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## 1. ISUPPLIER PORTAL

### 1.1 FUNCTIONALITY

#### 1.1.1 WHAT IS THE ISUPPLIER PORTAL?

The iSupplier Portal is a single worldwide platform that allows CRC and our Suppliers to collaborate online in all Supplier processes.

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### 1.1.2 WHAT ARE THE BENEFITS OF THE ISUPPLIER PORTAL?

This application streamlines daily activities increasing productivity, improving communication, offering up-to-date information and compliance in a paperless environment. The iSupplier Portal is free, online, available 24/7 and delivered in real time.

### 1.1.3 WHAT PROCESSES CAN I PERFORM THROUGH THE ISUPPLIER PORTAL?


Through the portal, the Suppliers and Contractors are able to:

- Manage the registration and qualification data and view company data such as addresses, banking details, contacts, products and services.
- Participate in bidding or direct negotiation processes by responding to a request for information, a request for quotation and/or to submit supportive technical and commercial documentation.
- View, acknowledge and accept final purchasing documents.
- If required by the contract, you can view and submit the contractual deliverables such as performance guarantee bonds, certifications, permits and insurance certificates.
- View receipts and returns of materials delivered to CRC.
- Improve communication by submitting data related to objectives, key performance indicators, scorecards, meetings, nonconformities and issues.
- View/create invoices; including ADP® approved invoices, payments, and credit memos with a Purchase Order.

### 1.1.4 WHY DO I NEED TO USE THE ISUPPLIER PORTAL?

The iSupplier Portal is an online self-service tool that allows you to access information and conduct transactions with CRC directly increasing productivity and simplifying daily tasks.

**IMPORTANT: CRC may decide exclusively to use Suppliers that are registered on its iSupplier Portal.**

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## 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 Browser
- Internet Connection

NOTE: The iSupplier Portal access and usage in Microsoft Internet Explorer IE10 has compatibility issues. To correctly visualize the iSupplier Portal with this browser, please refer to the incompatibility section [7.1.2 Incompatibility with Internet Explorer 10 – Examples and Solution](#)

## 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 iSupplier Portal is intuitive and similar to navigating through the Internet. If specific actions are required from the Supplier User, training material is available to support the different kinds of transactions in the Supplier Webpage – The Training Material section can be found in the CRC Supplier Webpage <http://isuppliersupport.CRC.com>

### 1.4.2 WHO WOULD BE MY FIRST POINT OF CONTACT FOR QUESTIONS?


The first point of contact is your company's Supplier Security Administrator who can assist you with access to the iSupplier Portal.

For general inquiries on how to use the iSupplier Portal:

- Review the training materials available on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>
- Review these FAQs <http://www.crc.com/our-business/oil-and-gas/vision-and-values-4>
- Contact the Supplier Help Desk by submitting the inquiry form or by phone according to the instructions available on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>

For questions about a specific event (e.g. invitation to negotiations, purchase orders, etc.):

- Identify the CRC employee indicated in the specific event: Hard copy document, email notification, or electronic documents available in the iSupplier Portal.
- Contact the CRC employee via phone, email or, if applicable, the online discussion functions available for RFI, RFQ or Auctions in the iSupplier Portal.

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#### 1.4.3 WHO SHOULD I CONTACT IF I RECEIVE ERRORS WHEN I LOGIN OR PERFORM ACTIONS IN THE ISUPPLIER PORTAL?

First try cleaning the cache in your computer; the instructions can be found in section [7.1.1 How Often should I clean my Cache on my Browser?](#) Contact the Supplier Help Desk by submitting the online inquiry form or by calling according to the instructions available on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>

#### 1.4.4 IS TRAINING AVAILABLE FOR USING THE ISUPPLIER PORTAL?

Yes, you can review the training materials available on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>


#### 1.4.5 WHEN SHOULD I CONTACT THE CRC SUPPLIER HELP DESK AND WHAT INFORMATION SHOULD I PROVIDE TO FACILITATE THE PROCESS?

The Supplier should contact the CRC Supplier Help Desk if they receive a system error message in the iSupplier Portal and it is not possible to continue a process. CRC recommends that Suppliers only contact the CRC Supplier Help Desk for help performing actions, understanding data or processes available in the iSupplier Portal only after unsuccessfully consulting the instructions provided in the iSupplier Portal User Guides, and the Frequently Asked Questions.

Contact the Supplier Help Desk by submitting the online inquiry form or by calling according to the instructions available on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>.

Prior to contacting the CRC Supplier Help Desk, we appreciate is you could collect and have ready as much of the following information as possible in order to speed up the resolution process:

- General Information:
  - Full name
  - Company Name (legal entity name, if possible)
  - CRC's Supplier number (optional)
  - Email address
  - Phone number
- If applicable, the iSupplier Portal users must provide:
  - User name
    - Access level used (e.g. Supplier User – Full View Only, etc.)
- Errors in the iSupplier Portal (in addition to the general information):
  - Error message
  - User name
  - Access level used
  - Steps executed
  - If possible, save screenshots. The images may be requested by CRC's iSupplier Portal technical support staff.

