



Advanced Customer Experience (ACE)

Simplify daily tasks with the touch of a button.

Dear Valued Customer

Introducing ACE our eBusiness portal, designed to make e-business interactions simpler, faster and more efficient.

Key benefits and features

- All your Order To Cash tools in one online portal
- Supply Management System (Allocations, forecasting and alerts)
- CTi
- Access to 3rd party portals and useful links
- Real-time view of Invoices and payments (13 Months of history)
- Print or download invoices in various formats (PDF, CSV, XLS...)
- Service request management (Dispute management for invoices)
- User access management (Ability To define user access)
- Intuitive and easy to use, web-based application, compatible with all browsers
- Accessible 24/7 from any laptop, tablet, or smartphone device
- Access to extensive support via user guides and FAQs within the portal
- Access to the System Support team who specialize in ACE Functionality and troubleshooting

FAQs



Does ACE require internet connectivity?

Yes. You will require connectivity to the Internet with a compatible web browser for the devices that you intend to use to access this portal. For best performance Google Chrome is recommended.

What do I do if I need to add or remove users?

We will create a primary user Admin ID for your company and that individual can create, modify or remove users as required.

Does everyone get the same access to accounts and functionality?

Your primary user admin will have the ability to define user access as needed, e.g. decide who has access to different functionality by location (ship-to).

Do I still call customer service to correct invoices?

No, with ACE you will submit a service request indicating the invoice in question. You can then track the status of the service request to closure.

How do I get access to ACE?

If you would like to request access to ACE, please click on the link below and follow the instructions within.

[ACE Access Request](#)

What do I do if I need help or have questions once I have started using ACE?

We offer system support through the help desk (telephone 1-800-244-7584) and email (systemsupport@exxonmobil.com).