



Material Supplier Guide

January 2020

Content

- 01 | [About](#)
- 02 | [Relationships](#)
- 03 | [Saudi Aramco Supplier Systems](#)
- 04 | [Bidding & Award](#)
- 05 | [Delivery](#)
- 06 | [Payments](#)
- 07 | [Contacts](#)

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01

About

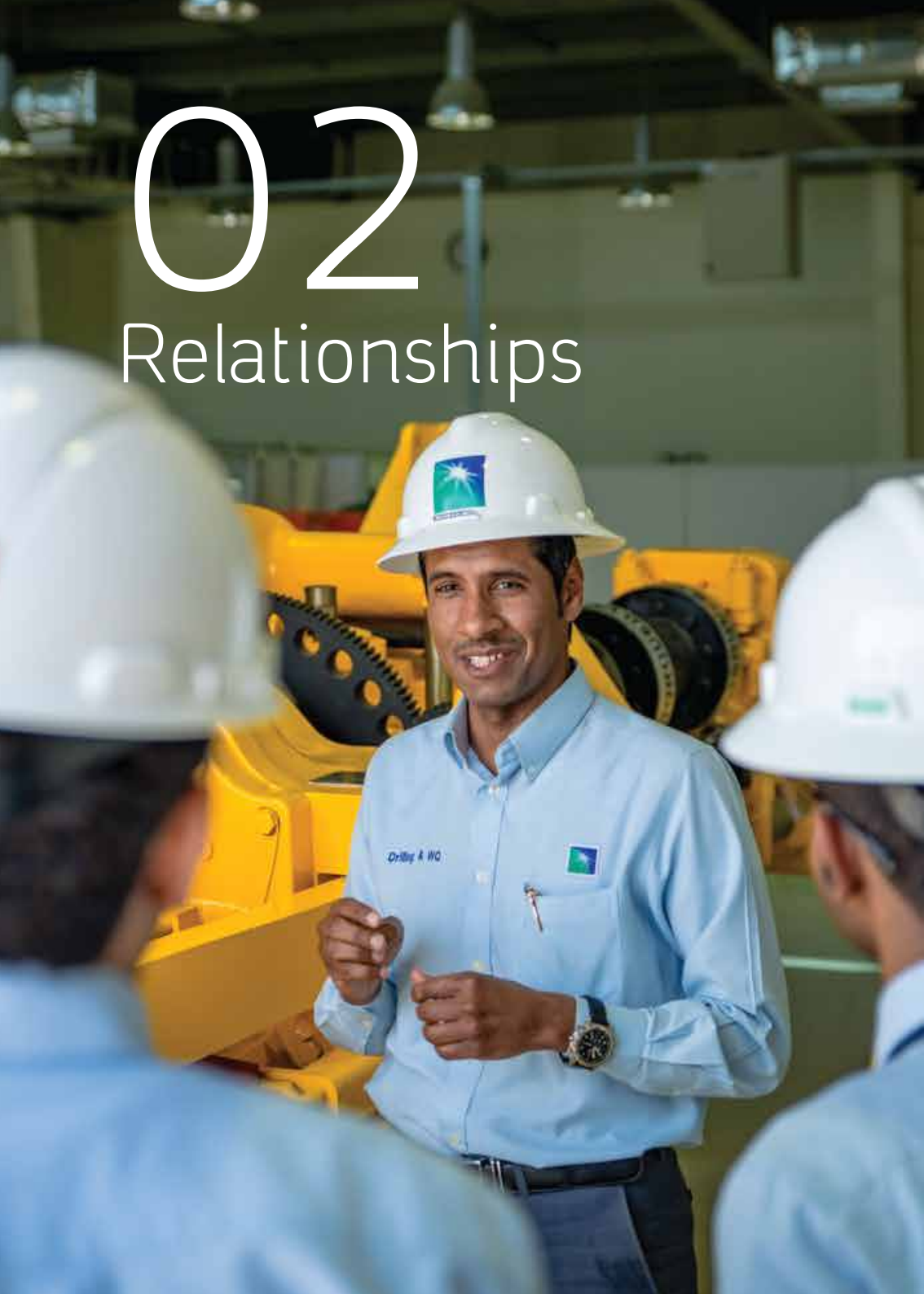


About

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
- Understand bidding & award process
- Overview of material delivery process
- Payment to suppliers for delivered material

02 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' staff must have individual usernames and passwords.

