TATWEER PETROLEUM –
BAHRAIN FIELD DEVELOPMENT COMPANY W.L.L
("TATWEER")

FREQUENTLY ASKED QUESTIONS

Applicable to the operations of Tatweer in:

- The Kingdom of Bahrain

IMPORTANT: *Processes, applications and business rules included in this handbook are being with Tatweer's operations in the Kingdom of Bahrain..*

Contents

1 iSupplier Portal

1.1 *Functionality*

1.1.1 What is the iSupplier Portal?

The iSupplier Portal is an online, self-service tool that allows Tatweer to communicate key procure-to-pay information with its suppliers. The Portal will be mainly used by suppliers that provide materials or services.

There are no supplier fees to access and use the iSupplier Portal.

Using the iSupplier Portal will provide the ability to:

- o View and update company data such as addresses, banking details, contacts, products and services your company can provide.

- o View payments and invoices (including invoices submitted through DO2, if applicable)

- o Participate in sourcing events (bidding process, direct negotiations, auctions)

- o Acknowledge and view purchasing documents (Contracts, Master Service Agreements - MSA, Standard Commercial Terms - SCT, Purchase Order - PO, Service Order – SO, etc.) related to your products and services

- o Submit and view the status of all contractual compliance documents

- o Create advance shipment notices

- o View receipts, inspections and returns

- o Submit and view performance-related data and key performance indicators

More information is available in the iSupplier Portal User Handbook.

In the future, Tatweer may decide exclusively to use suppliers that are registered on its iSupplier Portal.

1.1.2 What are the benefits of the iSupplier Portal?

The iSupplier Portal is an online self-service tool that allows you to directly access information and conduct transactions. iSupplier Portal processes, applications and business rules are being implemented worldwide beginning with Tatweer's operations in the United States. Additional countries/subsidiaries will be included in the coming months.

Benefits to Suppliers
- o Free
- o Available 24/7
- o Online sharing of information
- o Easy to use self-service
- o Access to real-time information
- o Transparency through the procure-to-pay cycle
- o Improved quality of required shared information
- o No special hardware or software requirements
- o Email notifications
- o Reduced processing time
- o Better customer service

1.1.3 What processes can I perform through the iSupplier Portal?
The following supplier-related data and processes can be executed and/or viewed through the iSupplier Portal:

- Supplier registration and qualification
- Sourcing
- Purchasing
- Supplier compliance monitoring
- Shipments
- Receiving and rejections
- Supplier performance monitoring
- Invoicing
- Payment

More information is available in the [iSupplier Portal User Handbook](#).

1.1.4 Why do I need to use the i-Supplier Portal? (with or without DO2)
The iSupplier Portal is an online self-service tool that allows you to access information and conduct transactions directly. In the future, Tatweer may decide exclusively to use suppliers that are registered on its iSupplier Portal.

iSupplier Portal processes, applications and business rules are being implemented worldwide beginning with Tatweer's operations in the United States. Additional countries/subsidiaries will be included in the coming months.

Through the iSupplier Portal, suppliers can view:

- Supplier company information including addresses, banking information, contacts and products and services offered
- Payments and invoices, including approved invoices submitted through DO2
- Invitations and participation in sourcing events such as bidding processes, direct negotiations and auctions.
- Purchasing documents including contracts, purchases orders and service orders
- Advance shipment notices
- Receipts, inspections and returns
- Contractual compliance documentation
- Performance data and key performance indicators

Through iSupplier a supplier can:

- Update supplier data
- Respond to Request for Information (RFI)
- Provide quote to Request for Quotations (RFQ)
- Bid in Auctions
- Acknowledge and accept purchasing documents (e.g. contracts, purchases orders, service orders) and their revisions
- Create and cancel advance shipment notices
- Submit contractual compliance documentation
- Submit performance-related data and key performance indicators.

1.2 *Fees*

1.2.1 Are there fees to use or access the iSupplier Portal?

No, there are no fees to access and use the iSupplier Portal.

1.3 *Hardware and Software*

1.3.1 What are the minimum hardware and software requirements to access the iSupplier Portal?

- Internet Explorer version 5.5 or Higher
- Internet connection

1.4 *Training and Support*

1.4.1 What computer skills are necessary to use the iSupplier Portal?

No additional computer skills are necessary to use the iSupplier Portal. The Portal is intuitive and similar to navigating through the Internet. In most cases, all that will be needed it the ability to navigate through the web pages to check information, without conducting transactions.

