

User Guide – View and Submit Contractual Deliverables

Version 1.0

December 1, 2014

OVERVIEW

This User Guide describes how to access the key iSupplier deliverable management functionality to view and/or update documentation, action items and meetings related to a specific Purchasing Document.

HOW TO USE THIS USER GUIDE

If familiar with the iSupplier Portal Functionalities and the CRC processes, refer to the One-Page Quick Reference (Cheat sheet) on page 3. Otherwise, review the Process Overview section to better understand the processes. Next, review the Content/Checklist section, as this section lists the required and optional steps for each of the processes. Last, complete the required steps according to the detailed written instructions which follow the numbering sequence shown in the screenshots for how each of the tasks shall be executed.

When completing the steps in the iSupplier Portal, you may refer to the Content/Checklist column to validate that the required steps have been completed. In addition, this User Guide provides highlighted and/or framed notes, tips and important messages to assist you in some tasks.

PROCESS OVERVIEW

When a Purchasing Document is issued, the terms and conditions of the document may require that the Supplier deliver specific documentation to CRC. In addition, as part of the contract management activities, CRC may request new documentation to resolve issues, or coordinate meetings during the contract life.

Documentation, Actions Items and meetings are managed as Contractual Deliverables using the iSupplier Portal Deliverable functionality.

Each Deliverable has instructions, a Responsible Party (Supplier or CRC), an CRC Internal Contact, a Supplier Contact and a defined Due Date to complete the required action by.

If the Supplier is the Responsible Party for the Deliverable, notifications for the Deliverables will be sent to the Supplier Contact requesting that they take the specified action. The Supplier Contact must access the iSupplier Portal and complete the required action according to the instructions provided. Finally, CRC will determine if the requirement is satisfied and the specific Supplier Contact will receive a notification indicating the deliverable status has been changed to "Complete" or "Rejected". If it is rejected, additional actions can be requested of the Supplier.

Suppliers can receive the following Contractual Deliverable types:



User Guide – View and Submit Contractual Deliverables

Version 1.0 December 1, 2014

Туре	Description	Example	Supplier Action
Documentation	Documents requested in the Terms and Conditions of the Purchasing Document.	 Performance Guarantee Bond Insurance Certificate (and Policy) Materials Certification ECCN - Supplier's Item's Export Control Classification Number Permits and Licenses Contractor Personnel Compliance Certification and inspection of contractor items Specifications, standards, procedures and guidelines Health, environment and safety (records) Operational records - i.e. drilling rigs and contractor's plan, etc. Records and reports Subcontractor warranties Evidence of tax compliance 	View the Deliverable in the iSupplier Portal and submit the documents according to the instructions.
Action Items	Specific actions to improve the performance related to a Purchasing Document.	 Root Analysis Training Project Data Request Presentations 	View the Deliverable in the iSupplier Portal and submit support documents according to the action requested.
Meetings	Schedule and unscheduled meetings. Note: Meeting invitations and communications are managed through standard emails.	Quality MeetingsReview MeetingOn-boarding MeetingNegotiation Meeting	View the Deliverable in the iSupplier Portal to access the meeting agenda, minutes and support documentation.



User Guide – View and Submit Contractual Deliverables

Version 1.0

December 1, 2014

QUICK REFERENCE (CHEAT SHEET)

1. Access the iSupplier Portal

- In the "Main Menu" panel, click on the appropriate responsibility.
 - If it will be necessary to acknowledge and accept/reject the Purchasing Document related to the deliverables, click on the "Supplier User Transactions" responsibility. Otherwise you can click on either the "Supplier User Full View" or "Supplier User Finance View" responsibilities.
- From the "Home" page, click on the "Orders" tab.

2. View the Contractual Deliverables

- Click on the "Deliverables" hyperlink.
- Populate any of the search criteria to find specific Deliverables or leave it blank to view all Deliverables, and then click on the "Go" button.
- Click on the title hyperlink under the "Deliverable Name" column to access the detailed information for the Contractual Deliverable.
 - The Contractual Deliverable title is composed of the deliverable type and a short description of the subject (e.g. ACTION-ITEM-Provide training on new tool, MEETING-Quarterly Performance Review, etc)
- Review the "Description" field, it shows instructions and relevant information about the Deliverable.
 - For documentation and Action Items, this field establishes how and what documentation/information the Supplier must submit
- In the "Attachment" section, click on every file name hyperlink in the "Title" column to download the attached documents.

