Occidental Supplier Electronic Invoicing FAQ

THIS FAQ DOCUMENT IS INTENDED FOR USE WITH SUPPLIERS THAT HAVE BEEN REQUESTED TO PERFORM WORK WITH OXY

FEBRUARY 2024



VERSION: 02

PROPRIETARY AND CONFIDENTIAL.



Contents

Supplier Ariba Business Network Registration Questions	3
What is a TRR?	3
Where will TRR come from?	3
How to accept a TRR?	3
What is my ANID?	4
How will electronic invoicing in the Ariba Business Network benefit my company?	4
Is there a fee for transacting in the Ariba Business Network?	4
How do I register in the Ariba Business Network?	4
I have registered in the Ariba Business Network. What's next?	5
Supplier Enablement Questions	5
My company is registered in the Ariba Business Network and has an ANID. How do I link my account to Oxy for electronic invoicing?	5
My company's Ariba Business Network enablement is complete with Oxy. Where are my Purchase Orders?	5
What are Oxy's Ariba Business Network transaction rules and where do I find them?	5
Supplier Enablement Training Questions	6
Are there training videos and guides available to review?	6
Invoice Submission Process Flow	7
How to Access the Supplier Information Portal in the Ariba Business Network	8
Ariba Business Network B2B (Business to Business) Integrated Invoicing Questions	9
My company is already transacting in the Ariba Business Network with Oxy, but we are interested in becoming a B2B/integrated suppli What are the requirements and who do I contact?	er. 9
Does Oxy have a team dedicated to B2B integration and support?	9
Ariba Business Network PO (Purchase Order) Questions	9
Do I need to use a PO for my invoices?	9
What types of POs does Oxy distribute?	9
How do I find my POs in the Ariba Business Network?	10
Ariba Business Network PO Header Details	11
How to View Ariba Business Network PO status and history	13
My PO doesn't have enough funds, is incorrect, or needs a cost object. Who do I contact?	13
Where is the Oxy Approver located on my PO?	13
My company is not receiving PO's via email. How do I fix this?	14
Pricebook Questions	15



Unplanned Line Items Questions	. 15
What is an unplanned line item and when is it used?	15
Third Party Charges	. 15
Can I invoice third party charges?	15
Discount Questions	. 16
How do I enter discounts?	16
Ariba Business Network Invoice Status	. 16
Where can I check the expected payment date of my invoice?	16
Ariba Business Network Credit Questions	. 17
How do I submit a credit in Ariba Business Network?	17
Can I combine a credit and debit into one invoice?	17
Ariba Business Network Enterprise Account Questions	. 17
I have questions about my Ariba Business Network account subscription (account suspension, billing questions, etc.). Who do I contact	? 17
Ariba Business Network Standard Account Questions	. 18
I have a Standard Account. How do I find invoices and/or service sheets submitted against a PO?	18
Do I need to submit a service sheet before a service invoice with my Standard Account?	18
How do I upgrade from an Ariba Business Network Standard Account to an Ariba Business Network Enterprise Account?	19
Tax Questions	. 19
How do I submit a tax only invoice?	19
Do I need a Tax Certificate for tax exempt invoices?	19
Invoice and Service Sheet Rejection Questions	. 20
Common Invoice/Service Sheet Rejection Reasons and Corrective Actions, Troubleshooting	. 20
Oxy Supplier Support Contacts	. 24
Oxy Electronic Invoicing Video Links	. 26
Invoice Submission	26
Updating Notifications	26



SUPPLIER ARIBA BUSINESS NETWORK REGISTRATION QUESTIONS

WHAT IS A TRR?

TRR is an acronym for Trading Relationship Request in the Ariba Business Network. Your company will accept the TRR from Ariba. Once completed, your company can begin electronically invoicing Oxy.

WHERE WILL TRR COME FROM?

TRR will be an internal notification in Ariba.

HOW TO ACCEPT A TRR?

Review the profile and accept the trading relationship by accessing Supplier account: Access supplier.ariba.com.

- 1. Select company name in the top right corner of the page to expand the Administration Navigator.
- 2. Select Settings
- 3. Select Customer Relationships.
- 4. Select pending tab
- 5. Select Occidental Petroleum Corp in the Pending section and click Accept.