Follow the instructions given in the iSupplier Portal User Handbook . Your company designated iSupplier Portal Security Administrator and the Tatweer Supplier Help Desk also are available for additional support.

1.4.2 Who would be my first point of contact for questions?

For general inquiries on how to use the iSupplier Portal:
1. Consult your company designated iSupplier Portal Supplier Security Administrator (Refer to Security (The iSupplier Portal Supplier Security Administrator) section.
2. Review the training materials available on http://Suppliersupport.tatweerpetroleum.com :
   a. iSupplier Portal General Information – Web page section that summarizes the iSupplier Portal features
   b. The iSupplier Portal User Handbook - Document explaining key iSupplier Portal functionality through screenshots and step-by-step instructions

3. Additional assistance is available by contacting the Tatweer Supplier Help Desk. (See When I should contact the Tatweer Supplier Help Desk? and What information should I provide to the Tatweer Supplier Help Desk to facilitate the process?)

For questions about a specific event (e.g. invitation to negotiations, purchase orders, etc.)
1. Identify the Tatweer employee indicated in the specific event-related materials:
   a. Hard copy document
   b. Eemail notification in the email address associated with an iSupplier Portal user account
   c. Event notification available in the iSupplier Portal
   d. Electronic document available in the iSupplier Portal
2. Contact the Tatweer employee via:
   a. Phone
   b. Email
   c. If applicable, the online discussion functionality available for RFI, RFQ or Auctions. See the iSupplier Portal User Handbook for more information.
3. Contact the Tatweer Supplier Help Desk for additional assistance. See When should I contact the Tatweer Supplier Help Desk? and What information should I provide to the Tatweer Supplier Help Desk to facilitate the process?.

1.4.3 Who should I contact if I get errors when I login or perform actions in the iSupplier Portal?

Report the error to your company designated iSupplier Portal Supplier Security Administrator. Your security administrator can request additional assistance from the Tatweer Supplier Help Desk according to instructions provided in this document and at http://Suppliersupport.tatweerpetroleum.com.

1.4.4 Is training available for using the iSupplier Portal?

For more information on how to use the iSupplier Portal, visit http://Suppliersupport.tatweerpetroleum.com to review:
   o The iSupplier Portal General Information – Web page section that summarizes the iSupplier Portal features

- o The [iSupplier Portal User Handbook](#) - Document explaining key iSupplier Portal functionality through screenshots and step-by-step instructions

Important: These materials are periodically updated. Check http://Suppliersupport.tatweerpetroleum.com for the latest version.

1.4.5 When I should contact the Tatweer Supplier Help Desk?

Prospective Suppliers
Only contact the Tatweer Supplier Help Desk for help to complete the Prospective Supplier Registration Form.

Registered Suppliers

Important: The Tatweer Supplier Help Desk will help all suppliers but it will only provide iSupplier Portal functionality help to registered users (username and additional related data must be provided).

The supplier should contact the Tatweer Supplier Help Desk if they are getting a system error message in the iSupplier Portal and it is not possible to continue a process.

In case of a data population warning or error message, modify or complete the field as indicated in the message given by the iSupplier Portal. Please contact the iSupplier Portal Security Administrator within your company before contacting the Tatweer Supplier Help Desk.

Tatweer recommends that suppliers only contact the Tatweer Supplier Help Desk for help with performing actions or understanding data or processes available in the iSupplier Portal only **after** unsuccessfully consulting the instructions provided in the iSupplier Portal User Handbook and the Frequently Asked Questions. Additionally, suppliers should contact the iSupplier Portal Supplier Security Administrator within their company to get advice before calling the Tatweer Supplier Help Desk.

Suppliers can contact the Tatweer Supplier Help Desk for more information about transactions when a specific Tatweer employee responsible for the transaction is not identified (e.g. invoices, payments).

Suppliers should not contact the Tatweer Supplier Help Desk with questions regarding specific business transactions details (e.g. what information is needed to be provided in a bidding process, where to deliver the services and materials related to a purchasing document). In those cases, use the iSupplier Portal online discussion functionality or directly contact the Tatweer employee in charge of the transaction.

