

## Supplier Information Management – Supplier On-boarding overview.

**Summary:** - Tullow has been using Coupa sourcing since 2020, and in 2024 introduced three additional modules, covering SIM – Supplier Information Management, CLMa, Contract Lifecycle management, and for Tullow’s Strategic and selected Core suppliers the PACM, the Post Award Contract Management process.

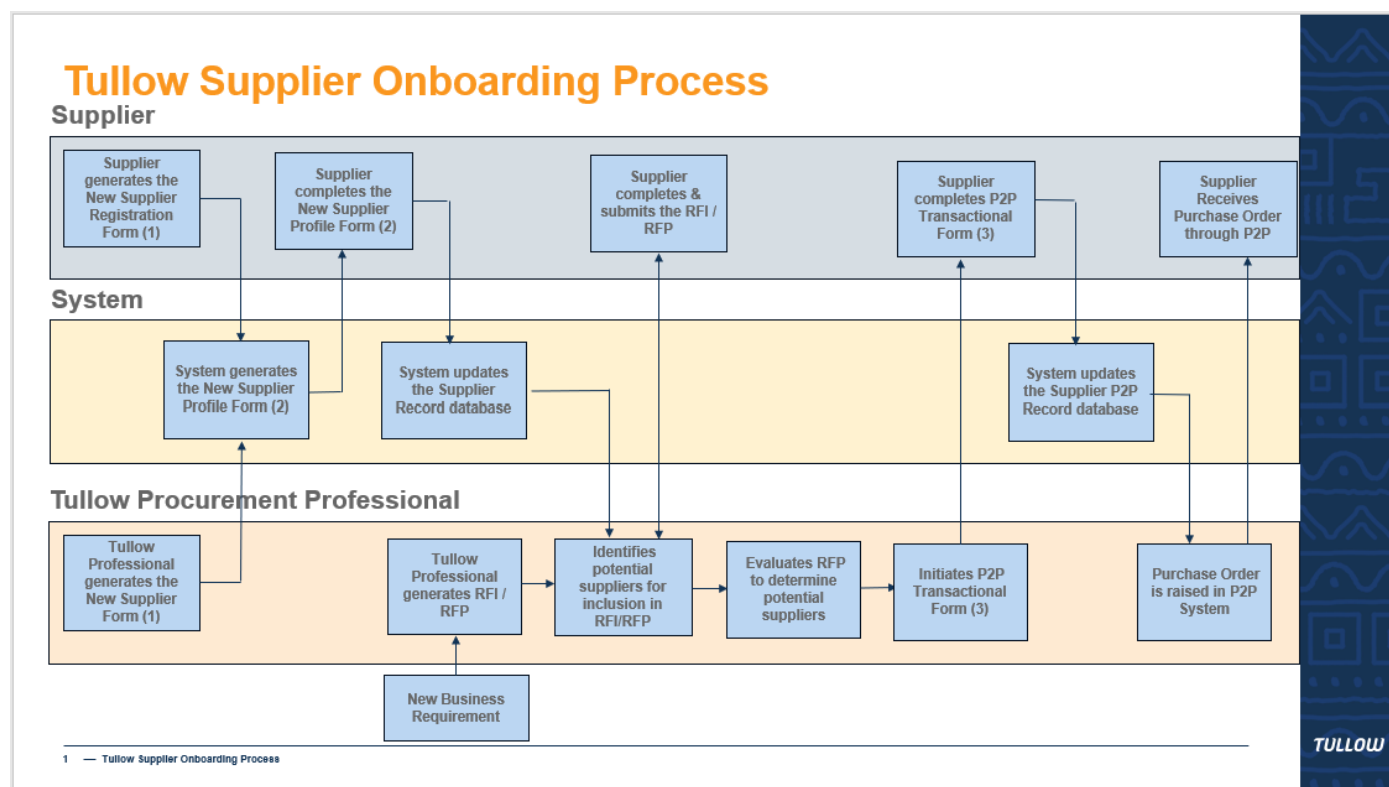
Each of the three modules involves interactions with the suppliers, and to support the supplier through the process, Tullow has produced a quick reference guide for each of the new modules. This first guide details the SIM, or Supplier Information Management – supplier onboarding process which is the new mandated process by which Tullow collects the minimum level of information about a supplier to onboard them into the Coupa platform using several electronic forms.