v PullIment v Invoices v Payments v Catalogs Reports	v Mentages Assessments			Stand	lard Supplier User
	Diders and Releases V All customers	v Bostinati v Oderaježer Q	_	My A	IDSUPFLIERGung com count : Jaer IDs ect Administrator
Charged orders	s started 7 4 irvalces cristers	2 8 Rejected Involves	³ More	Account Settings Customer Relationships Users Users	STANDARD LIER SERVICES ANO1457953070 T att Padage
My widgets	Last 31 days Last 31 days	Lant 21 days Lant 21 days		Notifications Comp Application Subscriptions Mark	arry Profile
Purchase orders	Last 3 months	Activity feed III ~	Vewall 45	Network Settings Logo	
\$8.32₩	هه \$17.3 Kao	Invoice approved Arg 50, 3220 1201,M Occidental Percision Cop., ARH:0PUT10	 8480.09.USD	Electronic Order Routing Electronic Invoice Routing	
1984 1984 1974 1974 1974 1974 1974	5987 5447 5107 5107 5107	Invariant Aug 17, 2020 D2 02 PM Developed Personal Pe	\$950.00 USD	Accelerated Paymenta Remittances Data Deletion Criteria	
Arita Spend Management 🛛 🗴 Arita Network Suppler 🛛 🗙 🕂					v - a x
→ C △ ■ service.ariba.com/ProfileManagement.aw/109552062/aw	?awh=r8tawssk=.AEQCB1p8idard=1#b0				B 🖈 🕷 🖬 🛎 E
Orgmet Homepage 🙆 Ariba Network Sup 🎯 Ariba Network Buyer 🥥 Core 🧃	🕽 SS Teamsite 🖉 Aniba Spend Manag 💽 IT 🥏 SCM Teamsite 🖉 I	Occidentel - Suppli 🙀 Aribe Supplier Eneb 🚺 Aribe Text Suppliers 🤡 Cognic	ant Ariba tra.		
SAP DUBINGS INCOMUN Enterprise Account 1951 MORE					0 9
count Settings					Close
Customer Relationships Users Netifications Application Subscr	riptions Account Registration API management				
Current Relationships Potential Relationships					
I prefer to receive relationship requests as follows:					
Automatically accept all relationship requests Manually review all 1	relationship requests				
Current (2) Pending (7) Rejected (0)					
Banding Customers					
Pending costomers					
Customer Network ID	Relationship Type	Requested Date 4	Collaboration Type	Cellaboratio	n Role
	6	No items			
L					



WHAT IS MY ANID?

Your company's ANID is the Ariba Business Network ID (formerly Ariba Network ID), which is the account number and connects to Oxy for invoicing, purchase orders, and pricebook data transfer. The ANID will include the following format: AN0123456789. This can be found by clicking on the initials on the top right corner of the landing page after logging into the account.

HOW WILL ELECTRONIC INVOICING IN THE ARIBA BUSINESS NETWORK BENEFIT MY COMPANY?

Here are just a few of the benefits of electronic invoicing via the Ariba Business Network:

- Timely invoice processing
- Real-time accessibility to enter and track invoices
- Fewer invoicing errors, improved invoicing accuracy, and early identification of invoicing issues
- Pricebook suppliers pricebook will reduce any contract pricing uncertainty and is confidential between the supplier and buyer

IS THERE A FEE FOR TRANSACTING IN THE ARIBA BUSINESS NETWORK?

Ariba pricing - https://www.sap.com/products/business-network/suppliers/enterprise-account.html

Ariba offers 2 account types:

- Standard Free SAP Business Network for Suppliers | Standard Account
- Enterprise With Fees <u>SAP Business Network for Suppliers | Enterprise Account</u>

HOW DO I REGISTER IN THE ARIBA BUSINESS NETWORK?

For a company not currently registered in the Ariba Business Network, visit <u>www.Ariba.com</u> for instructions and videos on how to register. Registration is easy! Once registered, provide the following information to Oxy Supplier Support team - <u>SupplierSupport@oxy.com</u> to complete Ariba Business Network electronic invoicing enablement:

- Full Company Name
- Ariba Business Network ID (ANID)
- Tax ID
- Ariba Business Network Administrator's email
- Company phone number (###-#####)

Access this video on how to register with the Ariba Business Network: <u>Ariba Registration How-to Video (oxy.com)</u>



I HAVE REGISTERED IN THE ARIBA BUSINESS NETWORK. WHAT'S NEXT?

Once above-mentioned information is provided to Oxy Supplier Support team at <u>SupplierSupport@oxy.com</u>, an Oxy Representative will link provided Ariba Business Network account for electronic invoicing enablement and a notification will be sent upon completion.

Training can be requested through Oxy AP Helpdesk <u>AP_USA_SupplierHelpDesk@Oxy.com.</u>

SUPPLIER ENABLEMENT QUESTIONS

MY COMPANY IS REGISTERED IN THE ARIBA BUSINESS NETWORK AND HAS AN ANID. HOW DO I LINK MY ACCOUNT TO OXY FOR ELECTRONIC INVOICING?

Registered in the Ariba Business Network but not currently invoicing with Oxy, contact the Supplier Support team at <u>SupplierSupport@oxy.com</u> to complete enrollment. Include the following information:

- Full Company Name
- Ariba Business Network ID (ANID)
- Tax ID
- Ariba Business Network Administrator's email
- Company phone number (###-#####)

MY COMPANY'S ARIBA BUSINESS NETWORK ENABLEMENT IS COMPLETE WITH OXY. WHERE ARE MY PURCHASE ORDERS?

Upon completion of electronic invoicing enablement, any active Purchase Orders will be uploaded in the Ariba Business Network and made available. Any PO changes will be communicated. unable to see any active POs, contact Oxy AP Helpdesk <u>AP_USA_SupplierHelpDesk@Oxy.com</u>.

