Material Supplier Guide

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About

This guide is for material suppliers (vendors and manufacturers). The terms and conditions of any purchase orders or procurement agreements between Saudi Aramco and suppliers shall supersede any understanding, implied or given here. This guide is provided to help suppliers to:

> Register and manage their online relationship with Saudi Aramco
> Obtain access to Saudi Aramco's supplier systems
> Use Saudi Aramco's systems to conduct supply chain transactions
> Understand supplier performance measures and outcomes

Services providers (contractors) can learn more about contracting services with Saudi Aramco by visiting Saudi Aramco's page **Contacting Services**.

Relationships

Supplier Relationship Management

The Supplier Relationship Management Division (SRMD) is the organization within Saudi Aramco responsible for establishing and managing relationships with suppliers. It is our aim to nurture these relationships to be mutually beneficial, pursuing the highest level of ethics in business and excellence in the supply chain. Understanding the significance of relationships with our suppliers, we work locally and internationally to ensure the needs of Saudi Aramco's operations and projects are met.

Becoming a Saudi Aramco Supplier

Suppliers with high quality standards, innovative products and services, competitive prices, and on-time delivery are particularly sought. Adding value to the supply chain in this way, and having the ability to scale up to meet growth challenges within the business, is favorably recognized.

There are different registration procedures depending upon your company's geographic location and the nature of your business. Vendors (those who supply but do not manufacture) do not undergo the inspection process required for most manufacturers.

Registration as a supplier with Saudi Aramco does not guarantee any business with the company.

To bid to be a supplier of goods to Saudi Aramco, suppliers must first be registered in Saudi Aramco's systems and suppliers' users must have individual usernames and passwords.

Supplier Information Update

Suppliers Commodity (MSGs) Update

It is important that Saudi Aramco understands the exact types of commodities that you are able to supply. This information is entered initially at the time of registration and should be updated in case of changes. Supplier Commercial Registration document must match the commodities being recorded in Saudi Aramco registration system. Saudi Aramco groups the commodities into Material Service Groups (MSGs) for use in our procurement systems. It is just as important to remove MSGs that you cannot supply as to add new ones that you can supply, as an inability to bid, or to win bids, is reflected in performance measures. Suppliers may send an email to the Supplier Help Desk (SupplierHelpDesk@aramco.com) to request a list of the commodities/MSGs allocated to them.

To update MSGs, suppliers should provide the following:

For Vendors/Manufacturers Commodity Update (DELETE):

- A company/establishment letterhead authenticated by the Chamber of Commerce that includes the supplier ID number and the MSGs numbers that require deletion.

For Vendors Commodity Update (ADD)

- Vendor Registration Form (Saudi Aramco 8579)

For Manufacturers Commodity Update (ADD)

- Local Manufacturer Registration Form (Saudi Aramco 9675)
- Out of Kingdom Manufacturer Registration Form (Saudi Aramco 9676)

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- Saudi Aramco's Suppliers Code of Conduct (Arabic)
- Saudi Aramco's Suppliers Code of Conduct (English)

The required forms, along with listed required documents in the registration forms, should be submitted via express mail services to the Supplier Relations & Qualification Unit (see Contacts Section).

Note: For manufacturer's additional material registration, the required documents should be submitted in four USBs and four hard copies.

Supplier Record Update

To update a supplier's record, the supplier should provide the following:

For a Supplier Ownership Update

- Company/establishment letterhead authenticated by Chamber of Commerce that includes the supplier ID number and the new owner's name along with the Government ID numbers
- Up-to-date Article of Association (for companies only)
- Copy of owners' Government IDs

For a Supplier Government Certificates Update

- A copy of valid Commercial Registration Certificate
- A copy of valid General Organization for Social Insurance Certificate (GOSI)
- A copy of valid Industrial License (for manufacturers only)
- A copy of valid SAGIA License (for investors only)

For a Supplier Contact Information Update

- Company/establishment letterhead authenticated by the Chamber of Commerce that includes the supplier ID number and the updated contact information
- A copy of valid Commercial Registration Certificate
- A copy of valid General Organization for Social Insurance Certificate (GOSI)

Requests for updates must be sent by email to the Supplier Help Desk (SupplierHelpDesk@aramco.com)

Multiple Warehouse Registration

When a supplier has more than one warehouse, associated with a single vendor ID, from which Saudi Aramco third-party logistics (3PL) might be required to make collections, it is necessary for the supplier to register each of the warehouse addresses. These addresses will then be presented for selection when the ASN is being prepared.

To register additional/multiple warehouses, suppliers are required to send the following by email to the Supplier Help Desk (SupplierHelpDesk@aramco.com):

- Supplier Warehouse Application Form
- Company/establishment letterhead authenticated by the Chamber of Commerce that includes the supplier ID number and the Warehouse Registration request
- A valid Municipal License for the supplier's warehouse
- A valid Civil Defense License for the supplier's warehouse
- A sketch showing the location of the supplier's warehouse
- Name of the warehouse used to identify it in the ASN
- Address of the warehouse

Failing to register your warehouses means you will be unable to request goods collection from your alternative warehouse address(es).

