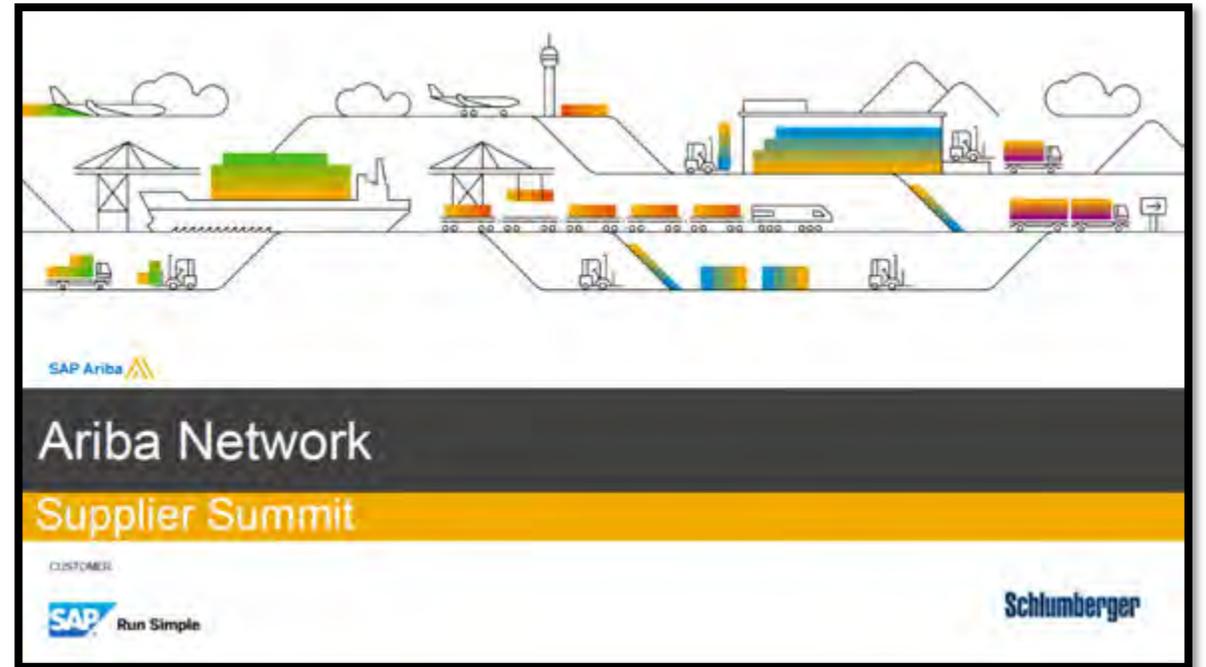
Question #4

I already have an Ariba Network ID (ANID). Can I use the same ANID for M-I SWACO?

Yes, you can transact with an existing ANID. However, if the existing ANID is a Full Account, the relationship may become chargeable. If the ANID is a light account, the relationship would be free.

If you choose to use an existing account, log into that account when prompted while processing the Purchase Order you received. This will automatically establish a Trading Relationship between our buyer account and your seller account.

Alternatively, you may contact your Supplier Manager and request that a Trading Relationship Request is sent to you. Please provide **your company's name and ANID. You must accept the Trading Relationship** Request from Ariba to receive Purchase Orders for M-I SWACO.

Note: *There are both Full and Light Accounts on the Ariba network that offer different levels of functionality. We encourage our Suppliers to use the account type that best fits their needs. Refer to the comparison table in the* Ariba Supplier Summit Guide *for more detail.*

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Question #5

I already have an Ariba account but did not receive a Trading Relationship Request.

If you received a Purchase Order email from Ariba, click **"Process Order" and log in with your existing ANID. This** action will establish the Trading Relationship with us, and no additional action is necessary.

If you have not received a Purchase Order from us yet and have an existing Ariba account you would like to use, you may contact your Supplier Manager and request that a Trading Relationship Request is sent to you. Be sure to **provide your company's name and ANID. You must accept** the Trading Relationship Request from Ariba to receive Purchase Orders for M-I SWACO.

