

Please submit with a General, Labour, or Trucking Type OpenTicket if you are submitting for:

Complete OpenTicket Rollouts - All Areas of ARC (Alberta & BC) – Invoices & Tickets with AFEs that contain:

- Drilling - AFEs contain DD or DRL
- Construction & Environmental – AFEs contain CS, RE, CST & ENV
- Workovers – AFEs contain WC, WE, WRK or OPT
- Completions & Abandonments – AFEs contain CEQ, CM, ABN

Production/Operations – Invoices & Tickets with Cost Centres

- North Eastern British Columbia – Dawson Creek
- Northern Alberta – Grande Prairie including Ante Creek and Kakwa

Please submit with a FACILITY Type OpenTicket ONLY if you are submitting for:

Complete OpenTicket Rollout - All Areas of ARC (Alberta & BC) – Invoices & Tickets with AFEs that contain:

- Facilities – AFEs contain FAC, PPL, PLT
(*please choose the Facility ticket type – if you do not, the ticket will be disputed.)

**** If you have a ticket disputed and you are asked to submit as a Facility Type Ticket, you will need to CANCEL the entire ticket and start with a new Facility Type Ticket.**

Teams Not Yet Using OpenTicket

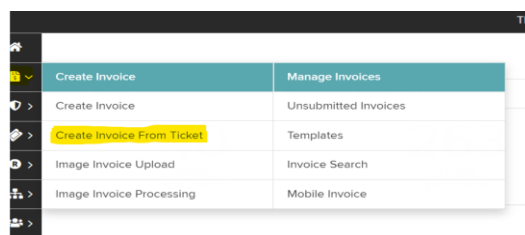
- IT, Safety, Marketing, Office Services, Legal, Calgary Land Admin

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

*** If you have had a ticket disputed because OpenTicket is not required, 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 is included in your pdf attachment but DO NOT list it because our system checks for disputed ticket numbers, and it doesn't understand why they were disputed. It will think you are trying to get around the dispute and not allow you submit your invoice.

**** Once you have an approved ticket, please “flip” it into an invoice by using this tool in the Invoicing Tab of OI.



If you have any questions about your OpenTicket submissions, please email oisupport@arcresources.com