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

#### 1.4.6 WHAT ARE THE CRC SUPPLIER HELP DESK PHONE NUMBERS?

The CRC Supplier Help Desk phone numbers can be found in the Supplier Webpage <http://isuppliersupport.CRC.com>

### 1.5 SECURITY AND ISUPPLIER PORTAL SUPPLIER SECURITY ADMINISTRATION

#### 1.5.1 HOW IS THE ISUPPLIER PORTAL SECURITY CONFIGURED?

- Suppliers only access their own information.
- Only key CRC personnel can access your information.
- The Supplier assigns a Security Administrator.
- CRC grants access to the Security Administrator.
- The Security Administrator manages users within their company. User access and information must be up-to-date.

For more information review the video presentation on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>

#### 1.5.2 CAN MY COMPANY ACCESS OTHER SUPPLIER'S INFORMATION?


No, each Supplier can only access its own information.

#### 1.5.3 WHAT TYPES OF ACCESS ARE AVAILABLE? AND HOW CAN I GET THEM?

Each responsibility has a specific purpose in order to perform certain tasks in iSupplier Portal. A list of responsibilities and their function can be found on the [User Guide – "Overview to Access, Passwords, Navigation and Notifications"](#) on the CRC Supplier Webpage

Your company's Security Administrator can grant you access to the applicable responsibilities.



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#### 1.5.4 WHO IS THE ISUPPLIER PORTAL SUPPLIER SECURITY ADMINISTRATOR IN MY COMPANY?

To identify your iSupplier Portal Supplier Security Administrator:

- Contact your Sales Department.
- Contact the CRC Buyer who administrates the relationship with your company.
- Contact the CRC Supplier Help Desk as indicated on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>

#### 1.5.5 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, CRC suggests that each company assign a Sales Manager, Business Developer, Owner, etc., for managing the relationship with CRC as the iSupplier Portal Supplier Security Administrator.

#### 1.5.6 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 CRC.

**IMPORTANT:** In all cases, one of the Supplier Security Administrators must be the person responsible for the CRC Account.

#### 1.5.7 WHAT ARE THE ISUPPLIER PORTAL SUPPLIER SECURITY ADMINISTRATOR’S ADMINISTRATION RESPONSIBILITIES?

The iSupplier Portal Supplier Security Administrator will:

- Administer and keep current the user access and responsibilities according to their role in the relationship with CRC.
- Be the point of contact with CRC for the iSupplier Portal Administration and Troubleshooting.
- Immediately inactivate users no longer directly involved in the relationship with CRC.

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- Help Supplier employees understand what responsibility should be granted based on their relationship with CRC and their position within the Supplier organization.
- Immediately communicate modifications to the Supplier’s registration information by completing the Supplier Registration Information Modification Form <http://www.crc.com/our-business/oil-and-gas/vision-and-values-4>.

Modification can include changes to:

- iSupplier Portal Supplier Security Administrator assignments.
- Company structure, addresses, banking details, etc.

#### 1.5.8 IS THERE SUPPORT AVAILABLE FOR THE ISUPPLIER PORTAL SUPPLIER SECURITY ADMINISTRATOR?

For information on how to administrate your company’s users, go to the [User Guide – “iSupplier Users Administration”](#) on the CRC Supplier Webpage.

For information on how to use the iSupplier Portal, go to the CRC Supplier Webpage <http://isuppliersupport.CRC.com> to access the following:

- iSupplier Portal general information – Web page section that summarizes the iSupplier Portal features.
- iSupplier Portal video Presentation – PowerPoint presentation that summarizes key features.
- iSupplier Portal User Guides - Documents explaining key iSupplier functionality through screenshots and step-by-step instructions.

**IMPORTANT:** These materials are periodically updated. Check the Supplier Webpage <http://isuppliersupport.CRC.com> for the latest document versions.


#### 1.5.9 HOW CAN WE CHANGE OUR CURRENT ISUPPLIER PORTAL SUPPLIER SECURITY ADMINISTRATOR?

Current Supplier Security Administrators can grant this responsibility to other users. Refer to the [User Guide – Administrate Users – Security Administrator](#) found in the Training Material section available on the CRC Supplier Webpage.

If there are no Supplier Security Administrators in your company (Resignation, etc.), immediately communicate any information changes using the Supplier Registration Information Modification Form available in the iSupplier Portal on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>

#### 1.5.10 MY COMPANY HAS MULTIPLE RELATED COMPANIES DOING BUSINESS WITH CRC AS SEPARATE REGISTERED SUPPLIERS. CAN I OBTAIN A SINGLE ACCESS POINT TO ALL THESE COMPANIES?

Yes, one Parent company can access multiple related Affiliates in the iSupplier Portal if it is configured in the application by CRC. This configuration is limited to only the companies that are already registered and doing

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business with CRC. This process is not used to add new Suppliers. Any new Supplier can be invited to register upon interest from CRC. However, it must comply with CRC’s Registration and Pre-Qualification process.

The Parent Company access allows Parent Company iSupplier Portal Users to access, view and execute all Affiliates’ transactions (PO, Receipts, Returns, Invoices and Payments) and iSupplier Portal user setups and information. However, Affiliates Requests’ for Information/Quotes or Registration information is NOT accessible from the Parent Company.