Step 1

Step 2

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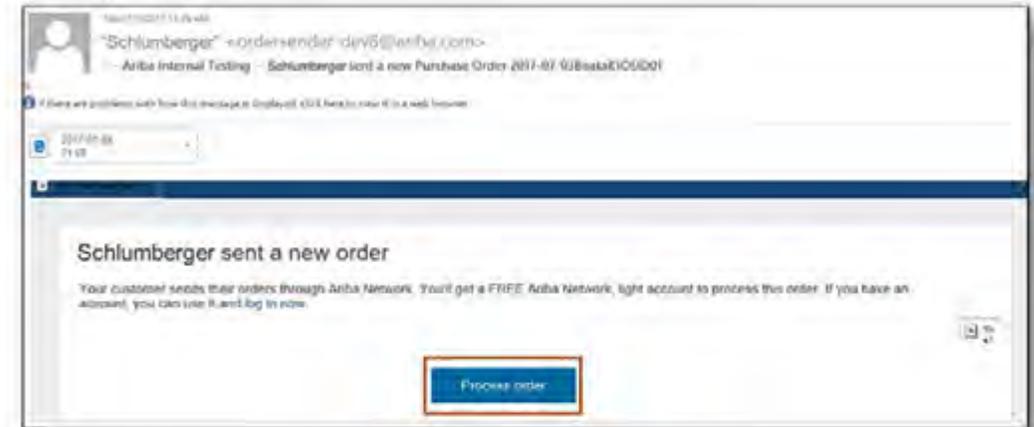
Question #6

Where do I submit invoices?

If you received a Purchase Order through the Ariba network, you must submit your invoice for that Purchase Order through the Ariba network. Please refer to the instructions in the Ariba Supplier Summit Guide for details on how to submit invoices.

Purchase Orders and/or Invoices generated outside of the Ariba network will continue to be processed per the legacy process (eg. MySupplierPortal), *not via the Ariba network*.

Step 1: Go to your purchase order (via email link or in your Ariba Network portal).

Step 2: Click "Create Invoice".

Ariba Network
Purchase Order: 4500041839

Step 3: Review and update the quantity invoiced.

Step 4: Review invoice summary and submit to Schlumberger for review and payment.

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Question #7

Is "SLB-Suppliers-**Comm@slb.com"** still a valid email address to send questions, account updates, or general issues?

No. SLB-Suppliers-Comm@slb.com ***is not a monitored mailbox***. As of August 18, it no longer accepts Purchase Order email address updates. Also, please refrain from sending invoices to this address.

For your convenience, we have compiled a list of contacts for your reference. Please direct your inquiries to the appropriate contact listed in the **"Key Contacts" tables on the next two slides.**

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Question #8

How do I check the payment status for an invoice?

You will receive email notifications from Ariba for your invoice with each change in payment status. Standard statuses include "Processing" > "Reconciled" > "Paid".

If you have a Full Ariba Account, you may also view your invoice status in your Ariba portal.

If you believe that payment for an invoice is overdue, please first consult the payment terms of your agreement and then follow the "overdue payment escalation protocol".

Note: *If an invoice is cancelled or rejected for any reason, you will be notified*

Processing
The invoice is under review.

Reconciled
The invoice has been reviewed and posted for payment. The invoice will be paid as per the payment terms of your agreement.

Paid
The invoice has been paid.

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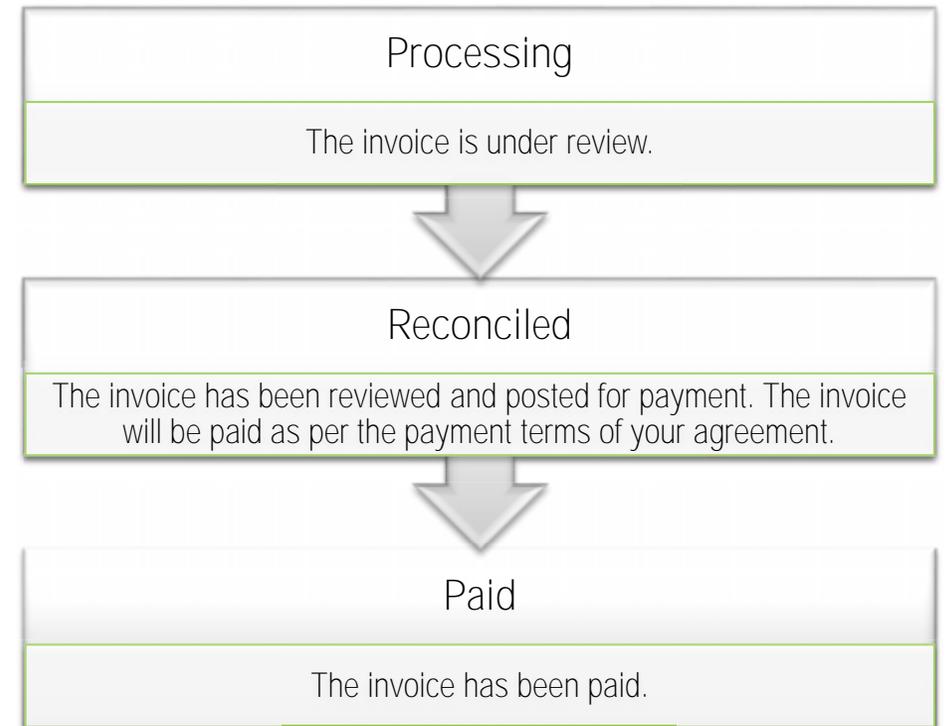
Overdue Payment Escalation Protocol (Invoices within Ariba)