WHAT ARE OXY'S ARIBA BUSINESS NETWORK TRANSACTION RULES AND WHERE DO I FIND THEM?

Note: Enablement with Oxy must be complete before transaction rules can be viewed.

To view customer's transaction rules:

- 1. Sign into the Ariba Business Network
- 2. In the upper-right corner, click [user initials] > Settings > Customer Relationships
- 3. Click [customer's name]
- 4. On the Customer Details page, customer's transaction rules, including invoicing rules, are found under Additional Resources



SUPPLIER ENABLEMENT TRAINING QUESTIONS

ARE THERE TRAINING VIDEOS AND GUIDES AVAILABLE TO REVIEW?

Yes. 'How To' videos are available for review. The links are provided below. Training guides are also available on Oxy's Supplier Information Portal, see the "How to access the Supplier Information Portal in the Ariba Business Network" section for guidance. If one on one training is preferred, contact Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com</u> for assistance.

Video Name: Ariba Service Invoice Creation

Video Description: This video will walk users through the steps to create an invoice from a service PO, utilizing the PO Flip method.

Video Link: Ariba Service Invoice Creation

Video Name: Ariba Invoice Creation: Unplanned Lines

Video Description: This video will walk users through the steps to create an invoice with unplanned lines. ***Approval for unplanned lines must be provided by Oxy Buyer***

Video Link: Ariba Invoice Creation: Unplanned Lines

Video Name: Ariba Invoice Creation with Discount Lines

Video Description: This video will walk users through the steps to create an invoice with discounted lines Video Link: <u>Ariba Invoice Creation with Discount Lines</u>

Video Name: Ariba Material PO Invoice Video Creation Demonstration
Video Description: This video will walk users through the steps to create an invoice from a material PO.
Video Link: Ariba Material PO Invoice Video Creation Demonstration

Video Name: Ariba Credit Memo Creation

Video Description: This video will walk users through the steps to create a credit memo in Ariba. ***Original invoice must be submitted prior to a credit creation. ***

Video Link: Ariba Credit Memo Creation



Video Name: Create a Distribution List in Ariba

Video Description: This video will walk users through the steps to create or update a distribution list in Ariba. Specifying what type of notifications are received and the users to receive said notifications.

Video Link: Create a Distribution List in Ariba

INVOICE SUBMISSION PROCESS FLOW

The below flowchart shows the process from creating an invoice against a **service PO** in Ariba through the Oxy approval process.



The below flowchart shows the process from creating an invoice against a **material PO** in Ariba through the Oxy approval process.





HOW TO ACCESS THE SUPPLIER INFORMATION PORTAL IN THE ARIBA BUSINESS NETWORK

From the home screen in Ariba Business Network:

Click here for direct access to Oxy's Supplier Information Portal:

https://support.ariba.com/item/view/201438

- 1. Click on user initials in the top right corner
- 2. Select Settings
- 3. Select Customer Relationships

				le \$	*	
					(?)	55
Payments V Catalogs Reports V	Messages	Der Q		Standard Supplie OXYSTDSUPPLIER My Account Link User IDs	r User @oxy.co	m
rs Invoices Lest 31 days	O Rejected invoices Lett 31 days	1 Service sheets Last 31 days	Account Settings Customer Relationships Users Notifications Application Subscriptions	Contact Administr OXY STANDARD SUPPLIER SERVI AND: AND1457952 Premium Package Company Profile Marketing Profile	CES 070-T	
voice aging	Activity feed All V		Account Registration Network Settings	Settings Logout		>
\$307 USD	Order received Mar 16, 2023 06:11 4501169192	PM Occidental Petroleum Corp	Electronic Order Routing Electronic Invoice Routing Accelerated Payments			
50	Mar 16, 2023 06:11 4501169191	.PM Occidental Petroleum Corp	Remittances Data Deletion Criteria Network Notifications Audit Logs			

4. Select the box with arrow icon under Supplier Information Portal





5. Click the link provided.

				Supplier Information Portal of Occidental Petroleum Corp
Portal Content	Extended Profile Information	Reference Documents	Transaction Rules	
			_	Welcome to Occidental Petroleum Corp Information Portal
Click here to enter t	he Occidental Petroleum Corp Su	pplier Information Portal	5	

ARIBA BUSINESS NETWORK B2B (BUSINESS TO BUSINESS) INTEGRATED INVOICING QUESTIONS

MY COMPANY IS ALREADY TRANSACTING IN THE ARIBA BUSINESS NETWORK WITH OXY, BUT WE ARE INTERESTED IN BECOMING A B2B/INTEGRATED SUPPLIER. WHAT ARE THE REQUIREMENTS AND WHO DO I CONTACT?

Oxy's integrated invoicing guides and mapping information can be found in the Ariba Business Network through the Supplier Information Portal (see How to access the Supplier Information Portal in the Ariba Business Network section). Contact Oxy Supplier Support team - <u>SupplierSupport@oxy.com for</u> more information on becoming a B2B integrated supplier with Oxy.

DOES OXY HAVE A TEAM DEDICATED TO B2B INTEGRATION AND SUPPORT?

