

TECHNOLOGY RELIABILITY EFFICIENCY INTEGRATION



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

October 18, 2017

**Schlumberger**

# Leaders for Today's Call



Nicol Sam  
North America Procurement and  
Sourcing Manager



Luis Rodriguez  
Global Business Workflow Owner,  
Supply Chain

# Agenda

- Ariba Network Transactions Overview
- Frequently Asked Questions
- Key Contacts
- Summary
- Q&A Session

# Ariba Network Transactions Overview

# 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

# Ariba Network: Light Accounts vs. Full Accounts

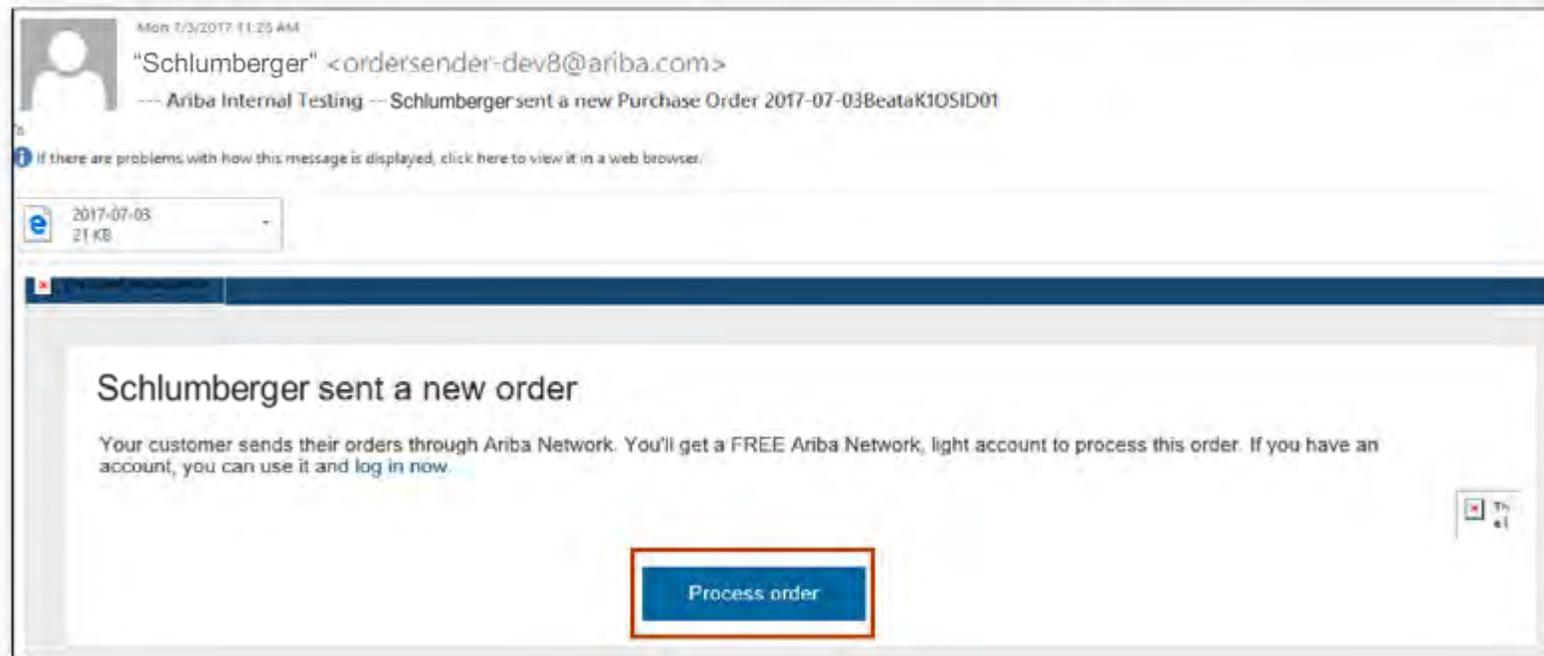
	LIGHT ACCOUNT Your current account	FULL-USE ACCOUNT <a href="#">Upgrade</a>
<b>FULFILLMENT</b>		
Orders and invoices	<ul style="list-style-type: none"> <li>✓ Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices</li> <li>✓ Check invoice status and create non-PO invoices, if supported by your customer</li> </ul>	<ul style="list-style-type: none"> <li>✓ Skip the emails. Get and manage orders and invoices all on Ariba Network.</li> <li>✓ Use CSV uploads to manage large documents.</li> </ul>
Catalogs		<ul style="list-style-type: none"> <li>✓ Publish catalogs that detail your products and services</li> </ul>
Integration		<ul style="list-style-type: none"> <li>✓ Integrate with your backend systems through CXML or EDI</li> </ul>
Legal Archive		<ul style="list-style-type: none"> <li>✓ Access to long-term invoice archiving (regional restrictions apply)</li> </ul>
Reporting		<ul style="list-style-type: none"> <li>✓ Get reports to track transactions and sales activities</li> </ul>
Support	Help Center	<ul style="list-style-type: none"> <li>✓ Help Center, phone, chat, and web form</li> </ul>
Fees	Free	Based on usage