3. Submit the Contractual Deliverable

IMPORTANT: Follow the instructions provided in the "Description" and "Notes" fields. If required to submit the documentation/information through the iSupplier Portal continue with the steps described below. Otherwise, submit the information according to the instructions.

- Respond to the Contractual Deliverable by clicking on the "Update" button.
- Select the option "Submitted" from the "Status" dropdown menu.
- In the "Notes" field, provide a brief explanation the documentation/information being submitted.
- As needed, click on the "Show" hyperlink in the "Status History" section to access the specific previous notes.
- If files are shown in the "Attachment" section, view, save or print the existing attachments by clicking on the file name hyperlink in the "Title" column
- As needed or required in the instructions, attach document files, upload the documentation/information

by clicking on the "Add Attachment" button on the "Attachments" section.

IMPORTANT: Suppliers can only add attachments. Deletions or updates are not allowed. If a mistake is made, add the correct attachment and ask the CRC Internal Contact to delete the incorrect attachment. Use the **"Note"** field to request any deletions.

- In the "Title" field, enter the file or Deliverable name.
- In the "Description" field, describe/summarize the content as clearly as possible.
- As needed, attach a file by selecting the "File" radio button, then click on the "Browse.." button and search the file in your computer.
- As needed, attach an URL by selecting the "URL" radio button, enter (or paste) the applicable URL address (it must not be an internal webpage of the Supplier. CRC must have access to it).
- ► As needed, attach text by selecting the "Text" radio button, enter (or paste) the applicable Text.
- Click on the "Apply" button to return to the Deliverable screen or click on "Add Another" button to continue attaching documentation by repeating the steps above.
- Click on the "Apply" button. The "Manage Deliverables" screen will appear showing the Deliverable status of "Submitted" indicating that documentation/information was submitted.



User Guide – View and Submit Contractual Deliverables

Version 1.0 December 1, 2014

CONTENT / CHECKLIST

	Steps	Page No	Required	Check
1.	Receive Email Notifications	5	Required	
	1.1. Notification Types	5	Optional	
2.	Access the iSupplier Portal	6	Required	
3.	Search Deliverables	7	Required	
	3.1. Option 1 – Access the Deliverables Assigned to a Specific iSupplier User	7	Optional	
	3.2. Option 2 – Access All Deliverables Related to a Specific Purchasing Document	8	Optional	
	3.3. <u>View Deliverables List</u>	9	Required	
	3.4. View Deliverable's Detailed Information	10	Optional	
4.	Submit Deliverables	11	As required	



User Guide - View and Submit Contractual Deliverables

Version 1.0

December 1, 2014

INSTRUCTIONS

1. RECEIVE EMAIL NOTIFICATIONS

1.1. NOTIFICATION TYPES

When an CRC Buyer adds a Deliverable to a Purchasing Document, the Supplier Contact for the Deliverable may receive the following automatic notifications according to the Deliverable's setup:

Notification Type	Description	Supplier Action	Notification Subject
Deliverable - Prior to Due	Upcoming Deliverable	View the Deliverable and perform the	From: CONTACT CONTACT
Date	due date	required action according to the	Cc Subject: Action Required: Deliverable Insurance Certificates on Blanket Purchase Agreement 21000012106 will be due in 3 Months
Deliverable - Overdue	Deliverable is overdue	instructions provided in the Deliverable.	From: To: CONTACT CONTACT Cc:
Deliverable - Status Change	Status has been updated	View the Deliverable status to see what has changed.	Subject: Fit: Deliverable Insurance Certificates on Blanket Purchase Agreement 21000005701 is overdue From: To: CONTACT CONTACT Cc: Subject: FYE: Deliverable Material Certification Codes on Blanket Purchase Agreement 21000024603 has been submitted

IMPORTANT: Notifications only provide basic deliverable status information, To see all of the information about the Deliverable status, access the specific Deliverable within the iSupplier Portal.