Supplier Registration and Qualification

Saudi Aramco's Dhahran headquarter is responsible for the registration of companies located in Saudi Arabia (in-Kingdom) and neighboring countries (Gulf Cooperation Council (GCC) Region, Iraq, Jordan, Syria, Lebanon, Egypt, Sudan, Somalia, Pakistan, Afghanistan, Bangladesh, and Kenya).

Supplier Registration

Companies interested in doing business with Saudi Aramco must register as a supplier through the Saudi Aramco e-Marketplace Platform:

1. Go to Saudi Aramco's website:
<https://www.saudiaramco.com>

2. Click “Partnering with us” and you will see two sets of menus under “Customers” and “Suppliers”, Select “Become a supplier” under the “Suppliers” menu. The webpage contains all you need as a supplier to register on the Saudi Aramco e-Marketplace Platform, including: supplier technical guide, and a video tutorial.

Supplier Profile Activation

Suppliers are requested to activate their accounts in Saudi Aramco e-Marketplace.

- I. All Suppliers’ primary contacts have received an invitation email to activate their account.
- II. In case not, please contact Saudi Aramco Help Desk : SupplierHelpDesk@aramco.com

Supplier Profile Update

Suppliers are requested to maintain and update their profile on the Saudi Aramco e-Marketplace Platform (e.g., updating GOSI certificates) by following these steps:

- I. Go to Saudi Aramco’s website: <https://www.saudiaramco.com>
- II. Click “Partnering with us” and you will see two sets of menus under “Customers” and “Suppliers”, Select “Existing suppliers” under the “Suppliers” menu. The webpage contains all you need as a supplier to update your profile on the Saudi Aramco e-Marketplace Platform, including a video tutorial.

Supplier Performance

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

There are two types of supplier performance KPIs: quantitative and qualitative

Quantitative KPIs:

These KPIs rely on the transaction data available in Saudi Aramco systems:

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, the so-called Statistical Delivery Date (SDD).	60%
	Delivery Slippages Average: Percentage of total number of days for items not delivered on time divided by total days of delay.	10%
Competency	Bidding Participation: Percentage of (accepted with quoted) and rejected RFQ line items with respect all sent RFQ line items by 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%
Safety	Traffic Compliance: Number of traffic violations points committed by supplier’s employees.	10%

Suppliers whose performance consistently does not meet the requirements may be invited to a performance-improvement engagement.

Suppliers may access and monitor their performance through the Supplier Portal

Link: <https://www.saudiaramco.com/-/media/downloads/working-with-us/resources/About-Supplier-Portals-Supplier-Performance-Report.pdf> download a quick reference about how to access and understand the Supplier Performance Profile.

Qualitative KPIs:

These KPIs rely on structured feedback from key stakeholders dealing with the suppliers: procurement team, customer, expediting team, and logistics.

If it is necessary 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 performance-improvement engagement, and their future business opportunities may diminish if improvement is not demonstrated.

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 any 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 out-of-Kingdom, OOK, suppliers only)

- User company mobile number (the application won't be processed without it)
 - User individual company email address (not ageneric company email such as info@xxxx.com or public e-mail such as Hotmail,
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
Link: <https://saudiaramco.com/-/media/downloads/working-with-us/resources/Saudi-Aramco-Computer-Use-Agreement-Saudi-Aramco-9696.pdf>
 - Information Technology User Access Request – Extranet Users
Link: <https://saudiaramco.com/-/media/downloads/working-with-us/resources/Information-Technology-User-Access-Request-Extranet-Users.pdf>
 4. A certificate of completing the on-line Qyadati training

All the above original required documents should be prepared and 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' users and all online follow-ups. Please note that the ISSR role will be given only to 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).

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.

In-Kingdom Total Value Add Program (IKTVA)

A bedrock of our strategy at Saudi Aramco is to create value in every aspect of our business, maximizing long-term economic growth and diversification.

Through the In-Kingdom Total Value Add (IKTVA) Program, we are taking action to drive additional domestic value creation to support a rapidly changing economic environment and foster future prosperity.

Working with our suppliers, we will capture value that produces long-term tangible benefits, quality jobs for a growing Saudi population, the innovation and diversification of industry, and increased global competitiveness.

As well as driving domestic value creation, IKTVA prioritizes consistency and transparency to create a level playing field for suppliers we are engaged with across our local and international network.

IKTVA is now an integral part of Saudi Aramco procurement; participation is required for doing business with Saudi Aramco.

What do I need to do to participate in IKTVA?