1.4.6 What information should I provide to the Tatweer Supplier Help Desk to facilitate the process?

Prior to contacting the Tatweer Supplier Help Desk, please have ready the applicable information below.

1. General Information:
   a. Full name

b. Company Name (legal name entity, if possible)
c. Tatweer's supplier number
d. Email address
e. Phone number
f. If applicable, the iSupplier Portal users must provide:
    i. User name
    ii. Access level used (e.g. Supplier User – Full View Only, etc.)

2. Errors in the iSupplier Portal (in addition to the general information):
    a. Error message
    b. User name
    c. Access level used
    d. Steps executed
    e. If possible, save screenshots. Later on, the images may be requested by Tatweer's iSupplier Portal technical support staff.

3. Transactions (in addition to the general information): The following transaction-related data available in the email notification, electronic document, web page on the iSupplier Portal or if applicable, the hard copy documents:
    a. Notification date, number and subject
    b. If applicable, the Tatweer employee who sent the notification or the responsible Tatweer employee for the transaction
    c. Document number (e.g. PO number, RFQ number, etc.)
    d. Document type (e.g. invoice, payment, RFI, RFQ, Auctions, etc.)
    e. Tatweer operating unit
    f. Process (e.g. registration, qualification, sourcing, purchasing, shipments, compliance, performance, invoicing, payment, etc.)

1.4.7 What are the Tatweer Supplier Help Desk phone numbers?

Country (subsidiary)	Phone Number	Business Hours
Kingdom of Bahrain	+973 17148383	Business Days - 8am to 5pm - Local Time

1.5 *Security (iSupplier Portal Supplier Security Administrator)*

1.5.1 How is the iSupplier Portal security configured?

- Each supplier can only access its own information.
- Each supplier will assign an iSupplier Portal Supplier Security Administrator. This person will be responsible for assigning user access and responsibilities to other members of the supplier's staff.
- The supplier users will only view and use the processes and functionalities assigned to them by the iSupplier Portal Supplier Security Administrator.
- The supplier users must be people directly responsible for doing business with Tatweer.

1.5.2 Who is the iSupplier Portal Supplier Security Administrator in my company?

To find out if your company has access to the iSupplier Portal and identify your iSupplier Portal Supplier Security Administrator:
- Contact your Sales Department.

- Contact the Tatweer buyer who administrates the relationship with your company.
- Contact the Tatweer Supplier Help Desk as indicated at http://Suppliersupport.tatweerpetroleum.com

Important: If your company is currently doing business with Tatweer but does not have access to the iSupplier Portal, please complete the Registered Supplier Information Modification Form and the Confidentiality and Indemnity Agreement which will be send to you by the supplier coordinator.

1.5.3 Who should be the iSupplier Portal Supplier Security Administrator in my company?

The iSupplier Portal Supplier Security Administrator should be the person responsible for managing user access and responsibilities in the portal. The iSupplier Portal Supplier Security Administrator can also view and execute all transactions. Suppliers can assign an alternate person responsible for co-administration. Additional technical skills are not necessary for the Security Administrator.

Important: Given the confidentiality of the shared information and the implications of the potential transactions that can be executed in the iSupplier Portal, Tatweer suggests that each company assign its sales manager, business developer, owner, etc. for managing the relationship with Tatweer as the iSupplier Portal Supplier Security Administrator.

1.5.4 Should the iSupplier Portal Security Administrator be a different person from the supplier users in my company?

The iSupplier Portal Supplier Security Administrator can grant access to the supplier's users, view information and execute transactions. The designation of users will depend on the size of the company and the supplier's preferences. Small companies may assign an iSupplier Portal Supplier Security Administrator that will execute all the transactions. Larger companies may assign an iSupplier Portal Supplier Security Administrator that will manage users while specific supplier users will view and execute transactions according to their role in the relationship with Tatweer.

1.5.5 What are the iSupplier Portal Supplier Security Administrator's responsibilities?

The iSupplier Portal Supplier Security Administrator will:
- Be the point of contact with Tatweer for the iSupplier Portal administration and troubleshooting.
- Administer user access and responsibilities according to their role in the relationship with Tatweer.
- Help supplier employees understand what responsibility should be granted based on their relationship with Tatweer and their position within the supplier organization.
- Immediately inactivate users no longer directly involved in the relationship with Tatweer.

