



<http://portal.exxonmobil.com>



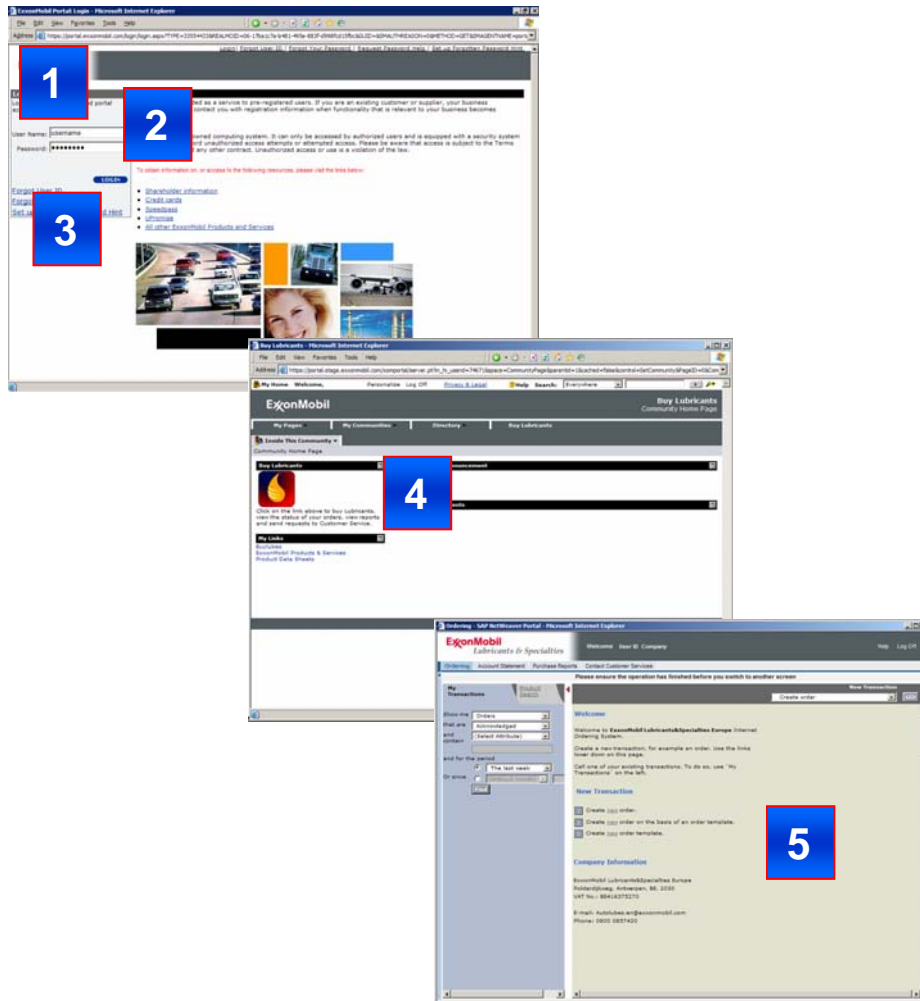
eOM User Introduction

ExxonMobil
Lubricants & Specialties



ExxonMobil e-Order Management

Secure access to the ExxonMobil portal



- 1 Enter your username:
eu.....
- 2 Enter your password

- 3 Click "login".
- 4 Click the Buy Lubricants
button (oil drop) to go to eOM
- 5 You have arrived in eOM

Please ensure the operation has finished before you switch to another screen.



ExxonMobil e-Order Management

Navigation, use the functions of eOM



- 1** Click “Ordering” to place and follow-up orders.
If prompted, select the catalog you want to buy from.
eOM opens default with “Ordering”
- 2** Click “Account Statement to view account and (open) invoice details.
- 3** Click “Purchase Reports” to view, download and analyse buying history.
- 4** Click “Contact Customer Services” to send email communications to Customer Service.
- 5** Please ensure the operation has finished before you switch to another screen, eOM function



ExxonMobil e-Order Management

Order Options

Use this button to maximize the right hand work area

1 Create a new (empty) order from scratch. Use the catalog search or upload from a spreadsheet.

2 Create an order from a template. ExxonMobil provides standard templates based on your purchase history, refreshed every week. You can create your own templates too.