IKTVA participation is a 2-steps approach:

- 1. IKTVA baseline:** Using the IKTVA survey, we measure and identify your company's current IKTVA score.
- 2. 5-Year IKTVA Action plan:** A road map showing the path to maximizing local content in all IKTVA categories

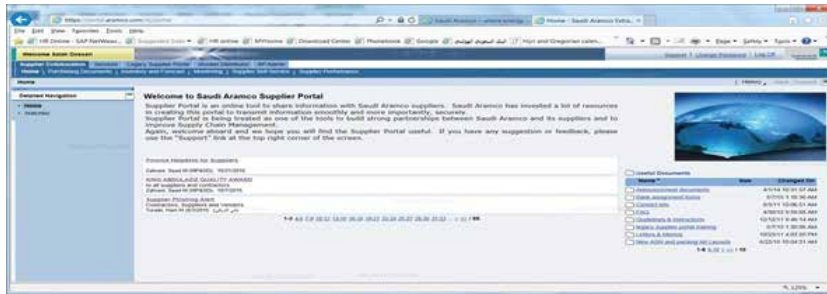
For further information, please visit www.iktva.sa

03

Saudi Aramco Supplier Systems

A man in a blue suit and glasses is working on a server rack. He is holding a tool and appears to be adjusting or connecting cables. The server rack is filled with various components, including cables and lights. The background is dark, and the lighting is focused on the man and the server rack.

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 on 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
Link: <https://saudiaramco.com/-/media/downloads/working-with-us/resources/Information-Technology-User-Access-Request-Extranet-Users.pdf>
 - Saudi Aramco Computer Use Agreement (Saudi Aramco 9696)
Link: <https://saudiaramco.com/-/media/downloads/working-with-us/resources/Saudi-Aramco-Computer-Use-Agreement-Saudi-Aramco-9696.pdf>

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
 - 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 call the Extranet Password Self-Service +966 (013) 877-0135 at any time 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 a valid 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 encouraged to ensure all their products have good and representative images. Each item can have up to three images.

The screenshot displays the 'Manage Commercial Values' interface. It features a table with columns for 'Product ID', 'Category', 'Product Name', 'Supplier Code', 'Material Code', 'Price', 'Unit', 'Status', and 'Action'. The table contains several rows of data, including product details like 'Distribution Pipe' and 'Security Supplement'. The interface also includes search filters and a 'Refresh' button.

Product ID	Category	Product Name	Supplier Code	Material Code	Price	Unit	Status	Action
00000000000000000000	Distribution Pipe	00000000000000000000	00000000000000000000	00000000000000000000	0.000000	0.000000	00	00
00000000000000000000	Security Supplement	00000000000000000000	00000000000000000000	00000000000000000000	0.000000	0.000000	00	00
00000000000000000000	Security	00000000000000000000	00000000000000000000	00000000000000000000	0.000000	0.000000	00	00
00000000000000000000	Security	00000000000000000000	00000000000000000000	00000000000000000000	0.000000	0.000000	00	00
00000000000000000000	Security	00000000000000000000	00000000000000000000	00000000000000000000	0.000000	0.000000	00	00
00000000000000000000	Security	00000000000000000000	00000000000000000000	00000000000000000000	0.000000	0.000000	00	00
00000000000000000000	Security	00000000000000000000	00000000000000000000	00000000000000000000	0.000000	0.000000	00	00

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).

04

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 the Supplier Portal, review them to understand requirements, and clarify requirements with buyer. All suppliers are requested to accept/reject RFQs through SNC as this will be reflected as a bidding participation performance KPI.

Quotation

RFQs either for PAs or POs should be quoted in accordance with the RFQ requirements in term of requested goods and delivery method. Supplier shall acknowledge in the Supplier Portal their intention to quote or not, and, if not, to provide a reason they cannot. They should prepare and submit the quotation prior to the deadline and according to all specific requirements.

Procurement Development in the e-Marketplace

Saudi Aramco is gradually switching to the e-Marketplace and sourcing (including e-bidding) is a key feature of the e-Marketplace facilitated by the SAP-Ariba Platform. Suppliers will be invited through the new system via the electronic document Request for Proposal (RFP). Suppliers will need to acknowledge their interest to participate in the bidding and they should then electronically submit their quotations through SAP-Ariba.



Make Procurement Digital

Collaboration | Transparency | Localization | Efficiency | Sustainability | Automation

Award of Procurement Instrument

Purchase Order (PO)

If a 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, suppliers should confirm acceptance in the PO collaboration section. Should changes to the 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 the operation of this system are available from the Supplier Portal homepage.