IMPORTANT: For automatic notifications the email sender will be "CRC – Notification" not a specific CRC Buyer. If you do not receive a notification in your mailbox, please check your mailbox spam, trash or delete folders, or see if it might have been filtered by your company spam filtering services. Make sure to set "CRC – Notification" as a valid email sender to avoid any issue for subsequent notifications. Yahoo and Hotmail email account users might NOT receive some notifications correctly. If an email notification contains an error message, contact the CRC Buyer.

Note: For more information about Notifications, view the User Guide - Overview Access and Passwords, Navigations and Notifications



User Guide – View and Submit Contractual Deliverables

Version 1.0

December 1, 2014

2. ACCESS THE ISUPPLIER PORTAL

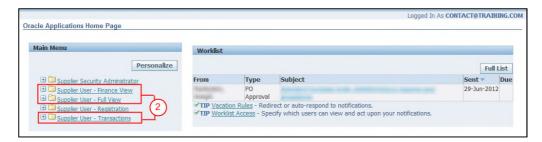
Login to the iSupplier Portal at: https://supplier.californiaresources.com/OA HTML/AppsLogin



(1) Enter your Username and Password and click on the "Login" button.

Note: The "Password" field is case sensitive. If there is a problem accessing to the iSupplier Portal, click at the "Login Assistance" hyperlink. Alternatively, view the <u>User Guide–Overview Access and Passwords, Navigation,</u> Notification

After logging in to the portal, the "Oracle Application Home Page" will be displayed if more than one responsibility is assigned to the user. If the user only has one responsibility the "Home" tab screen for that responsibility will automatically be displayed.



(2) To access and view Deliverables, click on one of the following responsibilities.

Responsibility	Supplier Action
Supplier User – Transactions	View and Submit user related DeliverablesView and Submit Purchasing Document related Deliverables
Supplier User – Full View	View and Submit user related DeliverablesOnly View Purchasing Document related Deliverables
Supplier User – Finance View	View and Submit user related DeliverablesOnly View Purchasing Document related Deliverables

Once in the required responsibility, the "Home" tab screen will then be displayed.

Note: If none of these responsibilities have been assigned to you, contact the iSupplier Portal Security Administrator within your company to request them. Go to the <u>User Guide – Overview – Access and</u>



User Guide – View and Submit Contractual Deliverables

Version 1.0 December 1, 2014

<u>Passwords, Navigation and Notifications</u> to learn how to view the list of your company contacts and iSupplier Users.

3. SEARCH DELIVERABLES

Under the "Orders" tab, access the Deliverable management functionality to view and/or update documentation, action items and meetings.



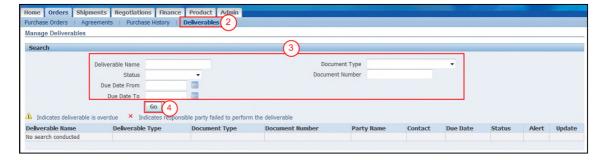
(1) In the iSupplier portal "Home" page, click on the "Orders" tab.

The following section explains the two options to access documentation, action items or meetings.

3.1. OPTION 1 – ACCESS THE DELIVERABLES ASSIGNED TO A SPECIFIC ISUPPLIER USER

Access all the Deliverables assigned to you in to the iSupplier Portal through the "Deliverables" hyperlink.

IMPORTANT: This screen will not include Deliverables assigned to other iSupplier Users within your company.



- (2) Click on the "Deliverables" hyperlink.
- (3) Populate any of the search criteria to search for specific Deliverables or leave it blank to view all of the Deliverables.



User Guide – View and Submit Contractual Deliverables

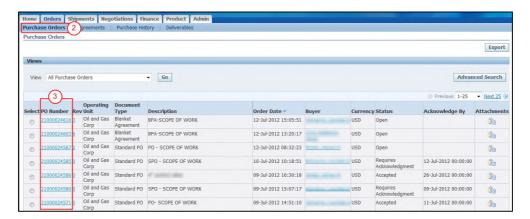
Version 1.0 December 1, 2014

(4) Click on the **"Go"** button, then the Deliverables list will be displayed. For further information about the Deliverables list, go to section 3.3. - View Deliverables List.