1. Check your inbox for the Ariba email notification with the status of your invoice.

2. Contact Accenture (slb.finance@accenture.com)

3. After 72 hours with no Accenture response, contact the AP Team with your Accenture incident number (NAM-PSC-AP@slb.com)

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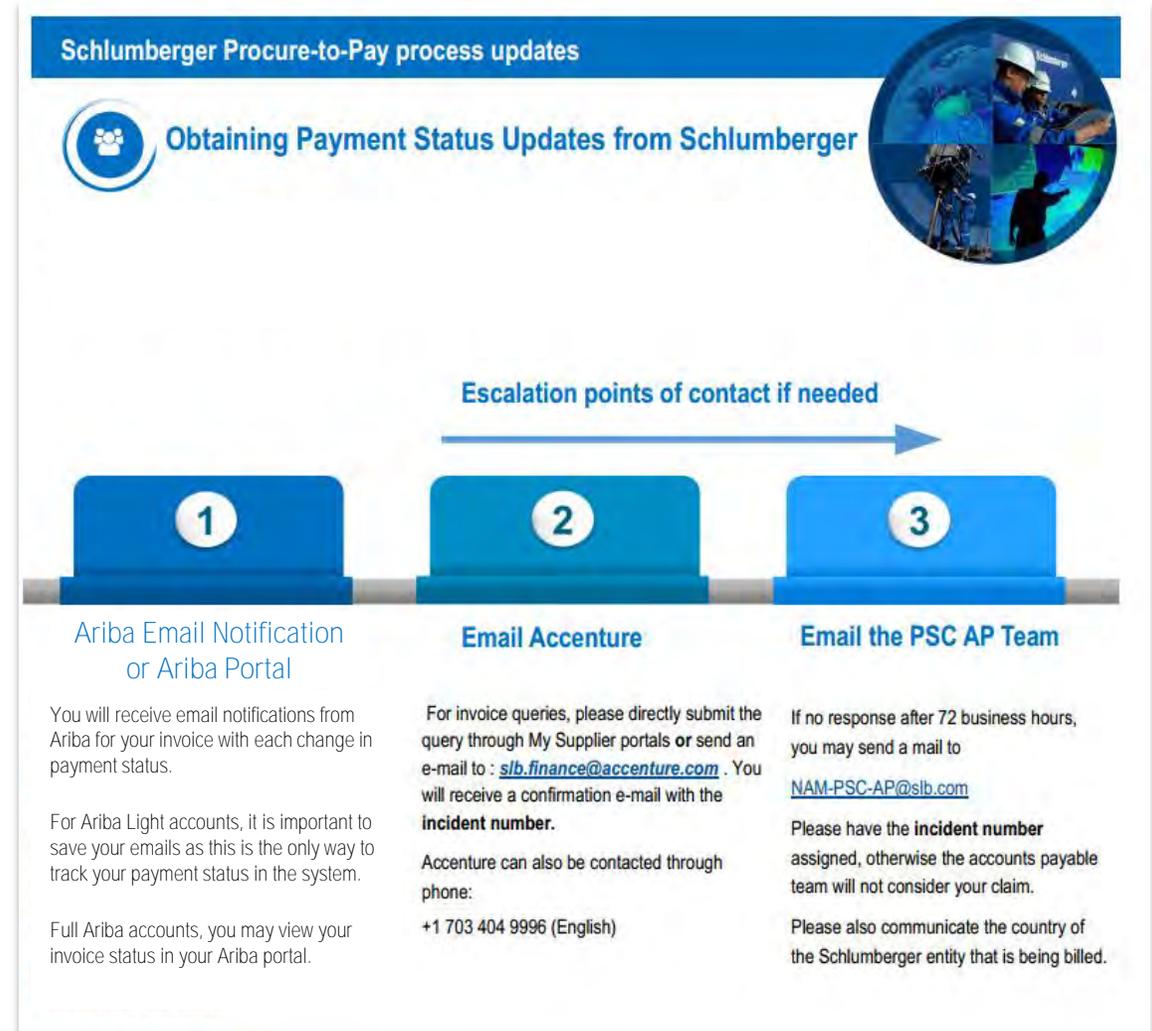
Overdue Payment Escalation Protocol (Invoices outside of Ariba)