Yes. Oxy Supplier Support team - <u>SupplierSupport@oxy.com</u> is a dedicated team for B2B integration testing and post go-live support.

ARIBA BUSINESS NETWORK PO (PURCHASE ORDER) QUESTIONS

DO I NEED TO USE A PO FOR MY INVOICES?

Yes. A PO is required for every transaction in the Ariba Business Network, including credits.

WHAT TYPES OF POS DOES OXY DISTRIBUTE?

Oxy's PO types are:

- Limit Service PO This type of PO is a set dollar amount for services and is typically linked to a contract and pricebook. Typically, multiple invoices may be processed against this type of PO until work is complete.
- Discrete Service PO This type of PO is created for specific quantities and contains a unit of measure (UOM) for each item requested (example: HR, EA, FT). The value of the PO is based on the total cost of quantities requested at their contracted price.
- Material PO This type of PO is specifically for materials ordered by Oxy.



HOW DO I FIND MY POS IN THE ARIBA BUSINESS NETWORK?

ENTERPRISE AND STANDARD ACCOUNTS

- 1. Go to the Orders tab at the top of the Home page
- 2. Select Orders to view all Purchase Orders

× 27 1	Business Network	x +	
a.com/dashboard	d/		
ork 👻 Enterprise	Account TEST MODE	DE I	
Workbench	Orders ~ 1	Reports ~ Messages	
AN	Contracts		
12	Purchase Orders	2 Orders and Releases V All customers V Exact match V Order number Q	
	Order Inquiries		H H

- 3. Select Edit filter to expand the filter options
- 4. POs can be searched by entering the PO number
- 5. Select exact match radio button
- 6. Select Apply
- 7. If desired all POs are listed below the search fields and can be reviewed in a list format.

Orders (2)						
Customers Select or type selections	CP Type selection Partial match Exact match 5					
					6 Apply Reset	Cancel
7					Resend Failed Orders	696
Order Number	Customer	Amount	Date 🗸	Order Status	Amount Invoiced	Actions
4501169192	Occidental Petroleum Corp - TEST	\$50,000.00 USD	Mar 16, 2023	Partially Invoiced	\$291.76 USD	•••
4501169191	Occidental Petroleum Corp - TEST	\$25,000.00 USD	Mar 16, 2023	New		



ARIBA BUSINESS NETWORK PO HEADER DETAILS

Once a PO is selected the Purchase Order will open and display helpful information.

- 1. Purchase Order number, status, & value
- 2. PO Payment terms
- 3. Related Documents invoice and/or service sheet numbers (service PO only)
- 4. OLA- the agreement number associated with charges on this PO and tied to the supplier pricebook. No OLA means there is no pricebook to select line items from for billing.
- 5. Oxy approver name and email (Requisitioner Name, Requisitioner EmailId)
- 6. Ship to address
- 7. Bill to address
- 8. Oxy Contract Representative (Oxy Buyer NOT invoice approver)

Create Droter Confirmation + Create Ship Notice Create Service Sheet Create Invoice +		± 👻
Order Detail Order History		
Proc Proc Proc	The second burners services 1977 Standard Burners & Derec Cur, 1977 Standard Press - (1925 STAND) France - (1925 STAND) France Standard St	Available Order Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Availability Av
Propert free: @		Round Document Sper Research 20(8) Related Document, Instructure 10(18) Related Documents, Instructure 11(18)
Supplic Advances CVF US SUPPLIE CRANC Michael Resolution		
Che Handani Marcas Capacitani Mito Capacitani Mito Capacitani Mito Marcas Capacitani Mito Marcas		
Ship All items To	Bill To	Deliver To
000-007-FERMAN LTD SEL SHAPPIN STRUCTIONS MICAAD, Twas 79799 Unaud Janua Big To Code: 0000 Lancidor-Code: 0000	онии Ролс Fac Влук Ю. 0306	Ohika yaraki den can Garcia, Ohika San B



Ariba Business Network PO Line-Item Details

- 1. PO line number
- 2. PO line part number/description
- 3. PO line type (Material or Service)
- 4. PO line value
- 5. Contract number (when applicable)
- 6. Account Category will be one of the following:
 - Cost Center (K)
 - Project/WBS Code (P)
 - Work Order/Internal Order (F)
 - Unknown account assignment (U) If Unknown, supplier to input account assignment details provided by Oxy Representative
- 7. PO Classification Code (also referred to as PO Commodity Code and referenced when adding unplanned line item)
- 8. PO total value, amount serviced, and amount invoiced.