05 Delivery

A large semi-truck with a white cab and a long trailer is driving on a multi-lane highway. The scene is captured at sunset, with the sun low on the horizon, creating a warm, golden glow. The sky is filled with soft, wispy clouds. The truck is moving from left to right across the frame.

Delivery Initiation Packing

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

Packing, Packaging, and Marking Requirements

Refer to the packing standards in the PO and Saudi Aramco Packing Specifications. 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 standards in the PO and Saudi Aramco Packing Specifications.

Safety Requirements

Suppliers must comply with all materials-handling safety requirements, which include, but are 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 the collection of goods.
- Personal protection equipment (PPE), such as gloves, shall be used as indicated in 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.

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. 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.

Suppliers can create ASNs any time up to 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).

Package must meet minimum requirement as per packing specifications in PO to protect the contents during handling and delivery.

ASN Cancellation

To cancel an ASN for SAC and VTD deliveries, the supplier of the deliveries should 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 reset).
- 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.

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 copies of the packing list:

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

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

Allowed Package Types Per Delivery Incoterm Summary

Supplier Relationship Management Division
Allowed Package Types Per Delivery Incoterm

Package Type	Sub-Types (Length) x (Width) x (Height)	SAC	VTD	SAT	VTC	Pickup
ANGLE	ANGLE A(120X44), ANGLE B(80X44), ANGLE C (100X44), 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 (120X20X20), BEAM B (80X20X20)	✓	✓	✓	✓	✓
BOX	BOX, BOX A (120X80X100), BOX B(100X80X100), BOX C (85X80X100), BOX D (80X80X100), BOX E (100X80X100), BOX F (80X80X100), BOX G (100X80X100), BOX H (100X80X100), BOX I (120X120X100), BOX J (120X80X100), BOX K (100X80X100)	✓	✓	✓	✓	✓
BUNDLE	BUNDLE, BUNDLE A(120X100X100), BUNDLE B (120X80X100), BUNDLE C (80X80X100)	✓	✓	✓	✓	✓
CAGE	CAGE (120X120X100)	✓	✓	✓	✓	✓
CAN	CAN, CAN A(80X80X100), CAN B (80X80X100), CAN C (100X80X100), CAN D(100X80X100), CAN E(100X80X100)	✓	✓	✓	✓	✓
CARTON	CARTON A(120X100X100), CARTON B(120X80X100), CARTON C(100X80X100), CARTON D(80X80X100), CARTON E(80X80X100), CARTON F(80X80X100), CARTON G (120X100X100)	✓	✓	✓	✓	✓
CARTON_LARGE	CARTON	✓	✓	✓	✓	✓
CARTON_MEDIUM	CARTON	✓	✓	✓	✓	✓
CARTON_SMALL	CARTON	✓	✓	✓	✓	✓
CASE	CASE	✓	✓	✓	✓	✓
CHANNEL	CHANNEL A (120X100X100), CHANNEL B (80X100X100)	✓	✓	✓	✓	✓
CHEM BAG	CHEM BAG (120X120X100)	✓	✓	✓	✓	✓
CONTAINER 20	CONTAINER20	✓	✓	✓	✓	✓
CONTAINER 40	CONTAINER40	✓	✓	✓	✓	✓
CRATE	CRATE	✓	✓	✓	✓	✓
CYLINDER	CYLINDER (120X120X100)	✓	✓	✓	✓	✓
DRUM	DRUM, DRUM A(80X80X100), DRUM B(100X80X100)	✓	✓	✓	✓	✓
ENVELOPE	ENVELOPE	✓	✓	✓	✓	✓
FLAT BAR	FLAT BAR	✓	✓	✓	✓	✓
GRATING	GRATING A(120X100X100), GRATING B(120X80X100)	✓	✓	✓	✓	✓
JOINT	JOINT	✓	✓	✓	✓	✓
KS	KS(80X80X100)	✓	✓	✓	✓	✓
M-BAR	M-BAR	✓	✓	✓	✓	✓
METAL SHEET	METAL SHEET	✓	✓	✓	✓	✓
PACKAGE	PACKAGE A(120X80X100), PACKAGE B(100X80X100), PACKAGE C(100X80X100), PACKAGE D(80X80X100), PACKAGE E(120X100X100)	✓	✓	✓	✓	✓
PALLET	PALLET	✓	✓	✓	✓	✓
PIPE	PIPE	✓	✓	✓	✓	✓
PLATE	PLATE, PLATE A(80X80X100), PLATE B(100X80X100), PLATE C(100X80X100), PLATE D (80X120X100), PLATE E(100X120X100)	✓	✓	✓	✓	✓
REEL	REEL	✓	✓	✓	✓	✓
ROUND BAR	ROUND BAR	✓	✓	✓	✓	✓
SACK	SACK, SACK A(100X100X100), SACK B(80X80X100), SACK C(100X80X100), SACK D(100X100X100)	✓	✓	✓	✓	✓
SHEET	SHEET A(80X100X100), SHEET B(100X100X100)	✓	✓	✓	✓	✓
SHOOTING BAR	SHOOTING BAR	✓	✓	✓	✓	✓
SPOB	SPOB	✓	✓	✓	✓	✓
SQUARE BAR	SQUARE BAR	✓	✓	✓	✓	✓
STEEL	STEEL	✓	✓	✓	✓	✓
TRUCK	TRUCK	✓	✓	✓	✓	✓
TUBE	TUBE	✓	✓	✓	✓	✓
U-BAR	U-BAR	✓	✓	✓	✓	✓
V-BAR	V-BAR	✓	✓	✓	✓	✓