1. Go to MySupplierPortal
   (https://slb.mysupplierportal.com)

2. Contact Accenture
   (slb.finance@accenture.com)

3. After 72 hours with no Accenture response, contact the AP Team with your Accenture incident number
   (NAM-PSC-AP@slb.com)

Schlumberger Procure-to-Pay process updates

Obtaining Payment Status Updates from Schlumberger

Schlumberger uses My Supplier Portal to manage inquiries about invoice and payment, and maintain vendor master account information. You will find below the main process channels and communication escalation steps:

Escalation points of contact if needed

1 — My Supplier Portal (MSP)

Track your payment status using MSP as your first entry point :

https://slb.mysupplierportal.com

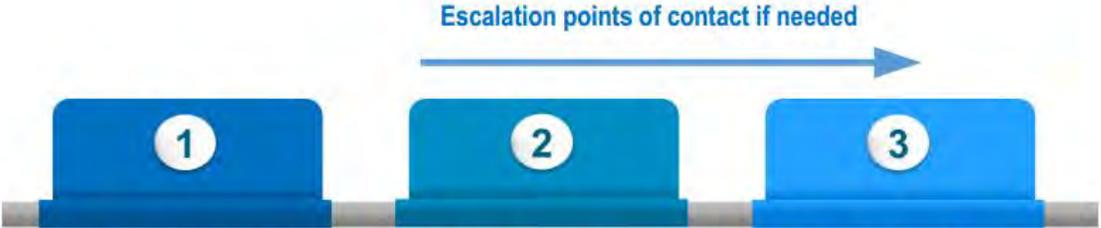MySupplierPortal can be used even if the invoice was not uploaded in the MSP Portal.

If you have not registered in the portal please register at the following address:

http://slb.mysupplierportal.com/Pages/UI/NewUserRequest.aspx

2 — Email Accenture

For invoice queries, please directly submit the query through My Supplier portals **or** send an e-mail to : slb.finance@accenture.com . You will receive a confirmation e-mail with the **incident number.**

Accenture can also be contacted through phone:

+1 703 404 9996 (English)

3 — Email the PSC AP Team

If no response after 72 business hours, you may send a mail to

NAM-PSC-AP@slb.com

Please have the **incident number** assigned, otherwise the accounts payable team will not consider your claim.

Please also communicate the country of the Schlumberger entity that is being billed.

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Key Contacts

Purchase Order Questions	• **Refer to email address under "Order Contact" on your Purchase Order** PDF attachment
Invoice & Payment Questions	For M-I SWACO **invoices submitted in Ariba…** • Light Accounts **–** Check the status in the email notifications from Ariba • Full Accounts **–** Check the status in the Ariba portal • **Refer to the "**Overdue Payment Escalation Protocol**" slides if further** action is required. For **invoices submitted outside of Ariba…** • Check the status of your invoice in MySupplierPortal • **Refer to the "**Overdue Payment Escalation Protocol**" slides if further** action is required.

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Key Contacts (continued)

Ariba Account Changes	• You can update your Ariba profile in your Ariba portal. Please notify your Suppler Manager of key contact information changes you have made to ensure all systems are updated accordingly. • You may also contact Ariba Customer Support for assistance at 1-866-218-2155
Ariba Troubleshooting	• Click the Help Center link at the bottom of your interactive email from Ariba. From here, you can create a ticket that will be sent to a mailbox that is monitored by an Ariba specialist. Response time: 4 hours • When logged into your light account, click the Help Center link in the upper right corner to expand the panel and gain access to relevant help topics • You may also contact your Supplier Manager for additional assistance

Please visit the North America Suppliers Information Hub Page for all Schlumberger communications and Ariba support documentation.

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Summary and Tips

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Summary and Tips

Register on Ariba Network with your first Ariba Purchase Order email.

Bookmark important resources for future reference.

- Ariba Supplier Summit Guide

- North America Suppliers Information Hub Page

Save your purchase order emails to ensure you always have access.

- For Light Accounts, purchase orders are visible in the Ariba Network portal for up to 60 days. The link to your purchase order in your email will always connect you to your purchase order.

Create an internal distribution list for your Purchase Orders.

- An internal distribution list will allow you to receive Purchase Orders at multiple email addresses. The great benefit of a distribution list is that you can control who in your organization receives purchase orders at any time and reduce the chances of missing a Purchase Order.

Attend an Ariba Summit Session.

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Thank You.

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