Supplier Agency Linkage

To link an approved local supplier to approved sources for products they represent either as sole agent or authorized agent, the supplier is requested to send the following by email to the Supplier Help Desk (SupplierHelpDesk@aramco.com):

> Company/establishment letterhead authenticated by Chamber of Commerce that includes the supplier ID number and the Saudi Aramco approved source vendor ID number

> A valid copy of the Commercial Agency Registration Certificate (CAR) issued by the Ministry of Commerce and Industry along with a notarized letter from the source(s)

Supplier Performance

Supplier performance is measured by set of key performance indicators (KPIs) that reflect actual supplier performance across different aspects of doing business with Saudi Aramco.

Suppliers may access and monitor their performance through the Supplier Portal – click on this link to view/download a quick reference about how to access and understand the Supplier Performance Profile. If needed to review any performance related issues, the supplier may contact: Supplier-Performance@aramco.com. Suppliers whose performance consistently does not meet with requirements will be invited to attend review meetings, and their future business opportunities may diminish if improvement is not demonstrated. The range of KPIs measured is as follows:

Category	Sub Category (KPI)	Weight
Delivery	**On-Time Delivery:** Percentage of PO line items that have been delivered on-time; that is delivered on the contractual delivery date, so called Statistical Delivery Date (SDD).	**60%**
	Average Overdue: Percentage of the total of PO line items that have not been delivered yet and passed the promised delivery date on a weekly basis divided by number of business weeks.	**20%**
Competency	**Bidding Participation:** Percentage of supplier quoted line items with respect to all requests for quotation (RFQ) line items that have been sent to the supplier.	**10%**
Quality	**Claims:** Number of claims against the supplier due to deviation in quantity or quality specification as indicated in the purchase order or agreement.	**10%**

Access to Saudi Aramco Facilities

Temporary Access

Suppliers may need to have access to Saudi Aramco's premises. Temporary access can be issued for valid reasons such as:

> Attending a business meeting

Suppliers should coordinate with concerned party within Saudi Aramco to facilitate the issuance of the temporary access.

> ## Delivering bid

Suppliers may obtain a temporary access to deliver a procurement sealed bid by sending an email to the Supplier Help Desk. (SupplierHelpDesk@aramco.com).

> ## Delivering Goods/Services

Suppliers should coordinate with the concerned customer within Saudi Aramco to facilitate the temporary access.

Requesting ID and Vehicle Sticker

Requesting ID and vehicle stickers are limited to suppliers having valid materials agreements, suppliers may request ID cards and vehicle stickers through the online Industrial Security Services Request (ISSR) system.

Suppliers should complete the following documents to request access to the ISSR system:

1. A company/establishment letterhead authenticated by the Chamber of Commerce that includes the following details:
> Company supplier number (supplier ID)
> Supplier name
> User full name
> Saudi Government ID #/Iqama#/Passport # (for OOK suppliers only)
> User company mobile number (the application won't be processed without it)
> User individual company email address (not a generic company email such as info@xxxx.com or public e-mail such as Hotmail, Yahoo, Gmail email accounts)
2. A clear copy of a valid Saudi National ID stamped by the company
3. Fill out and stamp the below forms:
> Saudi Aramco Computer Use Agreement
> Information Technology User Access Request – Extranet Users
> Safe Driving Contract Form

All the above original required documents should be prepared then coordinated with the concern purchase agreement administrator (buyer) prior to the submission for buyer guidance and direction.

Note: Only **Saudi Representatives** will be responsible for the submission of services requests for all suppliers' employees and all online follow-ups. Please note that the ISSR role will be given only for suppliers who have Vendor-to-Customer (VTC) Purchase Agreement(s) or based on business needs. For more details, suppliers may contact the concerned purchase agreement administrator or procurement planner (buyer).

Requirements for Manufacturers of Inspectable Materials

Additional requirements exist for manufacturers of inspectable materials, some of which may vary depending upon the nature of the product, but generally will include the manufacturer's quality management system, which must demonstrate compliance with ISO 9001 requirements, including the following:

> Quality Manual
> Mandatory procedures:
• Control of documents
• Control of records

- Control of nonconforming products
- Internal audit
- Corrective action
- Preventive action
- Minimum of one internal audit shall be performed every year
- Minimum of one management review meeting shall be conducted every year
- Process approach:
- Material receiving and verification of purchased product
- Design and development processes
- Production and product realization processes
- Product measuring and monitoring processes
- Control of outsourced processes
- Control of nonconforming product
- Control of monitoring and measuring equipment
- Competence, qualifications, and training
- Analysis of data, corrective, and preventive actions
- Housekeeping
- Preventive maintenance
- Safety programs

Please find below and attached the required documentation to be provided in electronic format either by email to the relevant quality assessor or by CD/hard drive to the delivery address of the Quality Assurance Unit (see **Contacts** Section).

