

Customer Service Macro Guide

Digital Cell Team: 09/01/2022



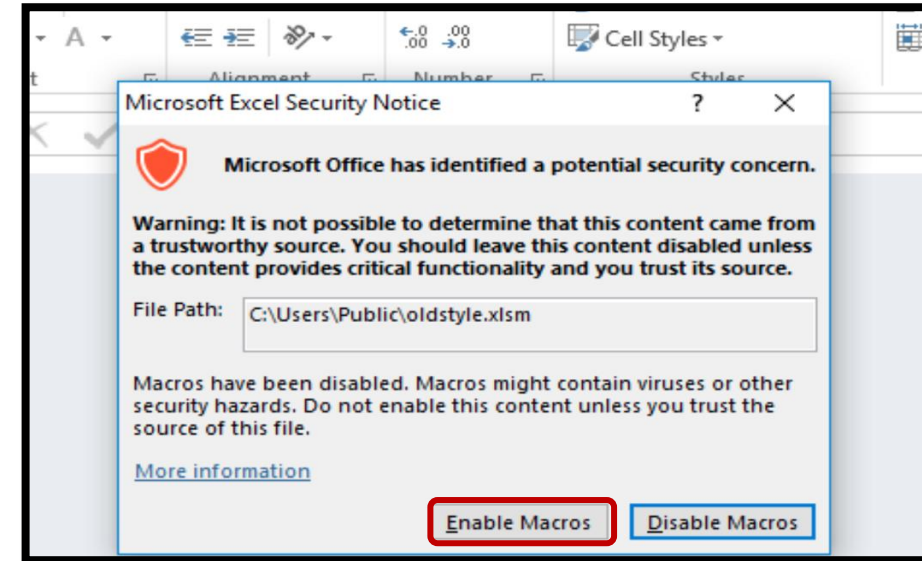
SUMMARY



1. Notification Phase
2. Consolidation Phase

1. Notification Phase

- Step 1:** Open the file, in case you get the Security Notice pop up make sure to select the Enable Macros option.



GBS SUPPLY CS OPERATIONS DASHBOARD

Page: PO Acknowledgment | Past Due Orders | View: Metrics | **Follow-up List**

GU: All | BL: All | Vendor Country: All | Agent Search: Daniel Vargas | Confirmation Type: All | SPD no longer than: 15 days | 30 days

PO Lines by Geounit

Geounit	PO Acknowledged	PO Not Acknowledged
ECP	43%	57%
GBS MWORLD	82%	18%
USL	78%	22%

Agent PO ACK

Agent	PO Acknowledged	PO Not Acknowledged
Daniel Vargas	63%	37%

Summary

Category	Total
AB Confirmations	794
Open PO Lines	1474
POs	534
LA Confirmations	141