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

# Ariba Network: Registration Process

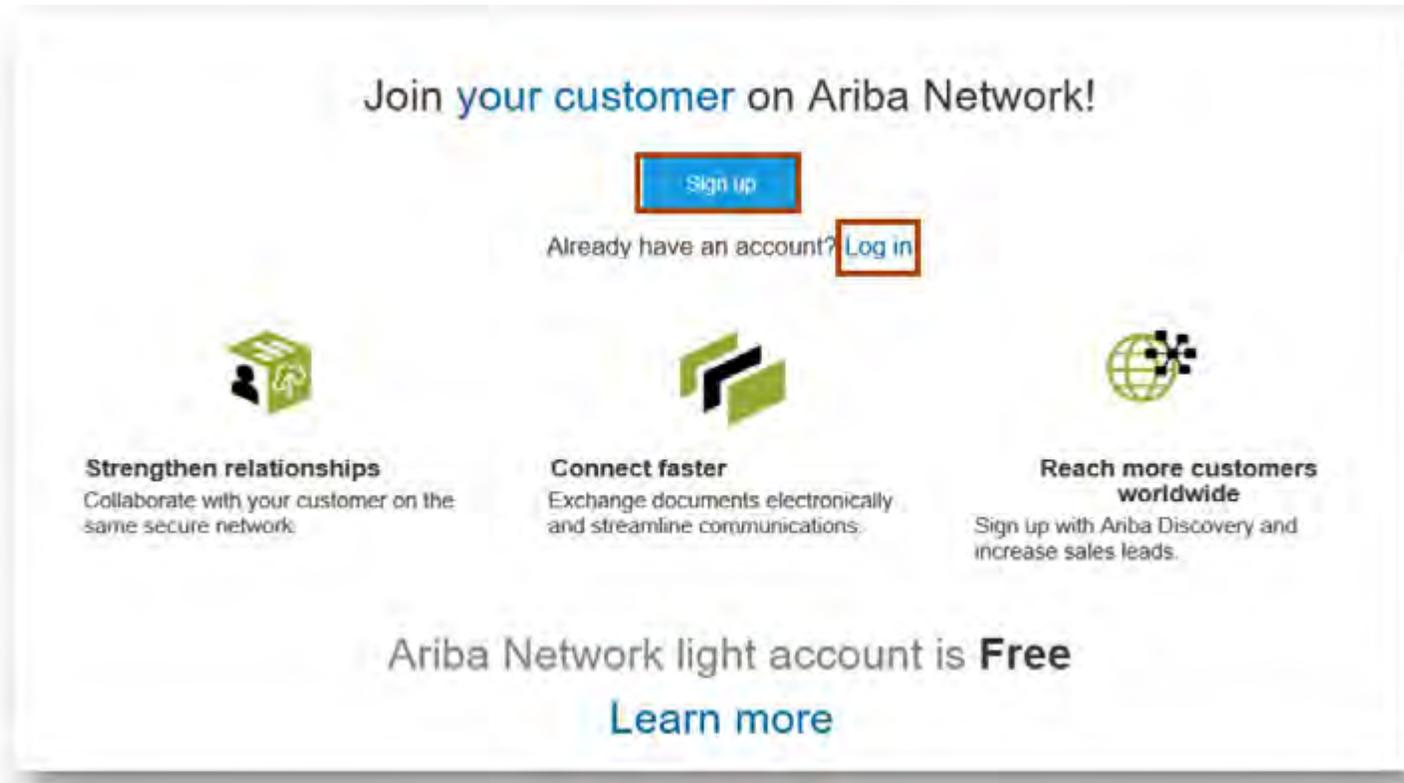
1. Supplier receives an interactive email from us through Ariba to process their Purchase Order.

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



# Ariba Network: Registration Process

- 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](#)

# Ariba Network: Registration Process

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

The screenshot displays a registration form for Ariba Network, divided into three main sections:

- 1 Review your Company information:** This section contains a "Company information" sub-section with fields for Company Name (Ariba Company Inc), Country (Singapore [SOP]), Address 1 (2000 Street ABC), Line 2, Line 3, Line 4, City (Singapore), and Postal Code (14000). A note indicates that the address is required for invoice delivery and that the user must enter a valid address for their company.
- 2 Enter your User account information:** This section contains a "User account information" sub-section with fields for Name (First Name, Last Name), Email, a checkbox for "Use my email as my username" (checked), Username, Password (New Password), Repeat Password, Language (English), and Time (Singapore).
- 3 Accept Terms of Use and click on Register:** This section contains a checkbox for "I have read and agree to the Terms of Use and the Ariba Privacy Statement" (checked), a "Register" button, and a "Cancel" button.

At the bottom of the form, a note states: "Please note that after your Light Account is registered, future POs will be sent to your designated user account email".