Required Quality Assessment Documents

- An uncontrolled copy of the quality management system manual
- A complete list or index of all QMS procedures, work instructions, forms, exhibits, figures, attachments, or any other such documents
- A complete list or index of all documents of external origin such as statutory requirements, industry standards, or customer standards
- A complete company organization chart including all QA/QC staff names
- Brochures, technical data, specification for products
- Production and quality process flow charts
- List of major equipment installed at your plant
- Summary of most recent internal audit of quality management system
- Minutes of last management review meeting
- Factory location map
- Copy of ISO 9001-2000(2008) certificate
- Complete Saudi Aramco Vendor's Manufacturing Plant Evaluation Questionnaire

Supplier Safety

Saudi Aramco suppliers are expected to conduct their business and provide products to Saudi Aramco in such a manner as to prevent incidents, control occupational injuries/illnesses, and reduce damage to property or the environment.

Suppliers performing service activities within Saudi Aramco's premises are obligated to adhere to Saudi Aramco's safety rules and regulations.

Saudi Aramco Supplier Systems

Supplier Online Onboarding System

The Onboarding system is a Web-based application that allows new vendors and manufacturers to register their interest in doing business with Saudi Aramco. The system, together with help instructions and reference guides, is available to prospective suppliers through the links below:

〉 Sign-Up Quick Reference Guide
〉 Onboarding System Login Screen
〉 Quick Reference Guide for New Suppliers Registration

For new suppliers, a temporary username and password is provided until the application is provisionally approved; thereafter, login credentials are formalized.

Supplier Portal System

Saudi Aramco uses a portal through which registered suppliers' approved users interact to receive and maintain supply chain information.

Access to particular systems is controlled by roles and will depend upon an individual's business requirements. These systems are accessed through screen tabs and provide the following functionality:

Supplier Network Collaboration (SNC)

› Displaying/acknowledging/outputting requests for quotations (RFQs)
› PO confirmation and update
› Inventory and forecast collaboration
› Advanced Shipping Notice (ASN) creation
› Goods collection confirmation
› Supplier self-service – to maintain purchase agreement items
› Supplier performance

Invoice/Payments Status

See the Invoice/Payment section.

Supplier Portal Access

Applying for New User Access:

Each new user requiring Supplier Portal access should formally submit the following on company/establishment letterhead authenticated by the Chamber of Commerce:

› Company supplier number (supplier ID)
› Supplier name
› User full name
› Saudi Government ID #/Iqama#/passport # (for OOK suppliers only)
› The user's company mobile number (a unique mobile number is required for each user as it is required for authentication each time they log in)
› The user's individual company email address (not a generic company email such as info@xxxx.com, or a public email such as from Hotmail, Yahoo, or Gmail email accounts)
› A clear copy of valid Saudi Government ID/Iqama/passport
› Fill out and stamp the two access forms shown below for every user
• Information Technology User Access Request–Extranet Users
• Saudi Aramco Computer Use Agreement (Saudi Aramco 9696)

Materials Suppliers should apply for the following systems:

› Supplier Network Collaboration (SNC)
› Purchasing documents
› Financial data

All the above original required documents should be submitted via express mail services to the Supervisor, Supplier Services Unit (see **Contacts** Section).

Expiry/Reactivating/Deleting Portal User:

User access will expire automatically after 12 months. A warning email will be sent to the user before this reminding them to update their details to prevent loss of access. Users should submit the following details to extend or reactivate access.

Additionally, suppliers are strongly urged to ensure any user that no longer requires access is deactivated by formally submitting the following documents:

1. Company/establishment letterhead authenticated by the Chamber of Commerce that includes the following details:
› Company supplier number (supplier ID)
› Supplier name

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> User full name
> Saudi Government ID #/Iqama#/passport # (for OOK suppliers only)
> User company mobile number (a unique mobile number is required for each user as it is required for authentication each time they log in)
> The user's individual company email address (not a generic company email such as info@xxxx.com, or a public email such as from Hotmail, Yahoo, or Gmail email accounts)
> Reason for deletion (for deletion only)

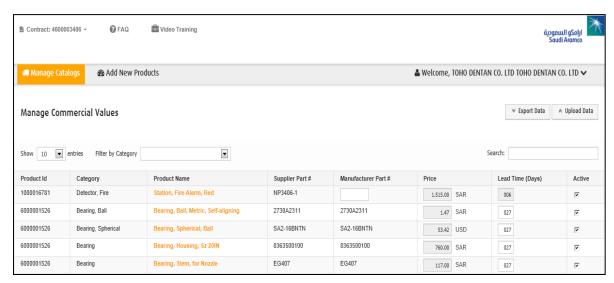2. A clear copy of a valid Saudi Government ID/Iqama/passport (for reactivate only).