3 Create a new template based on another template, a previous order, a spreadsheet, or from scratch.

4 Create an order from a previous order by using the “show me” criteria in the “my Transactions” tab.



ExxonMobil e-Order Management

Create an order from a template

- > Create new order.
- > **1** Create new order on the basis of an order template.
- > Create new order template.

Ordering - SAP NetWeaver Portal - Microsoft Internet Explorer

ExxonMobil Lubricants & Specialties

Welcome User ID Company Help Log Off

Ordering Account Statement Purchase Reports Contact Customer Services

Please ensure the operation has finished before you switch to another screen

My Transactions Product Search

Show me Orders that are Acknowledged and contain (Select Attribute) and for the period The last week Or since (Without month) Find

Order Templates

2 Order Templates Found

Number	Your Reference	Your Keyword	Date
2000050759		Package Products	08.21.2007
2000118008		Bulk Products	08.14.2007

Back

Ordering - SAP NetWeaver Portal - Microsoft Internet Explorer

ExxonMobil Lubricants & Specialties

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Please ensure the operation has finished before you switch to another screen

My Transactions Product Search

Show me Orders that are Acknowledged and contain (Select Attribute) and for the period The last week Or since (Without month) Find

Order New

Deliver to: My Ref./PO#: test Net Weight: 1,142.16 KG

Package Type: Pack G Gross Weight: 1,244.56 KG

Delivery Options: Earliest Shipping

Instructions: Default

Item	Product	Quantity	Unit	Product Description	Delete
10	121722	4	Each	Delvac SHP Extra 10W-40, 208L	<input type="checkbox"/>
20	141542	24	Each	M-DELVAC 1 SW40 PAUL 20L	<input type="checkbox"/>

New Items Upload Get Price/Schedule Update Cancel Back Order Now

1 Click “Create a new order on the basis of a a template”.

2 Select a template. A new order is created.

3 Tick the delete box for items you don’t want to order.

4 Enter the quantity you want to order in the remaining items.

5 Click “Order Now”

Note, if you choose the template (or order) from “my transactions” you need to tick the items you want to keep and click the “copy” button to either a new order, or generate a new template.



ExxonMobil e-Order Management

The order header

Deliver to: [dropdown] [search icon]

My Ref./PO#: test

Package Type: Pack

Delivery Options: Earliest Shipping

Delivery Instructions: default

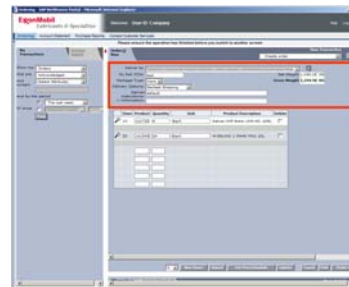
+ Information: added text

Net Weight 1,142.16 KG

Gross Weight 1,244.56 KG

In order to verify the order quantity the Net/Gross Weight box can be refreshed by clicking the update button during order creation and/or before actually placing the order.

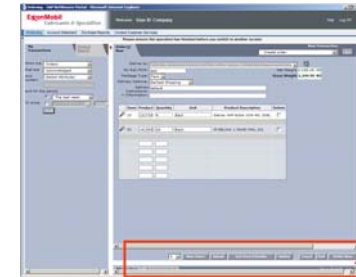
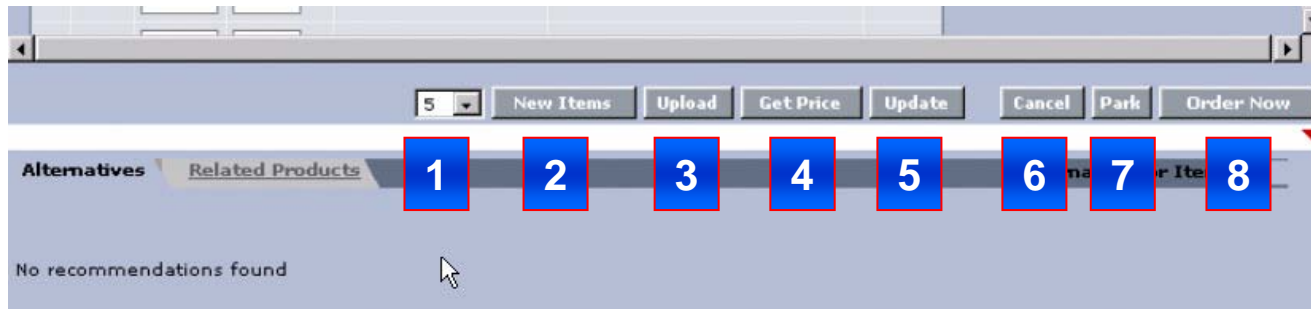
- 1 Select a "Deliver to:" address from the drop down, or use the search.
- 2 Enter your reference. (e.g. PO number)
- 3 Select packed or bulk.
- 4 Select a delivery option. (if applicable)
- 5 View default delivery instructions.
- 6 Enter short specific delivery instructions for this order.





