

## Submit with a General, Labour, or Trucking Type OpenTicket for:

### Complete OpenTicket Rollouts – All Areas of ARC (AB & BC) – Invoices & Tickets with AFEs containing:

- Drilling: AFEs contain DD or DRL
- Construction & Environmental: AFEs contain CS, RE, CST & ENV

### Partial OpenTicket Rollouts - AFEs

- **Completions:** AFEs contain CM, CEQ (if you already submit OpenTicket for Completions, please do; if you have not done so in the past, please continue submitting the way you have always done.)
- **Workovers:** AFEs contain WC, WE, WRK or OPT – in BC only please
- **Operating Expense:** EXP – For AFEs 22EXP0001 to 22EXP0004 only in NEBC. If you are being asked to use it, please do.

### Production/Operations: Invoices & Tickets with Cost Centres

- NEBC – Dawson Creek: Cost Centres for UWIs - W6: TWP 78 and up and Range 14 and over
- Northern AB – Ante Creek: Cost Centres for UWIs - W5: TWP 60 – 70

## Submit with a FACILITY Type OpenTicket for:

### Complete OpenTicket Rollout – All Areas of ARC (AB & BC) – Invoices & Tickets with AFEs containing:

- Facilities: AFEs contain FC, FE, FI, FAC, PPL, PLT

### Please Note

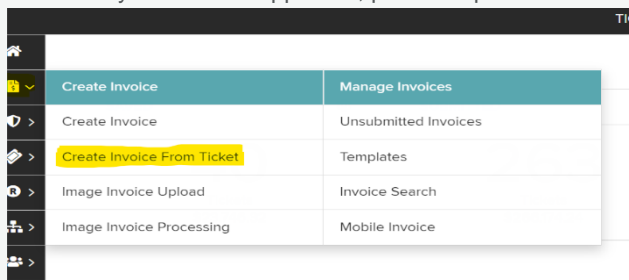
- Choose the Facility ticket type –the ticket will be disputed if you do not.
- Cost Centres do not have the two digits of the year in front of them.
- If you have a ticket disputed and you are asked to submit as a Facility Type Ticket, you'll need to cancel the entire ticket and start with a new Facility Type Ticket.
- If you are submitting to an EPCM, you are NOT required to submit through OpenTicket. Please speak to your EPCM about their requirements.

## Teams Not Yet Using OpenTicket

- **Northern AB:** Kakwa Operations – (legacy 7Gen Area) – Cost Centres for UWIs - W6: TWP 58 – 67
- **Workovers:** AFEs contain WC, WE, WRK or OPT – in Alberta only, for BC, please see above.
- **IT, Office Services, Calgary Land Admin**

### Please Note

- To CANCEL (delete) a ticket, you need to go into the ticket by clicking on the hyperlink to it and scroll to the bottom and press CANCEL. If you need to have a ticket disputed to cancel it, please email the request to [oisupport@arcresources.com](mailto:oisupport@arcresources.com).
- If you have a ticket disputed because the team is not yet on OpenTicket, you will need to CANCEL your OpenTicket before you submit in OpenInvoice. Also, you do not need to list that ticket number on your OpenInvoice submission, just make sure it's included in your pdf attachment but don't list it because our system checks for disp ticket numbers, and it doesn't understand why they were disp. So, it thinks you are trying to get around the disp and will not let you submit your invoice.
- When your ticket is approved, please "flip" it into an invoice by using this tool in the Invoicing tab of OI.



Questions about your OpenTicket submissions? Please contact us at [oisupport@arcresources.com](mailto:oisupport@arcresources.com)