Supplier Follow-Up List

PO Number	PO line Item	Vendor ID	Vendor Name	Material	Description	Open Quantity	Agent Name	Vendor Performance Date	UOM	Incoterms	Actions
4790723310	1	1000027929	VMONITOR KUWAIT WLL	103443092	SENSIA LVDR.A. 500 KVA. 18P NA.55C. KOC.	7	Daniel Vargas	Wednesday, January 05, 2022	EA	DDP	Export data
4790881739	1	1000027929	VMONITOR KUWAIT WLL	103443092	SENSIA LVDR.A. 500 KVA. 18P NA.55C. KOC.	22	Daniel Vargas	Wednesday, February 16, 2022	EA	DDP	Export data
4790891839	1	1000027929	VMONITOR KUWAIT WLL	103443092	SENSIA LVDR.A. 500 KVA. 18P NA.55C. KOC.	22	Daniel Vargas	Saturday, October 01, 2022	EA	DDP	Export data
4790897686	1	1000027929	VMONITOR KUWAIT WLL	103443092	SENSIA LVDR.A. 500 KVA. 18P NA.55C. KOC.	22	Daniel Vargas	Saturday, October 01, 2022	EA	DDP	Export data
4790904353	1	1000027929	VMONITOR KUWAIT WLL	104217415	INSTRUCT E30. 300 KVA. 18P 55CSPN-SLD	2	Daniel Vargas	Friday, March 31, 2023	EA	DDP	Export data
4790904353	2	1000027929	VMONITOR KUWAIT WLL	104217415	INSTRUCT E30. 300 KVA. 18P 55CSPN-SLD	5	Daniel Vargas	Friday, March 31, 2023	EA	DDP	Export data
4790904353	3	1000027929	VMONITOR KUWAIT WLL	104217415	INSTRUCT E30. 300 KVA. 18P 55CSPN-SLD	5	Daniel Vargas	Friday, March 31, 2023	EA	DDP	Export data
4790904353	4	1000027929	VMONITOR KUWAIT WLL	104217415	INSTRUCT E30. 300 KVA. 18P 55CSPN-SLD	5	Daniel Vargas	Friday, March 31, 2023	EA	DDP	Export data
4790904353	5	1000027929	VMONITOR KUWAIT WLL	104217415	INSTRUCT E30. 300 KVA. 18P 55CSPN-SLD	8	Daniel Vargas	Friday, March 31, 2023	EA	DDP	Export data
4790973879	1	1000027929	VMONITOR KUWAIT WLL	104387959	AB KVA PCP VSD	15	Daniel Vargas	Monday, April 28, 2022	EA	DDP	Export data
4791250144	2	1000027929	VMONITOR KUWAIT WLL		Consumable Misc. fittings, tubing, cabl	2	Daniel Vargas	Sunday, September 11, 2022	EA	DDP	Export data
4791250144	4	1000027929	VMONITOR KUWAIT WLL		Consumable Misc. fittings, tubing, cabl	3	Daniel Vargas	Sunday, September 11, 2022	EA	DDP	Export data
4791250144	10001	1000027929	VMONITOR KUWAIT WLL		Service Item	1	Daniel Vargas	Sunday, September 11, 2022	AU	DDP	Export data
4791250144	10002	1000027929	VMONITOR KUWAIT WLL		Service Item	1	Daniel Vargas	Sunday, September 11, 2022	AU	DDP	Export data
9000134306	1	1000027929	VMONITOR KUWAIT WLL	103443096	SENSIA LVDR.A. 815 KVA. 18P NA.55C. KOC.	4	Daniel Vargas	Friday, June 30, 2023	EA	DDP	Export data
9000142470	1	1000027929	VMONITOR KUWAIT WLL	103443096	SENSIA LVDR.A. 815 KVA. 18P NA.55C. KOC.	1	Daniel Vargas	Friday, June 30, 2023	EA	DDP	Export data
9000142470	2	1000027929	VMONITOR KUWAIT WLL	103443096	SENSIA LVDR.A. 815 KVA. 18P NA.55C. KOC.	1	Daniel Vargas	Friday, June 30, 2023	EA	DDP	Export data
9000142470	1	1000027929	VMONITOR KUWAIT WLL	103443092	SENSIA LVDR.A. 500 KVA. 18P NA.55C. KOC.	3	Daniel Vargas	Saturday, October 01, 2022	EA	DDP	Export data

- Step 2:** Browse the CS Proactive PO Management and export as summarized data the report on the Follow-up View.

1. Notification Phase

- Step 3:** Copy the data downloaded to the “Data” tab in the macro and keep just the lines you want to send. Make sure the headers are copied in the first row.

PO Number	PO line item	Vendor ID	Vendor Name	Material	Description
4790733310	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
4790870820	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
4790881738	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
4790891838	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
4790897686	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
4790904353	1	1000027929	VMONITOR KUWAIT	104217415	INSTRUCT E30, 300 KVA, 18P, 55C:SPN-SLD
4790904353	2	1000027929	VMONITOR KUWAIT	104217415	INSTRUCT E30, 300 KVA, 18P, 55C:SPN-SLD
4790904353	3	1000027929	VMONITOR KUWAIT	104217415	INSTRUCT E30, 300 KVA, 18P, 55C:SPN-SLD
4790904353	4	1000027929	VMONITOR KUWAIT	104217415	INSTRUCT E30, 300 KVA, 18P, 55C:SPN-SLD
4790904353	5	1000027929	VMONITOR KUWAIT	104217415	INSTRUCT E30, 300 KVA, 18P, 55C:SPN-SLD
4790973879	1	1000027929	VMONITOR KUWAIT	104387959	60 KVA PCP-VSD
4790997770	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
9000134306	1	1000027929	VMONITOR KUWAIT	103443096	SENSIA LVD,RA, 815 KVA, 18P N4,55C, KOC:
9000142470	1	1000027929	VMONITOR KUWAIT	103443096	SENSIA LVD,RA, 815 KVA, 18P N4,55C, KOC:
9000142470	2	1000027929	VMONITOR KUWAIT	103443096	SENSIA LVD,RA, 815 KVA, 18P N4,55C, KOC:
9000160470	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
9000176061	1	1000027929	VMONITOR KUWAIT	103443097	SENSIA LVD,RA, 1400 KVA, 18P N4,55C, KOC:
9000182730	1	1000027929	VMONITOR KUWAIT	103443096	SENSIA LVD,RA, 815 KVA, 18P N4,55C, KOC:
4790769477	1	1000027312	SENSIA ENERGY S.A.		2000 CAMERON SCANNER MICRO-EFM
4790769477	2	1000027312	SENSIA ENERGY S.A.		MANIFOLD, 5V, HARD 6K, 5S, T/F, NACE VA
4790769477	3	1000027312	SENSIA ENERGY S.A.		BATT PK,2D IN SR5,7.2V,LITH,I5,RES & DI
4790769477	4	1000027312	SENSIA ENERGY S.A.		Certificate of Origin