ExxonMobil e-Order Management

The order footer buttons



- 1** To increase the order size - select the number of empty line items needed and
- 2** click the “new items” button to add those lines.
- 3** “Upload” will open the pop-up window, to allow copy and paste of products and quantities from a spreadsheet or other document.
- 4** “Get Price” will simulate an invoice and return the provisional price, at the same time it will return the scheduled delivery date (calculated).
- 5** “Update” will validate the products against the Catalog.
- 6** “Cancel” will cancel the order.
- 7** “Park” will temporarily save the order in “My transactions” under parked documents.
- 8** “Order now” will validate and place the order. You will see the acknowledgement on screen. (If set-up you will also receive the acknowledgement via email and an order confirmation when the delivery process has started)



ExxonMobil e-Order Management

Order items, search the catalog

Use net/gross Weight to confirm your order quantity

The screenshot shows the 'Product Search' section of the ExxonMobil e-Order Management system. A search for 'delvac' has been performed, resulting in 47 products found. The search results table is as follows:

Item	Product	Quantity	Unit	Product Description	Delete
10	121732	4		Delvac XHP Extra 10W-40, 208L	<input type="checkbox"/>
20	141543	24		M-DELVAC 1 5W40 PAIL 20L	<input type="checkbox"/>
30	127749	1	Each	Mobilgear 632, 1000L	<input type="checkbox"/>

Callout 1 points to the 'Product Search' tab. Callout 2 points to the search input field containing 'delvac'. Callout 3 points to the 'GO!' button. Callout 4 points to the search results table. Callout 5 points to the quantity field for item 30. Callout 6 points to the magnifying glass icon next to item 30. Callout 7 points to the 'Alternatives' section at the bottom, which shows 'MOBILGEAR 600 XP 320 IBC-PL 1000L' as an alternative for item 60.

- 1 Click the "Product search" tab.
- 2 Enter (a part of) the name of the product.
- 3 Click the "GO!" button.
- 4 Click the shopping cart of the product / package you need, this will copy the product number into the order.
- 5 Enter the quantity you desire.
- 6 Click the magnifying glass if the product gives an error or unavailability message.
- 7 See the alternative. If no (suitable) alternative is available, please contact Customer Service.



ExxonMobil e-Order Management

Order items, add from a spreadsheet

The screenshot shows the ExxonMobil e-Order Management interface. On the left, a product search results table is visible. A red box labeled '1' highlights the first row of this table. In the center, the 'Order New' form is shown with various fields for delivery, reference, and package type. A table below the form lists items being added to the order. On the right, a pop-up window titled 'SAPMarkets Internet Sales - Upload...' is open, containing a text area with the copied data and an 'Upload Items' button. A red box labeled '2' highlights the 'Upload' button in the main interface, and another red box labeled '3' highlights the 'Upload Items' button in the pop-up. A red box labeled '4' highlights the 'Upload Items' button in the pop-up. A blue arrow points from the highlighted row in the product search table to the 'Upload Items' button in the pop-up window.

Item	Product	Quantity	Unit	Product Description	Delete
10	121732	4	Each	Delvac XHP Extra 10W-40, 208L	<input type="checkbox"/>
20	141543	24	Each		<input type="checkbox"/>
30	149648	1	Each		<input type="checkbox"/>

ExxonMobil	ExxonMobil		
1	Produkt Name	Produkt Nummer	Quantity Unit
2	MOBIL 1 0V40 12x2L	123654	2 Each
3	ESSO NUTO H 32 IBC-PL 300L	165897	1 Each
4	DELVAC 1 SHC 5W40 DRUM-M 208L	125687	1 Each
5			

1 Select the area (product number and quantity) and highlight the rows and columns to copy the area (Ctrl C).

2 Click the “Upload” button. This will open a pop-up window.

3 Click in the upload window and click paste (Ctrl V).

4 Click the “Upload Items” button. This will copy the product numbers and quantity into the order.

Note that the (ExxonMobil) material numbers and the quantity can be pasted from any type of document, as long as there is a space between the material number and the quantity.



