JOINT OPERATIONS

SAUDI ARABIAN CHEVRON INC. - KUWAIT GULF OIL COMPANY (KSC)
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Technical Query (TQ) Application - Vendor Documentation

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Introduction:

The Joint Operations (JO) Technical Query Application (TQ) is designed to submit, track and facilitate the closure of all TQs related to Pre-Bid RFQ clarifications and Post-Order clarifications. A TQ is any query which a vendor might have in relation to the RFQ or PO which JO has raised. Some examples of TQs are clarification on design specifications, request to change quantity, request to change part number, request to change manufacturer etc. All of the correspondence pertaining to clarifications regarding RFQs and POs **MUST** be facilitated through the TQ application. The TQ application will allow registered vendors to submit and then track their TQs. The application will greatly enhances the management of TQs to ensure agreements are recorded and there are no misunderstandings during the receiving of the material to JO Warehouse.

This end user documentation will provide vendors the necessary information to request access to the TQ application and it will demonstrate how to submit and track TQs.

Important Links and Help Desk Phone Number:

To request access to the application please use the following link:
http://jopcontractors.chevron.com/RegVendor.aspx
To login to the application please use the following link:
http://jopcontractors.chevron.com/Loginvendor.aspx
To Submit a TQ, please use the following link:
http://jopcontractors.chevron.com/SubmitTQ.aspx
To Request Help via email:
JOPHelpdesk@Chevron.com
To log a ticket with JO Help Desk, please call the following number:
+ 965-2398-3639 Ext 3333

Registration Process:

Before using the application, vendors must request access to the application. Vendors request access by navigating to the following URL: http://jopcontractors.chevron.com/RegVendor.aspx Vendors will need the following information to complete the request form:

- Vendor Name
- Vendor Telephone Number
- Vendor Fax Number
- Vendor Contact Name

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- Vendor Company Email Address
- Vendor Comments

All fields are mandatory except the comments field. Once all of the required fields have been filed out, the vendor must click on the "Submit" button to send the request to JO.

JO will process the request for access by ensuring the vendor is authorized to do business with JO. Once the request has been validated, the vendor will get an email with his/her login credentials.

Sample screen shot of an email showing login credentials:
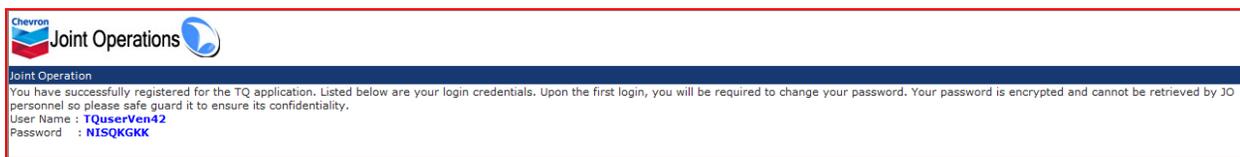
The vendor should navigate to the following URL http://jopcontractors.chevron.com/Loginvendor.aspx and login to the application using the credentials supplied in the email. Once the vendor has logged in with the supplied credentials, the application will prompt the user to change his/her password.
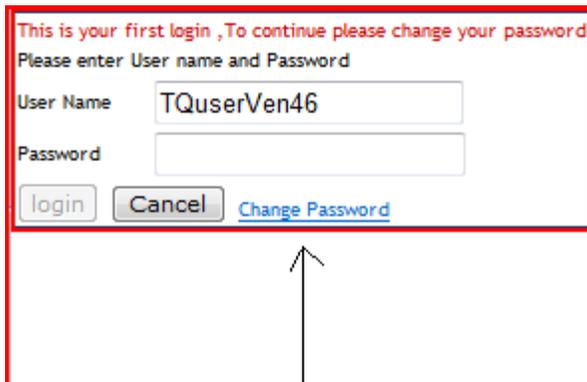
The vendor will click on the change password link and enter a new password. Passwords must be a minimum of six characters. The vendor should safeguard the password, JO personnel do not know the password as it is encrypted. In the event a vendor forgets his/her password, a request will need to be sent to JO TQ Helpdesk
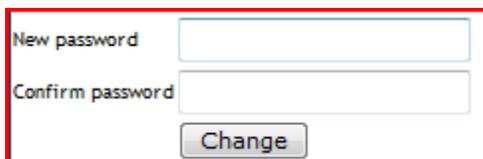
After clicking on the change button, the vendor will automatically be redirected to the main page for submitting RFQ/PO TQs.