- Immediately communicate modifications to the supplier's registration information by completing the [Supplier Registration Information Modification Form](). Modification can include changes to:
  o iSupplier Portal Supplier Security Administrator assignments
  o Company structure, addresses, banking details, etc.

1.5.6 What types of access are available?

There are 5 different levels of access to the iSupplier Portal. Access will be granted according to the supplier organization's needs:

Access Level (Name)	Description	Assign to
Supplier Security Administrator	Administer supplier user access and supplier profile data.	▪ iSupplier Portal Security Administrator and alternate
Supplier User - Registration	Temporary responsibility to complete the supplier registration and qualification process	▪ User who will be responsible for performing the supplier registration and qualification process
Supplier User - Full View	View all information available in the iSupplier Portal	▪ iSupplier Portal Security Administrator and ▪ User who needs to view the information but does not have the level of authority to enter data on behalf of the supplier
Supplier User - Transactions	Perform actions related to all the processes available in the iSupplier Portal except administering supplier users and supplier profile data	▪ iSupplier Portal Security Administrator and ▪ Supplier employee who needs to view the information and has the level of authority to enter data on behalf of the supplier
Supplier User - Finance View	View invoices and payment information	▪ User who only needs to view invoices and payments

1.5.7 Is there support available for the iSupplier Portal Supplier Security Administrator?

For information on how to use the iSupplier Portal, go to http://Suppliersupport.tatweerpetroleum.com to access the following:
  o iSupplier Portal general information – Web page section that summarizes the [iSupplier Portal features]().
  o [iSupplier Portal User Handbook]() - Document explaining key iSupplier functionality through screenshots and step-by-step instructions.

Important: These materials are periodically updated. Check
http://Suppliersupport.tatweerpetroleum.com for the latest version.

Get additional assistance from the Tatweer Supplier Help Desk according to instructions
provided in this document and at http://Suppliersupport.tatweerpetroleum.com.

1.5.8 How can we change our current iSupplier Portal Supplier Security Administrator?

Immediately communicate any information changes using the Supplier Registration
Information Modification Form - the iSupplier Portal Security Administrator section.

1.6 *Access and Password*

1.6.1 I don't have access to the iSupplier Portal. How can I get access to the iSupplier Portal?

Prospective Suppliers seeking to do business with Tatweer:
- Visit the Prospective Supplier Registration Section on
  http://Suppliersupport.tatweerpetroleum.com. Only registered suppliers
  selected by Tatweer will have access to the Portal.

Registered Suppliers are suppliers doing business with Tatweer:
- Contact your sales department to find out if your company already has access
  to the iSupplier Portal and who has been assigned as your iSupplier Portal
  Supplier Security Administrator.
  - o If your company has access, request a username and password from your
    iSupplier Portal Supplier Security Administrator.
  - o If your company is currently doing business with Tatweer but does not have
    access to the iSupplier Portal, please complete and submit the Registered
    Supplier Information Modification Form – iSupplier Portal Supplier Security
    Administrator section and the Confidentiality and Indemnity Agreement
    which will be send to you by the Tatweer Supplier Coordinator.

1.6.2 Who will notify me when my account access is created in the iSupplier Portal?

When an iSupplier Portal Supplier Security Administrator is registered in the iSupplier Portal by Tatweer or the iSupplier Portal Supplier Security Administrator grants access to a user, an automatic email is sent to the user with the user account name and a temporary password. Log into the iSupplier Portal within 14 days of receiving your credentials. If you do not log in within 14 days, your account will be locked. If your account has been locked, contact your company-designated Supplier Security Administrator or use the "Login Assistance" hyperlink available in the iSupplier Portal login webpage to reset the password.

1.6.3 What is my username?

A confirmation of registration email notification will be sent with your username and temporary password.

- If you were registered by Tatweer, in general, your username will be the email address used to create the account access with the iSupplier Portal. An exception to the above format will occur if the same email address is associated with more than one supplier record in the iSupplier Portal. In this case, the username will be the supplier number followed by the email address.
- If you were registered by your company-designated iSupplier Portal Supplier Security Administrator, in general, your username will be the email address used to create the account access with the iSupplier Portal. However, other naming conventions can be used for your company's usernames.

All email notifications will be sent to the email address related to the user account.