# 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.**



# 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.

The screenshot displays the Ariba Network interface for a Purchase Order (PO) with ID 4500041839. The interface includes a header with the PO number and a 'Done' button. Below the header is a navigation bar with several action buttons: 'Create Order Confirmation' (highlighted with a red box), 'Create Ship Notice', and 'Create Invoice'. There are also links for 'Print', 'Download PDF', 'Download CSV', and 'Resend'. The main content area shows the PO details, including the 'From' and 'To' information, the PO amount (\$500.00 USD), and the routing status (Acknowledged). The 'From' information is for Schlumberger del Ecuador, and the 'To' information is for LARREA ARREGUI SULAMITA JUDITH-TEST. The 'Create Order Confirmation' dropdown menu is open, showing options for 'Confirm Entire Order', 'Update Line Items', and 'Reject Entire Order'. A sidebar on the right contains a search bar and a list of related documents and help topics.

Purchase Order: 4500041839

Done

Create Order Confirmation | Create Ship Notice | Create Invoice | Print | Download PDF | Download CSV | Resend

Confirm Entire Order

Update Line Items | History

Reject Entire Order

From: Schlumberger del Ecuador  
Avenida 12 de Octubre N24-593  
170143 Quito  
Ecuador

To: LARREA ARREGUI SULAMITA JUDITH-TEST  
SECTOR SANTA PRISCA, CALLE  
EC170118 QUITOP  
Ecuador  
Phone: 2554639  
Fax: 2554639  
Email: loxiang@slb.com

Purchase Order (Confirmed)  
4500041839  
Amount: \$500.00 USD  
Version: 1

Payment Terms: 0.00% 0

Contact Information  
Supplier Address  
LARREA ARREGUI SULAMITA JUDITH  
SECTOR SANTA PRISCA, CALLE  
EC170118 QUITOP  
Ecuador  
Email: loxiang@slb.com  
Phone: +593 ( ) 2554639

Routing Status: Acknowledged  
Related Documents: OC4500041839  
OC4500041839

Invoices (3:10)

Send a PO-based invoice (4:35)

Send a ship notice (3:08)

How do I create documents against purchase orders from my customer?

How to configure your user account information and company settings

Register and send an order confirmation (4:10)

How do I invoice a purchase order if I lose the email notification?

Add a new user (3:12)

When do I need to contact the

View more

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# Ariba Network: Order Confirmations

- 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.

Item	Part # / Description	Qty	Unit	Need By	Ship By	Unit Price	Subtotal
1	O-RING 6227-09 NITRILE 9 0 DURO	5.0	EA	31 Aug 2017		\$100.00 USD	\$500.00 USD

New Order Status: **5.0 Confirmed**

Est. Shipping Date: \* 8 Jun 2017

Est. Delivery Date: \* 13 Jan 2017

Unit Price: \$100.00 USD

Price Unit Quantity \*

Unit Conversion: \*

Price Unit \*

Supplier Part

Auxiliary Part ID:

Manufacturer Part ID:

Manufacturer Name

Search...

- How do I create documents against purchase orders from my customer?
- How to configure your user account information and company settings
- Register and send an order confirmation (4:10)
- How do I invoice a purchase order if I lose the email notification?
- Add a new user (3:12)
- When do I need to contact the account administrator for my company?
- Invoices (3:10)
- What browser versions are certified for SAP Ariba cloud solutions?

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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.

Confirming PO

Confirmation # OC4500041839  
Supplier Reference:  
Est. Shipping Date: 26 Jun 2017  
Est. Delivery Date: 28 Jun 2017

Attachments:

Line Items

Line #	Part # / Description	Customer Part #	Qty (Unit)	Need By	Unit Price	Subtotal
1		0013130	5.0 (EA)	31 Aug 2017	\$100.00 USD	\$500.00 USD

O-RING 6227-09 NITRILE 9 0 DURO

Current Order Status:  
5.0 **Confirmed With New Date** (Estimated Shipment Date: 8 Jun 2017 ; Estimated Delivery Date: 13 Jun 2017 )

Previous Submit Exit

Previous Submit Exit

Search...

- How do I create documents against purchase orders from my customer?
- How to configure your user account information and company settings
- Register and send an order confirmation (4:10)
- How do I invoice a purchase order if I lose the email notification?
- Add a new user (3:12)
- When do I need to contact the account administrator for my company?
- Invoices (3:10)
- What browser versions are certified for SAP Ariba cloud solutions?

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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”.



