OVERVIEW

This User Guide describes how Suppliers must complete and submit a Prospective Supplier Registration Form.

HOW TO USE THIS USER GUIDE

The User Guide has three different sections. First, is the Process Overview section which explains the intent and purpose of the process. Next, is the Content/Checklist section which lists both the required and optional steps of the process. The last section is the Instructions section which shows the Supplier how to execute the tasks related to each step through screenshots and detailed written instructions. The written instructions follow the numbering sequence shown in the screenshots. Notes, tips and important messages are highlighted and/or framed.

When executing the steps in the iSupplier Portal, the Content/Checklist section has a column that can be used to validate that required steps have been completed.

PROCESS OVERVIEW

Any Supplier interested in working with CRC needs to go through the prospective supplier registration process by following the steps outlined below whether they have been invited by an CRC Buyer or are initiating the process themselves. The information provided by the Supplier in this process will be available to the CRC Buyers. If there is interest from CRC, you will receive an automatic email notification that your company has been registered as a Supplier and given access to the iSupplier Portal with further instructions.

IMPORTANT: Please note that completing the prospective supplier registration does not imply a contract, or intent to purchase goods or services from prospective suppliers by CRC.
<table>
<thead>
<tr>
<th>Process Steps</th>
<th>Page No</th>
<th>Required</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Initiate the Prospective Supplier Registration Form</td>
<td>3</td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>2. Provide Company Details</td>
<td>4</td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>3. Prospective Supplier Additional Details</td>
<td>6</td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>3.1. Complete and/or Update Address</td>
<td>7</td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>3.2. Complete and/or Update Contact Directory</td>
<td>8</td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>3.3. Complete and/or Update Products and Services</td>
<td>9</td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>3.4. Complete and/or Update Survey</td>
<td>11</td>
<td>Only for Supplier without Buyer invitation</td>
<td></td>
</tr>
<tr>
<td>4. Save for Later</td>
<td>12</td>
<td>Optional</td>
<td></td>
</tr>
<tr>
<td>5. Submit the Prospective Supplier Registration Form</td>
<td>13</td>
<td>Required</td>
<td></td>
</tr>
</tbody>
</table>
INSTRUCTIONS

1. INITIATE THE PROSPECTIVE SUPPLIER REGISTRATION FORM

Depending on the specific case, there are three options to initiate the Prospective Supplier Registration Form:

Option 1: Supplier is looking to do business with CRC through their own initiative and not at the request of CRC.

Any Supplier interested in working with CRC should begin the prospective supplier registration by following the steps outlined below. The information that is provided will be available to CRC Buyers. If there is interest from CRC, the Supplier will receive an automatic email notification that its company has been registered and given access to the iSupplier Portal with further instructions.

Please visit the Prospective Supplier Webpage at:

Option 2: Supplier is invited to register through an email from an CRC Buyer

CRC Buyer’s email contains the hyperlink to the Prospective Supplier Webpage where the Supplier can open the applicable Prospective Supplier Registration Form.

Please visit the Prospective Supplier Webpage at:

Option 3: Supplier invited to register through an automatic system email notification generated by the CRC Buyer.

Supplier receives a notification that contains the hyperlink to the specific Supplier’s Prospective Supplier Registration Form pre-populated by the Buyer.

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 to 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.
(1) Click on the “Oracle Application System” hyperlink to access the Prospective Supplier Registration Form pre-populated with your company information.

**IMPORTANT**: For Option 2 and 3 do not complete the “Survey” section
2. PROVIDE COMPANY DETAILS

To initiate the Prospective Supplier Registration Form, the following screen will appear after clicking on the hyperlink discussed in the section above. Complete and submit the basic company information requested by following the steps outlined below. If the registration form is pre-populated, review the information and make any necessary corrections.

**IMPORTANT:** Use capital letters to populate all the fields in this section.

1. In the **Company Name** field, enter the legal name of your company.
   **Note:** Do not populate with brands names.

2. In the **Tax Country** field click on the **Magnifying glass** icon and select the country in which your company has been established and/or pays taxes in.

3. In the **Taxpayer ID** field, enter your company taxpayer ID.
   **Note:** If **Taxpayer ID** is not available for the selected Country, complete the **Tax Registration Number Field** with any applicable commercial registration number or equivalent.

4. Optionally, in the **DUNS Number** field, provide your company’s Duns & Bradstreet number and tax registration number. If it is available, provide the Data Universal Numbering System number generated by Duns and Bradstreet. If your company does not have a Dun and Bradstreet number, do not populate this field.

5. Complete the **Contact Information** section with the specific contact data of the person within your company that would be responsible for providing additional information for the registration.