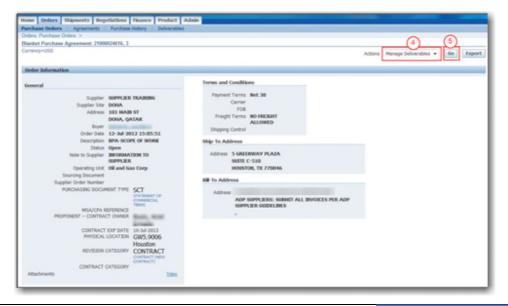
3.2. **OPTION 2** – ACCESS ALL DELIVERABLES RELATED TO A SPECIFIC PURCHASING DOCUMENT

Identify a Purchasing Document in the "**Purchase Orders**" tab and access to all Deliverables related to that document, whether they were assigned to you or other iSupplier Users within your company.

Note: iSupplier Users with the "Supplier User – Transactions" responsibility can update their assigned Deliverables through the Purchasing Document. However, iSupplier users with "Supplier User- Finance" responsibility can only view Deliverables within any Purchasing Document.



- (2) Click on the "Purchase Order" hyperlink.
- (3) In the **"PO Number"** column, access the specific Purchasing Document by clicking on the **"PO Number"** hyperlink. Then, the detailed information about the Purchasing Document will be displayed.





User Guide – View and Submit Contractual Deliverables

Version 1.0 December 1, 2014

- (4) In the specific "Purchasing Document" screen, select the option "Manage Deliverables" from the "Actions" dropdown menu.
- (5) Click on the **"Go"** button. Then, the list of Deliverables associated with the Purchasing Documents will be displayed. For further information, go to section <u>3.3. View Deliverable List</u>.

3.3. VIEW DELIVERABLES LIST

The "Deliverables" list will be displayed whether it was accessed for a specific iSupplier User or through a Purchasing Document as described above. This list shows the following information.



(1) The "Deliverable Name" column shows the title of the Deliverable. As needed, click on the "Deliverable Name" hyperlink to access the detailed information about the Deliverable.

Note: In case of Action Item and Meetings, the Deliverable title will also contain the Deliverable type as part of the following naming convention used by CRC.

- ACTION ITEM Issue short description (i.e. ACTION-ITEM-provide training on new tool)
- MEETING Subject (i.e. MEETING-Quarterly Performance Review)
- (2) The "Document Number" column shows the Purchasing Document number related to the Deliverable. This column will be displayed only if the user accessed to this list from the "Deliverables" hyperlink.
- (3) The "Party Name" column shows which party is responsible for taking the applicable action, whether it is CRC or the Supplier.
- (4) The "Contact" column shows the name of the person responsible for taking the applicable action.
- (5) The "Due Date" column shows when the action needs to be completed by.
 - Note: The "Prior to" and "Overdue" automatic notifications are based on this date.
- (6) The "Status" column can show the following Deliverable statuses.

Status	Description	
Open	Deliverable has not been submitted. It is expected that the Responsible Party will take the	
	appropriate action before the Due Date.	
Submitted	Deliverable related documentation/information has been submitted/updated by the	
	Responsible Party. When the Responsible Party is the Supplier, CRC can also submit	
	documentation on the Supplier's behalf, if necessary.	
	Deliverable related documentation/information was reviewed by CRC and it was determined to	
Rejected	be inaccurate, incomplete or not satisfactory. It is expected that Supplier will re-submit the	
	documentation addressing CRC's comments and requirements.	
Completed	Final Status - Deliverable related documentation/information was verified by CRC and it is	
	satisfactory. No additional action is required from the Responsible Party.	
Cancelled	Final Status – The Deliverable is no longer needed. No additional action is required from the	



User Guide – View and Submit Contractual Deliverables

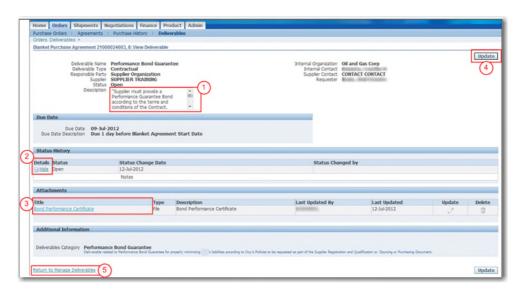
Version 1.0 December 1, 2014

Status	Description
	Responsible Party.
Failed to Perform	Final Status – The Deliverable related documentation/information was reviewed by CRC and it was NOT satisfactory. It is NOT expected that the Responsible Party will take any additional action.

