



What's New at Hess?

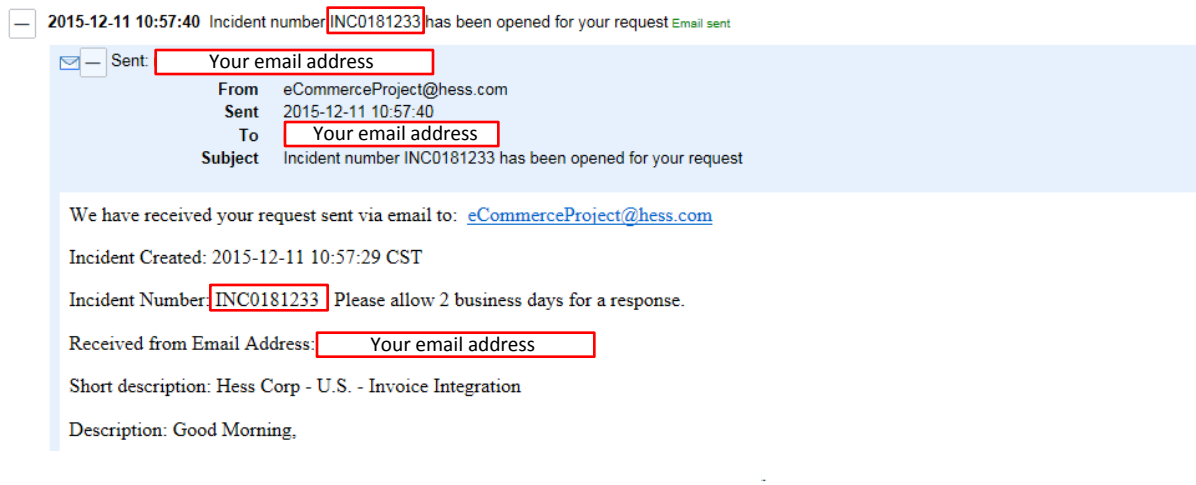
Service Now Ticketing System

The eCommerce Support team has implemented a ticketing process to help better serve you.

What is changing?

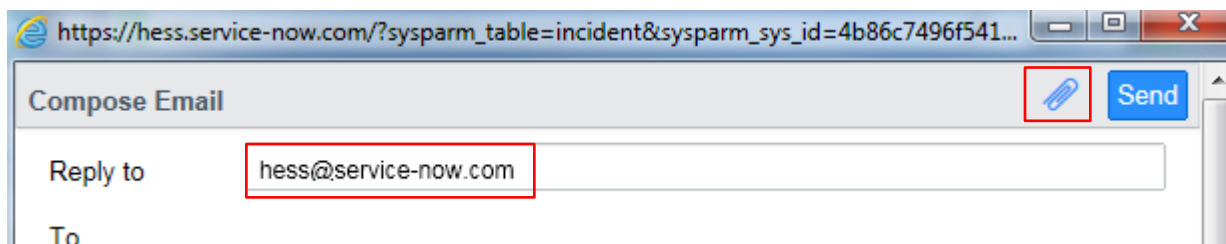
You may have noticed when you send an email to the eCommerce support team(s), you receive a ticket number that looks like INC01xxxxx. You will receive an INC number for each incident you email the eCommerce support team. This same INC number will be used to communicate back and forth with you until the issue has been resolved.

When you submit an email to eCommerceProject@hess.com you will receive this reply:



When replying to the eCommerce support team, REPLY to hess@service-now.com. Please do not change the email address in this field.

Also, please **do not** cc eCommerceProject@hess.com. This will create a duplicate INC number:



Emailing data tables/spreadsheets:

Please email any data tables or spreadsheets as an attachment. Please do not copy table data directly into the body of your email (the formatting will not be preserved).

Who to contact for eCommerce related questions:

We have phased out the use of our regional eCommerce mailboxes (Bakken, Utica, GOM, Permian). All of your eCommerce requests should be sent directly to eCommerceProject@hess.com.

Do you have eInvoice questions? Visit the Hess Supplier Network site!

<http://suppliers.hess.com/faq>