Supplier Information Kit
2011
Key Highlights

- Purchase Order (PO) and PO Change Process
- Accounts Payable (AP) Outsource and Online Vendor Portal Registration
- Online access to SLB Terms & Conditions (Purchase T & Cs)
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Introduction

Schlumberger is the world’s leading supplier of technology, integrated project management and information solutions to customers working in the oil and gas industry worldwide.

Schlumberger (SLB) Supply Chain Services provides all of its locations with Supplier management, strategic sourcing, procurement, logistics and inventory management. In today’s competitive global economy, strong relationships with Suppliers are more important than ever to meet the end customer’s expectations.

Our mission:

Elevate the competitiveness of Schlumberger through optimal Demand Planning, Strategic Sourcing, Supplier Management, Contracts Management, Inventory Management and Logistics.

Our preferred Suppliers are those that work with us in a professional, ethical, competitive, and cost-effective manner consistent with Schlumberger policies, procedures, and business objectives. Schlumberger seeks a relationship with preferred Suppliers which encourages the use of supply chain best practices and adds value for all involved in the process.

This document provides relevant information to Suppliers of products and services to Schlumberger Field Operations.
Procurement Process

Schlumberger Web based E-Procurement System (SWPS) is used to effectively manage Purchase Orders related to Products and Services.

A purchase order (PO) is transmitted to Suppliers via SWPS e-procurement application, in the form of e-mail, fax, or electronic means by subscribing to eMarketplace. A sample of a SWPS PO form is shown in Annex 1.

All Suppliers of Products and Services to Schlumberger must comply with the following instructions, as applicable. This will enable efficient delivery of goods and services, and ensure smooth and timely invoice payment.

Purchase Order Processing

Each SWPS purchase order is assigned a unique number (format: AAAAnnnnnA) and linked to a single Schlumberger location. A purchase order may include several lines, each for a specific item or part and the quantity required.

By accepting a Schlumberger Purchase Order, the Supplier acknowledges acceptance of Schlumberger Terms & Conditions for Purchase Orders (“Purchase T & Cs”) which are available online. Schlumberger does not transmit Purchase T & Cs with individual purchase orders. Purchase T & Cs are available at www.slb.com/resources/supply/supplierinfo.aspx. However, if a contract is signed between Supplier and Schlumberger, then the terms and conditions incorporated in that agreement supersede the aforementioned Purchase T & Cs.
Acknowledgement of Purchase Order (PO) and PO Change Process

Schlumberger is pleased to announce the automation of the Purchase Order (PO) Change Management functionality within the Schlumberger Web Procurement System (SWPS).

PO Change management provided a challenge for both the Supplier & Schlumberger, by spending too much time on repetitive manual tasks leading to miscommunication, mismatched invoices, and ultimately delayed payment.

Today, when Schlumberger dispatches a SWPS PO to Supplier email address, Suppliers are provided with the PO in Adobe Acrobat PDF format plus a link to acknowledge receipt of this PO. By accepting or rejecting, via this link, Supplier is confirming that they can meet SLB PO requirements. Providing goods or services without electronic acknowledgement shall be avoided as this will increase chances of payment delays due to invoice discrepancies.

The new PO Change Management functionality allows the Supplier to electronically:

• review proposed PO changes
• acknowledge changes by accepting or rejecting
• receive revised copy of PO

Below is an example of the e-mail Supplier will receive with the SWPS Purchase Order attached as a .pdf file.

[Image of email example]
In order to avoid any such delay, when in receipt of a Schlumberger PO, following requirements need to be noted:

1. **Review the attached .pdf PO and submit an electronic response, as per screen below**

![Schlumberger Supplier Response Application](image)

2. **Immediately communicate exceptions on queries to the contact identified on the purchase order using the table below as a guide.**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO line item details (including pricing, currency, minimum order quantity, availability of goods)</td>
<td>“Sold To” contact on PO</td>
</tr>
<tr>
<td>Shipping, delivery, and logistics</td>
<td>“Ship To” contact on PO</td>
</tr>
<tr>
<td>Payment and Invoicing</td>
<td>Contract Accenture helpdesk or view invoice status on Vendor Portal for countries where AP has been outsourced, otherwise contact local AP Centre.</td>
</tr>
<tr>
<td>Change of supplier contact details</td>
<td>Sold To contact on PO</td>
</tr>
</tbody>
</table>

**Once the Purchase Order has been accepted, no deviations in the invoice will be accepted in terms of currency / qty / unit price / billing entity etc. Any variation will lead to a rejection of the invoice i.e. Supplier will be required to re-submit invoice.**

* Rejection of the PO will result in an automatic cancellation of the PO in our system.*
Invoicing and Payment

An original commercial invoice must be correctly issued per the “Sold To” instructions on the PO and mailed to the “Send Invoice to Address” on the PO.

To ensure timely payment of invoices, the payment instructions detailed below must be consistently followed.

