OpenTicket Submission Guidelines

December 2024

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Questions and Contacts`

ARC Contact	Email
Open Invoice / Open Ticket Support	**oisupport@arcresources.com**
Open Order and Open Contract Support	Refer to the ARC buyer on your OpenOrder PO

Accessing the OpenInvoice Field Ticket Application

Updating Your Permissions to include Field Tickets (ONLY IF YOU DO NOT HAVE OPENTICKET ON YOUR OPENINVOICE DESKTOP)

In order to see the Ticket menu or dashboard, you will need to add those permissions to your company by doing the following:

- If you do not have access to the Corporate tabs to add OpenTicket, please contact your OI System Administrator or Enverus. ARC is unable to do this for you.
1. Go to Membership > Departments & Roles
2. Click on the blue Department Name
3. Click on the Settings tab
4. Click Add Role
5. Enter Role Name, i.e Create Field Ticket
6. Select non-members on left and Add> them to the right (those users who would require the permission)
7. Click Submit
8. In the newly created Role row, please check the applicable permissions to the right, i.e Field Ticket View, Field Ticket Modify and Field Ticket Pricing
9. Click Submit
10. Log Out of OpenInvoice for the change to take effect.
11. Sign back in and then you should have access to the applicable options.

ENVERUS Business Automation

For Supplier Account OpenInvoice support, please contact:
openinvoicesupport@enverus.com or **1-866-627-3287**

Setting Up Your Stacks

To set up an "Approved, not yet Invoiced" stack to notify you when a ticket is approved and needs to be invoiced:

1. Go to Ticket > Stacks
2. Create Ticket Stack
3. Status = Approved
4. Invoiced Status = Not Invoiced
5. Save As - New Stack
6. Stack Name = Approved, Not Invoiced (for example)
7. Notify Me = check it if you want to receive notifications
8. Save

To receive notifications for tickets going into any existing stacks:

1. Go to Ticket>Stacks
1. Click on the gear icon beside the stack name
2. Click Configure
3. Check NOTIFY ME
4. Click Save

If the Field Ticket permissions already exist and the user doesn't have it assigned to their user profile, we will provide the following to them --> if they have the Membership Modify and Membership Admin permissions and the Self-Manage flag checked on their user profile:

To assign organization roles:

1. Go to Membership > Users
2. Click on Your/User's First Name
3. Click on the Organization Roles tab
4. Click on the plus sign next to Site Name
5. Check the boxes on the left to assign the appropriate permissions to your profile
6. Click on Submit

You/user will need to sign out and log back in for changes to take effect.

Guidelines for creating Field Ticket(s) and adding Line Item(s)
Part 1 – Create Field Ticket

If you have a Purchase Order with OpenOrder:

Create ticket by searching for approved Purchase Order in OpenOrder and selecting Actions -> "Create Ticket".

- When creating a ticket from a Purchase Order, delete any zero quantity lines from the ticket
- If you require a delivery date change, do not use the Delivery Date Change button on the OpenOrder Purchase Order – instead, please contact your ARC Buyer

If you do not have a Purchase Order with OpenOrder:

Create ticket by clicking on Ticket then "New Ticket"

Enter the following Ticket Information:

- **Ticket number** – Enter the number shown on your Field Ticket submitted from the field (This is a Supplier produced #). Note there is a maximum of 18 characters and no special characters are permitted.

- **Supplier Site Name** – This is the Supplier Site Name (You)

- **Company** – Select company to be ticketed (ARC)

- **Ticket Type** – Select from the drop-down list (Listing of types below)

  - **General:** This is used for all field tickets that are not related to water hauling or do not require details on the driver, truck, or truck capacity

  - **Water Hauling:** This is used for all water related tickets. Water Hauling field tickets allow for entry of details pertaining to the service; e.g., driver and truck information and, disposal location and gauge readings

  - **Labor, Equipment, Material:** This is used for all labor, equipment, or material field tickets. The labor, equipment, material field tickets allow for entry of details pertaining to the people, equipment, or materials used.