1.6.4 What are password and username expiration rules?

- The temporary password received in the confirmation of registration or reset password email notification will expire 14 days after it is issued if it is not used.
- For security purposes, suppliers are prompted to change their password the first time they log in.
- Your account will become locked after 5 unsuccessful password attempts. Contact your company-designated iSupplier Portal Supplier Security Administrator or use the "Login Assistance" hyperlink available in the iSupplier Portal login webpage to reset the password.
- Passwords can be changed by the user by accessing the Preferences link on the iSupplier Portal homepage.
- User accounts related to suppliers without business activity with Tatweer will be inactivated.

1.6.5 How can I obtain my username or password if I forget them?

- On the iSupplier Portal login webpage, click on the Login Assistance hyperlink.
  - o In the Forgot Password section, enter your user name and click on the Forgot Password button. Instructions on how to reset your password will be emailed to you.

- In the Forgot Username section, enter the email address associated with your account and click on the Forgot Username button and your user name will be emailed to you.
- Alternatively, contact your company-designated iSupplier Portal Supplier Security Administrator to reset your password or get your username.

Important: Remember to log into the application within 14 days of receiving the emails notifications. Otherwise, your account will be locked.

1.6.6 Why does the system log me out after only 30 minutes of inactivity?

For security purposes, you will be logged out after a period of inactivity. If you are logged out by the system, just login again to the iSupplier Portal.

1.6.7 How often should I log in to the iSupplier Portal?

Tatweer will send you an email notification from the iSupplier Portal when an action is required. It is recommended that you periodically access the iSupplier Portal when there are transactions (e.g. invoices, payments, RFI, RFQ, etc.) in progress to view the transaction status.

1.7 *Contact Data and Language Preferences*

1.7.1 Can I configure the iSupplier Portal according to my language preferences?

- On the iSupplier Portal login web page, there is a Select a Language section at the bottom of the page, click on your preferred language:
  - English
  - Spanish
  - Arabic
- On the iSupplier Portal homepage, click on the "Preferences" hyperlink. In the "Language" section, select your preferred language:
  - English
  - Spanish
  - Arabic

Important: Web page labels and instructions will be in the selected language. However, the data and information populated or attached will be in the language in which it has been entered by Tatweer personnel.

1.7.2 How can I update my contact information?

Review your contact information on the iSupplier Portal, by selecting the Admin tab, viewing the Contact Directory section. If an update is needed, contact your company-designated iSupplier Portal Supplier Security Administrator. Additional information is available in the iSupplier Portal User Handbook.

1.8 *Notifications*

1.8.1 I am __not__ receiving email notifications from the iSupplier Portal.

- First, confirm with your company-designated iSupplier Portal Supplier Security Administrator that you have been set up to use the iSupplier Portal. (see <u>"Who is the iSupplier Portal Supplier Security Administrator in my company?"</u>)
- The iSupplier Portal will only send email notifications to:
  - The email address registered on the portal. If your email address is a company or personal account that was not used for registration, you will not receive any email notifications.
  - The registered supplier's users involved in the specific event (e.g. purchase order, negotiations, etc.).

If you confirm that you should have received a specific email notification, report the error to your company-designated iSupplier Portal Supplier Security Administrator to request additional assistance from the Tatweer Supplier Help Desk. Visit the Frequently Asked Questions and Contacts page on http://Suppliersupport.tatweerpetroleum.com for the Supplier Help Desk contact information.

1.8.2 I am receiving email notifications that I shouldn't receive from the iSupplier Portal.

Report the error to your company-designed iSupplier Portal Supplier Security Administrator to verify the email address related to the transactions. Your iSupplier Portal Supplier Security Administrator can update the email addresses as appropriate.

1.8.3 How can I view my notifications? I deleted the email notification.

After login to the iSupplier Portal, on the Oracle Application Home Page in the Worklist section, you will find the list of your pending notifications. Alternatively, in the iSupplier Portal Home tab in the Notifications" section, you will find the list of your pending notifications. Additional information is available in the iSupplier Portal User Handbook on http://Suppliersupport.tatweerpetroleum.com.

1.8.4 What should I do with notifications when I am on vacation?

Important: Notifications access, reassignment and transfer can be only executed among iSupplier Portal users within your company. Coordinate with your company-designated iSupplier Portal Supplier Security Administrator to ensure that the person who will access and receive your notifications is registered on the iSupplier Portal.