Initially the “Supplier Registration Form” or “Form 1” is used to gather basic supplier information such as Legal Name, Address, etc sufficient to allow the system to send the supplier the New Supplier Profile Form or “Form 2” to validate potential suppliers to participate in upcoming tenders through the RFI (Request for Information) and / or RFP (Request for Proposal) processes.

For suppliers who are subsequently awarded business, it is required that they complete the supplier information request – “P2P Transactional Form” or “Form 3”, which requests the additional information to facilitate the setting up of that supplier in the Tullow P2P (Purchase to Pay) system, which is then used to issue purchase orders, receive invoices, and facilitate electronic payments.

Note: - Tullow also reserves the right to send these SIM forms 2 & 3 out to existing onboarded “Sourcing Vendors” and P2P Transactional vendors where our system currently shows gaps in the information that we hold as we seek to achieve a standard level of detail across the Tullow supplier base.


The high-level flow chart summaries the Supplier Onboarding process.



### 1.0 Supplier Onboarding using the New Supplier Registration Form.

Suppliers may self-register using the New Supplier Registration Form using the Tullow Supplier Portal at [Supply chain management | Tullow Oil plc \(LSE: TLW\)](#). The “New Supplier Registration Form” requests only sufficient information to facilitate the system to create the supplier record, check for potential duplicate records, and initiate the Information Request – using the “New Supplier Profile Form 2” which is sent directly by e-mail to the submitted supplier’s inbox. The registration process may have been internally initiated by one of the Tullow Procurement Professionals or following a recommendation by the Petroleum Commission resulting in an internal New Supplier Form being generated.

## Supplier Profile Form.



### New Supplier Registration Form

For any questions or to seek assistance with this form, please contact the Supplier Registration team on [Supplier.Registration@tullowoil.com](mailto:Supplier.Registration@tullowoil.com)

\* Required

Supplier Name \*

Please provide the supplier name

Enter your answer

Street Address \*

Enter your answer

City \*

Enter your answer

## 2.0 Receiving the Form 2 - Supplier Profile Form

Following the submission of either of the forms detailed in section 1, the system generates the “Supplier Profile Form” which requests additional information including the Primary Goods and Services which the supplier can provide. It also asks whether the Supplier to read and accept the Tullow Code of Conduct which is expected of our suppliers.

The request is sent to the email address which is on record and provides an introductory e-mail. The process to login to the Coupa Portal and access the Tullow supplier Profile is provided in the following presentation.

## Supplier submits Form 2 (1/5)

### Supplier view > Supplier Information Request (Supplier Profile)

Profile Information Request

Hello Supplier,

Tullow Oil (TEST) wants you to respond by updating profile on Coupa, their chosen platform for Spend Management. Information is required so they can transact with you.


Coupa's Supplier Portal is completely free, setup is for better transact and communicate electronically. Find links below.

You can respond and send your information to your joining, but joining allows you to more easily update it ever changes, as well as do things with Tullow Oil other buying organisations that use Coupa) like view purchase orders, create invoices, manage POs and invoices, get real-time SMS alerts and much more.

Use the buttons to either respond or decline, or forward this request to another person at your company.

Welcome!

[Join and Respond](#)



**Create an Account**

Tullow Oil (TEST) is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Tullow Oil (TEST) so you're ready to do business together.

\* Business Name  
Tullow supplier demo 023  
Your legal business name (or legal personal name if an individual)

\* Email  
tullowsupplierdemo@gmail.com

\* First Name  
Williams

\* Last Name  
Gray


\* Password  
Use at least 8 characters and include a number and a letter.

\* Confirm Password

☐ I accept the [Privacy Policy](#) and the [Terms of Use](#)

[Create an Account](#)

Already have an account? [Log in](#) or [Forward this to someone](#)

 Your Coupa Verification Code

Below is the secure verification code you requested. Enter the 6-digit code in Coupa to verify it's you.