# 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).

Create Ship Notice

Exit Next

\* Indicates required field

**SHIP FROM**  
LARREA ARREGUI SULAMITA JUDITH-TEST [Update Address](#)  
QUITOP  
Ecuador

**DELIVER TO**  
BATTLE MOUNTAIN, NV Plant for Mine [Update Address](#)  
BATTLE MOUNTAIN, NV  
United States

▼ Ship Notice Header

**SHIPPING**

Picking Slip ID\* ASN4500041839

Invoice #

Requested Delivery Date

Ship Notice Type\* Actual

Shipping Date\* 12 Jun 2017

Delivery Date\* 14 Jun 2017

**TRACKING**

Carrier Name

Service Level

# 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.

The screenshot displays the 'Order Items' section of the Ariba Network interface. It features a table with columns for Order #, Item, Part # / Description, Customer Part #, Qty, Unit, Need By, Ship By, Unit Price, and Subtotal. The first row shows an order for 5.0 EA of O-RING 6227-09 NITRILE 9.0 DURO, with a need by date of 31 Aug 2017 and a subtotal of \$500.00 USD. Below the table, there are sections for 'Shipment Status' (Total Item Due Quantity: 5.0 EA) and 'Confirmation Status' (Total Confirmed Quantity: 5 EA, Total Backordered Quantity: 0 EA). A red box highlights a table with columns for Line, Ship Qty, Batch ID, Production Date, and Expiry Date. The first row in this table has Line 1, Ship Qty 5.0, and buttons for Add Details and Add Ship Notice Line. At the bottom left, there is a button for Add Order Line Item.

Order #	Item	Part # / Description	Customer Part #	Qty	Unit	Need By	Ship By	Unit Price	Subtotal
4500041839	1	O-RING 6227-09 NITRILE 9.0 DURO	0013130	5.0	EA	31 Aug 2017		\$100.00 USD	\$500.00 USD

**Shipment Status**  
Total Item Due Quantity: 5.0 EA

**Confirmation Status**  
Total Confirmed Quantity: 5 EA    Total Backordered Quantity: 0 EA

Line	Ship Qty	Batch ID	Production Date	Expiry Date
1	5.0			

[Add Ship Notice Line](#)

[Add Order Line Item](#)

# 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)”

Create Ship Notice OK Cancel

Order #	Item	Part # / Description	Customer Part #	Qty	Unit	Need By	Ship By	Unit Price	Subtotal
4500041839	1	O-RING 6227-09 NITRILE 9 0 DURO	0013130	5.0	EA	31 Aug 2017		\$100.00 USD	\$500.00 USD

**SHIPMENT STATUS**

1: Shipping 5.0 EA

**ASSET DETAILS**  
The maximum number of assets you can enter is 5.0, which corresponds to the shipping quantity.

Serial Number  Asset Tag

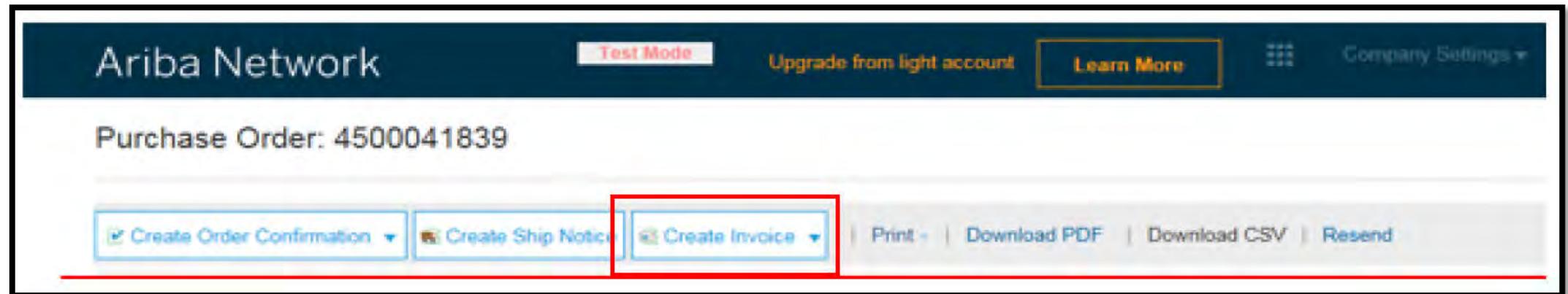
Add Asset

▶ HAZARD DETAILS  
▶ PACKAGING

# 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.



# 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.*

The screenshot displays the 'Line Items' interface in Ariba Network. At the top right, it indicates '1 Line Items, 1 Included, 0 Previously Fully Invoiced'. Below this is a section for 'Insert Line Item Options' with checkboxes for 'Tax Category', 'Shipping Documents', 'Special Handling', and 'Discount', along with an 'Add to Included Lines' button. The main part of the interface is a table with the following columns: No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal. A single line item is listed with 'No.' 1, 'Include' checked, 'Type' MATERIAL, 'Part #' 0-RING 6227-09 NITRILE 9 0 DURO, 'Customer Part #' 0013130, 'Quantity' 10, 'Unit' EA, 'Unit Price' \$200.00 USD, and 'Subtotal' \$2,000.00 USD. Red error messages are visible below the table: 'Quantity exceeds the quantity limit.' and 'Calculated unit price exceeds the tolerance limit.'. Below the table is a 'Pricing Details' section with 'Price Unit: EA' and 'Unit Conversion: 1'. To the right, it shows 'Price Unit Quantity: 1.0' and 'Description:'. Underneath are 'Additional Fields' with input boxes for 'accountNumber', 'transactionCategoryOrType', 'costCenter', and 'projectCode'. At the bottom left, there are buttons for 'Line Item Actions' and 'Delete'.