  - <u>**Facility:** This is ONLY used for Facility WBSs which are - FAC, PLT, & PPL. * if it is not one of these WBSs, the OpenTicket will be disputed and you will be asked to use one of the General Ticket Types.</u>

Once completed, click on next button.

Complete the field ticket data fields as per below:

Field Ticket Data Fields – Header Area of the Ticket

Screen Field Label	Description	Applicable ticket types, required fields marked with an " * "
Ticket Number	Enter Ticket number. There is an 18 character limit in this field including spaces and dashes and no special characters are permitted. CAN BE THE SAME AS YOUR INVOICE #	All*
Requisitioner	Enter your Approver's name (the person that would sign your ticket out in the field, or who requested the work/product)	All*
Description	Enter the description of the field ticket	All
Truck Number	Number of the truck	Water Hauling*, LEM
Driver Name	Name of the driver	Water Hauling*
Historical PO No	Optional – enter if PO does not exist in OpenOrder	Facility
CO	Optional - Change Order number	Facility

Part 2 – Attaching Backup

Attach Backup – in the top right there is a box called Attach Files and a button that indicates you can attach files.

ARC requests an attachment on all electronic tickets. Some of our teams such as WORKOVERS and COMPLETIONS ask that you attach your field stamped and signed ticket. Other teams have advised that an attachment **does not** require a field signature and can be a PDF that indicates the work was done on site. Tickets for materials must have attached a Proof of Delivery. Your Requisitioner may dispute your ticket if an attachment is not provided. Please ask your Requisitioner how they would like you to submit.

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Part 3 – Applying Coding to the Field Ticket

The field ticket **cannot** be submitted unless a line has been added with the dollar amount listed.

- To apply coding to the ticket, click on "Add Line" and fill in all coding that has been provided to you.

Note: For tickets created from a Purchase Order in OpenOrder, lines on the Ticket will be auto-created as per the Purchase Order, and some of these fields may be auto-populated.

Field Ticket Data Fields – *IF THE LINE DOES NOT HAVE A STAR – IT IS NOT REQUIRED SO YOU CAN SKIP IT.

Screen Field Label	Description	Applicable ticket types, required fields marked with an " * "
Line Number	Unique identifier for the ticket line. (when you press ADD A LINE, this happens automatically)	All*
PO Number	Purchase Order numbers created in SAP and in OpenOrder Purchase Order numbers NOT created in SAP and NOT in OpenOrder	All – Auto Blank – use Historical PO field
PO Line Number	Purchase Order detail line item number. A PO line number is required for all PO-related tickets. Note: PO Line Number should auto-populate from the PO. Do not add additional line items not on the PO.	All - Auto
WBS/Cost Center	Either an WBS or a Cost Center is required on all tickets and should have been provided to you at the time of procurement. • Standard PO in Facilities: Use the WBS/Cost Centre that auto-populates when the PO Number (above) is entered. If what auto-populates is incorrect, please contact your ARC buyer. Capital invoices should have a WBS in alphanumeric format such as "DRL.240001", representing the WBS type, year, and sequence#. Cost Centers are usually alphanumeric and 8 characters.	All

	Do not add line items with WBS and CC coding on the same ticket. Submit WBS spend and CC spend on separate tickets. If the WBS or CC you were provided does not validate successfully, leave the field blank and enter the WBS/CC or Location in the invoice description field instead.	
GL Account	General Ledger Account Six digit code: (e.g. 600001)	All
Product/Service	Product or Service Name Products or Services from Purchase Orders created in SAP and in OpenOrder will be automatically populated. Products or Services from Purchase Orders NOT created in SAP and NOT in OpenOrder will need to be selected from your catalog. Use the "Search" engine to search your existing service/product catalog and select the appropriate service/product description. To setup a Product/Service, please see below.	All*
Description	Description of Product/Service Descriptions for Product/Service from Purchase Orders created in SAP and in OpenOrder will be automatically populate. Descriptions for Product/Service from Purchase Orders NOT created in SAP and NOT in OpenOrder will be selected from your catalog.	All*
Service Start	Enter the start date of your service.	All*
Service End	Enter the end date of your service.	All*
Well Name	Lease/Well/Plant Name/Area	Optional
	IF YOU ARE ENTERING A GENERAL TICKET, PLEASE SKIP TO THE QUANTITY LINE BELOW	
Hours Worked	Enter the amount of hours/minutes worked. This field will not accept excessive hours such as "24 hours". If hours aren't defined, you can enter "0" hours to bypass these fields.	Water Hauling*, LEM