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

To download the table in A4 Size , you may use below Link: <https://www.saudiaramco.com/-/media/downloads/working-with-us/resources/Allowed-Package-Types-Per-Delivery-Incoterm.pdf>

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 the supplier to the customer or distribution hub.

Delivery Terms

Saudi Aramco’s materials contracts (e.g., purchase orders and purchase agreements) mandate a 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 specified in the Collection Note (CN) issued by 3PL.

Locations of 3PL (Naqel) MDCs:

MDC	GPS Location
Dammam	26.4462064, 50.186035
Jubail	26.996531, 49.624969
Hofuf	25.6334444, 49.5868056
Riyadh	24.6403500, 46.725100
Jiddah	21.116104, 39.252274
Yanbu'	24.121794, 38.125089

Incoterms Processes and Focal Point of Contact Summary

Delivery Term	POC	POD	GCC	Process	Package Remarks	Contacts
SAC Saudi Aramco Customer	✓	✓	X	<ul style="list-style-type: none"> Supplier issues ASN, and 3PL 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 same 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 POD 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: Caps, Truck, Emergency and Customer	SAC & VTD Third Party Logistics (3PL) Nagel Customer Service: Working Hours: 007-1500 For Delivery Priority Codes: (X) Hot Taxi & (E) Emergency (Working hours: 24/7) Primary: 920025205 CSnagelaramco@sagel.com.sa
VTD Saudi Aramco Customer	✓	✓	X	<ul style="list-style-type: none"> Supplier issues ASN Arrange timing with 3PL for type/size of the shipment Deliver goods to the nearest 3PL MDC to the Customer, as stated in the collection note. Sign 3PL Collection Note upon delivery System triggers eGR to the customer to acknowledge delivery 	Not Allowed Package Types: Caps, Truck and Emergency	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	✓	<ul style="list-style-type: none"> Supplier issues ASN Supplier Initiates Truck request. Saudi Aramco transportation automatically notified to collect goods Supplier creates GCC and upload signed MOD by driver along with signed MOD by driver, or better signed MOD by customer System triggers eGR to the customer to acknowledge delivery 	The Only Allowed Package Type: Truck	For Dhahran, Ras Tanura & Shaybah *F&ESD/COG/Truck Traffic Controller (DH) F&ESD/COG/Truck Traffic Controller (DH)@aramco.com.sa *F&ESD/COG/Truck Coordinators (DH) F&ESD/COG/Truck Coordinators (DH)@aramco.com.sa For Abqayq *F&ESD/COG/Truck Coordinators (Abq) F&ESD/COG/Truck Coordinators (Abq)@aramco.com.sa *F&ESD/COG/Truck Traffic Controller (Abq) F&ESD/COG/Truck Traffic Controller (Abq)@aramco.com.sa For Uthmaniyah *F&ESD/COG/Truck Coordinators (Uth) F&ESD/COG/Truck Coordinators (Uth)@aramco.com.sa *F&ESD/COG/Truck Traffic Controller (Uth) F&ESD/COG/Truck Traffic Controller (Uth)@aramco.com.sa
VTC Customer	X	X	✓	<ul style="list-style-type: none"> Supplier issues ASN and delivers to delivery point detailed in PO Supplier creates GCC and upload signed MOD 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 (O4) or Delivery Priority 01	X	X	✓	<ul style="list-style-type: none"> Supplier issues ASN Customer collects goods Supplier creates GCC and attach signed MOD by customer System triggers eGR to the customer to acknowledge delivery 		ASN can be issued at any time before or after the ETA date

