

Smart Connect FAQs

a) What is Smart Connect?

Smart Connect is Cairn's 'e-solution' gateway for enabling ease of transactions with Suppliers. **Smart Connect** is a web portal which will help to automate, simplify and accelerate the order execution and payment processes for goods and services. Smart Connect can be accessed by Suppliers anywhere at any time, securely through their user names and passwords. Smart Connect would transform the way Cairn interacts with its suppliers and vice versa.

b) How will it benefit Cairn's Suppliers?

The benefits to Cairn's suppliers would be multi-fold. **Smart Connect** would enable:

- 1) A system of online exchange of documents like Purchase Orders, Invoices, Shipping notifications and Goods receipts, thereby ensuring better information visibility for the supplier
- 2) Provide real time online status updates of material or service receipts at Cairn warehouses / locations
- 3) Helps suppliers clearly communicate details of work performed along with online document submission
- 4) Suppliers can see the status of their payments online and can also view any actions which are required from their end
- 5) Quicker resolution of queries regarding invoice processing faster, thereby reducing follow-ups and resulting in quicker invoice processing

Smart Connect would help to build collaborative supplier relationships and integrate our suppliers into our procurement process.

c) What are the major activities which can be performed by Cairn's suppliers on Smart Connect?

Smart Connect would enable suppliers to transact more easily with Cairn during the order execution stage (i.e. post Purchase Order release). The major activities which can be performed by suppliers on **Smart Connect** are as follows:

- View a Cairn approved Purchase, Service or Callout order along with all the relevant details on a web-portal
- Create 'Shipment' and 'Service' notifications to inform Cairn representatives of the work that has been performed



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- Submit all necessary documents required for material delivery or service execution online through the portal
- View rejection or acceptance of materials which were dispatched to Cairn warehouses or work locations
- View rejection or acceptance of services which were executed at Cairn premises
- Submit e-invoice through the portal along with any supporting tax or related documentation

d) When will Smart Connect be launched?

Smart Connect would be launched for the first wave of suppliers on 18th December 2012. Thereafter, subsequent releases would induct more suppliers into **Smart Connect**

e) How can I join Smart Connect?

Cairn India Limited would select the suppliers to be included in **Smart Connect**. In case you are chosen, you will be contacted by a Cairn representative, who would explain the process for you to get inducted into **Smart Connect**.

In case you wish to join Smart Connect, please indicate your interest by sending an email to Smartconnect.support@cairnindia.com and we will do our best to accommodate your request.

f) How do I access Smart Connect?

You can access Smart Connect through the following URL <http://smartconnect.cairnindia.com>.

You would receive an email from a designated Cairn ID with your username and password. You can logon to the Smart Connect system by accessing the link above and entering your username and password details.

g) How do I change my password?

For any changes in password suppliers need to contact Smartconnect.support@cairnindia.com. Please mention your user name / vendor code in your password reset request. This request must be sent from the Suppliers 'registered email id' with Cairn.

h) I have forgotten my password. How do I login?

1. Please recheck that you are using the correct user name, the user name is case sensitive.
2. In case the user name is correct, and you have forgotten your password you can:
 - a. Send an email to smartconnect.support@cairnindia.com with the subject line "<User Name> Forgot Password". A supplier helpdesk representative will assist you with your password reset

b. The above email must be sent from the registered email id

i) I have forgotten my username. What should I do?

1. Please refer to the initial invitation e-mail sent to you. This email would contain your user name and password
2. In case the initial e-mail is not available, please send an email This request must be sent from the Suppliers 'registered email id' with Cairn to smartconnect.support@cairnindia.com with the subject line "Forgot User Name". A supplier helpdesk representative will assist you with your user name details. Please mention your 'user name' / 'vendor code' in the request

j) How do I download the software to my desktop?

Suppliers do not have to download any software. Smart Connect is accessible to suppliers via the internet. Suppliers will receive an invitation mail containing their login credentials in order to login to the system.

k) Do the suppliers incur any fees for accessing the Smart Connect?

No, the suppliers do not incur any fees for accessing SmartConnect

l) How do I receive the training for using Smart Connect?

Suppliers will be trained by invitation for Smart Connect. Cairn India Limited will be conducting physical training sessions at selected locations and would invite suppliers for such sessions. Suppliers would be required to attend these sessions for Smart Connect training. In case of additional training requirements you can send a mail request to smartconnect.support@cairnindia.com. We will schedule a training session as soon as possible

m) What do I need to do in case I am already trained and do not want to undergo another Supplier training?

Supplier can indicate in the training invitation response that he / she does not wish to attend the training



- n) **I have been selected for Smart Connect training, but I do not wish to be a part of it. What do I do?**

Cairn values its partnership with its suppliers and continuously strives for better engagement. In order to better facilitate vendor activities and improve coordination with vendors, Cairn has decided to adopt the Smart Connect solution. Smart Connect is a proven solution which is used across the Oil & Gas industry to improve supplier collaboration and enable faster payments. Cairn is confident that with proper usage the suppliers can experience the full benefit of this solution.

To obtain more details about Cairn's Smart Connect solution, please feel free to write to our helpdesk smartconnect.support@cairnindia.com

- o) **I see an asterisk (*) near a field, what does it mean?**

An asterisk means a mandatory field, please enter the requisite information and proceed.

- p) **I want a team of people from my organization to be able to access Smart Connect. How can I do this?**

We recommend that suppliers designate one representative from their organization responsible for transactions on Smart Connect. This will ensure single channel of communication within your organization. However, if required additional email ids from the supplier organization can be added to the same account.

In order to add more email ids from the supplier organization, please follow the steps below:

- a) Send an email to smartconnect.support@cairnindia.com
- b) Subject of email should be "<User Name> Additional Email Id Request"

A Supplier helpdesk representative will contact you for further processing of the request. We will create a separate login id with required role authorizations.

- q) **I have contacted SmartConnect.support@cairnindia.com but have not received any reply? What do I do?**

Smart Connect support has a team of individuals dedicated to provide support to Suppliers facing issues with Smart Connect. We request that you allow a maximum of **three working days** for us to respond to your query.

Please make sure that you quote your User Name / Vendor Code clearly in the subject line in all communication with Smart Connect support. This will enable us to address your query faster.

In case there is any delay in response from the above email id, you may also call us on a designated help line number. The same will be updated on the Supplier Corner on Cairn India website, shortly.