For information on how to establish the vacation rules, visit the iSupplier Portal User Handbook on http://Suppliersupport.tatweerpetroleum.com.

1.8.5 Can I share/ transfer my notifications with someone else?

Important: Notifications access, reassignment and transfer can be only executed among iSupplier Portal users within your company. Coordinate with your company-designated iSupplier Portal Supplier Security Administrator to ensure that the person who will access and receive your notifications is registered on the iSupplier Portal.

For information on how to establish the Grant Worklist Access, refer to the iSupplier Portal User Handbook on http://Suppliersupport.tatweerpetroleum.com.

1.8.6 Can I reassign a notification to someone else?

Important: Notifications access, reassignment and transfer can be only executed among iSupplier Portal users within your company. Coordinate with your company-designated iSupplier Portal Supplier Security Administrator to ensure that the person who will access and receive your notifications is registered on the iSupplier Portal.

To reassign a notification, login into the iSupplier Portal and access the specific notification, click on the Reassign button and follow the instructions provided in the iSupplier Portal User Handbook on http://Suppliersupport.tatweerpetroleum.com.

2 Modification of Supplier Information

2.1.1 How do I update our company data?

Tatweer considers it critical that suppliers keep all supplier data current.. If there are any changes in your company Information, such as: legal entity name, addresses, bank accounts, tax ID, legal structure, iSupplier Portal – Supplier Security Administrator, etc., please complete and submit the Registered Supplier Information Modification Form. available on http://Suppliersupport.tatweerpetroleum.com.

If you have access to the iSupplier Portal, the supplier registration information can be reviewed from the Admin tab.

3 Sourcing Events

3.1.1 How is my company identified as a potential supplier to provide services or material?

Prospective suppliers submit a Prospective Supplier Registration Form available on http://Suppliersupport.tatweerpetroleum.com . Suppliers will be asked to identify materials or services their company can provide.

Registered suppliers have provided sufficient information on materials or services their company can provide. This information will allow the supplier to be considered for sourcing events associated with those materials or services.

4 Purchasing Documents

4.1.1 Do I need a purchasing document to submit my invoice?

Purchasing documents will be issued for buying materials and services. When you receive a request to provide services or materials from Tatweer personnel, please be sure that a valid purchasing document (e.g. purchase order, contract, service order, etc.) is in place. If needed, obtain a new purchasing document. The only exceptions are non-

contract, occasional, emergency purchase transactions below $ 25,000 per procurement event.

4.1.2 How do I receive, acknowledge and accept a purchasing document?

- Each purchasing document submitted will trigger an automatic email notification to the appropriate supplier user through the iSupplier Portal.
- Access the iSupplier Portal and review the purchasing document and its status under the Order tab.
- If acknowledgement and acceptance are required, consult the iSupplier Portal User Handbook for information on how to proceed.

Alternatively, an Tatweer buyer can send the purchasing document to the supplier organization by fax, mail or email. If acknowledgement and acceptance is required, please sign it and send it back to Tatweer, as indicated.

4.1.3 What are the different purchasing document types?

Access the iSupplier Portal and review a purchasing document and its status from the Order tab.

Purchasing Documents Types	
Type	Description
Standard Purchase Order (SPO)	Used for one-time purchases of materials or services when the descriptions of the goods or services, pricing, quantities and delivery schedule are known.
Blanket Purchase Agreement (BPA)	Used for purchase of materials or services when the detail of the goods and services are known but the delivery schedule of the goods or services is unknown. Blanket agreements specify negotiated prices for a set period before the items are actually purchased. To place the actual order, Tatweer will issue a blanket release against the specific BPA.
Blanket Release (BR)	Used for one-time purchases of materials or services against a specific BPA when quantities and delivery schedule are known.
Contract Purchase Agreement (CPA)	An agreement used to specify terms and conditions without indicating the goods and services that will be purchased. Tatweer will issue standard purchase orders that reference these contracts.

For more information, consult the iSupplier Portal User Handbook on
http://Suppliersupport.tatweerpetroleum.com

4.1.4 How do I see my purchasing document status? What does each status mean?

Access the iSupplier Portal and review a purchasing document and its status from the Order tab.