If your Company is interested in this functionality, please submit your request for evaluation to the Supplier Help Desk on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>

## 1.6 ACCESS AND PASSWORD

### 1.6.1 I DON’T HAVE ACCESS TO THE ISUPPLIER PORTAL. HOW CAN I OBTAIN ACCESS TO THE ISUPPLIER PORTAL?

**IMPORTANT:** Only registered Suppliers selected by CRC will have access to the iSupplier Portal.

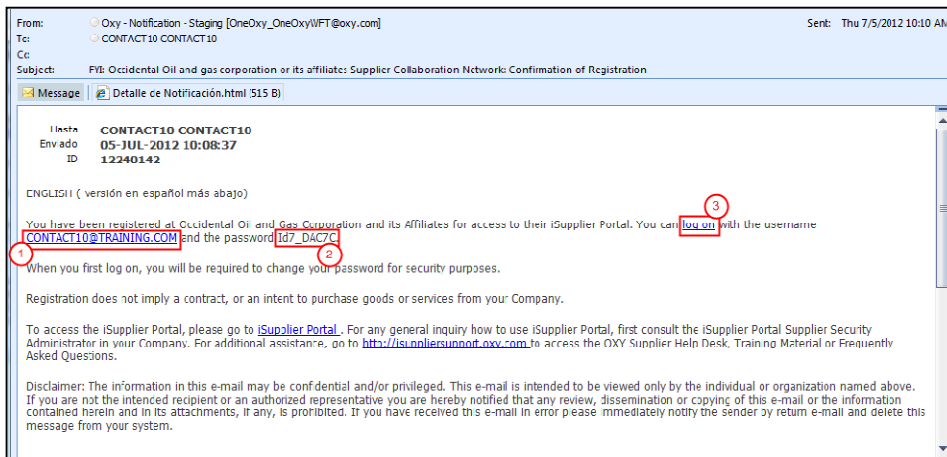
Prospective Suppliers seeking to do businesses with CRC can visit the Prospective Supplier Registration Section available on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>

Registered Suppliers currently doing business with CRC can:

- 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.
- If your company has access, request a username and password from your iSupplier Portal Supplier Security Administrator.
- Otherwise, contact the CRC Supply Chain Representative (Buyer) to request access.

### 1.6.2 WHO WILL NOTIFY ME WHEN MY ACCOUNT ACCESS IS CREATED IN THE ISUPPLIER PORTAL?

When a user is registered, an automatic email is sent to the user as shown below. The user can be registered by CRC or the Supplier Security Administrator.



This email notification provides:

- (1) Username
- (2) Temporary password.

**IMPORTANT:** For first time login, enter the provided temporary password accounting for case sensitivity, special characters, numbers, etc. *TIP: Directly copy and paste the password to avoid any typing errors.*

- (3) iSupplier Portal access hyperlink

Login to the iSupplier Portal within 14 days after you receive 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's Security Administrator or use the "Login Assistance" hyperlink available in the [iSupplier Portal login](#) webpage to reset the password.


**IMPORTANT:** The notification will be sent from "CRC-Notification" please make sure you make this a valid sender to avoid the emails going to your spam file.

### 1.6.3 WHAT IS MY USERNAME?

An email notification confirming registration will be sent with your username and temporary password.

- If you were registered by CRC, 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.

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#### 1.6.4 WHAT ARE THE 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 also be changed by the user by accessing the Preferences link on the iSupplier Portal homepage.

User accounts related to Suppliers without recent business activity with CRC will be inactivated.

**IMPORTANT:**

- User accounts are automatically inactivated if the Supplier has not had any active business relationship after a certain period of time.
- User accounts without activity in the last 12 months will be inactivated if they do not login within 60 days after receiving the inactivation notification.

#### 1.6.5 HOW CAN I OBTAIN MY USERNAME OR PASSWORD IF I FORGET THEM?

Refer to the [User Guide – “Overview to Access, passwords, Navigation and Notifications”](#) available in the Training Material section on the CRC Supplier Webpage.

#### 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. Please save your work in the portal periodically to avoid losing data or draft transactions.


#### 1.6.7 HOW OFTEN SHOULD I LOG INTO THE ISUPPLIER PORTAL?

Every user must login at least one time a year. Otherwise, the user might be inactivated.

CRC will send you an automatic email notification from the iSupplier Portal when an action is required or there is information for your review. The notifications just summarize information. Always login into the iSupplier Portal to view all the related information and take the applicable action. In addition, it is recommended that you periodically access the iSupplier Portal to monitor your company related transactions (e.g. invoices, payments, RFI, RFQ, etc.).

**IMPORTANT:**

- User accounts are automatically inactivated if the Supplier has not had any active business relationship after a certain period of time.
- User accounts without activity in the last 12 months will be inactivated if they do not login within 60 days after receiving the inactivation notification.

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## 1.7 CONTACT DATA AND LANGUAGE PREFERENCES

### 1.7.1 CAN I CONFIGURE THE ISUPPLIER PORTAL ACCORDING TO MY LANGUAGE PREFERENCES?

Yes, refer to [the User Guide – “Overview to Access, Password, Navigation and Notifications”](#) found in the Training Material section available on the CRC Supplier Webpage.

## 1.8 NOTIFICATIONS

### 1.8.1 I AM NOT RECEIVING EMAIL NOTIFICATIONS FROM THE ISUPPLIER PORTAL.

The iSupplier Portal will only send email notifications to the email addresses registered on the portal of the Supplier for users involved in the specific event (e.g. Purchase Order, Negotiations, etc.). If your email address is a company or personal account that was not used for registration or you are not involved in the event, you will not receive any email notifications.