All above original required documents should be submitted via express mail services to the Supervisor, Supplier Services Unit (see **Contacts** Section).

Resetting the Supplier User ID Password

In case a user password has been lost or expired, suppliers may anytime call **Extranet Password Self-Service +966 (013) 877-0135** and follow the instructions to reset the Supplier Portal password. System will then send an SMS with a temporary password. Suppliers should then go to the X-Manager (http://xmanager.aramco.com/) to get a permanent password.

B2B Supplier Self Service System (SSS)

Suppliers can access the SSS through the vendor portal as long as there is an approved PA with Saudi Aramco. Each PA will either contain catalogued materials (9CAT), General Commodity material (9COM), or both. Catalogued items (9CAT) have a standard description maintained centrally. General Commodity materials (9COM) require suppliers to upload/add their catalogue details through SSS, which enables these items to be subject to enrichment and buyer approval. Upon the approval, the items are available for trade via B2B internal catalogue and marketplace (iBuy).In addition, suppliers can manage their PA items (e.g. deactivate, change) through the SSS and the items will be subject to buyer approval. Images are a very important feature of the B2B catalogue to help customers choose the appropriate 9CAT and 9COM products for their needs, and therefore helping suppliers increase their sales; suppliers are therefore encourage to ensure all their products have good and representative images. Each item can have up to three images.

Refer to the online user manual and FAQ within the SSS for more details. If you need more assistance with the SSS, you can contact the B2B Support Group (see **Contacts** Section).

Bidding & Award

Request for Quotation (RFQ)
Details of requirements and all terms and conditions will be provided in requests for quotations (RFQs), purchase orders (POs), and procurement agreements (PAs), which must be adhered to. Suppliers shall open and download RFQs from Supplier Portal, review them to understand requirements, and clarifying requirements with buyer.

Quotation
RFQs may be for PAs or POs and should be quoted accordingly. The RFQ will detail the requirement for goods and how it should be submitted.
Supplier shall acknowledge, in the Supplier Portal their intention to quote or not, and if not to provide a reason they cannot. Prepare quotation and submit prior to deadline and according to all specific requirements.

Award of Procurement Instrument
Procurement Agreement (PA)
If the supplier's bid is successful then a PA may be awarded. A PA is an arrangement to simplify future supply against POs, but is not a guarantee of business. The PA shall be signed by both parties in hard copy and then may be viewed in the Supplier Portal. Purchase orders may be issued with reference to the already agreed terms and conditions for items covered by the PA.

Purchase Order (PO)
If supplier's bid is successful a PO may be awarded, or a PO may result from a previously awarded PA. Purchase Orders (POs) are transmitted via the Supplier Portal and can be managed in the Collaboration section.

Confirmation
After review, supplier should confirm acceptance in the PO collaboration section. Should changes to estimated time of delivery be necessary, this should be communicated through the confirmation process. Saudi Aramco approval of changes are similarly transmitted back to supplier. Full details of operation of this system are available from the Supplier Portal home page.

Delivery

Delivery Initiation

Packing

Once goods are ready for shipment they should be packed according to any specific packing requirements detailed in the PO.

Packing, Packaging, and Marking Requirements

Refer to the packing standard in the PO and Saudi Aramco Packing Specification. In addition, the supplier should refrain from using boxes with other companies' commercial brand or logo.

Special Handling and Marking Requirements

Refer to the packing standard in the PO and Saudi Aramco Packing Specification.

Safety Requirements

> Suppliers must comply with all materials handling safety requirements, which includes, but is not limited to:
> Appropriate clear space on the loading dock and in the warehouse must be designated.
> Only certified personnel shall operate forklift and other mechanical handling equipment.
> Supplier shall provide 3PL driver with a Material Safety Data Sheet (MSDS) for hazardous materials upon collection of Goods.
> Personal protection equipment (PPE), such as gloves, shall be used as indicated by the MSDS.
> Supplier shall comply with a safety checklist to ensure minimum safety requirements, including:

- Emergency preparedness procedures and training.
- First aid equipment and supplies.
- Equipment safety test approval status.
- Fire prevention and control equipment, etc.

> Use correct lifting procedure to prevent personal injury.

Packing List

The supplier shall prepare the packing list in the Supplier Portal after completing the ASN process. Details from the published ASN are transferred to the packing list. The supplier shall print two (2) copies of the packing list:

> Include one (1) copy inside the package (when practical).
> Firmly affix one (1) copy to the outside of the package within a clear self-adhesive plastic envelope.

Small items shall be packed in a protective envelope large enough to affix the delivery label and packing list. Incorrect packing and labelling of packages will lead to FCN by the 3PL.