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TQ Application Dashboard - Fields Explanation

The TQ application is operated via the main dashboard, all functionality is exposed through this main dashboard. The main dashboard is displayed after the user has successfully entered valid login credentials. There are certain fields which are mandatory for submitting TQs, these fields are listed below:

- The selection of TQ type, this can be either RFQ or PO
- The Line number from the RFQ or PO
- The Item Number from the RFQ or PO
- The RFQ or PO number
- And the query which is being submitted, this is captured in the Vendor Comment field

The vendor also has the option to attach supporting files; up to three files can be attached. If a vendor has more files to submit then the vendor should compress the files and send the .zip file instead.

The vendor must ensure line number, item number and RFQ/PO number are valid and correspond to a RFQ which the vendor is bidding on or the PO which has been awarded to the vendor. JO will reject all TQs where the listed fields are not valid. In the event a TQ is rejected by JO, the vendor will need to resubmit the TQ.

TQ Application Dashboard Screenshot

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Pending TQ Tab

The Pending TQ tab has two portions; the top portion shows all of the queries which have been closed by JO but have yet to be concurred by the vendor. After a TQ has been closed by JO, the vendor should concur with the resolution to ensure there is alignment between the vendor and JO.

The bottom portion of the Pending TQ tab shows all TQs which are currently being worked on by JO. Once JO closes a TQ it will move to the above portion under "Pending Concurrence by Vendor" portion.

Concurred TQ Tab

The Concurred TQ tab shows all of the TQs which have been closed by JO and have been concurred by the vendor. The records under the Concurred TQ tab will be visible for a period of one year from when the TQ was closed by JO, after the expiration period the records will be removed.

Invalid TQ Tab

The Invalid TQ tab shows all TQs which were submitted by the vendor but were rejected by JO. In most cases JO will reject all TQs where the mandatory fields are incorrect; they don't correspond to a valid RFQ or PO. If JO rejects a TQ, the vendor will need to resend it correcting the erroneous data.

Not Concurred Tab

The Not Concurred tab will list all TQs which the vendor did not concur on, the vendor can resubmit the previously not concurred TQs. In situations where the vendor does not agree on the resolution provided by JO, he/she can choose not to concur.

Submitting a RFQ TQ

To submit a new RFQ TQ, the vendor should navigate to the login page and enter his/her login credentials. After inputting the login credentials the main TQ Application page will be displayed.

The vendor must select the RFQ TQ radio button and enter a valid Line #, Item Number, RFQ Number and the query in the Vendor Comment text box. Please note all of the listed fields are mandatory. With

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the exception of the Vendor Comments field, all required data must be valid, i.e. it must correspond to a valid RFQ otherwise JO will reject the TQ and the vendor will have to resubmit it. In addition, please take note that you must submit a TQ for each item, i.e. if a RFQ has 20 line items and you have TQs pertaining to 5 items then you must submit 5 unique TQs, do not input the details of the TQs in an attached document, JO will reject the TQ.

After the vendor types in the required information, he/she will click the Submit button to send the TQ to JO.
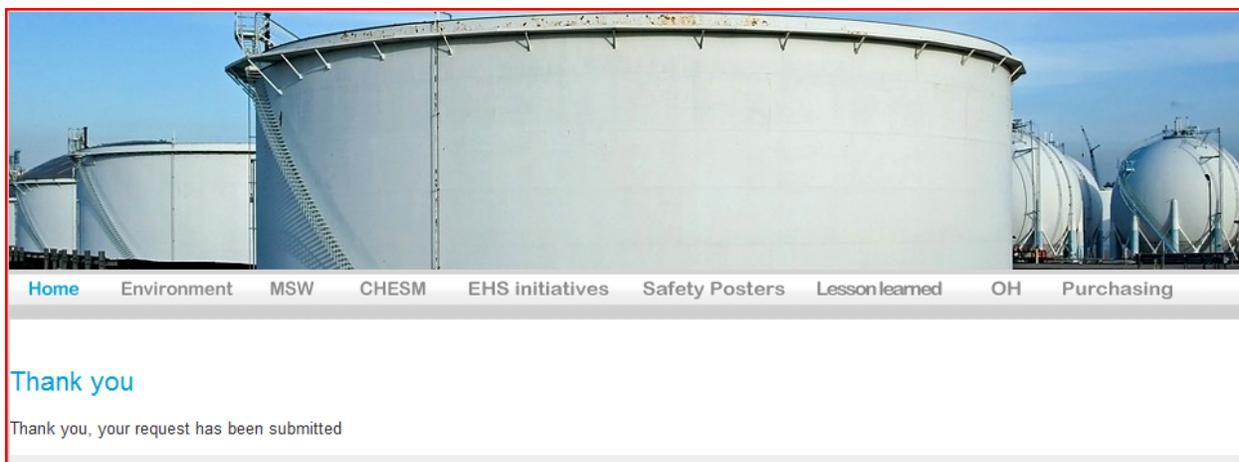
The submitted TQ will be visible under the Pending TQ @ Joint Operations section, it will stay in this section until JO closes the TQ from their end at which point it will move to the Pending Concurrence by Vendor section.