**562430**

If you didn't request this code please contact us at [supplier@coupa.com](mailto:supplier@coupa.com).

Upon completion of the **New Supplier Registration Form**, (Form 1) the **“Supplier Profile Form”** (Form 2) is automatically sent to the supplier requesting the supplier to setup a CSP (Coupa Supplier Portal) profile (if they haven't already) and complete the form. The “Supplier Profile Form” allows Tullow to obtain information from the supplier to ensure they are fit for purpose before engaging with them in sourcing activities. Once this form has been approved, by the vendor master team, the supplier is then able to join and partake in sourcing events

The supplier will be requested to complete the form via an email link, directing the supplier to the Coupa Supplier Portal. Upon clicking **Join and Respond** the supplier will register within the CSP with basic information, setup a password, and verify their email (if not already registered)

When the supplier clicks **Create an Account** they will have the requirement to enter a Coupa verification code which will have been e mailed to them.



Note, if the supplier is already registered through business with another client the supplier will login to the CSP using existing details

## 2 Stage Authentication

**Email Verification**  
We sent a one time verification code to tullow@coupa.com

5 0 2 4 3 0

Didn't receive the Verification Code? [Request a New Code](#)

**Next**

**Secure Your Payment Information**  
Two-Factor Authentication is required to finish setting up payment.

Authenticate via: **Authenticator app** (selected), Phone SMS Message, Coupa Supplier Portal

1 Scan this QR code on your mobile device. Open your preferred authentication app on your mobile device. For most apps, select "Add" or "+" to scan the QR code or copy and paste the security key.

2 Enter the 6-digit verification code from your device.

**Next**

**Emergency Recovery Codes**  
Emergency Recovery codes are the only way to restore access if you lose access to your authenticating device or app.

You can use each recovery code only once. Save your recovery codes somewhere safe but accessible.

pf2zyw	00bndg	N0m1Q
eTISAg	rfxuSQ	pZv2w

[Print](#) [Download](#) [Copy](#)

These codes were generated on April 02, 2024

**Next**

5 — Presentation title

There is a requirement to validate a two Stage Authentication when initially creating the Coupa Account.

- The code will be e-mailed to the same address as the initial invite. Enter the code and click next.

After the account is created, and in preparation for the potential for bank account details to be entered at a future date, 2 stage authentication is recommended.

- The supplier will be required to complete a two stage authentication process, which may be completed through an Authenticator App (QR Code), or SMS phone message.

Note:- that the Authenticator App requires the QR to be scanned, or alternatively, an SMS Phone message used. This requires the telephone number of a mobile phone, usually registered to the business.

- Enter the 6 digit code, and Next.

An E mail will confirm that the Multi-Factor Authentication has been successfully enabled.

**Note:-** following the completion of the 2 Stage Authentication, the system will provide 6 Emergency Recovery Codes, which may be used once only.

Download or print your backup codes in case you lose access to your original authentication device or delete the app. Create backup codes by clicking "Review Settings". Accounts can also be recovered at [My account | Coupa Suppliers](#)

- Click "Next".

## Supplier submits Form 2 (2/5)

Supplier view > Sourcing Information Request Form (Supplier Profile)

**coupa supplier portal** WILLIAM NOTIFICATIONS 4 HELP

Home Profile Forecasts Orders Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons

**TS Tulrow supplier demo 123**  
Profile Progress 6% Last Updated: 9 minutes ago | [View Profile](#)

**Recent Activity**  
Tulrow Oil (TEST) - Tulrow suppl... More...

**Information Request**  
Tulrow Oil (TEST) - Tulrow supplier demo 123 • Received today

**Announcements**  
No Announcements

**My Notifications**  
View All

Message	Received
Update your profile for Tulrow Oil (TEST) - Tulrow supplier demo 123	01/05/24 03:20 PM

[Delete](#) [Mark as Read](#)

22 —

The supplier will be able to access the Supplier Information Request form that they are required to populate under **Recent Activity** and **Information Request**

To access the form, the supplier will click into their **Notifications** and will be routed to a list of notifications, one of which will be to 'Update your profile'. Upon clicking this [link](#) the supplier will be taken to the form.