ExxonMobil e-Order Management

Follow-up order and line item status

Ordering - SAP NetWeaver Portal - Microsoft Internet Explorer

ExxonMobil
Lubricants & Specialties

Welcome! User ID Company Help Log Off

Ordering | Account Statement | Purchase Reports | Contact Customer Services

Please ensure the operation has finished before you switch to another screen

My Transactions **1**

Product Search

Order 2000215168
10.08.2007

New Transaction
Create order GO!

Show me **2** Orders
that are (Select Status)
and contain (Select Attribute)
and for the period **3** The last month
Or since Max
4 Find

On-Line Order Overall status: Completed
Your Keyword: 29258
Total Price Net:

Deliver to:
Delivery Type: Earliest Shipping
Req. Del. Date: Earliest Shipping
Special delivery instructions:

Item	Product Number	Quantity	Unit	Product description	Total Price	Order Status	Schedule Lines
<input type="checkbox"/>	10	111451	40	Each NUTO H 46 PAIL 20L		Processed	Date QTY 17.08.2007 40
<input type="checkbox"/>	20	111714	8	Each NUTO H 32 DRUM-M 208L		Processed	Date QTY 17.08.2007 8
<input type="checkbox"/>	30	121842	8	Each MOBIL DTE 25, 208L		Processed	Date QTY 17.08.2007 8
Delivery note: 8026536531 / 30				Date: 17.08.2007	Delivery Quantity: 8	Each	
<input type="checkbox"/>	40	123171	1	Each M-GREASE FM 462 PAIL 35LB		Processed	Date QTY 17.08.2007 1
<input type="checkbox"/>	50	124932	4	Each Lux EP 004, 50K		Processed	Date QTY 17.08.2007 4
<input type="checkbox"/>	60	125171	4	Each MOBIL PEGASUS 705, 208L		Processed	Date QTY 17.08.2007 4

Search result 9 Orders found

Order / Date	Your Reference / Your Keyword	Status
2000217259 02.10.2007	555	A
2000215168 10.08.2007	29258	C

5

6

7

7

The order status flag:
A=Acknowledged
B=Being processed
C=Completed

Copy To order Copy to template Close

- 1** Click the “my transactions” tab.
- 2** Select “orders” in the “show me” box.
- 3** Select other criteria to narrow the search.
- 4** Click the “Find” button. (the time needed to retrieve the orders is relative to period of time selected).
- 5** Click the order you want to review.
- 6** Click the purple button to view the delivery note, the date shown is the scheduled (planned) delivery date.
- 7** Use the tick boxes and the copy button to quickly create a new order or template from this previous order.

International Marine customers should not use the “copy from order” feature.



ExxonMobil e-Order Management

Change a template (or create a new order from..)

Ordering - SAP NetWeaver Portal - Microsoft Internet Explorer

ExxonMobil
Lubricants & Specialties

Welcome User ID Company Help Log Off

Ordering Account Statement Purchase Reports Contact Customer Services

Please ensure the operation has finished before you switch to another screen

My Transactions Product Search

Order Template 2000217275 02.10.2007

Show me Order Templates 1
that are
and contain
and for the period (Without Period) 2
Or since
Find 3

Search result 4 Order Templates

Order Template / Date	Your Reference / Your Keyword
2000217275 / 02.10.2007	test
2000118008 / 14.12.2005	Bulk Products
2000001062 / 26.02.2003	Package Products
2000001061 / 26.02.2003	Bulk Products

On-Line Order

Your Keyword:teplate test

Item	Product Number	Quantity	Unit	Product description
<input checked="" type="checkbox"/>	10	123587	1	Each MOBILUBE HD 85W-140, 208L
<input type="checkbox"/>	20	123587	1	Each MOBILUBE HD 85W-140, 208L
<input checked="" type="checkbox"/>	30	123587	1	Each MOBILUBE HD 85W-140, 208L
<input type="checkbox"/>	40	123587		

Order Template 2000217275 02.10.2007

Copy To order 7 Copy to template 6

Order Template 2000217275 02.10.2007

Copy To order 7 Copy to template 6

Templates can be deleted with the "garbage bin". ExxonMobil standard templates can not be changed or deleted.