Disposal Ticket	This field is specific to "Water Hauling" ticket types. The ticket number associated with the disposal of fluids	Water Hauling
Disposal Location	This field is specific to "Water Hauling" ticket types. The name of the disposal site	Water Hauling
Payload	List the type of service/product you provided. (Example: If you are a water hauler, specify what type of water was provided).	Water Hauling*
Gauge Start	Original reading of the gauge	Water Hauling
Gauge Finish	Final reading of the gauge	Water Hauling
Volume	Total quantity of fluids hauled	Water Hauling*
Charge By	Select how you are charging – Hours, Volume, Other	Water Hauling*
Charge Type	Select whether this is a Labor, Equipment or Material ticket, form the drop down menu.	LEM*
Crew Member	For a Charge Type of Labor, enter the Crew Member's name in this field.	LEM*
License Number	For a Charge Type of Labor, enter the license number for the crew member listed, if applicable.	LEM
Equipment ID	For a Charge Type of Equipment, enter the unique identifier tied to that piece of equipment	LEM
Quantity & Rate	Number of units (see units of measure) – - If the quantity is zero, please delete the line from the ticket. ARC cannot accept zero quantity line items on tickets. - Maximum of two decimal places permitting for each quantity and rate - Negative quantities not accepted. In the event of a credit, please enter a net amount if possible. If a net amount is not possible, the credit must be applied to the future invoice using a separate credit invoice. - Ticket quantities that are over the related PO's limit are not possible. To have the related PO adjusted to accept a higher quantity, contact your ARC buyer.	All*
Units	*Preferred Unit*	*Equivalent Units*
	HR	HUR – Hrs – H – Hour

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	TON		Tonne – TNE
	M		Meter – MTR
	DAY		D – DAYS
	EA		JOB - EACH

If coding is provided, please enter it. (Our Kakwa Operations, Workovers, and Completions Teamsrequire the coding on the stamp be entered please.)

Once completed click on "Save". This is now saved in your system but ARC cannot see it until you hit "Submit". (see below)

If an edit needs to be completed, click on 'Bulk Edit Lines' and update as required. If a line has been mistakenly added, click on the delete button (garbage can).

If everything is completed as per the attached ticket, hit the Submit button. IF YOU DO NOT PRESS SUBMIT, THE TICKET WILL BE SAVED IN YOUR SYSTEM BUT NOT VISIBLE IN OURS.

If there are any additional comments add them in the comments box. If you click on 'No', it will take you back to the ticket to do more edits. Otherwise, click 'Yes, submit ticket'.

** Field Ticket is now successfully created **

Disputed OpenTickets

If your OpenTicket has been disputed by ARC, please read the dispute comment to correct the Ticket and resubmit. Avoid cancelling your ticket EXCEPT in cases where you need to change the Ticket Type as ARC is able to process your Ticket faster when it has the dispute and resubmit history attached.

In most cases, ARC will only dispute a ticket to you to edit tickets fields that we cannot. Your cooperation with these corrections is appreciated and will expedite the approval process.

** If you are a B2B Supplier whose company's integration does not allow for the selection of ticket types (you can only submit General type tickets), and your OpenTicket has been disputed with a request to change your ticket type, please resubmit your OT with a note to that affect and email oisuppo*rt@arcresources.com* so we can assist your Requisitioner directly.