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	0-RING 6227-09 NITRILE 9 0 DURO		0013130	10	EA	\$200.00 USD	\$2,000.00 USD

# 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.

**Create Invoice** [Update] [Save] [Exit] [Next]

▼ Invoice Header \* Indicates required field [Add to Header ▼]

**Summary**

Purchase Order: 4500041839	Subtotal: \$500.00 USD	<a href="#">View/Edit Addresses</a>
Invoice #:* INV4500041839	Total Tax: \$0.00 USD	
Invoice Date:* 5 Jun 2017	Total Gross Amount: \$500.00 USD	
Supplier Tax ID:* test1234	Total Net Amount: \$500.00 USD	
Remit To: LARREA ARREGUI SULAMITA JUDITH-TEST	Amount Due: \$500.00 USD	
QUITOP Ecuador		
Bill To: Schlumberger del Ecuador		
Quito Ecuador		

Tax ⓘ

Search: \_\_\_\_\_

- Send a PO-based invoice (4:35)
- How do I store commonly used tax categories and rates for future invoices?
- How do I view my customer's invoicing rules?
- Why do I receive errors when creating an invoice?
- How do I add an attachment to my invoice?
- How do I save a draft of my invoice to work on later?
- How do I add shipping or freight charges to my invoice?
- How do I know how much is left to invoice on my purchase order?

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# Frequently Asked Questions

# Question #1

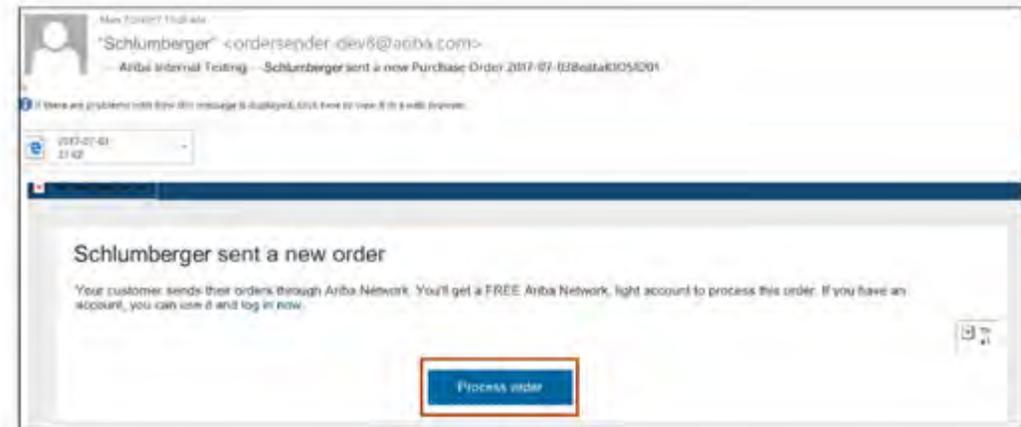
I did not receive an email invitation to setup an Ariba account.

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



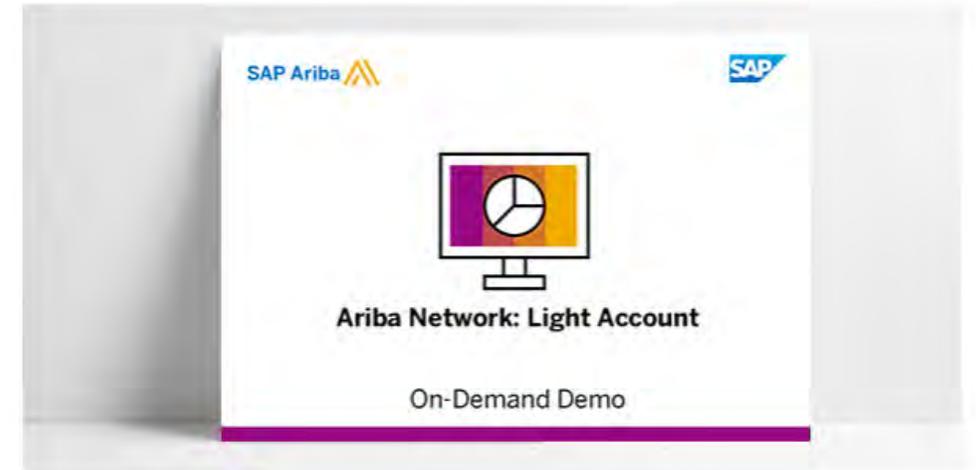
## Question #2

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.