To download the above table in A4 Size , you may use below Link: <https://saudiaramco.com/-/media/downloads/working-with-us/resources/Delivery-Incoterms.pdf>

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 is 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 3 days of 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 the event the supplier has multiple warehouses, the supplier needs to select the proper warehouse when creating the ASN for goods collection.
- See the Supplier Registration and Supplier Profile Update sections on how to register and 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 | Hot Taxi |
| 04 | Pick-up |
| 05 | Emergency |

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

06

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 the event of invalid Zakah/GOSI certificates.

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

For GOSI updates, see Supplier Profile Update section.

Invoice Requirements

Evaluated Receipt Settlement/ Self Billing

Saudi Aramco prefers to process payments through the automated system known as the Evaluated Receipt Settlement (ERS). The ERS system creates an electronic invoice for Goods Received and a payment document for Services Received once the respective Goods Receipt/ Service Entry Sheet is approved.

Suppliers need to ensure a soft copy of the VAT Compliant invoices are attached when processing SES for Service rendered.

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.

Details of how to submit hard copy invoices are described in the PO. To ensure the timeliness of payment, please ensure compliance with the requirements to 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.
- The VAT amount must be indicated on the invoices, if applicable.
- The Vatable Invoice must comply with GAZT requirements and must be in Arabic language and any other language.

- Supplier number
- Company CR 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
- Attach a copy of CR certificate

For vendors with multiple PO currencies, they need to provide the bank account's currency match each PO currency 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 Finance Vendor Help Desk (see Contacts Section).

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 company's original official letterhead signed by an authorized person (authenticated by the Chamber of Commerce) and bank's original official letterhead (authenticated by their bank STAMP) with following details to Operations Accounting (See Contacts Section):

07

Contacts

Supplier Help Desk: The Saudi Aramco Supplier Help Desk is a one-stop shop to handle all suppliers' inquiries and issues. Service providers (contractors) and material providers may call the supplier help desk number 800-116-1168 / +966 11 2978950 during the regular business hours 7 a.m. to 4 p.m. 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

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	Tel/Fax/Email
SUPPLIER HELP DESK		SupplierHelpDesk@aramco.com In-Kingdom Suppliers: 800-116-1168 Out-of-Kingdom Suppliers: +966 11 2908950
SUPERVISOR, SUPPLIER SERVICES UNIT	Supplier Relationship Management Division Saudi Arabian Oil Company Building, 3301, North Park 2, Wing B, R-B118, Dhahran 31311, Saudi Arabia	Supplier-Services@aramco.com (013) 874-0888 (013) 874-0880
SUPPLIER RELATIONS & QUALIFICATION	Supplier Relationship Management Division Saudi Arabian Oil Company Building, 3301, North Park 2, Wing B, C-B-1090, Dhahran 31311, Saudi Arabia	
SUPPLIER PERFORMANCE UNIT	Supplier Relationship Management Division Saudi Arabian Oil Company, North Park 2, Dhahran 31311, Saudi Arabia	Supplier-Performance@aramco.com

Contact	Address	Tel/Fax/Email
SAP Ariba Help		+1 412 222 6153
QUALITY ASSURANCE UNIT CLERK	Vendor Assessment Unit Vendor Inspection Division Floor 11, West Wing, C 1146 B, Al-Midra Tower, Saudi Arabian Oil Company, Dhahran 31311, Saudi Arabia	
OPERATIONS ACCOUNTING	Saudi Aramco P.O. Box No. 5000, Dhahran 31311 Tower Building, 7th Floor, South wing Saudi Arabia	OAD/PAD/Vendor Master OADVendorMaster PayableDIV@aramco.com
INVOICE RECEIVING OFFICE	TCS Office - Invoice Control Unit Saudi Arabian Oil Company Building: Akaria 2, Gate 10, 6th Floor Office No.712, Olaya Road, Riyadh 11372, Saudi Arabia	OAD/PAD/IPU/TCS OADPADIPUTCS@aramco.com (011) 297 8750 ICUsupportFIN@exchange.aramco.com.sa
Vendor Master Group		OAD/PAD/Vendor Master OADVendorMaster PayableDIV@aramco.com
Bank Assignment Group (To create a bank assignment (9000XXX) for a specific Contract/PO)		BA FIN GROUP BA.FIN@ARAMCO.COM