6. Click on the **Continue** button and this will take you to the next screen to provide additional information.
3. PROSPECTIVE SUPPLIER ADDITIONAL DETAILS

Once the basic company information has been provided and the “Continue” button has been pressed, the following screen will appear. This screen allows the prospective supplier to provide additional company information necessary for the review of the registration request.

The “Prospective Supplier Registration: Additional Details” webpage shows the following sections:

- The “Address Book” section is where the Supplier will create and update their company addresses where they would like to receive sourcing and/or purchasing documents and/or payments.
- The “Contacts Directory” section is where the Supplier will create and update their company’s key personnel contact information. Any personnel that CRC will interact with for the transactions including those involved in sourcing, receiving orders and payments should be included in the Contacts Directory.
- The “Products and Services” section is where the Supplier identifies the products and services categories that its company can provide to CRC.
- The “Survey” section contains the ‘Prospective Supplier Registration Survey – Supplier’ questionnaire requesting additional company background information. This questionnaire must be completed only by Prospective Suppliers looking to do business with CRC through their own initiative (where CRC did not initiate the request for the Prospective Supplier Registration). If this section is not completed by Prospective Suppliers who initiated the process themselves, the registration will be automatically rejected.

**IMPORTANT**: Supplier must provide at least one address, one contact information and one product or service. These sections must not be left blank.
3.1. COMPLETE AND/OR UPDATE ADDRESS

The “Address Book” section is where the Supplier will create and update their company addresses where they would like to receive sourcing and/or purchasing documents and/or payments. Use the respective buttons and icons to create, update or delete an address.

**IMPORTANT:** The primary address should be the company office address where CRC’s potential Registration and Pre-qualification and/or Quotation requests will be managed.

**Note:** You must provide at least one company office address.

1. Click on the “Create” or “Update” button to add or modify an address.

   **Note:** Click on the “Delete” icon to remove any address that is not correct.

   **IMPORTANT:** Use Capital letters to populate all the fields in this section.

   **Note:** Asterisks indicate a field is required.

   2. In the “Address Name” field, enter the name of the City/Town where the company is located.

   3. Complete the address information.

   4. In the “Country Code” field, enter the Country Code number for the Country associated with the phone number for the address provided.

      **Note:** Add the “+” symbol before the Country Code number (i.e.: +1 for U.S., +57 for Colombia, etc).

   5. In the “Phone Number” field, provide the phone number of the provided address including the area code (i.e.: 555-555 555, 713-111 111, etc).

   6. Optionally, in the “Fax Country Code” field, enter the Country Code number for the Country associated with the fax number for this address provided.

      **Note:** Add the “+” symbol before the Country Code number (i.e.: US +1, Colombia +57, etc).

   7. Optionally, in the “Fax Number” field, add the fax number for this address including the area code for the phone number (i.e.: 555-555 555, 713-111 111, etc).

   8. In the “Email Address” field, indicate the email address of the person (or group of people) who will receive the documentation related to the address.

   9. Click on the “Apply” button.
3.2. COMPLETE AND/OR UPDATE CONTACT DIRECTORY
The "Contacts Directory" section is where the Supplier will create and update their company's key personnel contact information. Any personnel that CRC will interact with for the transactions including those involved in sourcing, receiving orders and payments should be included in the Contacts Directory.

Note: Provide at least one key personnel contact.

(1) Click on the "Create" or "Update" button to add or modify a contact’s information.
Note: Click on the "Delete" icon to remove any incorrect contact information.

IMPORTANT: Use Capital letters to populate all the fields in this section.

Note: Asterisks indicate a field is required
(2) Complete the required contact information.
(3) Optionally, in the "Country Code" field, enter the Country Code number of the phone number.
   Note: Add the "+" symbol before the Country Code number (i.e.: +1 for U.S. + 52 for Colombia, etc).
(4) Optionally, in the "Phone Number" field, enter the contact’s phone number including the area code.
   (i.e.: 555-555 555, 713-111 111, etc).
(5) Optionally, in the "Fax Country Code" field, enter the Country Code number of the fax number.
   Note: Add the "+" symbol before the Country Code number (i.e.: +1 for U.S.+57 for Colombia, etc).
(6) Optionally, in the "Fax Number" field, enter the contact’s fax number including the area code (i.e.: 555-555 555, 713-111 111, etc).
(7) Check the "Create Supplier User Account for the Contact" checkbox to indicate if this contact will be a potential iSupplier Portal user.
   Note: The first contact added will have this checkbox marked by default.
(8) Click on the "Apply" button.
3.3. COMPLETE AND/OR UPDATE PRODUCTS AND SERVICES

The “Product and Services” section allows you to select the products and services that your company can provide to CRC. Product and Services categories are identified with the UNSPSC codes (United Nations Standard Products and Services Code). For more information, visit the UNSPSC webpage at http://www.unspsc.org.