Purchasing Documents Status	
Status	**Description**
Open	The purchasing document is valid and still open for receipt.
Requires Acknowledgment	The supplier must acknowledge the purchasing document. The purchasing document is valid and open for receipt.
Accepted	The purchasing document has been acknowledged and accepted by the supplier. The purchasing document is valid and open for receipt.
Frozen	The purchasing document is on Hold for some reason. Contact the Tatweer buyer who issued the purchasing document.
Closed	The purchasing document is completed and no longer available for invoicing.
Canceled	The purchasing document has been canceled and the goods or services are no longer needed.
Buyer Change Pending	The purchasing document is being revised by Tatweer. After buyer's revisions are complete, a new revised purchasing document is shown.

For more information, consult the iSupplier Portal User Handbook on
http://Suppliersupport.tatweerpetroleum.com.

4.1.5 How do I manage contract exceptions or deviations (pricing, off-contract items, terms, etc.)?

Contact the buyer who originated the purchasing document (e.g. purchase order, contract, service order, etc.).

4.1.6 How do I know who my buyers are?

Identify the buyer through the purchasing document (e.g. purchase order, contract, service order, etc.) by using:

   a. The email notification from the email address associated with an iSupplier Portal user account.
   b. The notification available on the iSupplier Portal.
   c. The electronic document available on the iSupplier Portal.
   d. The hard copy document.

Alternatively, contact the Tatweer employee who is requesting the related products or services to determine who the buyer is.

5 Invoices and Payments

5.1 *Invoices*

5.1.1 What information do I need to provide with my paper invoice?

Invoices must contain the following information in order to be paid. The Tatweer representative requesting the goods or services is required to furnish all the information below when ordering goods or services.

- Accounts Payable Location (formerly "Paykey Location")
- Tatweer Representative Name (who is ordering the material and/or services)
- Plant/Lease/Facility/Well Name or Number
- Project Number and Task Number (i.e. 1016251 - 01010101)
- Purchasing Document Number (if applicable)
- Work Order Number (if applicable)
- WSM - Well Servicing Maintenance Number (if applicable)

A field ticket or receipt of goods or services must be signed by the Tatweer representative requesting the goods or services or his or her designee. This signed field ticket or receipt, along with all third party tickets, freight tickets and all other supporting documentation must be included when the invoice is submitted for payment.

For DO2, see section "What information is required on my DO2 invoices?"

5.1.2 How can I see my invoice status? What does each status mean?

Access the iSupplier Portal and review an invoice and its status from the Finance tab.

Invoice Status	
Status	**Description**
In Process	Invoice has been entered but not yet approved for payment.
Rejected	Invoice has been declined and supplier notified.
Approved	Invoice has been approved and is awaiting terms to pay.

Invoice Types	
Type	**Description**
Standard	Standard invoices are invoices from a supplier representing an amount due for goods or services purchased. Standard invoices can be either matched to a purchase order or not matched.
Mixed	Mixed invoices can be matched to both purchase orders and invoices.
PO Price Adjustment	PO Price Adjustment invoices are for recording the difference in price between the original invoice and the new purchase order price. PO price adjustment invoices can be matched to both purchase orders and invoices.
Credit Memo	Credit Memos are memos from a supplier representing a credit amount toward goods or services. Credit memos are always negative amounts.
Debit Memo	Debit Memos are invoices used to pay a customer.
Prepayment	Prepayments are invoices to record an advance payment for expenses to a supplier or employee.

5.2 *Payments*

5.2.1 How and when do I get my payments?

Unless otherwise specified on the face of the purchasing document (e.g. contract, purchase order, service order, etc.), payment for the items and work shall be made 30 days from the receipt of the items, completion of the work or receipt of correct invoice by Tatweer, whichever is later.

Tatweer's payment method is an electronic direct deposit to your designated account. Banking information will be required for payment. To securely submit your bank account information, complete the Registered Supplier Information Modification Form – Banking details section available on http://Suppliersupport.tatweerpetroleum.com.

5.2.2 How can I see my payment status?

Submitted payments trigger an automatic email notification through the iSupplier Portal to the email account provided for payments.

To see all your invoices and payments and their status, access the iSupplier Portal and click on the Finance tab.

Payment status descriptions:

Payment Status	
Status	**Description**
Paid	Invoice has been paid.
Not Paid	Invoice is awaiting approval or terms to pay.