Alternatively, go to Home, and then **Profile**, and **Information Requests**.

## Supplier submits Form 2 (3/5)

Supplier view > Sourcing Information Request Form (Supplier Profile).

Home Profile Forecasts Orders Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons

Setup

Your Profile Information Requests Performance Evaluation

Tullow Oil (TEST) Profile Tullow Oil (TEST)

✓ We have auto-filled some information from your Public Profile.

**TULLOW**

Supplier Information Thomex Marine Paints Limited

### Supplier Information Request (Supplier Profile)

If you would like to be considered for inclusion in Tullow's future sourcing activities, please fully and accurately complete the below Sourcing Qualification Form. It is important that we gather the required information to evaluate your suitability as a potential supplier to Tullow and be able to make contact using the Coupa Business Spend Management platform.

Please be aware that upon a successful future business award, you will be asked to provide your procurement profile, including bank details to complete the onboarding process facilitating business using the Tullow P2P process. This information will be requested through an additional Procurement Profile form.

All documents attached in these forms should be in a PDF format only. Failure to do so could result in the form being rejected.

### Supplier Details

\* Legal Company Name Thomex Marine Paints Limited

The Form will pull information such as Name & Email from the original Onboarding Form, created from details provided by the Supplier in the Supplier Portal, or by the Tullow representative, or from the details provided by the Petroleum Commission.

The Supplier should take time to validate the Supplier Details to ensure that these are correct and consider adding additional contacts.

The Supplier Profile form is looking for additional details including the following

- **Company Registration number (CRN)**
- **Company classification**
- **Primary Goods / Services supplied**
- **Verification and Certification**
- **Petroleum commission permit**
- **Statement regarding confirmation of ethical conduct**

See the next screenshots.

## Supplier submits Form 2 (4/5)

Supplier view > Supplier Information Request Form (Supplier Profile)

### Verification and Certification

\* Is your company operating in Ghana? ☒ Yes ☐ No

\* Company Registration Number (CRN) 12345678

Your Company Registration Number (CRN) is a unique eight digit code issued once the formation of a newly incorporated company has been successful. This will consist of 8 numbers, or alternatively, 2 letters followed by 6 numbers, and may also be referred to as a Companies House Number

\* Company Classification International

If applicable please select the company classification aligned to your company based on the Petroleum Commission (Ghana)

\* Primary Goods / Services Supplied

Corrosion Protection ☒ Consumables ☒

Please select the most appropriate option(s) that reflects the goods and/or services you wish to provide Tullow

### Verification and Certification (Part 1)

Key fields like the supplier's name and contact details are pulled across from the original Onboarding form and can be updated by the supplier if required. The supplier must also populate:

- **Is your company operating in Ghana? Yes / No**
- **Company Registration number (CRN)** – input a 8 digit company registration number
- **Company classification** – select the company classification aligned to their company based on the Petroleum Commission (Ghana)
- **Primary Goods/Services Supplied**- select the most appropriate material group (s) that reflect the goods/services the Supplier is providing to Tullow
- **Note**- Attachments should always be uploaded in a PDF format.

## Supplier submits Form 2 (5/5)

Supplier view > Supplier Information Request Form (Supplier Profile)

\* VAT Certificate  No file chosen  
Please provide a valid TAX or VAT Certificate

\* Company Registration Certificate  No file chosen  
Please provide a copy of your company registration certificate (Form 3 for Ghana and CR12 for Kenya)

\* Do you have a Petroleum Commission Permit? ☐ Yes ☐ No

\* Policies and Procedure - Please read the statement below and provide a response

\* Sanctions - Please read the statement below and provide a response

\* Public Office or Politically Exposed (PEP) - Please read the statement below and provide a response

To the best of your knowledge, are any of your organisation's shareholders, board members, directors, officers or key staff, a public official or politically exposed person (PEP)? (Please consult the Tullow Code of Ethical Conduct for Definitions, summarised in the [Tullow Code of Ethical Conduct](#))

Should you have any questions or issues, which may prevent you from submitting the form, please email the Tullow vendor master team using [SupplierRegistration@tulloil.com](mailto:SupplierRegistration@tulloil.com)

Before exiting the form, please click **Save** to avoid losing any information you've already entered!