Line#	chedule Lines	Part # / Desc	ziption	Type	Return	Qty (Unit)	Need By	Price	Subtotal
00010			2	B Service		1.000 (AU) 🛈	10 Mar 2023	\$50,000.00 USD	\$50,000.00 USD 4 ummary
		BMM Demo PO							
	status								
	Invoiced Amount: \$291.76 USD								
	1.000 Unconfirmed								
	Control Keys								
	Order Confirmation: not allowed								
	Ship Notice: not allowed								
	Involce: is not ERS								
	Invoice Verification Type: goods receipt								
1	Accounting	0040100000							
	General Ledger 10	6							
	Annual Annual	100000000							
	Amount	A 0000.00							
	Contract Number	T							
1	CW2282258								
9	Contract Line Number								
	00010								
	Schedule Lines								
	Schedule Line #	Delivery Date		Ship Date	Quantity (Unit)	Customer	Proposed Qty (Unit)	Customer Proposed Delivery Date	
	1	10 Mar 2023 6:00 AM CST			1.000 (AU) (i)				
9	Seneric Service								
0	Other Information								
	Expected	Value for Unplanned Spend.	× 6						
		Account Category:							
		External Line Number:							
		Classification Domain.							
		classification code:	Ma0101097						
Order submitte	d on: Thursday 16 Mar 2023 7:00 AM GMT-05:00		-					EB Service Sheet Requi	/ec
This Purchase	noa Network on: Inursday 16 Mar 2023 6:11 PM GM Order was sent by Occidental Petroleum Corp - TEST	1-05:00 TAN01047570621-T and delivered by Ari	ba Network.						Sub-total: \$50,000.00 USD
									Total Invoiced: \$ 291.76 USD



HOW TO VIEW ARIBA BUSINESS NETWORK PO STATUS AND HISTORY

1. To view order history and status, click the Order History tab. **Note:** Any PO error message will be located in this section.

Order Detail Order History	0		
	Uniters Order: 400110107 2 Decker States: Functs (Model) 2 Submitted: for 10 Mar 2023 (2020)	From Customer: Occidental Petroleum Corp - TEST Routing Status: Acknowledged	
History			
Status	Comments	Changed By	Date and Time
	The order was queued.	PropogationProcessor-109575030	16 Mar 2023 6:11:10 PM
Sent	Email order was sent to :	OrderDispatcher - Email	16 Mar 2023 6:11:12 PM
	Email order was sent to :	ANPODispatcher-109560007	16 Mar 2023 6:11:13 PM
Acknowledged	Email order was sent to :	OrderDispatcher - Email	21 Mar 2023 8:08:34 AM

MY PO DOESN'T HAVE ENOUGH FUNDS, IS INCORRECT, OR NEEDS A COST OBJECT. WHO DO I CONTACT?

Contact the Oxy Representative (Approver/Requisitioner). To find the correct Oxy Approver/Requisitioner on the PO, review the "Other Information" section of the PO Header Details:

Company Code: Purchase Group:	
Purchase Organization: Party Additional ID:	
RequisitionerName: RequisitionerEmailId:	Oxy Approver/Requisitioner Name Oxy Approver/Requisitioner Email

WHERE IS THE OXY APPROVER LOCATED ON MY PO?

To find the Oxy Approver/Requisitioner on the PO, review the "Other Information" section of the PO Header Details:

Purchase Group:	
Purchase Organization: Party Additional ID:	
RequisitionerName: RequisitionerEmailId:	Oxy Approver/Requisitioner Name Oxy Approver/Requisitioner Email
AribaNetwork.PaymentTerms:	oxy Approver Acquisition of Ema



MY COMPANY IS NOT RECEIVING PO'S VIA EMAIL. HOW DO I FIX THIS?

Note: Ensure the following criteria are met:

- Internal email server has the domain @ariba.com added to the allow list. This will eliminate PO communications being sent to junk or spam folders.
- All addresses configured under Electronic Order Routing are correct and have active email inboxes.
- If the PO has attachments, check with your internal IT department if the files extensions are allowed by your email server.

To update distribution email:

Log into Ariba Business Network account

- 1. Select initials bubble in the top right corner.
- 2. Select settings
- 3. Select Electronic Order Routing
- Update fields as necessary for a step by step walk through, please review <u>Create a Distribution</u> List in Ariba





PRICEBOOK QUESTIONS

THERE IS A DISCREPANCY IN MY PRICEBOOK. WHO DO I CONTACT?

Contact the Oxy Buyer for any questions regarding the pricebook. To find the Oxy Buyer for the PO, review the "Deliver To" section of the PO Header Details:

Pygneted Temme () Coologie 30 Pay full amount 30 days from invoice received date Contract, Number Contract, Information Supplier Address		
Other Information Company Code: Purchadae Group: Purchadae Conge: Supp Code: Supp Code:		
Ship Ali tems To	88.2	Delver To

UNPLANNED LINE ITEMS QUESTIONS

WHAT IS AN UNPLANNED LINE ITEM AND WHEN IS IT USED?

An unplanned line is a billable item that is not included in your company's contract with Oxy. Visit the Supplier Information Portal for instructions on how to submit unplanned line or see video below.

Ariba Invoice Creation- Unplanned Lines

THIRD PARTY CHARGES

CAN I INVOICE THIRD PARTY CHARGES?

Third party charges can be billed based on approval prior to being submitted. If it has not been approved, it will be rejected back. Any questions can be directed to the Oxy Representative (Approver/Requisitioner) on the PO.