Payment Method	
Acronym	**Description**
TATWEER ZZZ	Payments made by International Bank by Tatweer's international operating units
TATWEER Check	Paper check send via mail
TATWEER EFT (international local banks)	Payments made from a local bank by Tatweer's international operating units
TATWEER ACH	Electronic payments from a U.S. bank to a U.S. bank
TATWEER CWT	Foreign currency electronic payments from a U.S. bank
TATWEER FWT	U.S. dollar electronic payments from a U.S. bank.

5.2.3 What should I do if a payment is overdue?

To avoid payment delays, make sure you have the correct Bill to address listed on the iSupplier Portal. Also, refer to the guidelines in "What information do I need to provide with my invoice?"

If all the requirements to submit invoices have been met and the invoice is past due and not shown on the iSupplier Portal, contact the Tatweer Supplier Help Desk.

5.2.4 Who can help me with invoice payment or field approval issues?

Invoices on the iSupplier Portal are shown in various stages of completion. Please refer to the Invoice Status section in "How can I see my invoice status? What does each status mean?"

5.2.5 What should I do if I can't see my invoices or payments in the iSupplier Portal?

Get additional assistance from the Tatweer Supplier Help Desk. See When should I contact the Tatweer Supplier Help Desk? and What information should I provide to the Tatweer Supplier Help Desk to facilitate the process?.

5.2.6 How do I contact Accounts Payable to ask questions about an invoice or payment that is not in the iSupplier Portal?

Contact the Tatweer Supplier Help Desk. Select the appropriate Supplier Help Desk phone number by visiting the Frequently Asked Questions and Contacts page on http://Suppliersupport.tatweerpetroleum.com

6 ISNetworld – Only applicable to the United States

6.1.1 What is ISNetworld? – Only applicable to the United States

Tatweer is pleased to announce that we recently established a business relationship with ISNetworld (www.isnetworld.com). Effective June 1, 2009, ISNetworld began to serve as Tatweer's primary contractor information management system.

6.1.2 Should my company submit data to ISNetworld? – Only applicable to the United States

Contractors and their subcontractors that contract for services to be performed on-site (field work) that are ordinary and routine for Tatweer operations will be required to insure their indemnity obligations and provide proof of insurance. ISNetworld will be coordinating the services insurance certificates for Tatweer and these contractors will be requested to become a subscriber to ISNetworld.

As required by a specific business unit your company's subscription must be in place and all required data must be posted in ISNetworld in order to complete the Supplier Registration and Qualification Process and to be considered by the business unit during the contractor services selection process.

6.1.3 What are ISNetworld's fees? – Only applicable to the United States

There is a nominal fee for this service payable to ISNetworld. Tatweer believes the benefits to both parties will far exceed any associated costs. If your company is a current subscriber to ISNetworld, there is no additional fee.

6.1.4 What data must my company submit to ISNetworld? – Only applicable to the United States

Your company's ISNetworld subscription will provide Tatweer access to the following information:

1.   Company Profile – Populate your company's dashboard in ISNetworld to include company contact information, office locations, work types performed, geography served, etc. This will provide Tatweer and other ISNetworld clients with your company's current contact information.

2.   HES Questionnaire Management – ISNetworld contains the Management System Questionnaire (MSQ) which will be utilized to gather your company's HES data. The MSQ will replace all previous Tatweer questionnaires sent to your company.

3.   Document Submittal – Tatweer will use ISNetworld to track and verify your company's insurance certificates (required in the agreements signed with Tatweer), OSHA logs and Experience Modification Rate (EMR) letters. During your company's subscription set up, ISNetworld will explain how to submit these documents within your company's subscription and make them available online to Tatweer.

4.   Review and Verification (RAVS) – ISNetworld RAVS will review your company's written health and safety program for conformance with regulatory and Tatweer standards. Your company will be required to submit to ISNetworld RAVS copies of your company's written health and safety program. Detailed instructions will be communicated during your company's subscription set up. ISNetworld RAVS will also verify your company's OSHA and EMR statistics.

6.1.5 How can my company become a subscriber of ISnetworld? – Only applicable to the United States

Your company's cooperation and participation in bringing this cost effective technology solution to our business relationship is appreciated. For further details about ISNetworld, please contact the ISNetworld Customer Service Team at (214) 303-4900 or (800) 976-1303 or visit their website at www.isnetworld.com.