Advanced Shipping Notification (ASN)

The ASN should only be prepared after the goods are packed/ready for shipment as the packing details are needed in the ASN and in the case of collection and it may occur soon after the ASN is published. The ASN:

> Enables creation of a packing list.
> Provides notification to 3PL of goods for collection, SAC Delivery Terms only, or customer for pick-up priority.
> Alerts 3PL to plan for receipt of goods, VTD Delivery Terms only.
> Triggers workflow processes to govern and record goods receipt.
> Is the starting point for several supplier and 3PL KPI measurements

Suppliers can create ASNs any time up to thirty (30) calendar days before the PO delivery date. Suppliers shall contact the Saudi Aramco buyer to update the delivery date if it is more than (30) calendar days ahead.

Within each ASN, every package must be properly identified by selecting the most appropriate package type and assigning a package to each ASN item. Failing to do so might lead the 3PL to post a Failed Collection Note (FCN).

ASN Cancellation:

To cancel an ASN, a supplier should, for SAC and VTD deliveries, contact 3PL. For other delivery terms, the supplier should contact the buyer and an FCN will be posted. The consequences of cancelling the ASN are:

> ASN acquires the cancelled status.
> The cancelled quantity is available for new ASN creation (Due Quantity is re-set).
> ASN still exists, but is no longer considered in planning or for other functions.
> Supplier cannot change a cancelled ASN.
> Supplier is able to create a replacement ASN.

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Allowed Package Types Per Delivery Incoterm Summary

Supplier Relationship Management Division
Allowed Package Types Per Delivery Incoterm

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Package Type	Sub-Types [Length(cm) x (Width(cm) x Height(cm)]	SAC	VTD	SAT	VTC	Pickup
ANGLE	ANGLE A(1200X4X4), ANGLE B(600X4X4), ANGLE C (300X4X4), ANGLE E	✔	✔	✘	✔	✔
BAG	BAG	✔	✔	✘	✔	✔
BAR	BAR A, BAR B, BAR C, BAR D, BAR E, BAR F, BAR G, BAR H	✔	✔	✘	✔	✔
BARREL	BARREL	✔	✔	✘	✔	✔
BEAM	BEAM, BEAM A (1200X20X20), BEAM B (600X20X20)	✔	✔	✘	✔	✔
BOX	BOX , BOX A (1220X92X100), BOX B(610X183X100), BOX C (854X92X100), BOX D (610X92X100), BOX E (244X244X100), BOX F (488X92X100), BOX G (366X92X100), BOX H (244X92X100), BOX I (122X122X100), BOX K (120X60X100), BOX L(60X60X100)	✔	✔	✘	✔	✔
BUNDLE	BUNDLE, BUNDLE A(120X120X75), BUNDLE B (120X60X75), BUNDLE C (60X60X75)	✔	✔	✘	✔	✔
CAGE	CAGE (137X112,5X160)	✘	✘	✘	✔	✔
CAN	CAN, CAN A(41X41X45), CAN B (41X31X40) , CAN C (31X31X40) , CAN D(31X25X20) , CAN E(25X25X20)	✔	✔	✘	✔	✔
CARTON	CARTON A(120X120X100), CARTON B(120X61X100) , CARTON C(81X61X38) , CARTON D(48X38X31) , CARTON E(33X25X31) , CARTON F(30X22X20) , CARTON G (25X14X43)	✔	✔	✘	✔	✔
CARTON_LARGE	CARTON	✔	✔	✘	✔	✔
CARTON_MEDUM	CARTON	✔	✔	✘	✔	✔
CARTON_SMALL	CARTON	✔	✔	✘	✔	✔
CASE	CASE	✔	✔	✘	✔	✔
CHANNEL	CHANNEL A (1200X15X15), CHANNEL B (600X15X15)	✔	✔	✘	✔	✔
CHEM BAG	CHEM BAG (122X122X100)	✔	✔	✘	✔	✔
CONTAINER 20	CONTAINER20	✘	✘	✘	✔	✔
CONTAINER 40	CONTAINER40	✘	✘	✘	✔	✔
CRATE	CRATE	✔	✔	✘	✔	✔
CYLINDER	CYLINDER (122X122X100)	✔	✔	✘	✔	✔