Please do not Decline the form unless you do not intend to provide your details. In which case we would appreciate you providing us the reason why using the comments field below.

### • Verification and Certification (Part 2)

- Attach a valid **TAX or VAT document**
  - Attach a **Company Registration Certificate** (Form 3 for Ghana and CR12 for Kenya)
  - Attach a **Petroleum Commission Permit** – All companies operating within the Oil & Gas industry within Ghana are required to supply this permit
  - They must confirm they have **Policies and Procedures** in place to address various concerns such as business ethics, human rights, and financial crime
  - The supplier must answer whether they are subject to any relevant **sanctions**
  - Suppliers must declare whether any key stakeholders are **Politically Exposed Person (PEP)**
  - Finally, they must agree to **Tullow Oil's code of ethical conduct**
- Once you have filled in these sections, click **Submit for Approval**

Should any required information be missing, the form will not proceed and missing data will be highlighted in red

The form will go through the approval chain process. If rejected, the form will be returned to the supplier (with comments) to review/amend and re-submit if applicable

Once the form has been successfully completed, and submitted for Approval, the form will be held in the “Pending Approval” status. The Tullow Team will review all attachments. If all is completed correctly, the Supplier Profile will be Approved, else the form could be returned to the Supplier with Comments

Tullow Oil (TEST)

Profile

TULLOW

Pending Approval

Supplier Information Thornex Marine Paints Limited

### Supplier Information Request (Supplier Profile)

If you would like to be considered for inclusion in Tullow's future sourcing activities, please fully and accurately complete the below Sourcing Qualification Form. It is important that we gather the required information to evaluate your suitability as a potential supplier to Tullow and be able to make contact using the Coupa Business Spend Management platform.

Please be aware that upon a successful future business award, you will be asked to provide your procurement profile, including bank details to complete the onboarding process facilitating business using the Tullow P2P process. This information will be requested through an additional Procurement Profile form.

All documents attached in these forms should be in a PDF format only. Failure to do so could result in the form being rejected.

### Supplier Details

\* Legal Company Name

\* Primary Address

### 3.0 Receiving the Form 3 – P2P Transactional Form.

The completion of the P2P Transactional Form is only requested of suppliers who have been awarded business following a successful tender or RFP submission. During the business negotiation process, which may include the review of a contract (covered in the CLM summary guide), the Tullow representative will initiate the sending of the Supplier Information Request Form (P2P Transactional) which will ask for Bank remittance details, as well as requesting a Bank of Ghana waiver letter for supplier's seeking payment on Forex currencies.

## Supplier Submits SIM Form 3 (1/3)

Supplier View > Supplier Information Request Form (P2P Transactional Profile).

The screenshot shows the Tullow Supplier Portal interface. On the left, a welcome message from Tullow Oil (TEST) is displayed, along with a blue 'Update Profile' button. The main content area shows the 'Form 3 - P2P Transactional Form V2.12 - Response #6316' with a yellow 'Update Profile' button at the top. The form includes sections for 'Supplier Information', 'Supplier Details', and 'Remit-To Address Details'.

Following a successful RFP or tender process, Tullow will trigger the Form 3 – P2P Transactional Form. The supplier will receive an e-mail requesting them to **Update their Profile**. Click the **Update Profile button** which will prompt the login process.

After logging in, the Supplier can review their notifications and / or Information Requests to open the P2P Transactional Form. This Form will be populated with the information previously inputted by the supplier because of the original Supplier Profile Form request.

Please note the first question asking if this is a new Procurement Profile, or a request to update previously submitted information. – If this is the first time that the company has been awarded business by Tullow, and you are inputting banking information for the first time – it is important to select "New".

It is also recommended that the previously inputted information is validated, and any new relevant supplier contacts added.

Details of other new fields that the supplier must complete and submit are provided on the next slide.