Once JO closes the TQ, the vendor will receive an email to the email address on file.

Once the vendor receives the email he/she should login to the TQ application and either concur with the resolution or deny it. The concurrence allows JO to confirm that the vendor agrees with the resolution provided by JO, however, it is not a commitment by JO to procure the material from the vendor who raised the TQ.

Submit New Technical Query:
Joint Operation Technical Query (TQ) Application
Welcome
Please, Select the type of Technical Query you are submiting
○ RFQ TQ ○ PO TQ
⊞ Enter the RFQ or PO Number

Line #	Item Number	RFQ/PO #

⊞ Vendor Comment

[text area]

[ ] Browse...
[ ] Browse...
[ ] Browse...

[Submit] [Cancel]

Pending TQ	Concurred TQ	Invalid TQ	Not Concurred

Pending Concurrence by Vendor

TQ Serial #	TQ type	PO/RFQ#	Created on	Item#	line#	Vendor comment	Purchasing comments	Do you Concur?
TQRFQ0075	RFQ TQ	2244	8/11/2011 1:53:49 PM	1258963		This item is only available in quantity of 6 where as the RFQ is showing 7. I can either offer a quote for 6 or 12, please clarify. --This is a test RFQ TQ--	Please quote us for 6. -- This is a tes RFQ TQ, coming from JO--	Yes No

Pending TQ @ Joint Operation
There is no pending Technical Query

Once the vendor clicks on the Yes button under Do you Concur? The request will move to the Concurred TQ Tab.

Submitting a PO TQ

The procedure to submit a PO TQ is identical to the RFQ TQ process except the user must select the PO TQ radio button.

Invalid TQ Example

If the mandatory fields are not accurate, JO may reject the TQ. All rejected TQs can be found under the Invalid TQ tab. Once JO rejects a TQ, the vendor will receive an email.

Upon receiving the email the vendor can login to the application, the invalid TQ will be under the Invalid TQ tab. At this point, the vendor may choose to resend the TQ by creating a new TQ request.

Not Concurred TQ Example

In situations where the vendor does not concur with JO, he/she will most likely resend the TQ with modified requirements, the Not Concurred tab in the application allows the user to perform this function. Once the vendor marks the TQ as not concurred it will be moved to the Not Concurred Tab. To resend the TQ the user will select the TQ to resubmit by clicking on the resubmit button. The application will copy all of the mandatory fields from the previously submitted TQ and allow the user to enter the

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new query, the user will not be allowed to change any of the mandatory fields except the query in the text field. The application records the original query as well.

As before, the vendor will receive an email once the TQ is closed by JO.

Upon receiving the email, the vendor should log into the application to mark the TQ as Not Concurred and then resend it.

The vendor should click the No button to mark the TQ as not being concurred with. Once the No button is clicked the TQ will move to the Not Concurred Tab.

Once the user clicks the Resubmit button the application will reload the TQ with all of the mandatory fields filled out and allow the user to add a new query.

Once the new query has been added, the vendor will click the Submit button and the TQ will follow the entire process all over again.

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In Conclusion

The TQ application was built with simplicity in mind; it is a very easy and straight forward application to use. The intent of this vendor user documentation is to show the main functionality of the application. We believe if the vendor follows this guide he/she will have the required knowledge to navigate the application and successfully submit and manage the TQs which he/she has sent to JO. In the event you require additional help, please send an email to JOPHelpdesk@Chevron.com or call + 965 – 2398-3639 Ext 3333.