Package Type	Sub-Types [Length(cm) x (Width(cm) x Height(cm)]	SAC	VTD	SAT	VTC	Pickup
DRUM	DRUM, DRUM A(60X60X90), DRUM B(58X58X90)	✔	✔	✘	✔	✔
ENVELOPE	ENVELOPE	✘	✘	✘	✔	✔
FLAT BAR	FLAT BAR	✔	✔	✘	✔	✔
GRATING	GRATING A(270X100X0), GRATING B(120X60X0)	✔	✔	✘	✔	✔
JOINT	JOINT	✔	✔	✘	✔	✔
KS	KS(3X3X2)	✔	✔	✘	✔	✔
M-BAR	M-BAR	✔	✔	✘	✔	✔
METAL SHEET	METAL SHEET	✔	✔	✘	✔	✔
PACKAGE	PACKAGE A(240X90X5), PACKAGE B(120X120X5), PACKAGE C(120X60X5), PACKAGE D(60X60X3), PACKAGE E(30X30X2), PACKAGE F(32X18X2)	✔	✔	✘	✔	✔
PALLET	PALLET	✔	✔	✘	✔	✔
PIPE	PIPE	✔	✔	✘	✔	✔
PLATE	PLATE ,PLATE A(600X250X0.5), PLATE B(600X180X0.5), PLATE C(300X200X0.5), PLATE D (500X122X0.5), PLATE E(300X150X0.5), PLATE F(244X122X0.5)	✔	✔	✘	✔	✔
REEL	REEL	✔	✔	✘	✔	✔
ROUND BAR	ROUND BAR	✔	✔	✘	✔	✔
SACK	SACK, SACK A(81X61X12),SACK B(80X40X12) ,SACK C(61X41X12), SACK D(41X31X12)	✔	✔	✘	✔	✔
SHEET	SHEET A(305X120X0,5), SHEET B(244X120X1)	✔	✔	✘	✔	✔
SHISTING BAR	SHISTING BAR	✔	✔	✘	✔	✔
SKID	SKID	✔	✔	✘	✔	✔
SQUARE BAR	SQUARE BAR	✔	✔	✘	✔	✔
STEEL	STEEL	✔	✔	✘	✔	✔
TRUCK	TRUCK	✘	✘	✔	✔	✔
TUBE	TUBE	✔	✔	✘	✔	✔
U-BAR	U-BAR	✔	✔	✘	✔	✔
V-BAR	V-BAR	✔	✔	✘	✔	✔

Legends: SAC Saudi Aramco Carrier VTD Vendor Truck Delivery SAT Saudi Aramco Truck VTC Vendor Truck to Customer Pickup Customer Pickups Material from Supplier

To download the above table in A4 size, you may use this link

Shipment

Depending upon the delivery terms in the PO, goods shall either be collected by Saudi Aramco 3PL, or other transport, or should be delivered by supplier to customer or distribution hub.

Delivery Terms

Saudi Aramco's contractual materials contracts (e.g., purchase orders and purchase agreements) mandate specific material delivery method (incoterm) that suppliers have to adhere to.

Saudi Aramco uses the following delivery terms:

SAC   Saudi Aramco Carrier (3PL) will collect from supplier after publication of ASN
SAT   Saudi Aramco Transportation (usually a specialized carrier for specific materials)
VTC   Vendor to Customer – Vendor delivers to the customer delivery point described on the PO
VTD   Vendor Truck to 3PL's Material Distribution Center (MDC). Suppliers should deliver goods as agreed with 3PL:

- To the nearest 3PL MDC **to the Customer** if material is non- industrial or material is under purchase agreement
- To the nearest 3PL MDC **to the Supplier** if material is industrial

Locations/ Maps of 3PL (Exel) MDCs (Click to download the location map):

- Abqaiq
- Riyadh
- Jiddah
- Yanbu'