Note: Suppliers must provide at least one product or service.

(1) Click on the “Create” button to add products and services that your company can provide to CRC. This will bring up the “Add Products and Services” screen. (See below)

Note: Use the “Delete” icon to remove any incorrect information.

There are two ways to search and add Products and Services:

Option 1: Search for Specific Code and Product (Recommended)

(2) Click on the “Search for Specific Code and Product” radio button to browse for specific code and product. The following screen will appear.
(3) In the “Description” field, enter the product/service information or keyword (i.e.: Tubular, Pipe, etc).
   Note: Enter the keyword surrounded by the “%” symbol to increase the range of results.
   Note: Optionally, in the “Code” field search by the specific product’s/service’s UNSPSC codes.

(4) Click the “Go” button.

(5) Select the applicable products and services by clicking the respective “Applicable” checkbox.
   Note: Select as many products and services your company can provide to CRC.

**IMPORTANT**: Do not select categories of products or services that your company is not currently providing to any other customers even if it is something that you might be able to provide in the future. This type of information will impede the process and may negatively impact the perceived reliability of the data your company submitted.

(6) Click on the “Apply” button.
   Note: Repeat these steps as needed to select all applicable categories.

**Option 2**: Browse all Product and Services.

(2) Click on the “Browse All Products & Services” radio button.

(3) Click on the “Previous” or “Next” hyperlinks to search in the “Product and Services” list.

(4) Select the applicable products and services by clicking the respective “Applicable” checkbox.
   Note: Select as many products and services your company provides.

**IMPORTANT**: Do not select categories of products or services that your company is not currently providing to any other customers even if it is something that you might be able to provide in the future. This type of information will impede the process and may negatively impact the perceived reliability of the data your company submitted.

(5) Click on the “Apply” button.
   Note: Repeat these steps as needed to select all applicable categories.
3.4. COMPLETE AND/OR UPDATE SURVEY

Only Supplier looking to do business with CRC through their own initiative and not as a response to an request of CRC must complete the “Survey” section to provide their company background.

**IMPORTANT:** If your company was invited to register through an email or an automatic system email notification by an CRC Buyer (option 2 and option 3 to initiate the prospective supplier registration form) do not populate this survey and skip this step.

(1) Click on the “Update” icon and the survey will be displayed.

**IMPORTANT:** Do not include data that is not current. It will impede the process and may negatively impact the perceived reliability of the data your company submitted.

(2) Follow the survey instruction and populate all the fields in the questionnaire.

**IMPORTANT:** Complete the entire survey, do not leave any section blank.

(3) Click on the “Next” button to save the response and return to the main page.

**IMPORTANT:** Do not press the “Back” button on your internet browser because any information that was entered will be lost and the Prospective Supplier Registration Form could be corrupted.
4. SAVE FOR LATER – IF NECESSARY

**IMPORTANT:** It is best to complete and submit all parts the Prospective Supplier Registration Form at one time. If for any reason it is not possible to complete and submit the form, you can use the “Save for Later” option. This step is only necessary if the form is not entirely completed at one time, otherwise you can skip this step and go directly to Submit The Prospective Supplier Registration Form (See section 5).

Once the basic company information is provided, you can save the “Prospective Supplier Registration Form” to complete any remaining information later. The information provided will be saved and the “Prospective Supplier Registration Form” will be available for future completion. An automatic email notification will be sent providing the hyperlink to access your company’s Prospective Supplier Registration Form as it was saved. Every time that you use the “Save for Later” button a new hyperlink will be sent to you. Clicking on the hyperlink in the email notification will take you to the Prospective Supplier Registration Form with your most current changes until you complete the form and submit it.

**Note:** Once the “Prospective Supplier Registration Form” has been submitted you will no longer be able to use the hyperlink sent in the automatic email notifications described above.

(1) Click on the “Save for Later” button in the “Prospective Supplier Registration: Additional Details” screen. You will receive an automatic system email notification by the CRC System.
(2) To continue the process, click on the “Oracle Applications system” hyperlink to access your company’s Prospective Supplier Registration Form as it was saved, and complete submission.

5. SUBMIT THE PROSPECTIVE SUPPLIER REGISTRATION FORM

Once the required information has been completed, review the information provided to ensure that it is accurate.

(1) Click on the “Register” button. A confirmation message as shown below will appear on the screen to indicate that the Prospective Supplier Registration Form has been completed.

IMPORTANT: Please note that completing the Prospective Supplier Registration Form does not imply a contract, or intent to purchase goods or services from prospective suppliers by CRC. CRC’s Buyers will review and assess your submission. Only if CRC has an interest in conducting business with your company, an automatic Confirmation of Registration email (The sender is “CRC – Notification”) will be sent to inform you that your company has been registered and given access to the iSupplier Portal with
further instructions.