Confirm that you should have received a notification with the specific CRC Representative related to the transactions. If you confirm that you should have received a specific email notification, check your email application spam folder to make sure the notifications did not end up in your spam folder. The notifications will be sent from "CRC-Notification". Make "CRC-Notification" a valid sender in your email application.

Otherwise, contact Supplier Help Desk <http://www.crc.com/our-business/oil-and-gas/vision-and-values-4>

### 1.8.2 I AM RECEIVING EMAIL NOTIFICATIONS THAT I SHOULDN'T RECEIVE FROM THE ISUPPLIER PORTAL.


Contact the CRC Person listed in the notification or the Buyer who administrates the relationship with your company to clarify the situation.

Transfer or re-assign the notifications as needed as explained in section [1.8.5 Can I re-assign a notification to someone else?](#)

If you do not want to receive email notifications but you want to keep the access to the iSupplier Portal, it is possible to turn the email notification off from the User Preferences Menu >Notification Section>Email Style dropdown>Do not send me mail.

**IMPORTANT:** This option disables all the notifications. Therefore, you will not be alerted regarding any event. This could negatively impact your company's response time to CRC's requests or communications.

Also, refer to [the User Guide – “Overview to Access, Passwords, Navigation and Notifications”](#) available in the Training Material section on the CRC Supplier Webpage.

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### 1.8.3 HOW CAN I VIEW MY NOTIFICATIONS? WHAT IF I DELETED THE EMAIL NOTIFICATION?

Notifications are always available to view within the iSupplier Portal Notification related sections. These notifications are a copy of the email notifications sent to the user's email account. Even if you delete the email notification in your email application, a copy of that notification will always be available within the iSupplier Portal.

To view the notifications within the iSupplier Portal, login to the iSupplier Portal. On the Oracle Application Home Page there is a work list section where the list of pending notifications can be found. Alternatively, in the iSupplier Portal Home tab under the "Notifications" section, you will find the list of your pending notifications.

Additional information is available in the iSupplier Portal [User Guide – "Overview to Access, Passwords, Navigation and Notifications"](#) found in the Training Material section available on the CRC Supplier Webpage.

### 1.8.4 WHAT SHOULD I DO WITH THE NOTIFICATIONS WHEN I AM ON VACATION? CAN I SHARE/TRANSFER MY NOTIFICATIONS TO SOMEONE ELSE?

Notifications access, reassignment and transfer can be only executed among iSupplier Portal users within your company. For information on how to establish the vacation rules, transfers, etc., refer to the [User Guide – "Overview to Access, Passwords, Navigation and Notifications"](#) found in the Training Material section available on the CRC Supplier Webpage.

### 1.8.5 CAN I RE-ASSIGN A NOTIFICATION TO SOMEONE ELSE?

A user can specify which users can view and act upon his/her notifications within the Supplier's organization. For more information [User Guide – "Overview to Access, Passwords, Navigation and Notifications"](#) found in the Training Material section available on the CRC Supplier Webpage.


## 2. MODIFICATION OF SUPPLIER INFORMATION

### 2.1 MODIFICATION OF SUPPLIER INFORMATION

#### 2.1.1 HOW DO I UPDATE OUR COMPANY DATA?

CRC 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 the CRC Supplier Webpage <http://isuppliersupport.CRC.com>

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

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### 2.1.2 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 or contact the CRC Supply Chain Representative (Buyer) if applicable.

Refer to the [User Guide – “Overview to Access, Passwords, Navigation and Notifications”](#) available in the Training Material section on the CRC Supplier Webpage.

## 3. SOURCING EVENTS

### 3.1 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 the CRC Supplier Webpage <http://isuppliersupport.CRC.com>. Suppliers will be asked to identify materials or services their company can provide. If there is interest from CRC, you will receive an automatic email notification that your company has been registered and given access to the iSupplier Portal to provide additional information.

Registered Suppliers - have provided sufficient information on materials or services their company can provide that is kept in our database. This information might allow the Supplier to be considered for sourcing events associated with those materials or services. If there is interest from CRC, your company will be contacted.

#### 3.1.2 CAN MY COMPANY ACCESS CRC’S CURRENT ACTIVE BIDDING PROCESSES AND PARTICIPATE IF INTERESTED?

No. Only a Registered Supplier who is invited to a negotiation will be able to access and participate in that specific process through the portal.


## 4. PURCHASING DOCUMENTS (PURCHASE ORDERS, CONTRACTS, AGREEMENTS, ETC.)

### 4.1 PURCHASING DOCUMENTS (PURCHASE ORDERS, CONTRACTS, AGREEMENTS, ETC.)

#### 4.1.1 DO I NEED A PURCHASING DOCUMENT TO SUBMIT MY INVOICE?

Purchasing Documents should be issued for buying materials and services. When you receive a request to provide services and/or materials from CRC personnel, please be sure that a valid Purchasing Document (e.g. Purchase Order, Contract, Service Order, etc.) is in place and the Purchasing Document number is given to you. Confirm the



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Purchasing Document Number and the Billing information before finalizing the delivery of the services and/or materials. The only exceptions are non-contract, occasional, emergency purchase transactions.

#### 4.1.2 HOW DO I RECEIVE, ACKNOWLEDGE, AND ACCEPT A PURCHASING DOCUMENT?

If acknowledgement and acceptance are required, consult the iSupplier Portal [User Guide - View and/or Accept Purchasing Documents](#) for information on how to proceed.