- (7) The "Alert" icon will be displayed if the Deliverable is overdue.
- (8) Submit the Deliverable by clicking on the "Pencil" icon in the "Update" column. If the Supplier is the Responsible Party to submit/update the Deliverable, the "Pencil" icon will be enabled. For further information about how to submit/update the Deliverable, go to section 4. Submit Deliverables.

3.4. VIEW DELIVERABLE'S DETAILED INFORMATION

In the "Deliverables" list table (refer to the screenshot in Section 3.3 above), access detailed information about a specific Deliverable by clicking on the applicable "Deliverable Name" hyperlink.



- (1) The "Description" field shows instructions and relevant information about the Deliverable. For documentation and Action Items, this field shows how and what documentation/information the Supplier must submit.
- (2) By clicking on the **"Show"** hyperlink in the **"Status History"** section the Supplier can view all of the activity that has occurred for the Deliverable
- (3) Open and download the attachments by clicking on the "Attachment Name" hyperlink on the "Title" column.
- (4) The **"Update"** button allows the Responsible Party to respond to the Deliverable including submitting the required documentation/information. If the Supplier is responsible for delivering the documentation /information or resolving the action-item issue, this button will be enabled. Go to section <u>4. Submit Deliverables</u> to learn how to submit documentation/information for a Deliverable.
 - **Note:** The "**Update**" button is disabled for Meetings since the Suppliers can only view the information uploaded by CRC for meetings.
- (5) Once the Deliverable have been reviewed, if no update is required, click on the "Return to Manage Deliverables" hyperlink to return to the previous screen and continue working on other Deliverables.



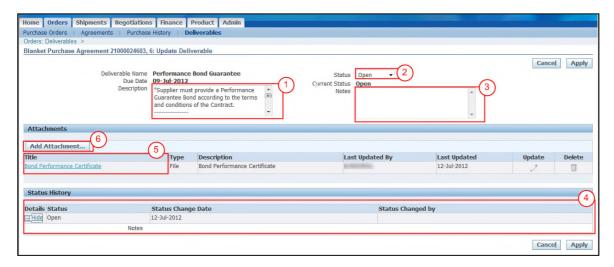
User Guide – View and Submit Contractual Deliverables

Version 1.0

December 1, 2014

4. SUBMIT DELIVERABLES

Submit the documentation/information associated with the Deliverable by clicking on the "Update" button in the "View Deliverable" screen (See section above). This button will be enabled if the Supplier is responsible for delivering the contractual Deliverable or resolving the issue. Then, the "Update Deliverables" screen will appear.



- (1) The "Description" field provides instructions and detailed information about how and what documentation/information the Supplier must submit. This information can require Supplier to take the following actions:
 - Option1 Directly submit the documentation/information to CRC through the iSupplier Portal.
 - Option 2 Submit the documentation/information directly to a 3rd Party through email or mail.
 - > 3rd Party will notify CRC (and, as needed, the Supplier) of the status of the documentation.
 - CRC will update the Deliverable status (with or without the documentation) within the iSupplier Portal. If the submitted documentation/information is "Rejected" by CRC, Supplier will need to resubmit the corrected documentation/information to the 3rd Party.
 - **Note:** Supplier should directly re-submit documentation to the 3rd Party as soon as they are informed that corrected or additional information is required. Supplier does not need to wait until CRC updates the Deliverable status in the iSupplier Portal before taking action.
 - Option 3 Submit the documentation/information to the CRC Internal Contract through email or mail.
 CRC will then:
 - Update the Deliverable status.
 - If the documentation is "Rejected" by CRC, Supplier will need to re-submit the documentation to CRC.
 Note: Supplier should directly re-submit the documentation to CRC as soon as they are informed that corrected or additional documentation/information is required. Supplier does not need to wait until CRC updates the Deliverable status in the iSupplier Portal before taking action.

IMPORTANT: Follow the instructions provided in the "Description" and "Notes" fields. If required to submit the documentation/information through the iSupplier Portal continue with the steps described below. Otherwise, submit the information according to the instructions.

(2) In the "Status" dropdown menu, change the status from "Open" to "Submitted".



