

1. How can I make sure my POs are going to the correct email address?

We recommend creating an internal email distribution list on your company's server. This 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 or other communications due to personnel changes. If you would like to update your PO email address, please contact your Supplier Manager.

2. How can I find out who my Supplier Manager is?

Please email Procurement Service Center at NAM-PSC-AP@slb.com and request the name of your Supplier Manager.

3. How can I setup an Ariba Light account?

We have established Ariba Light accounts as the default account for our Suppliers. You will be able to register for your Ariba Light account with your first PO. 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. Select "Create a New Account" to begin the registration process.

4. If we have not yet received a PO from Ariba via email and believe we should have, who can we contact?

Please contact the Procurement Service Center at NAM-PSC-AP@slb.com and request that they confirm the email address your POs should be sent to. If they have a different address than where you would like POs to be issued, contact your Supplier Manager and they will update the PO email address in the system. Once this happens, the Procurement Service Center will be able to re-trigger the POs to be sent to you.

5. If I mistakenly deleted the email with the first PO, can I contact the buyer to request the email to be resent so that I can get my account setup?

Yes. Please contact the Buyer and they will have the PO re-triggered and sent to you.

6. I have received a PO with four separate orders on it, and each order will have four separate delivery dates. Can I confirm four separate orders on a single PO using Ariba?

The Order Confirmation page allows you to confirm individual lines, which means you will be able to confirm different delivery dates for different lines of the order. If the required delivery date is different from the one you submit, the Buyer may contact you for further review.

7. Is there a fee to use Ariba?

Ariba Light accounts are free. Ariba Full accounts will incur fees. Please contact Ariba through their Help Center if you have questions about what type of Ariba account you are using to transact with Schlumberger.

8. Can we use the Ariba password (which we used to participate to SLB tenders) for this Ariba purchase program? Or do we register separately?

Ariba Sourcing is used for commercial tenders which is different from the Ariba accounts used for procurement activities. You must register separately for an Ariba Light account with your first PO to avoid fees.

9. Can I make changes to the PO (i.e. quantity, price, etc.)?

No. Please contact the buyer if you need to make changes to the PO.

You can, however, make changes to quantity during the Order Confirmation stage in Ariba. Please contact the Buyer listed on the PDF copy of the PO for further assistance.

10. I have a PO that does not include tax. Will tax automatically populate when I flip the PO to an invoice?

No. Tax will not automatically populate on the PO flip. Suppliers may manually add tax at the header or line level when flipping the PO. Please consult your contract to ensure compliance.

11. Can I see my pending invoices in my Ariba Network portal?

For Ariba Light accounts, you can track your invoices through your PO. You will first go to the PO and then click "Invoice History" to see your pending invoice. If you have an Ariba Full account, you will be able to see your pending invoices and their statuses by going to your Ariba Portal.

12. I received a PO via email from a buyer, but it did not show up in Ariba. How should I invoice this order?

If you received a PO outside of Ariba and it is not visible in Ariba, you will need to submit that invoice through [MySupplierPortal](#). As of August 1, you should now receive POs through Ariba. For Ariba Light accounts, please note that you will be able to see POs for up to 60 days.

13. Do I need to attach a copy of my invoice as back up?

Though this is not required, it is highly recommended that you submit a copy of your own invoice as backup. This will ensure all agreements are clear.

14. Is it possible to submit Invoices electronically via Business to Business (B2B) as opposed to logging into Ariba and manually uploading Invoices?

Yes. If you would like to use a B2B connection, you must have a Full Ariba account and will be responsible for any transactional fees. Please contact Ariba after you log in and Ariba will facilitate the connection with our system.

15. Does working through the Ariba purchase system mean that Schlumberger's terms & conditions are applied exclusively?

The terms and conditions in your Master Service Agreement supersede all other terms and conditions. Any terms and conditions within Ariba are aligned with Schlumberger terms and conditions.

16. What if the person invoicing through Ariba is different from the person who needs to check the status on that invoice? Is it possible to have an additional email just for receiving payment status? Or is the person who receives the notifications from Ariba responsible for forwarding payment notifications to the accounts receivable department?

Users can be set-up with different roles and responsibilities in Ariba. Under company settings > users > create the role. There is a list of different types of roles – you can add as many as you want from that list and then you can add a user.