- Step 4:** Select either if you want to review every email to the suppliers before sending them or if you want to send them automatically.

Send

To: Daniel Esteban Ortiz Carvajal

Cc:

Subject: SLB Customer Service - Giant Oil Tools Ltd-9/1/2022

Attachments: Giant Oil Tools Ltd (4286).xlsx (15 KB)

Dear Supplier,

Attached you will find a file with a list of current open Purchase Orders that are not Acknowledged, are approaching their delivery date or past due in our system.

If you are an Arbia supplier please proceed and update the information directly through Arbia

We appreciate your support confirming the delivery date or providing a new delivery date in column "New Delivery Date". In case the material has already been delivered/shipped, please provide a signed POD (Proof of delivery) or a tracking number in column "Tracking Number". In case the PO needs a Modification/Cancellation, please provide the reason/modification in column "Supplier Comment".

*Note: Please save the file on your computer and complete it as appropriate. Then reply to this email, attaching the completed file. You may send us multiple replies as you get the file updated.

Do not hesitate to contact me if you have any questions.

Daniel Esteban Ortiz Carvajal | Regista Customer Service - Agent
Regista@supply.service-center-18c-05
Schlumberger Global Business Services

Note: In case you select Yes, all the emails will show up as in the image before sending

1. Notification Phase

• Step 5: Run the macro with one of the following options:

- A) Two steps:
 1. Click the Organize Data button and review the format on the “Result tab”
 2. After reviewing the data send the email by clicking the second button.
- B) One step:
 1. Click the Sending Emails button to automatically mail to the suppliers

Review Emails before sending?

No

Sending in two steps

1. Organize Data

2. Sending Emails

Sending in one step

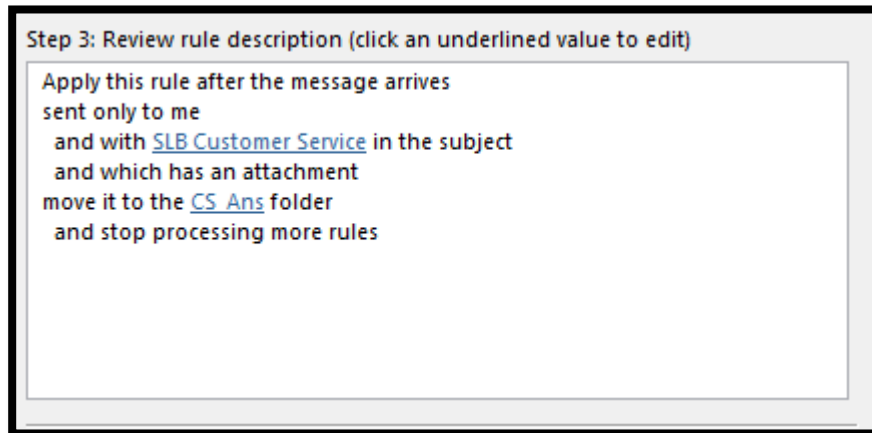
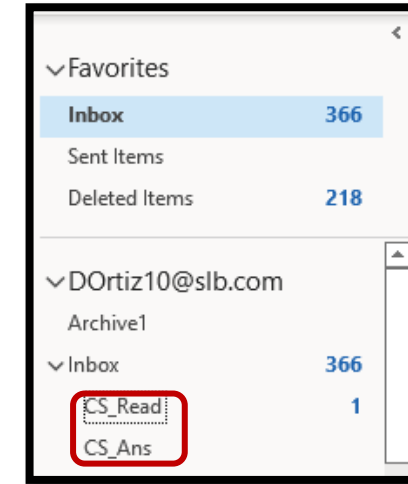
Sending Emails