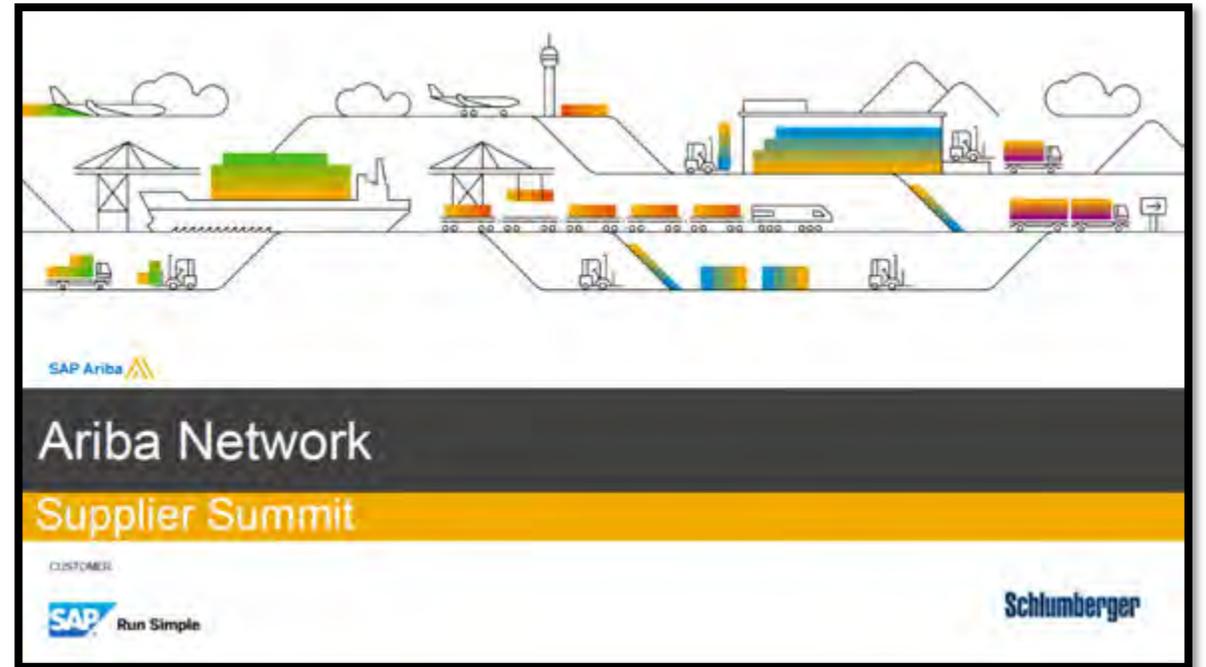
Watch

# 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.



## 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.*

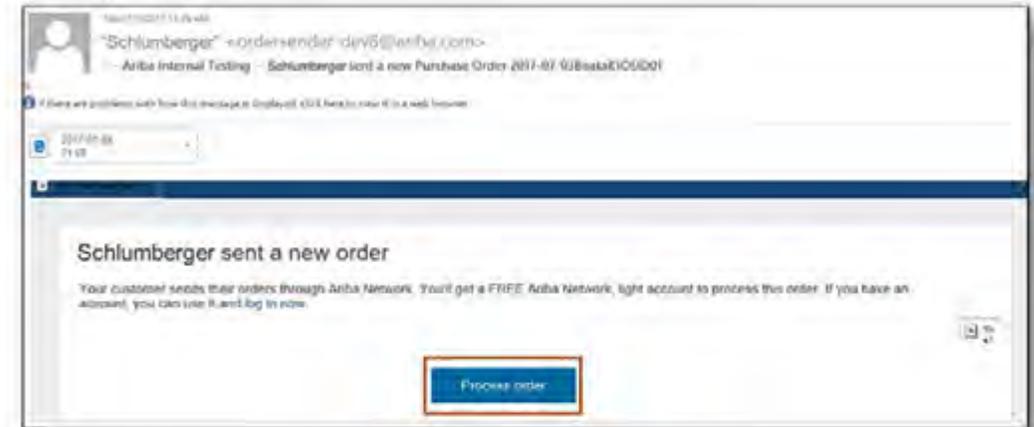
# Question #5

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



# 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”.**



**Step 3: Review and update the quantity invoiced.**

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