- 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.

Alternatively, an CRC 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 CRC, as indicated. You can also view this Purchasing Document in the iSupplier Portal. Refer to the iSupplier Portal [User Guide - View and/or Accept Purchasing Documents](#) available on the CRC Supplier Webpage.

#### 4.1.3 WHAT ARE THE DIFFERENT PURCHASING DOCUMENT TYPES? HOW DO I SEE MY PURCHASING DOCUMENT STATUS? WHAT DOES EACH STATUS MEAN?

Refer to the [User Guide - View and/or Accept Purchasing Documents](#) available on the CRC Supplier Webpage.

#### 4.1.4 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.).


#### 4.1.5 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:

- The email notification to the email address associated with an iSupplier Portal user account from CRC - Notification related to the specific event.
- The notification available on the iSupplier Portal.
- The electronic document available on the iSupplier Portal.
- The hard copy document.

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

#### 4.1.6 WHO SHOULD I CONTACT IF THE PURCHASING DOCUMENTS DO NOT MATCH THE INVOICE?

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All the adjustments and freight charges should be routed through the CRC Buyer identified on the specific Purchase Order in question.

## 5. INVOICES AND PAYMENTS

### 5.1 INVOICES

#### 5.1.1 WHAT INFORMATION DO I NEED TO PROVIDE ALONG WITH MY INVOICE?

Whether via mail, electronically, “ADP<sup>®</sup>” or the “iSupplier Portal” or other agreed method, Contractor’s invoices shall reference the applicable Purchasing Document and shall include the following information:

- Contractor Data
  - Contractor’s name
  - Contractor’s address including Email
  - Invoice number and date
  - “Remit to” address (bank details)
  - Payment terms with discounts clearly stated as applicable, as per the Commercial Terms
  - Phone Number
  - Company Data

The following MUST always be included in each invoice and should be provided by the requisitioner:


- Appropriate Company / Affiliate name
- Requisitioner’s name and email address
- Location /Department
- Plant / Lease / Facility / Well name / Well Number (if applicable)
- Purchasing Document Number
- Additional Information

If provided and/or required by the Company, the following information should also be included:

- Project Number
- Work Order or Job number (when applicable)
- Maximo
- WSM
- Expense Element Number
- Task Number

Contractor shall indicate separately on each invoice, charges for (a) labor, (b) materials, (c) freight, and (d) any sales and/or use taxes due.

All invoices must include sufficient detail (dates, hours, rates, material charges) and supporting documents, e.g., third party tickets. Invoices submitted for services charged on an hourly basis will be supported by documents that have been signed as approved by appropriate CRC personnel showing description, date and location of services performed and the names of employees and the hours they each worked.

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Any invoice which includes charges to the Contractor from third parties (e.g., prepaid freight charges, or charges from Sub-Suppliers or Subcontractors, etc.) authorized in this Agreement, to be passed through to CRC, MUST be supported by copies of the third-party billings to Contractor.

Invoices that do not conform to the requirements herein may be returned to Contractor unprocessed.

#### 5.1.2 HOW CAN I SEE MY INVOICE STATUS? WHAT DOES EACH STATUS MEAN?

Refer to the [User Guide - View Invoices & Payments](#) found on the CRC Supplier Webpage.

#### 5.1.3 CAN I CREATE AND SUBMIT ELECTRONIC INVOICES IN THE ISUPPLIER PORTAL?

Only if CRC has identified your Company as eligible for this functionality, your company will be contacted and specific access will be provided.

#### 5.1.4 CURRENTLY I AM SUBMITTING PAPER INVOICES. WHAT SHOULD MY COMPANY DO TO SUBMIT ELECTRONIC INVOICES? COULD MY COMPANY SIMULTANEOUSLY SUBMIT PAPER AND ELECTRONIC INVOICES?

Once your company has access to the iSupplier Portal, communicate your intention to submit electronic invoices to the CRC Help Desk. Only if CRC has identified your Company as eligible for this functionality, your company will be contacted and specific access will be provided. CRC provides access to this functionality on a case-by-case basis.

Once your company is set to submit electronic invoices, this will be the only acceptable invoicing method. Paper and electronic invoicing methods are exclusive. Only one method can be used to invoice CRC.

### 5.2 PAYMENTS


#### 5.2.1 HOW AND WHEN DO I RECEIVE 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 CRC, whichever is later. CRC'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 the CRC Supplier Webpage <http://isuppliersupport.CRC.com>.

#### 5.2.2 HOW CAN I VIEW MY PAYMENT STATUS?

Refer to the [User Guide - View Invoices & Payments](#) on the CRC Supplier Webpage.

#### 5.2.3 WHAT SHOULD I DO IF A PAYMENT IS OVERDUE?


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To avoid payment delays, make sure you have the correct “Bill To” address listed on the iSupplier Portal for the specific Purchasing Document. Also, refer to the guidelines [5.1.3 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 Supplier Portal, contact the CRC Supplier Help Desk <http://www.crc.com/our-business/oil-and-gas/vision-and-values-4>

#### 5.2.4 WHO CAN HELP ME WITH INVOICE PAYMENTS, FIELD APPROVAL ISSUES, REMITTANCE ADVICE NOTIFICATIONS OR VISUALIZATION IN THE ISUPPLIER PORTAL?