Company Code:	
Purchase Group:	
Purchase Organization:	
Party Additional ID:	
RequisitionerName:	Oxy Approver/Requisitioner Name
RequisitionerEmailld:	Oxy Approver/Requisitioner Email
ribaNetwork.PaymentTerms:	

DISCOUNT QUESTIONS

HOW DO I ENTER DISCOUNTS?

Create the line item as unplanned (see Unplanned Line Items Questions section for instructions on submitting an unplanned line item). DO NOT use the discount features in the Ariba Business Network, as this will cause the invoice to fail. The discounted rate will need to be reflected on the invoice attachment.

Ariba Invoice Creation-Discounted Lines

ARIBA BUSINESS NETWORK INVOICE STATUS

WHERE CAN I CHECK THE EXPECTED PAYMENT DATE OF MY INVOICE?

Once the invoice has been approved, the Scheduled Payments tab can be reviewed in the Ariba Business Network.

1. When viewing the approved invoice, select on the Scheduled Payments tab



2. Select the blue highlighted Payment Proposal number.



Detail	Scheduled Payments	History				
Payment Prop	posal †	Received Date	Accepted Date	Planned Payment Date	Method	Original Amount
51009499762	20230010306QEC 2	14 Sep 2023		14 Oct 2023	Other	\$6,300.00 USD
Create	Line-Item Credit Memo	Copy This Invoice	Add Attachment	Download PDF Export cX	ML	

3. View Payment Information

luled payment:51009499762023	30010306QEC			
Your customer approved this scheduled pay	ment.		3	
Expected settlement date	Total invoice amount	Status	Early payment status	Total settlement amount
Oct 14, 2023	\$6,300.00 USD	Scheduled	Not Eligible	\$6,300.00 USD

ARIBA BUSINESS NETWORK CREDIT QUESTIONS

HOW DO I SUBMIT A CREDIT IN ARIBA BUSINESS NETWORK?

Access the link below for a video walkthrough detailing steps of submitting a credit in Ariba.

Ariba Credit Memo Creation

CAN I COMBINE A CREDIT AND DEBIT INTO ONE INVOICE?

No. Credits and debits must be submitted separately.

ARIBA BUSINESS NETWORK ENTERPRISE ACCOUNT QUESTIONS

I HAVE QUESTIONS ABOUT MY ARIBA BUSINESS NETWORK ACCOUNT SUBSCRIPTION (ACCOUNT SUSPENSION, BILLING QUESTIONS, ETC.). WHO DO I CONTACT?

Oxy does not have the ability to access your Ariba Business Network subscription information; contact Ariba Support directly to resolve any fees that your company may have acquired.

Helpful links provided by the Ariba Business Network:

- Ariba Business Network pricing: https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing
- How to dispute my Ariba Business Network Invoice: <u>https://support.ariba.com/item/view/181058</u>





- Who should I contact about my dispute case: <u>https://support.ariba.com/item/view/192530</u>
- How to view dispute cases: <u>https://support.ariba.com/item/view/192528</u>

Ariba Accounts can be downgraded at anytime if there are no pending fees by following the below steps.

If an error is received please access: What if my account isn't eligible to Convert to Standard? (ariba.com)

Ariba Instructions to downgrade account

- In the upper-right corner of the application, click [user initials] > Convert to Standard Account.
- 2. Review the differences between Enterprise and Standard accounts and eligibility requirements.
- 3. If you'd like to continue with downgrading, click Check eligibility now.
- 4. Check the **Status** column to ensure your account is eligible for downgrade.
 - Perform the Action next to any criteria that did not pass eligibility.
 Click Re-check eligibility now to ensure all actions have been taken.
- Click Re-check englority now to ensure all actions have been tak
 Once your account meets all criteria, click Convert now and confirm.

ARIBA BUSINESS NETWORK STANDARD ACCOUNT QUESTIONS

I HAVE A STANDARD ACCOUNT. HOW DO I FIND INVOICES AND/OR SERVICE SHEETS SUBMITTED AGAINST A PO?

Access any invoice and/or service sheet from the Workbench tab:

Workbe	nch			
Workbench				
136 Orders	39 Invoices	70 Service sheets	2 Rejected invoices	\$ 149 K Scheduled payments
Last 31 days	Last 31 days	Last 31 days	Last 31 days	Next 90 days

DO I NEED TO SUBMIT A SERVICE SHEET BEFORE A SERVICE INVOICE WITH MY STANDARD ACCOUNT?

Oxy's preferred method of submission allows Ariba Standard account holders to submit a service invoice (PO flip) without first submitting a service sheet. When submitting a service invoice in Ariba, an



auto-generated service sheet will be created by Ariba and transmit to Oxy for review/approval. For a video demonstration of this submission method please view <u>Ariba Service Invoice Creation</u>

HOW DO I UPGRADE FROM AN ARIBA BUSINESS NETWORK STANDARD ACCOUNT TO AN ARIBA BUSINESS NETWORK ENTERPRISE ACCOUNT?

Upgrading to an Ariba Business Network Enterprise Account is easy. Simply click on the **Upgrade** button located on the top of the landing page in the Ariba Business Network and follow the instructions.