- 1 In the "show me" dropdown box select "Order Templates"
- 2 In the "Period" box select "Without Period" and
- 3 Click "Find".
- 4 Click the link to the template
- 5 Tick the products to keep and
- 6 click "Copy to template"
- 7 Use the "Copy to order" button if you want to create a new order with the selected content, instead of a new template.
- 8 In the new template, enter a new name in the header box(es). Tailor the template, as if it is an order, and save.



ExxonMobil e-Order Management

View accounts and invoice details

1 Click "Accounts Statement".

2 Select the sold-to (if applicable). Select Open, Closed or All. Click "view balance" in the intermediate screen

3 Click a document hyperlink to see the invoice detail

4 Use the "Back" buttons to return.

Document Date	Due Date	Description	Ship-to #	Ship-to Name	Amount	PO #	Closing Date
0031199597	17.07.2007						
0031199598	17.07.2007						
0031199600	17.07.2007						
0031223717	10.08.2007						
0031223718	10.08.2007						
0031199885							

Invoice Date	Ship To	Product	Plant	Order Number	Volume	Units	Currency	Net Value	Tax Amount
10.08.2007		MOBILGEAR 627, 20L	00FB						
10.08.2007		MOBILGARD 412, 1000L	00FB						
10.08.2007		MOBILGEAR 630, 20L	00FB						
10.08.2007		MOBIL DTE 11M, 20L	00FB						
10.08.2007		MOBILGEAR 629, 20L	00FB						
Total for Invoice Number									

- 1 Click "Accounts Statement".
 - 2 Select the sold-to (if applicable). Select Open, Closed or All. Click "view balance" in the intermediate screen
 - 3 Click a document hyperlink to see the invoice detail
 - 4 Use the "Back" buttons to return.
- The Accounts are updated every night. The invoices, closed after the first day of the previous month, remain visible.



ExxonMobil e-Order Management

View and/or download buying history

1 Click "Purchase Reports"

2 Select the date / period.

3 Select the sold-to (click show me...)

4 Select 1 or more ship-to's (click show me...)

5 Select 1 or more products

6 Use the "Submit" button to view the data on screen or

7 Click "Open in Excel". Use "save as" to save the sheet.

8 To see Turnover instead of Volume, tick "Value" and "Submit".

Data contained are running year and refreshed weekly.



ExxonMobil e-Order Management

Use eOM email functions

The image displays three sequential screenshots of the ExxonMobil e-Order Management system, illustrating the process of submitting a request. The screenshots are annotated with numbered red boxes (1-6) corresponding to the instructions on the right.

- Screenshot 1:** Shows the 'Contact Customer Services' page. A red box labeled '1' points to the 'Contact Customer Services' link in the navigation menu.
- Screenshot 2:** Shows the 'Please select a Sold To:' dropdown menu. A red box labeled '2' points to the dropdown list.
- Screenshot 3:** Shows the 'Transaction Type' dropdown menu. A red box labeled '3' points to the 'Submit' button. A red box labeled '4' points to the 'Feedback' option in the dropdown list.
- Screenshot 4:** Shows the 'Request:' text area. A red box labeled '5' points to the text input field.
- Screenshot 5:** Shows the 'Submit Request' button. A red box labeled '6' points to the button.