Incoterms Processes and Focal Point of Contact Summary

Delivery Term	POC	POD	GCC	Process	Package Remarks	Contacts
SAC Saudi Aramco Carrier	✓	✓	x	• Supplier issues ASN • Upon publishing ASN 3PL automatically notified to collect goods • Supplier should have goods packed and ready for pick up prior to arrival of 3PL • 3PL will collect within 5 days from ASN publication, but aims for same day • For Emergency, Supplier shall contact the 3PL for immediate collection • Supplier shall start loading Goods onto 3PL truck at supplier's facility within 15 minutes of arrival • Supplier should sign the 3PL Collection Note • 3PL will provide POC upon collection of goods • 3PL will deliver materials to customer and issue POD and System will trigger eGR to the customer to acknowledge delivery • 3PL will post an FCN if they were unable to collect material from supplier (e.g. Material is not ready)	Not Allowed Package Types: Cage, Truck, Envelope and, Container	**SAC & VTD** Exel *Third Party Logistics (3PL)* **Customer Service** (Working hours: 0700 – 1700) **Primary:** 800-614-6666 cs.esa@dhl.com **Secondary:** Customer Services Manager (013) 833-5007 Ext. 1045 / Fax: (013) 834 3368 adnan.zafar@dhl.com **For Delivery Priority Codes: (3) Hot Taxi & (5) Emergency** (Working hours: 24/7) **Primary:** (013) 833-5007 Ext. 1083 / 1084 / 1131 **Secondary:** (013) 833 5007 Ext. 1085 Code 3 Supervisor
VTD Vendor Truck Delivery	✓	✓	x	• Supplier issues ASN • Arrange timing with 3PL for type/size of the shipment. • Deliver goods as agreed with 3PL: ▪ To the nearest 3PL MDC **to the Customer** if material is non- industrial or material is under purchase agreement ▪ To the nearest 3PL MDC **to the Supplier** if material is industrial • Sign 3PL Collection Note upon delivery • System triggers eGR to the customer to acknowledge delivery	Not Allowed Package Types: Cage, Truck	haneesh.rasheed@dhl.com **Thirdly:** 0558122622 (Code 3 mobile number) **Fourthly:** 0547797414 (Transport mobile number) Normal Deliveries: ASN can be issued within 30 days before the ETA date or after it Hot-Taxi Deliveries: ASN can be issued within 10 days before the ETA date or after it
SAT Saudi Aramco Transportation	x	x	✓	• Supplier issues ASN • Supplier initiates Truck request. Saudi Aramco transportation automatically notified to collect goods • Supplier creates GCC and upload signed Waybill by driver along with signed MDD by driver, or better signed MDD by customer • System triggers eGR to the customer to acknowledge delivery	The Only Allowed Package Type: Truck	**SAT:** *Saudi Aramco Transportation* saudi aramco **Dhahran:** 013-876-4900 / TESDCODShiftCoordinatorsDh@aramco.com **Ras Tanura:** 013-673-5116 / TDCTTSDSupvgTrafficControllerRT@aramco.com **Tanajeb:** 013-378-3431 / TESDCODSupvgTrafficControllerTA@aramco.com **Abqaiq:** 013-572-5244 / TDCTTSDSupvgTrafficControllerAbq@aramco.com **Udhiliyah:** 013-577-7916 / TDCTTSDSupvgTrafficControllerUdh@aramco.com **Sulfur:** 013-876-3239 / TESDCODSulfur@aramco.com
VTC Vendor to Customer	x	x	✓	• Supplier issues ASN • Supplier shall deliver to delivery point detailed in PO • Supplier creates GCC and upload signed MDD by customer • System triggers eGR to the customer to acknowledge delivery		ASN can be issued at any time before or after the ETA date
Pick Up (04) or **Delivery Priority 04**	x	x	✓	• Supplier issues ASN • Customer collects goods • Supplier creates GCC and attach signed MDD by customer • System triggers eGR to the customer to acknowledge delivery		ASN can be issued at any time before or after the ETA date

Legend: ASN: Advanced Shipping Notice eGR: Electronic Goods Receipt FCN: Failed Collection Notice GCC: Goods Collection Confirmation MDC: Material Distribution Center MDD: Material Delivery Document POC: Proof of Collection POD: Proof of Delivery

To download the above table in A4 size, you may use this link

Failed Collection Notice (FCN)

FCN will be posted for a number of reasons, including:

- Packages are inappropriate or not safe to handle
- No label/packing list are attached to packages
- Mismatching package type with ASN package type
- Wrong reference number
- Missing packages
- Damaged packages
- Materials are not ready
- Missing documents such as MSDS for chemicals

⟩ Wrong warehouse location (see requirements below for multiple warehouses)
⟩ Supplier's warehouse is closed
⟩ VTD items are not delivered within 4 hours after receiving a Collection Note to the designated MDC

Following an FCN, the supplier shall resolve the issue and republish the ASN. FCNs are considered in the supplier performance evaluation.

Multiple Warehouses

The physical collection address shall match the supplier's registered address. Failure to comply with this requirement will result in a collection failure (FCN).

- In case the supplier has multiple warehouses, the supplier needs to select the proper warehouse when creating the ASN for goods collection.
- See Multiple Warehouse Registration section on how to update warehouse information.

Receiving

Customer Actions

Upon delivery to the customer, 3PL will post the Proof of Delivery (POD) – this triggers a workflow for the customer to confirm that the goods are correct and whereupon payment is automatically approved.

Delivery Priorities

01   Routine
02   Urgent
03   Emergency
04   Pick-up

Delivery priority is independent of and may be applied to any delivery terms.

Payments

Payment Status

Saudi Aramco encourages suppliers to utilize the Supplier Portal **Finance Data** tab, which enables suppliers to know their payment status, Zakah, and GOSI validity.

The supplier is accountable for billing Saudi Aramco immediately after the GR/SES is approved by the Saudi Aramco customer. Saudi Aramco will not send any follow-up notification for the unbilled GR/SES. The suppliers have been empowered through the Supplier Portal to search for payments by the following searching keys:

- Purchase Order
- Contract No./Outline Agreement No.
- Duration

Note: All invoices/payments will be blocked in case of invalid Zakah/GOSI certificates.

For Zakah updates, suppliers shall scan the certificate and send it directly to Vendor Master Payable Div. (see **Contacts** Section).