## 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.

# Question #8

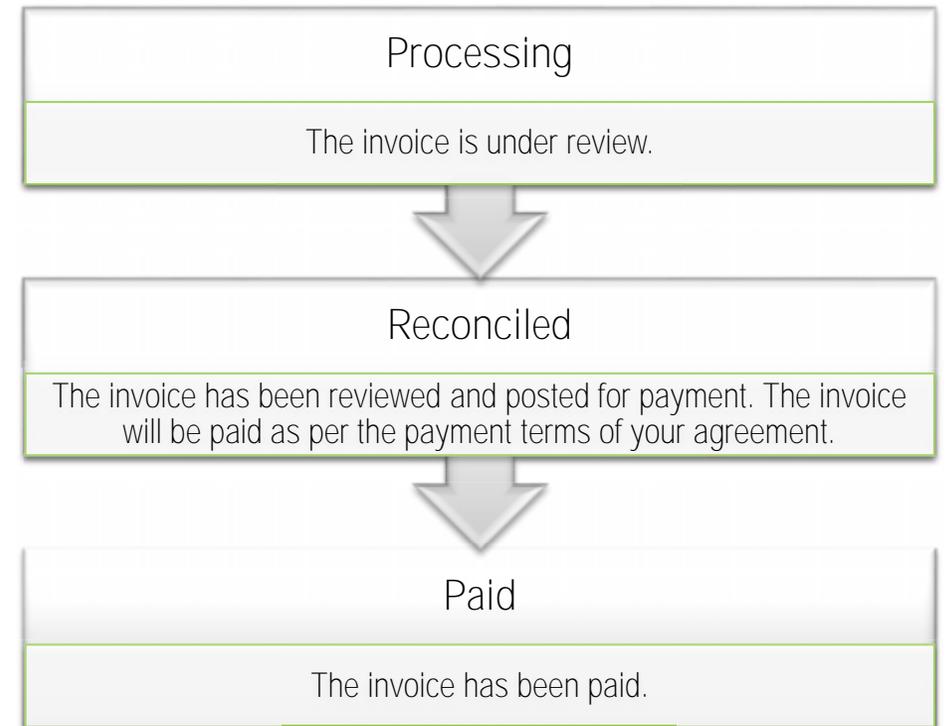
## How do I check the payment status for an invoice?

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.

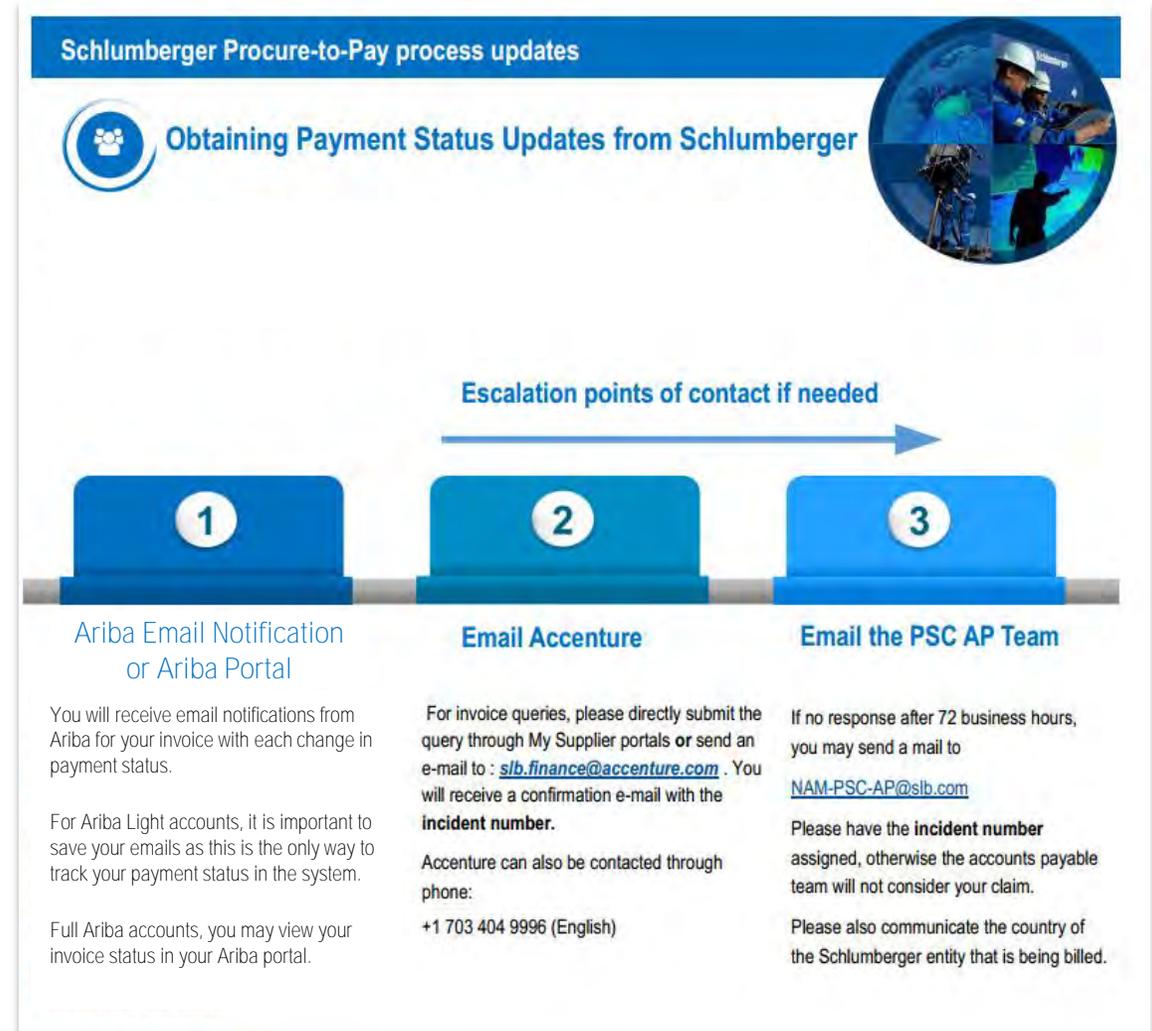
If you believe that payment for an invoice is overdue, please first consult the payment terms of your agreement and then **follow the “overdue payment escalation protocol”**.