- 1 Click “Contact Customer Service”
- 2 Select (a) sold-to (if > 1)
- 3 Click “submit”
- 4 Select a “Transaction Type”
- 5 Type your text
- 6 Click Submit Request

This structured email is send to your Customer Service Team that will take care of handling. Please call Customer Service for urgent matters



ExxonMobil e-Order Management

Managing Customer Information and User settings

SP=Sold-to
SH=Ship-to
BP=Bill-to
PY=Payer
CP=Contact Person

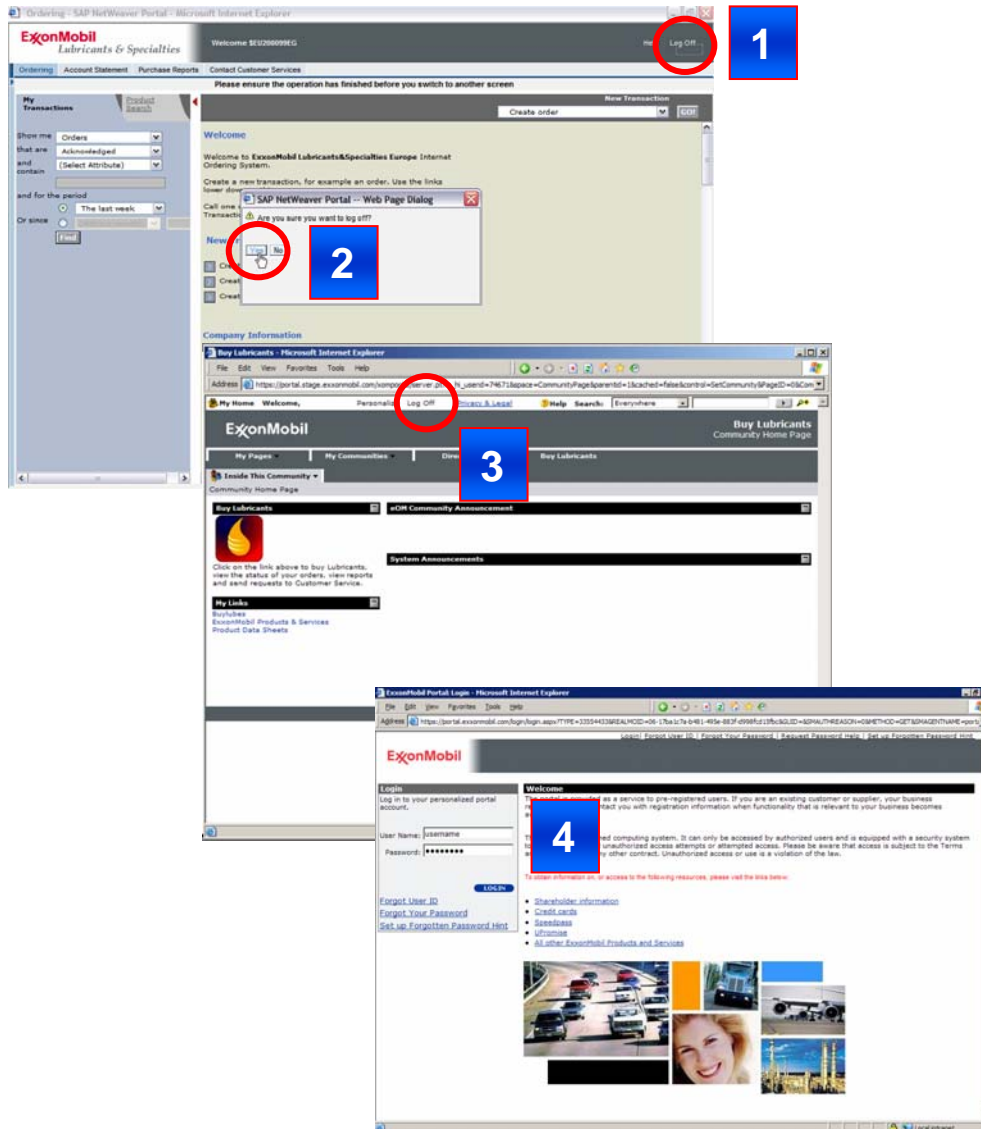
Multiple email address dropdown box for sending the email Acknowledgement and order receipt confirmation.

- 1 In the eOM email functionality select Transaction Type “Customer Information Change or User Settings”
- 2 Select a Business Partner
- 3 Type the information you want to be changed. The structured email already contains the details of the Business Partner you selected.
- 4 Click Submit Request



ExxonMobil e-Order Management

Secure log out



- 1 Click "Log off" in the eOM screen.
- 2 Click "Yes" in confirmation box
- 3 Click "Log off" in the portal.
- 4 You have now returned to the login screen:
<http://portal.exxonmobil.com>