User Guide – View and Submit Contractual Deliverables

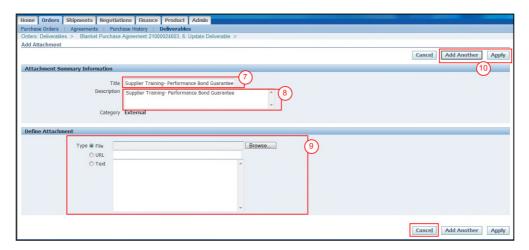
Version 1.0 December 1, 2014

- (3) In the "Notes" field, explain/summarize the documentation/information provided, new attached documentation, actions taken or to be taken, actions results, inquiries, clarifications, etc.
 Note: If there is information in this field, read it, generally it is information/clarification provided to the Supplier, and then you can overwrite it. These changes will show up in the status history.
- (4) As needed, click on the "Show" hyperlink in the "Status History" section to access the specific previous notes.
- (5) If files are shown in the "Attachment" section, view, save or print the existing attachments by clicking on the "Attachment Name" hyperlink in the "Title" column.
- (6) As needed or required in the instructions, attach document files, upload the documentation/information by clicking on the "Add Attachment" button on the "Attachments" section. The following screen will appear.

IMPORTANT: Suppliers can only add attachments. Deletions or updates are not allowed. If a mistake is made, add the correct attachment and ask the CRC Internal Contact to delete the incorrect attachment. Use the "Note" field to request any deletions.

OPTIONAL - ATTACH FILES

IMPORTANT: <u>If Supplier is required to attach documents follow the steps below. Otherwise, skip these following steps and go directly to Step 11.</u>



- (7) In the "Title" field, enter the file or Deliverable name.
- (8) In the "Description" field, describe/summarize the content as clearly as possible.
- (9) In the "Define Attachment" section select the appropriate attachment type.

Туре	Description
File	Attach a file by selecting the "File" radio button, then click on the "Browse" button and
	search the file in your computer.
URL	Attach an URL by selecting the "URL" radio button, enter (or paste) the applicable URL
	address (it must not be an internal webpage of the Supplier. CRC must have access to it).
Text	Attach text by selecting the "Text" radio button, enter (or paste) the applicable Text. This
	would be used to supply limited information without pictures or tables.

Note: As needed, click on the "Add Another" button to continue attaching documentation by repeating the steps above. Every time an attachment is added a confirmation message will be displayed.



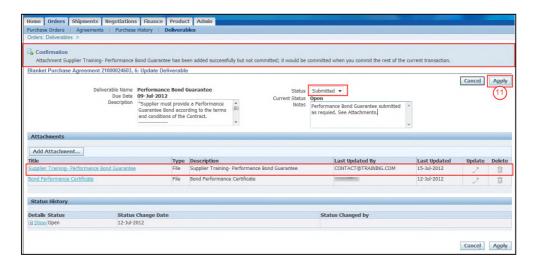
User Guide - View and Submit Contractual Deliverables

Version 1.0

December 1, 2014

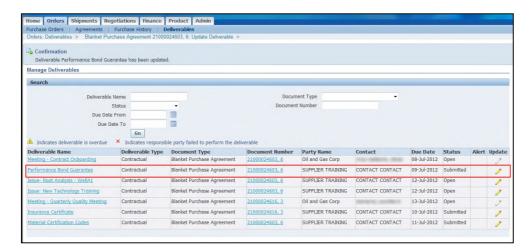
(10) Click on the "Apply" button to return to the Deliverable screen or click on "Add Another" button to continue attaching documentation by repeating the steps above.

Note: If you do not want to submit an attachment and you have not yet clicked on the "Apply" button, you can return to the previous screen by clicking on the "Cancel" button instead.



Note: Verify that the status is "Submitted", that any Notes are correct and attachments are listed.

(11) Click on the "Apply" button. The "Manage Deliverables" screen will appear showing the Deliverable status of "Submitted" indicating that documentation/information was submitted.



An automatic email notification will be sent to the CRC Internal Contacts to notify them of the status change. The CRC Personnel will review the information submitted and will change the status to "Completed" to indicate that the Deliverable was received and in accordance with what was requested or "Rejected" if the information was not correct or if more information is needed