Note: Ariba Business Network will apply fees to Enterprise accounts: <u>https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing</u>

TAX QUESTIONS

HOW DO I SUBMIT A TAX ONLY INVOICE?

Tax only invoices must be submitted via email ONLY. Follow these instructions below:

- PDF files only
- Only one invoice attachment per email submission
- Tax invoice and any supporting documents must be combined into a single PDF document
- Invoice number should read ex: 18898760TAX

Note: If unable to alter the invoice number, TAX may be handwritten on the end of the invoice number.

- Oxy Representative name must be on the attachment
- Oxy provided charge codes (Work Order, Project/WBS, Task, WBS Element, Cost Center, GL Code) must be on the attachment
- Subject line includes vendor name and invoice number
- Submissions will be emailed to: <u>OxyPermNPO@oxy.com</u>

Note: No information in the body of the email will be received by Oxy. This is not a communication email. For additional questions, contact the AP Help Desk at <u>AP USA SupplierHelpDesk@oxy.com</u>

Do not CC: the email OXYPERMINV on any email communication.

DO I NEED A TAX CERTIFICATE FOR TAX EXEMPT INVOICES?

Yes. Contact Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com</u> for information on obtaining any needed tax certificate.



INVOICE AND SERVICE SHEET REJECTION QUESTIONS

If an invoice or service sheet was rejected, please review the "Detail" and "History" tab associated with the invoice or service sheet. Notifications can be created in account settings to receive emails for rejected invoices or service sheets. For any questions on a rejection, contact Oxy Accounts Payable Help Desk - AP_USA_SupplierHelpDesk@oxy.com.

COMMON INVOICE/SERVICE SHEET REJECTION REASONS AND CORRECTIVE ACTIONS, TROUBLESHOOTING

Below is a list of common invoice rejection reasons and what can be done to resolve the issue quickly to (re)submit the corrected invoice or service sheet.

REJECTION: PO is underfunded

How to correct and resubmit: If the PO lacks sufficient funds to allow invoice/SES to be submitted successfully, contact the Oxy Representative (Approver/Requisitioner). To find the Representative on the PO, review the "Other Information" section of the PO Header Details:



REJECTION: "Invoice #": The subtotal of line item # exceeds the buying organizations line item subtotal limits

How to correct and resubmit: PO is out of funds. To request a limit increase, contact the Oxy Representative (Approver/Requisitioner) responsible for approving the charges made under the PO number. To find the Oxy Approver/Requisitioner on the PO, review the "Other Information" section of the PO Header Details:



Company Code:	
Purchase Group:	
Purchase Organization:	
Party Additional ID:	
RequisitionerName:	Oxy Approver/Requisitioner Name
RequisitionerEmailld:	Oxy Approver/Requisitioner Email
AribaNetwork.PaymentTerms:	
View less »	

ERROR: Unplanned spend exceeds limit

How to correct and submit: Contact the Oxy Representative (Approver/Requisitioner) for PO funding errors. To find the Oxy Approver/Requisitioner on the PO, review the "Other Information" section of the PO Header Details:

Purchase Group:	
Purchase Organization: Party Additional ID:	
RequisitionerName: RequisitionerEmailId:	Oxy Approver/Requisitioner Name Oxy Approver/Requisitioner Email

ERROR: Not able to enter services; "final entry" indicator set

How to correct and submit: The PO has been closed. Contact the Oxy Representative (Approver/Requisitioner) to create a new PO. To find the Oxy Approver/Requisitioner on the PO, review the "Other Information" section of the PO Header Details:

Company Code:	
Purchase Group:	
Purchase Organization:	
Party Additional ID:	
RequisitionerName:	Oxy Approver/Requisitioner Name
RequisitionerEmailId:	Oxy Approver/Requisitioner Email
ribaNetwork.PaymentTerms:	



REJECTION: Rate cannot be increased above the agreed contract rate. adjust line(s) and resubmit **How to correct and resubmit:** An attempt to bill at a higher rate than the pricebook rate. If a rate change has occurred, contact the Oxy Representative (Approver/Requisitioner) to review current contract rates and adjust the pricebook if applicable. If no contract rate change has occurred, resubmit using the contracted rate. To find the Oxy Approver/Requisitioner on the PO, review the "Other Information" section of the PO Header Details:



REJECTION: Rates not matching

How to correct and resubmit: If the rate of a pricebook line is set at .01, contact the Oxy Buyer. To find the Oxy Buyer on the PO, review the "Deliver To" section of the PO Header Details:

Deliver To	
Oxy Buyer name	
Oxy Buyer email address	

For all other rate rejections, contact Oxy Accounts Payable Help Desk at <u>AP_USA_SupplierHelpDesk@oxy.com.</u>



REJECTION: Incorrect tax applied

How to correct and resubmit: Use the tax rules for the location of which the work is being performed. If the location is tax exempt, do not include taxes on the invoice. If a tax exemption form for invoicing, is required, contact Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com</u>.