1. Invoices must be correctly billed to the legal entity named on the PO under “Sold To”.

2. All invoices must be sent only to the relevant “Send Invoice To” address given on the PO.

3. Invoices must be sent only after the goods/services have been delivered.

4. Invoices sent must be original unless the Supplier has used the Electronic Invoice Process (PDF via e-mail).

5. Invoices must include:
   - PO number (format: AAAAnnnnnA)
   - PO line item number
   - Part number
   - Description
   - Quantity
   - Unit of measure (in the same UOM as the PO)
   - Unit price (in the same currency as the PO)
   - Total price (in the same currency as the PO)

6. It is essential that for products and services all invoices match the purchase order and packing list. Prior to payment, the invoice will be checked against both the PO and the goods receipt. Invoice will not be paid if: i) there is a mismatch in Qty Invoiced vs. Qty Received; ii) the Bill to Entity is incorrect; iii) invoice currency does not match the PO currency; iv) the UOM invoiced does not match the UOM per the PO. If the goods were not delivered to a logistics Hub, but sent directly to a field location, proof of delivery to the consignee must be attached to the invoice.

7. If there is any change in the Supplier’s company structure or banking information (account number, contact information, beneficiary bank, etc), Supplier should advise SLB of these changes on Supplier company letterhead signed by an authorized official and sent to the local Buyer as identified on the PO.

In specific circumstances, SLB may NOT raise a SWPS PO. Such transactions are referred as “Non-PO” transactions.

Following guidelines must be followed:

- Non-PO must only be used for Services (procurement of products must always have a SWPS PO).
- All Non-PO procurement should be supported by a Non-PO template instruction from the SLB Buyer as displayed in Annex 2.
- Invoice must reflect:
  - SLB legal entity
  - Mailing address for invoice
  - Full name of SLB buyer (person requesting services)
  - SLB accounting information (accounting unit & activity code)
- Non-PO Template
  It is the responsibility of the supplier to ensure all of the above information is collected and either printed on/or attached to their invoice. Supplier must reject the request if SLB Buyer fails to provide any of this information.
- Failure to comply with the above guidelines may result in the rejection of invoice, resubmission and delay in payment.
Freight Charges

International customs regulations require that duty be paid on the true net value of imported goods. For this reason, charges such as packing, handling, freight (where applicable) for the goods being provided must form part of the price quoted by supplier and not separately itemised on the invoice. VAT/Sales or similar tax where applicable must be quoted as a separate line item on the invoice.

Accounts Payable (AP) Outsource

SLB outsourced the AP process to Accenture. Key benefits from the AP Outsource for the Suppliers are:

- Access to vendor portal where Suppliers can check on the status of invoices
- Query status of invoice directly with Accenture via the Helpdesk Support
- Clear guidelines on Supplier invoice compliance leading to improved payment performance

Currently SLB have outsourced its AP to over 60 countries per below:
Vendor Portal Registration

To ensure smooth payment process, Suppliers must register at:

[www.mysupplierportal.com/SLB](http://www.mysupplierportal.com/SLB) and register your company.

Registration in our Vendor Portal will provide better visibility and traceability over the life cycle of the Supplier invoice which in turn will lead to improved invoice payment cycle.

As per purchase T & Cs, please note that payment terms are 45 days from the date a fully compliant invoice is received and uploaded to the Accenture AP system.

Further information on AP Outsource to Accenture as well as the benefits of the Vendor Portal can be obtained from [www.slb.com/resources/supply/supplierinfo.aspx](http://www.slb.com/resources/supply/supplierinfo.aspx)

Payment Process

Order Issued PO or Non-PO ➔ Order Acceptance & Delivery ➔ Goods/Services Received ➔ Invoice Issued Compliant to SLB rules ➔ Invoice Received matched to order ➔ Invoice Payment 45 days from Inv Received

Legend

| SLB responsibility | Supplier responsibility |

- Invoices received that do not comply with SLB rules will be rejected for resubmission.
- Matched to order - invoice quantity equals goods received quantity and invoice price equals the PO price. Any mismatch will delay payment and may result in the invoice being rejected.

Remittance (Payment Notification):

- All remittance details are issued by SLB in the form of e-mail communication
- To receive this remittance details we require current contact information (refer to page 6, point 7)

The Vendor Portal allows the Supplier to query status of the transactions as well as full invoice payment details/breakdown.

To optimise the Supplier Invoice payment cycle, it is good business practice to send invoice immediately after the invoice has been issued (provided goods/services have been received by SLB). Payment terms of 45 days start only after a fully compliant Supplier invoice has been received by SLB Office or Accenture Scanning Centre.
AP Outsource Overview – Supplier Guidelines

**INVOICE SUBMISSION**
Invoices sent DIRECTLY to SLB Office or Accenture Scanning Centres i.e. follow PO instructions on where to submit invoice.

Invoice submission for Non PO Invoices MUST comply strictly with the Non PO template billing instructions provided by the Requester.

Electronic invoice submission process should not change where Suppliers have been informed that they can send Scan invoices via e-mail.