Note: Before running the macro make sure to have all the supplier contacts on the “AssiginationList” tab

	A	B
	Vendor ID	Email Address
1	1000000015	DOrtiz10@slb.com
2	1000000051	DOrtiz10@slb.com
3	1000000076	DOrtiz10@slb.com
4	1000000082	DOrtiz10@slb.com
5	1000000086	DOrtiz10@slb.com
6	1000000088	DOrtiz10@slb.com
7	1000000093	DOrtiz10@slb.com
8	1000000101	DOrtiz10@slb.com
9	1000000112	DOrtiz10@slb.com
10	1000000114	DOrtiz10@slb.com
11	1000000116	DOrtiz10@slb.com
12	1000000122	DOrtiz10@slb.com
13	1000000124	DOrtiz10@slb.com
14	1000000128	DOrtiz10@slb.com
15	1000000129	DOrtiz10@slb.com
16	1000000130	DOrtiz10@slb.com
17	1000000135	DOrtiz10@slb.com
18		

2. Consolidation Phase

- **Step 1:** On your email create two folders inside the Inbox with the following names:
 - A) CS_Ans: This folder will contain all the new answers that needs to be consolidated.
 - B) CS_Read: This folder will contain all the supplier answers that were previously consolidated.

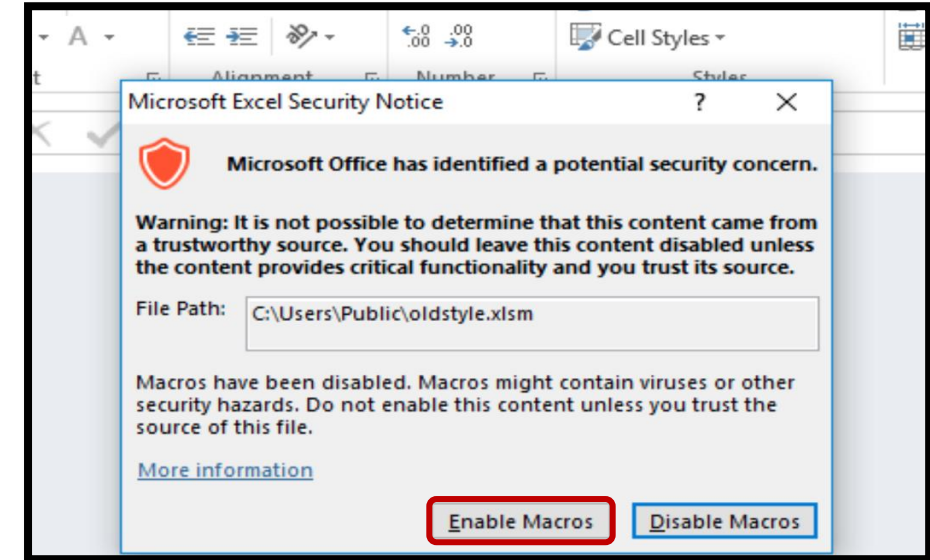


- **Step 2:** Create a rule on outlook to save automatically the emails on the corresponding folder as is shown in the image at the left. You may need to click on the advance options.

***Note:** Step 1 and 2 needs to be done just the first time

2. Consolidation Phase

- Step 3:** Open the file, in case you get the Security Notice pop up make sure to select the Enable Macros option.



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4790973879	1	1000027929	VMONITOR KUWAIT WLL	104387959	AB KVA PCP VSD	15	Daniel Vargas	Monday, April 28, 2022	EA	DDP
4791250144	2	1000027929	VMONITOR KUWAIT WLL		Consumable Misc. fittings, tubing, cabl	2	Daniel Vargas	Sunday, September 11, 2022	EA	DDP
4791250144	4	1000027929	VMONITOR KUWAIT WLL		Consumable Misc. fittings, tubing, cabl	3	Daniel Vargas	Sunday, September 11, 2022	EA	DDP
4791250144	10001	1000027929	VMONITOR KUWAIT WLL		Service Item	1	Daniel Vargas	Sunday, September 11, 2022	AU	DDP
4791250144	10002	1000027929	VMONITOR KUWAIT WLL		Service Item	1	Daniel Vargas	Sunday, September 11, 2022	AU	DDP
9000134306	1	1000027929	VMONITOR KUWAIT WLL	103443096	SENSIA LVDR.A. 815 KVA. 18P NA.55C. KOC.	4	Daniel Vargas	Friday, June 30, 2023	EA	DDP
9000142470	1	1000027929	VMONITOR KUWAIT WLL	103443096	SENSIA LVDR.A. 815 KVA. 18P NA.55C. KOC.	1	Daniel Vargas	Friday, June 30, 2023	EA	DDP
9000142470	2	1000027929	VMONITOR KUWAIT WLL	103443096	SENSIA LVDR.A. 815 KVA. 18P NA.55C. KOC.	1	Daniel Vargas	Friday, June 30, 2023	EA	DDP
9000142470	1	1000027929	VMONITOR KUWAIT WLL	103443092	SENSIA LVDR.A. 500 KVA. 18P NA.55C. KOC.	3	Daniel Vargas	Saturday, October 01, 2022	EA	DDP