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



# 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](mailto: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](mailto:NAM-PSC-AP@slb.com))



# Overdue Payment Escalation Protocol (Invoices outside of Ariba)

1. Go to MySupplierPortal  
(<https://slb.mysupplierportal.com>)
2. Contact Accenture  
([slb.finance@accenture.com](mailto: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](mailto:NAM-PSC-AP@slb.com))

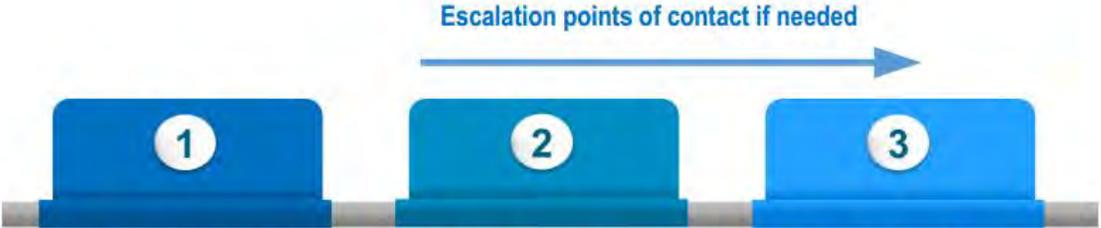
**Schlumberger Procure-to-Pay process updates**



### 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	2	3
<b>My Supplier Portal (MSP)</b>	<b>Email Accenture</b>	<b>Email the PSC AP Team</b>
<p>Track your payment status using MSP as your first entry point :</p> <p><a href="https://slb.mysupplierportal.com">https://slb.mysupplierportal.com</a></p> <p>MySupplierPortal can be used even if the invoice was not uploaded in the MSP Portal.</p> <p>If you have not registered in the portal please register at the following address:</p> <p><a href="http://slb.mysupplierportal.com/Pages/UI/NewUserRequest.aspx">http://slb.mysupplierportal.com/Pages/UI/NewUserRequest.aspx</a></p>	<p>For invoice queries, please directly submit the query through My Supplier portals or send an e-mail to : <a href="mailto:slb.finance@accenture.com">slb.finance@accenture.com</a> . You will receive a confirmation e-mail with the <b>incident number</b>.</p> <p>Accenture can also be contacted through phone:</p> <p>+1 703 404 9996 (English)</p>	<p>If no response after 72 business hours, you may send a mail to <a href="mailto:NAM-PSC-AP@slb.com">NAM-PSC-AP@slb.com</a></p> <p>Please have the <b>incident number</b> assigned, otherwise the accounts payable team will not consider your claim.</p> <p>Please also communicate the country of the Schlumberger entity that is being billed.</p>

# Key Contacts

Purchase Order Questions	<ul style="list-style-type: none"><li>• Refer to email address under “Order Contact” on your Purchase Order PDF attachment</li></ul>
Invoice & Payment Questions	<p>For M-I SWACO <b>invoices submitted in Ariba...</b></p> <ul style="list-style-type: none"><li>• Light Accounts – Check the status in the email notifications from Ariba</li><li>• Full Accounts – Check the status in the Ariba portal</li><li>• Refer to the “<a href="#">Overdue Payment Escalation Protocol</a>” slides if further action is required.</li></ul> <p>For <b>invoices submitted outside of Ariba...</b></p> <ul style="list-style-type: none"><li>• Check the status of your invoice in <a href="#">MySupplierPortal</a></li><li>• Refer to the “<a href="#">Overdue Payment Escalation Protocol</a>” slides if further action is required.</li></ul>

# Key Contacts (continued)

Ariba Account Changes	<ul style="list-style-type: none"><li>• You can update your Ariba profile in your Ariba portal. Please notify your Supplier Manager of key contact information changes you have made to ensure all systems are updated accordingly.</li><li>• You may also contact Ariba Customer Support for assistance at 1-866-218-2155</li></ul>
Ariba Troubleshooting	<ul style="list-style-type: none"><li>• 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</li><li>• 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</li><li>• You may also contact your Supplier Manager for additional assistance</li></ul>

Please visit the [North America Suppliers Information Hub Page](#) for all Schlumberger communications and Ariba support documentation.

# Summary and Tips

# 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.

Thank You.