**EMAIL QUERIES**
Account queries can be submitted via email and will be resolved by Accenture’s Helpdesk
slb.finance@accenture.com
slb.finance@accenture.com

**VENDOR PORTAL** (Self Registration Required)
Dedicated online query tool for Suppliers to view invoice status and remittance advices:
www.mysupplierportal.com/SLB

- Invoice receipt
- Process status
- Invoice payment
- Online queries

**HELPDESK SUPPORT**
Suppliers can contact Accenture and speak to one of their specially trained Help Desk representatives
+ 1 312 237 2810 (English)
+ 40 372 286 214 (Arabic)
+ 40 372 286 215 (French)
+ 40 372 286 216 (Russian)
+ 40 372 286 249 (German, Hungarian, Italian, Romanian, Turkish)
+ 35 314 078 748 (Portuguese, Spanish)
Record Retention

Records should be retained for seven years, or longer if required under local law.

While country trade control laws and regulations vary, most require some type of record retention. Schlumberger, therefore, requests that the Supplier maintains a copy of all documents that pertain to exports, imports, re-exports, and any other business activity involving trade. This includes e-mail, other electronic media, and hard copies of relevant records. All documents must be legible and in a location from which they may be readily retrieved if requested by the Schlumberger trade control compliance department.

Business Ethics Policy

Schlumberger is committed to, and demands, the highest standard of conduct from its employees and contractors with respect to business ethics.

Any Supplier doing business/entering into a contract with Schlumberger agrees and represents that they shall promote and strictly abide by the Schlumberger Code of Ethics (a copy of which is available at www.ethics.slb.com) Any Supplier doing business/entering into a contract with Schlumberger has the obligation to inform Schlumberger of any act (or omission) of Schlumberger’s employees not in compliance with the foregoing. A failure to do so will be deemed a material breach hereunder, entitling Schlumberger to immediately terminate its agreement with Supplier, notwithstanding any of its other rights hereunder.

Reports shall be submitted using the following telephone number +(1) 888 884 8849, or alternatively the following website/email address:

www.slbethics.ethicspoint.com
or slcompliancedept@slb.com
Annex 1

SCHLUMBERGER PURCHASE ORDER (PO) TEMPLATE (SWPS)

SAMPLE SWPS PURCHASE ORDER

Supplier reference for all correspondence and to be included on invoice header

Contact person for order

Location where Supplier will deliver the items

Legal Entity to Invoice

Address where invoice should be sent

Quantity, Price and Currency of the items ordered

ANNEX 1

SCHLUMBERGER PURCHASE ORDER (PO) TEMPLATE (SWPS)

PURCHASE ORDER SUBJECT TO SCHLUMBERGER PURCHASE TERMS AND CONDITIONS FOR PURCHASE OF PRODUCTS AND/OR SERVICES UNLESS A SEPARATE VALID CONTRACT IS IN PLACE BETWEEN SCHLUMBERGER AND SUPPLIER.

Supplier Information Kit 2011
# Annex 2

## NON-PO TEMPLATE

### NON-PO INVOICE PROCESS/TEMPLATE

**Schlumberger**

**Please attach this document along with your invoice**

As Supplier invoice is not supported by a SLB SWPS Purchase Order it is critical that Supplier submits this document or the information as highlighted below along with the invoice to ensure efficient processing within the Accounts Payable function. Failure to do so will result in delayed payment.

<table>
<thead>
<tr>
<th>To:</th>
<th>Vendor ID No.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To:</strong></td>
<td><strong>Vendor ID No.</strong></td>
</tr>
<tr>
<td>Supplier Name</td>
<td></td>
</tr>
<tr>
<td>Address line 1</td>
<td></td>
</tr>
<tr>
<td>Address line 2</td>
<td></td>
</tr>
<tr>
<td>Address Line 3</td>
<td></td>
</tr>
</tbody>
</table>

**Date:** DD-MMM-YYYY  
**SLB Contact Person:**  
Mr./Mrs. XXXXX  YYYYYY  
(For NON-PO GR Validation)  
(For Financial Approval)  
**Accounting Unit (AU):**  
1234567  
(For Financial Approval)  
**Activity Code (AC):**  
87654321  
(For Financial Approval)  

<table>
<thead>
<tr>
<th>Accounting Unit</th>
<th>Accounting Code</th>
<th>GL Code</th>
<th>Amount &amp; Currency</th>
<th>Description of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

**VAT or Similar Tax**

<table>
<thead>
<tr>
<th>Total Value of Non-PO</th>
<th></th>
</tr>
</thead>
</table>

**Payment Terms per Schlumberger “Purchase T&Cs”**

**BILL INVOICE TO:**  
**SLB Billing Entity Name**  
Building No./Street Name  
Town/City/Post or ZIP Code  
Country  
**SEND/MAIL INVOICE TO:**  
**SLB Mailing Entity Name & Address**  
Building No./Street Name  
Town/City/Post or ZIP Code  
Country

*Please pay particular attention to the SLB mailing address as this may be different to the Billing Entity Address.*

**This is not a SWPS Purchase Order**

The compliance to these rules will be enforced by Accounts Payable function. All invoices received that fail to comply with these rules will be rejected and returned to Supplier for correction and resubmission. Supplier MUST insist on receiving this template or as a minimum the information on the template highlighted prior to accepting the request. The templates may vary depending on local in-Country Requirements.