## Supplier Submits form 3 (2/3)

Supplier view > Supplier Information Request Form (P2P Transactional Profile)

The screenshot shows the 'Remit-To Addresses' form and a 'Choose Remit-To Address' dialog box. The form has sections for 'Remit-To Address Details' and 'Remit-To Account Details'. The dialog box prompts the user to 'Choose a Remit-To Location below - Recommended' and provides a 'Create New Remit-To Address' button.

The Supplier Information Request Form will capture the supplier's:

- Purchase Order E mail address
- Remit-to address details – A Remit to address is required for each set of bank account details – Click on the "Add Remit to"
  - This initiates a 4 stage wizard to collect the appropriate details in terms of Region of Incorporation, Company Type, and list of principle board of directors.

Remit-to account details – requested for each Add Remit to!

- This detail is requested through the following questions:-
- Bank Country / Region Location.
- Payee Name
- Bank Name
- Bank Account Number
- Sort Key
- Bank Routing Number
- IBAN Number
- Swift Code (BIC)
- Currency.

Note:- After submission, this data is encrypted for security purposes.

The supplier is also requested to attach PDF files including:

- Banking Details
- Banking Letter Evidence



Note. When banking details are collected through the Coupa Supplier Portal or through the SIM Address sub-forms there are validations completed against certain fields



## Supplier Submits form 3 (3/3)

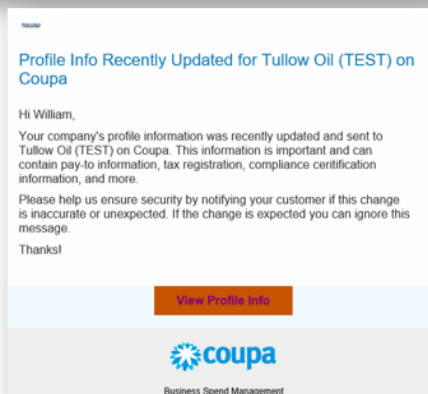
Supplier view > Supplier view > Supplier Information Request Form (P2P Transactional Profile)

\* Bank of Ghana Waiver Certificate

Choose File Tullow\_Fra...ment (1).pdf

Should your bank reside within Ghana please can you provide a copy of the waiver certificate.

Decline Save **Submit for Approval**



Suppliers operating in Ghana will be expected to provide additional information including the Bank of Ghana Waiver Certificate should they require to receive payment in Forex currencies

Once the Supplier is confident, they have completed all the required information and provided the details requested they will **Submit the form for review and approval**

Should any required information be missing, the form will not proceed and missing data will be highlighted in red. Once submitted, the Form is again " Pending Approval"

The form will go through the Tullow approval chain process for review. If rejected, the form will be sent back to the supplier (with comments) to review/amend and re-submit if applicable.

Otherwise, the information will be submitted to the Tullow Accenture team who will use the information to configure the Supplier with the Tullow SAP System ready to initiate the creation of Purchase Orders and receive invoices.

### 4.0 Reminders: -

Tullow is looking for a swift response to the Supplier Information Request Forms, and therefore will send a series of reminders should the forms not be returned in a timely manner. Clearly delays in returning the Supplier Information Request Form – Supplier Profile may delay participation in any tenders about to be released, and delays in returning the Supplier Information Request Form – P2P Transaction Profile may delay the final business awards and release of any related purchase order. The supplier must be set-up in the relevant system and particularly the P2P system before any purchase order can be initiated.

## Supplier Information Request Form– reminders

To support suppliers completing their Supplier Information Request forms in a timely manner, automatic reminders are sent to suppliers as follows:

#	Reminder	Description
1	1 <sup>st</sup> reminder	After 2 days
2	2 <sup>nd</sup> reminder	After 5 days
3	3 <sup>rd</sup> reminder	After 10 days
4	Final (overdue) reminder	After 15 days
5	Cancelled (expired) reminder	After 30 days



Note. SIM external form email link is valid for 30 days once received by the supplier. After this time the SIM form link will automatically expire, and a new SIM form request is needed to be sent to the supplier to complete.

### 5.0 Support in case of difficulty

The new process is intended to be as simple as possible, and if the supplier has any issues during the process they may send an e-mail to [Supplier.Registration@Tullowoil.com](mailto:Supplier.Registration@Tullowoil.com).