For GOSI updates, see **Supplier Information Update.**

Invoice Requirements

Evaluated Receipt Settlement/Self Billing

Saudi Aramco prefers to process payments through the automated system known as the Evaluated Receipt Settlement (ERS). This system creates an electronic invoice once the Goods Receipt or Service Entry Sheet is approved. This replaces the need for suppliers to submit a manual invoice.

Suppliers should ensure ERS settings are applied during registration and should check the status of each PO item by viewing the PO online to see whether the Self Billing indicator is checked in the Invoice tab of the order details screen.

Manual Invoice Submission

Manual invoices may be required where automatic invoicing has not been granted, or where the nature of the order item requires a manual invoice, such as for progress payments. Details of how to submit hard copy invoices are described in the PO. To ensure the timeliness of payment, please be careful to comply exactly with the requirements and avoid invoice rejection.

An invoice must contain the following information:
> The invoice date and a unique invoice number (no more than 16 digits).
> Saudi Aramco purchase order number (starting with 65 or 45) and a supplier ID.
> The PO line item number must be indicated for suppliers' invoices.
> The currency of the invoice must match that of the referenced PO.
> The total invoice amount is shown numerically and in words.
> All supporting documents must be attached to the invoice, including Service Entry Sheets (SES) or Goods Recipient (GR) documents.
> The supplier name must exactly match the name on the commercial registration, the contract, or purchase agreement and Supplier Master File.
> The retention amount must be indicated for Service invoices, if applicable.

Invoices submission Address and Required Data

Bank Data Submission

Saudi Aramco does not accept the bank data that is written on the invoice. Suppliers are required to submit the following bank data on the company's original official letterhead signed by an authorized person and authenticated by their bank (or stamped) to Operations Accounting (see **Contacts** Section):

> Supplier number
> Telephone number
> Business email address
> Fax numbers
> Bank Name
> Account numbers
> Account Currency
> SWIFT or routing number (for out-of-Kingdom banks only)
> IBAN number

Or submit the original letter to the Invoice Receiving Office (see **Contacts** Section).

For vendors with multiple PO currencies, they need to provide currency for each PO to avoid payment issue.

Invoices Receiving Office

Original contract invoices should be submitted to the Invoice Receiving Office (see **Contacts** Section).

Inquiry submission

For any inquiry related to Zakah and bank details, please contact the Vendor Master Payables Division (see **Contacts** Section).

Contacts

Supplier Help Desk: Saudi Aramco Supplier Help Desk is a one-stop shop to handle all suppliers' inquires and issues.   Service providers (contractors) and Material providers may call the help desk number +966 (0) 13-8742222 to utilize this service during the regular business hours 07:00 to 16:00 Sunday to Thursday. All inquiries and reported issues will be recorded and assigned to the appropriate entity to provide the needed support to the supplier. Material suppliers can also contact the Supplier Help Desk through the email address SupplierHelpDesk@aramco.com.

Service providers (Contractors) can continue to send their emails to contractor-registration@aramco.com while Electronic Contracting Network (ECN) technical support is also still available through email at ecn-support@aramco.com.

Procurement & Supply Chain Management established this service to enhance the collaboration with our valued suppliers which will in turn improve the quality of service provided to Saudi Aramco's customers.

Contact	Address	Telephone/Fax/Email
Supervisor, Supplier Services Unit	Supplier Relationship Management Division Saudi Arabian Oil Company Building, 3300, North Park 1, Wing A, C-A117 Dhahran 31311, Saudi Arabia	Supplier-Services@aramco.com (013) 874-0841 (013) 874-0013
Supplier Relations & Qualification Unit	Supplier Relationship Management Division Saudi Arabian Oil Company Building, 3300, North Park 1, Wing A, R-119 Dhahran 31311, Saudi Arabia	SupplierHelpDesk@aramco.com (013) 874-2222
Supplier Performance Unit	Supplier Relationship Management Division Saudi Arabian Oil Company, North Park 1, Dhahran 31311, Saudi Arabia	Supplier-Performance@aramco.com
Quality Assurance Unit Clerk	Quality Assurance Unit Vendor Inspection Division Floor 11, West Wing, C1115A, Al-Midra Tower, Saudi Arabian Oil Company, Dhahran 31311, Saudi Arabia	
Operations Accounting	Saudi Aramco P.O. Box No. 5000, Saudi Arabia	
Invoice Receiving Office	Invoice Receiving Office Operations Accounting Department Building 1965, Room 607 Saudi Arabian Oil Company Dhahran 31311, Saudi Arabia	Account Payable Help Desk (011) 297-8750 (013) 876-5051 (013) 872-5312
Vendor Master Payables Division		OADVendorMasterPayableDIV@aramco.com (013) 873-7063 (013) 873-1213
B2B Support Group		OPICDB2B@aramco.com
Extranet Password Self-Service		(013) 877-0135