Contact the Supplier Help Desk by submitting the inquiry form or by phone according to the instructions available on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>.

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## 6. ISNETWORLD® – (ONLY APPLICABLE TO THE UNITED STATES)

### 6.1 ISNETWORLD® – (ONLY APPLICABLE TO THE UNITED STATES)

#### 6.1.1 WHAT IS ISNETWORLD®?

CRC is pleased to announce that we established a business relationship with ISNetwork® [www.isnetwork.com](http://www.isnetwork.com). Effective June 1, 2009, ISNetwork® began to serve as CRC's primary contractor information management system.

#### 6.1.2 SHOULD MY COMPANY SUBMIT DATA TO ISNETWORLD®?

Contractors and their subcontractors that contract for services to be performed on-site (field work) that are ordinary and routine for CRC operations will be required to insure their indemnity obligations and provide proof of insurance. ISNetwork® will be coordinating the Service Insurance Certificates for CRC and the Contractors will be requested to become a subscriber to ISNetwork®. As required by a specific Business Unit, your company's subscription must be in place and all required data must be posted in ISNetwork® in order to complete the Supplier Registration and Qualification Process. This may also be required to be considered by specific Business Units during the Contractor services selection process.


#### 6.1.3 WHAT ARE ISNETWORLD®'S FEES?

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

#### 6.1.4 WHAT DATA MUST MY COMPANY SUBMIT TO ISNETWORLD®?

Your company's ISNetwork® subscription will provide CRC access to the following information:

- Company Profile – Populate your company's dashboard in ISNetwork® to include company contact information, office locations, work types performed, geography served, etc. This will provide CRC and other ISNetwork® clients with your company's current contact information.
- HES Questionnaire Management – ISNetwork® contains the Management System Questionnaire (MSQ) which will be utilized to gather your company's HES data. The MSQ will replace all previous CRC questionnaires sent to your company.
- Document Submittal – CRC will use ISNetwork® to track and verify your company's insurance certificates (required in the agreements signed with CRC), OSHA logs and Experience Modification Rate (EMR) letters. During your company's subscription set up, ISNetwork® will explain how to submit these documents within your company's subscription and make them available online to CRC.
- Review and Verification (RAVS) – ISNetwork® RAVS will review your company's written health and safety program for conformance with regulatory and CRC standards. Your company will be required to submit to ISNetwork® RAVS copies of your company's written health and safety program. Detailed instructions will

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be communicated during your company’s subscription set up. ISNetwork® RAVS will also verify your company’s OSHA and EMR statistics.

#### 6.1.5 HOW CAN MY COMPANY BECOME A SUBSCRIBER OF ISNETWORK®?

Your company’s cooperation and participation in bringing this cost effective technology solution to our business relationship is appreciated. For further details about ISNetwork®, please contact the ISNetwork® Customer Service Team at (214) 303-4900 or (800) 976-1303 or visit their website at [www.isnetwork.com](http://www.isnetwork.com).

### 7. TROUBLE SHOOTING

#### 7.1 ERRORS

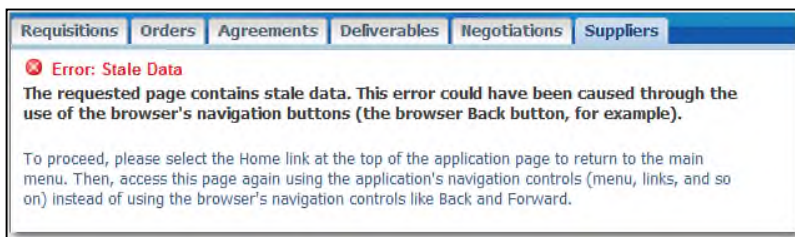
##### 7.1.1 ERROR MESSAGE - “CONTACT SYSTEM ADMINISTRATOR”

As first approach, clean your Internet Browser cache and try to execute the action or access the screen from the beginning again. If the error is still showing, contact the Supplier Help Desk by submitting the inquiry form or by phone according to the instructions available on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>.

##### 7.1.2 ERROR MESSAGE - “INTERNET EXPLORER CANNOT DISPLAY THE WEBPAGE”

Verify that your internet connection is working. Then, clean your Internet Browser cache and try to execute the action or access the screen from the beginning again. If the error is still showing, contact the Supplier Help Desk by submitting the inquiry form or by phone according to the instructions available on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>.

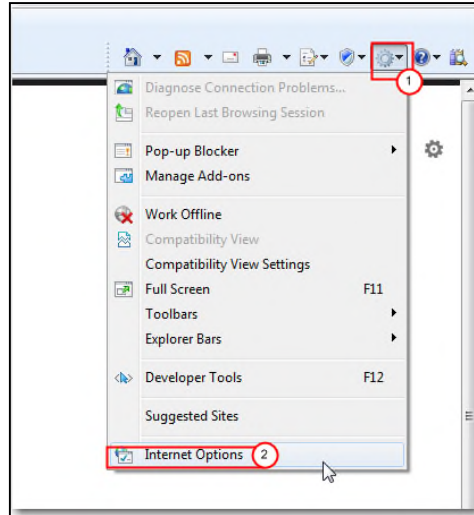
##### 7.1.3 ERROR MESSAGE - “STALE DATA”