REJECTION: Unit of measure is invalid

How to correct and resubmit: Use a valid Oxy unit of measure. For questions on Oxy accepted units of measure, contact Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com.</u>

REJECTION: Ariba Business Network Supplier submitting via paper (email)

How to correct and resubmit: As an Ariba Business Network enabled supplier with Oxy, any paper (email) invoices submitted without approval from Oxy's Accounts Payable department will be rejected.

REJECTION: Vendor not set up in SAP (Oxy's accounting system)

How to correct and resubmit: Contact Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com</u> to be set up in Oxy's SAP.

REJECTION: Invoice number is incorrect

How to correct and resubmit: Oxy does not allow additional characters to be added to the invoice (i.e. invoice # 123 cannot be submitted as 123A). Oxy will reject if there are any additional letters/numbers that do not match the invoice, unless Oxy's Accounts Payable department provides written approval. Contact Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com_</u>with questions.

REJECTION: All invoice items are combined into one unplanned line

How to correct and resubmit: Create a line for each individual item unless given approval to combine charges. Contact Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com</u> with questions.

REJECTION: Multiple invoices billed per submission

How to correct and resubmit: Invoices should be billed individually. separate invoices and resubmit.

REJECTION: Rounding Issue

How to correct and resubmit: Oxy does not allow more than two decimal places for the rate field. contact Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com_</u>for assistance.



REJECTION: Ariba Business Network image failure – can't see attachment

How to correct and resubmit: Resubmit the invoice or service sheet with an attachment.

REJECTION: Communication error with the external tax system (Vertex)

How to correct and resubmit: This is a technical communication issue. Attempt to resubmit into the Ariba Business Network. If the error persists, contact Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com</u> for assistance.

ERROR: When invoicing against a service sheet, the amounts on the invoice do not populate. What could be causing this?

How to correct and submit: This may be due to an invoice already billed against the service sheet. Review that the invoice has not already been billed, if cannot confirm, contact Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com</u> for further review.

ERROR: No service lines entered

How to correct and submit: Contact the Oxy Representative (Approver/Requisitioner) to correct the PO or provide a new PO to use. To find the Oxy Approver/Requisitioner on the PO, review the "Other Information" section of the PO Header Details:

Company Code: Purchase Group:	
Purchase Organization: Party Additional ID:	
RequisitionerName:	Oxy Approver/Requisitioner Name
RequisitionerEmailId:	Oxy Approver/Requisitioner Email

OXY SUPPLIER SUPPORT CONTACTS

Note: For Oxy specific electronic training resources, access the Supplier Information Portal in the Ariba Business Network. Watch this video for instructions on how to easily access customers' Supplier Information Portals: <u>https://www.youtube.com/watch?v=dzdOy9OrAvE&list=PLPs9vNA-XppTC_VODffNvoe2xF3VMJiPS&index=4</u>



Service Sheet / Invoice Status:

Oxy Accounts Payable Help Desk - AP USA SupplierHelpDesk@oxy.com

GOM Help Desk-<u>gom_helpdesk@oxy.com</u>

Invoice Support:

Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com</u>

GOM Help Desk-<u>gom_helpdesk@oxy.com</u>

B2B Support: Oxy Supplier Support team - <u>SupplierSupport@oxy.com</u>

PO Issues: Locate Oxy Approver/Requisitioner on PO, by reviewing the "Other Information" section of the PO Header Details:

Company Code:	
Purchase Group:	
Purchase Organization:	
Party Additional ID:	
RequisitionerName:	Oxy Approver/Requisitioner Name
RequisitionerEmailId:	Oxy Approver/Requisitioner Email
ribaNetwork.PaymentTerms:	

Pricing/Pricebook Support: Locate Oxy Buyer on PO, by reviewing the "Deliver To" section of the PO Header Details:

Deliver To	
Oxy Buyer name Oxy Buyer email address	

Tax Certificate Requests: Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com</u>



SAP Vendor Information: Oxy Accounts Payable Help Desk - <u>AP_USA_SupplierHelpDesk@oxy.com</u>

OXY ELECTRONIC INVOICING VIDEO LINKS

Ariba Business Network Registration How to Register in the Ariba Business Network: https://video.oxy.com/#/videos/046b6d8e-13f8-4c4d-9d19-5f7a9cf5144d

INVOICE SUBMISSION

ENTERPRISE and STANDARD ACCOUNTS: How to create a service invoice

Ariba Service Invoice Creation Video Demonstration

ENTERPRISE and STANDARD ACCOUNTS: How to create a service invoice with unplanned lines

Ariba Unplanned Lines Invoice Creation Video Demonstration

ENTERPRISE and STANDARD ACCOUNTS: How to create a service invoice with discount lines

Ariba Discount Lines Invoice Creation Video Demonstration

ENTERPRISE and STANDARD ACCOUNTS: How to create a material invoice

Ariba Material Invoice Creation Video Demonstration

ENTERPRISE and STANDARD ACCOUNTS: How to create a credit memo

Ariba Credit Memo Creation Video Demonstration

UPDATING NOTIFICATIONS



How to Update Notifications:

Ariba Distribution List Video Demonstration