- Step 4:** Browse the CS Proactive PO Management and export as summarized data the report on the Follow-up View.

2. Notification Phase

- **Step 5:** Copy the data downloaded to the Data tab in the current file. This will be the information use to create the mass upload.

PO Number	PO line item	Vendor ID	Vendor Name	Material	Description
4790733310	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
4790870820	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
4790881738	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
4790891838	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
4790897686	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
4790904353	1	1000027929	VMONITOR KUWAIT	104217415	INSTRUCT E30, 300 KVA, 18P, 55C:SPN-SLD
4790904353	2	1000027929	VMONITOR KUWAIT	104217415	INSTRUCT E30, 300 KVA, 18P, 55C:SPN-SLD
4790904353	3	1000027929	VMONITOR KUWAIT	104217415	INSTRUCT E30, 300 KVA, 18P, 55C:SPN-SLD
4790904353	4	1000027929	VMONITOR KUWAIT	104217415	INSTRUCT E30, 300 KVA, 18P, 55C:SPN-SLD
4790904353	5	1000027929	VMONITOR KUWAIT	104217415	INSTRUCT E30, 300 KVA, 18P, 55C:SPN-SLD
4790973879	1	1000027929	VMONITOR KUWAIT	104387959	60 KVA PCP VSD
4790997770	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
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9000160470	1	1000027929	VMONITOR KUWAIT	103443092	SENSIA LVD,RA, 500 KVA, 18P N4,55C, KOC:
9000176061	1	1000027929	VMONITOR KUWAIT	103443097	SENSIA LVD,RA, 1400 KVA, 18P N4,55C, KOC:
9000182730	1	1000027929	VMONITOR KUWAIT	103443096	SENSIA LVD,RA, 815 KVA, 18P N4,55C, KOC:
4790769477	1	1000027312	SENSIA ENERGY S.A.		2000 CAMERON SCANNER MICRO-EFM
4790769477	2	1000027312	SENSIA ENERGY S.A.		MANIFOLD, 5V, HARD 6K, 5S, T/F, NACE VA
4790769477	3	1000027312	SENSIA ENERGY S.A.		BATT PK,2D IN SR5,7.2V,LITH,I5,RES & DI
4790769477	4	1000027312	SENSIA ENERGY S.A.		Certificate of Origin

- **Step 6:** Click the Consolidation Phase Button.

2. Notification Phase

- Step 7:** Review the Consolidation Report on the “Consolidation” Tab. Put attention on the “Already delivered” Lines that are shown in column S, these lines were not found in the Report pasted on the data tab and may need to be review by the Agent.

	O	P	Q	R	S
1	PO status Action Item	Comments	New Supplier Pr	Courier / Tracking N	PO-Line
27	Please Provide comments if they are necessary in column O	test			Already delivered
28	Please Provide comments if they are necessary in column O	test			Already delivered
29	Please Provide reason why in column O		8/27/2022		Already delivered
30	Please Specify changes needed in column O		8/27/2022	sadsad	Already delivered
31	Please Specify changes needed in column O		8/28/2022		Already delivered
32			8/29/2022		Already delivered
33			8/30/2022		Already delivered
34			8/31/2022		Already delivered
35	Please Provide new date in column P		9/1/2022		Already delivered
36		testing			Already delivered
37			asdasdf		Already delivered
38				sdfasd	Already delivered
39	Please Provide reason why in column O				Already delivered
41					
42					

- Step 6:** Review and save the mass upload file created automatically by the macro. Then Submit into SAP through the transaction ZSUP_POACK