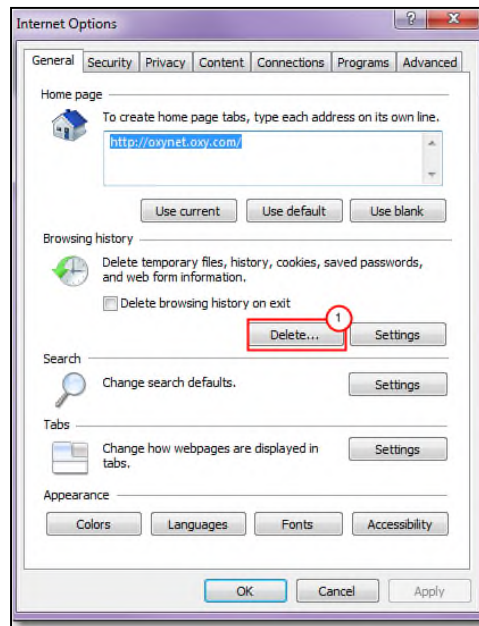
As first approach, clean your Internet Browser cache and try to execute the action or access the screen from the beginning again. If the error is still showing, contact the Supplier Help Desk by submitting the inquiry form or by phone according to the instructions available on the CRC Supplier Webpage <http://isuppliersupport.CRC.com>.

##### 7.1.4 HOW TO CLEAN MY CACHE?

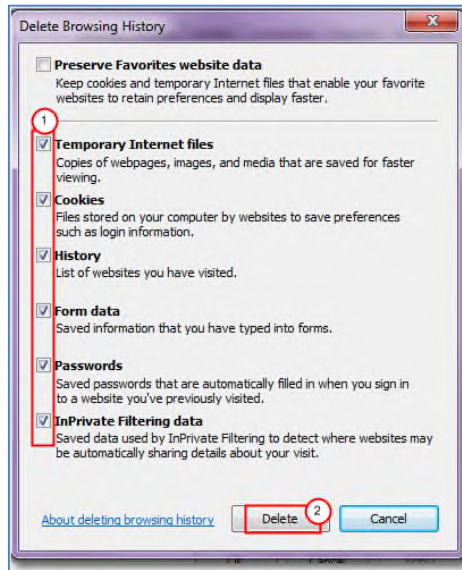
###### 7.1.4.1 MICROSOFT INTERNET EXPLORER®



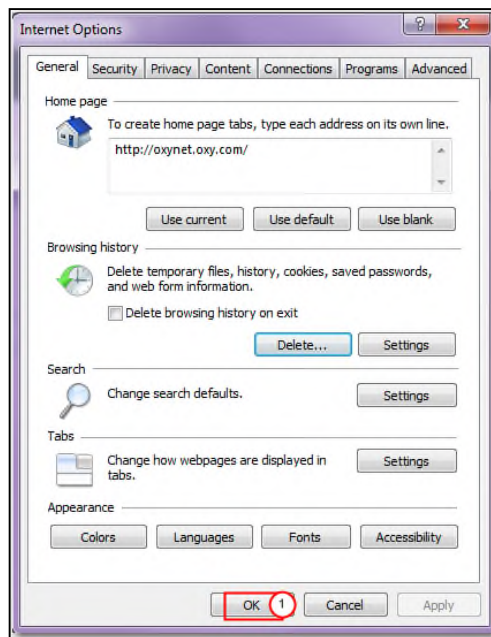
- 1) Click on the **Tools** icon
- 2) Click on **Internet Options**



- 1) Click the **Delete** button.




- 1) Make sure these **Check Boxes** are selected.
- 2) Click the **Delete** button.



- 1) Click the **OK** button.



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#### 7.1.4.2 GOOGLE CHROME®

Click on the link for instructions on how to clean the Cache for this browser:

<https://support.google.com/chrome/answer/95582?hl=en>

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#### 7.1.4.3 FIREFOX®

Click on the link for instructions on how to clean the Cache for this browser: <http://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

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#### 7.1.4.4 SAFARI (APPLE)®

Click on the link for instructions on how to clean the Cache for this browser: <http://support.apple.com/kb/ph5041>

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### 7.1.5 HOW OFTEN SHOULD I CLEAN MY CACHE ON MY INTERNET BROWSER?

The browser should be cleaned if errors occur when trying to access the iSupplier Portal, when logging back in to iSupplier or after a password has been reset.

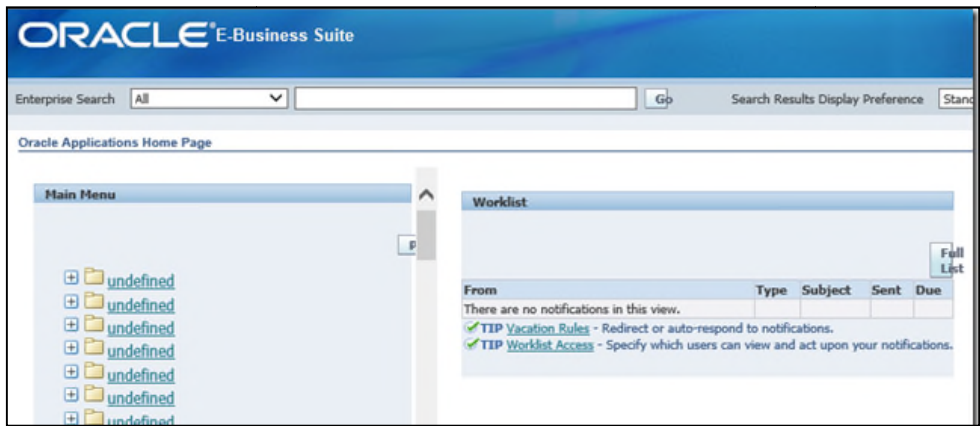
Examples of Error Messages:

- "Contact System Administrator"
- "Internet Explorer cannot display the webpage"
- "Stale Data"

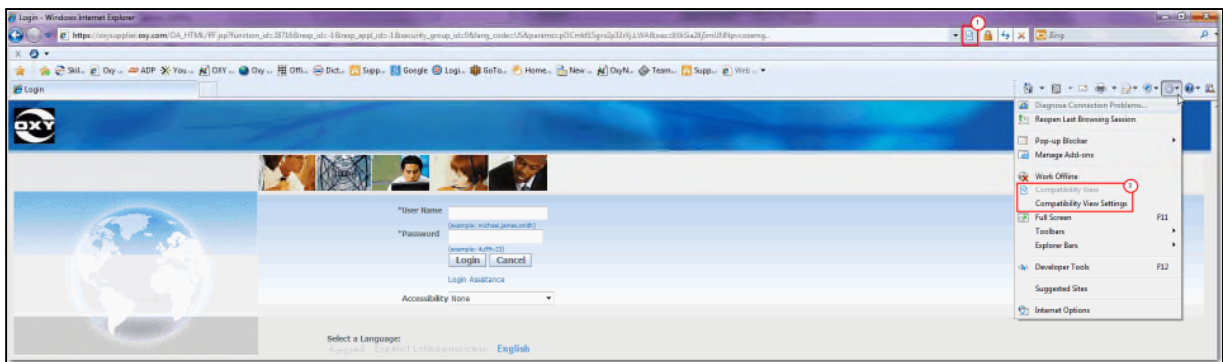
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### 7.1.6 ERROR – "UNDEFINED" RESPONSIBILITIES/ SCRAMBLED SCREENS - INCOMPATIBILITY WITH MICROSOFT INTERNET EXPLORER 10® – EXAMPLES AND SOLUTION

Once you access the iSupplier Portal login page from the Microsoft Internet Explorer 10®, the page will appear scrambled; or after login in the iSupplier Portal, the Oracle Application Home Page displays all user responsibilities as "Undefined". Examples are below.



To resolve this issue, you need to change the Compatibility settings.

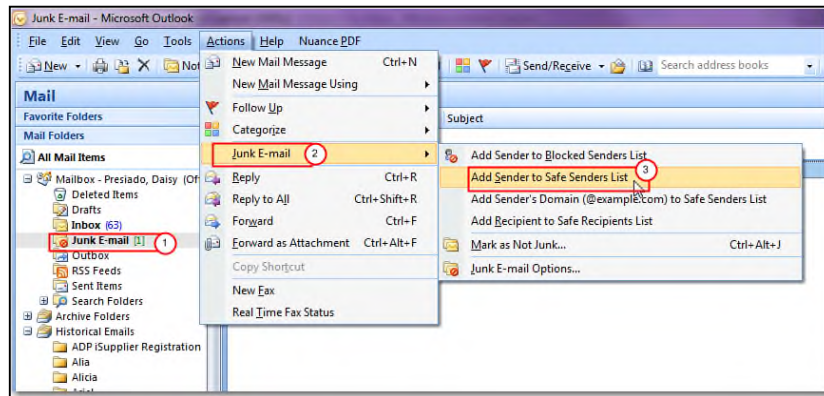


- 1) In the Microsoft Internet Explorer 10 ® URL address Bar, click the **“Compatibility View”** button . Automatically, the browser will make the iSupplier Portal compatible and you will be able to view the screens and user responsibilities correctly.
- 2) Alternatively, click on the Setting dropdown menu. Then, click on the **“Compatibility View”** option.



### 7.1.7 HOW DO I MAKE A SENDER VALID IN MY EMAIL INBOX?

#### 7.1.7.1 MS OUTLOOK®



- 1) Click on the **Junk E-mail** folder and select the email that is from a valid email address.
- 2) From the **Actions** dropdown menu, click on **Junk E-mail** option.
- 3) Click on **Add Sender to Safe Senders List** option.

#### 7.1.7.2 YAHOO MAIL®

Click on the link for instructions on how to set CRC-Notification as a valid sender for this email service/application:  
[http://help.yahoo.com/kb/index?page=content&y=PROD\\_MAIL\\_CLASSIC&locale=en\\_US&id=SLN3404](http://help.yahoo.com/kb/index?page=content&y=PROD_MAIL_CLASSIC&locale=en_US&id=SLN3404)

#### 7.1.7.3 GMAIL®

Click on the link for instructions on how to set CRC-Notification as a valid sender for this email service/application:  
<https://support.google.com/mail/answer/9008?hl=en>

#### 7.1.7.4 SUPPLIER EMAIL SERVER SECURITY SERVICES

If the your Company has an email server security service/application administrated by its own IT Department in addition to your email account where emails are filtered before reaching your email account inbox, spam or junk folders, set “CRC-Notification” as a valid sender in that email server security service/application. Contact your Company’s IT department as needed.