Creating an Invoice from Ticket(s) created in the OpenTicket Module

("FLIPPING" YOUR APPROVED TICKET INTO AN INVOICE)

- To create an Invoice for a specific Ticket, click on Menu, then "Create Invoice From Ticket"
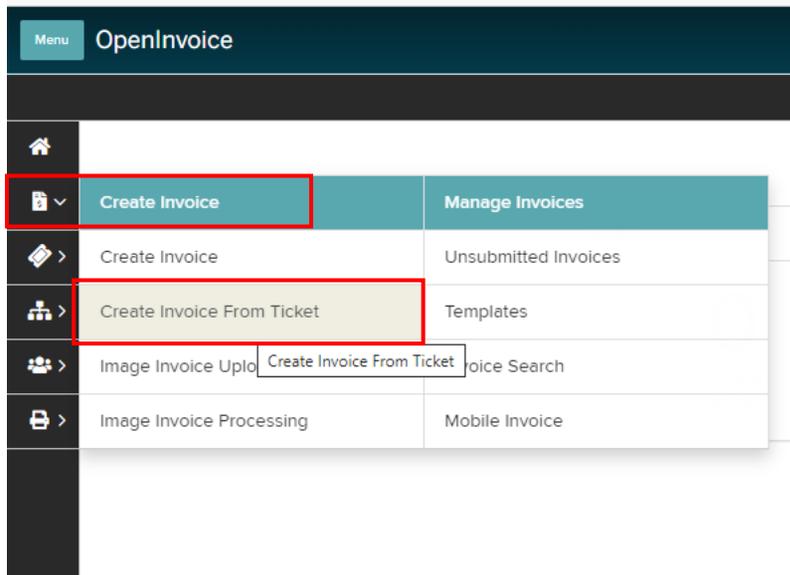
- In Ticket Search, select "**Approved**" on the Status dropdown, "**ARC Resources Ltd.**" on the Buyer Name and "**Not Invoiced**" on the Invoiced Status dropdown. Then click on the search. tickets button.

TICKET NUMBER	DATE CRITERIA	TICKET APPROVER	TICKET TYPE
Type to add...	Please select...	Type to add...	Please select...

STATUS	SEARCH DATE FROM	REQUISITIONER	LOCATION
Approved × Click to add	MM/DD/YYYY	Type to add... □ None	

BUYER NAME	SEARCH DATE TO	SUPERINTENDENT	AFE
ARC Resources Ltd ×	MM/DD/YYYY		Type to add...

INVOICED STATUS	OFFICE APPROVER	COST CENTER	PO
Not Invoiced ×		Type to add...	□ None

MIN. AMOUNT	MAX. AMOUNT

Search

| | Invoice | ⊿ Submit | 🖫 Save ▾ | ⬇ Export... ▾ | | Hide Filter | Columns |

☐	Alert	Ticket Number ⇕	Service Start ⇕	Buyer Name ⇕	Currency ⇕	Amount ⇕	Status ⇕	Location ⇕	AFE ⇕	Coding	Attachments
☐		4570	06/09/2021	ARC Resources Ltd	CAD	350	Approved	16-15-35-84		9450.88	1

1 record found.

- Select the ticket(s) that you want to flip into an invoice and click the "Invoice" button. If you have multiple tickets with different WBS, please submit each WBS type separately.
- A pop-up message box will ask you if you are sure, click on 'Yes, Invoice Ticket' or if you have further edits or need to add additional tickets, click 'cancel'.

From here on, the steps should be like creating a regular invoice in OpenInvoice. Please refer to ARC OpenInvoice Supplier Guidelines if needed.

How to set up Product/Service

THIS IS FOR THE SUPPLIER AND IS NOT AN ARC REQUIREMENT

This section of OpenInvoice offers the capability for Suppliers to enter Products or Services related to its business.

In OpenInvoice, click on "Corporate" then select "Product/Service Catalog"
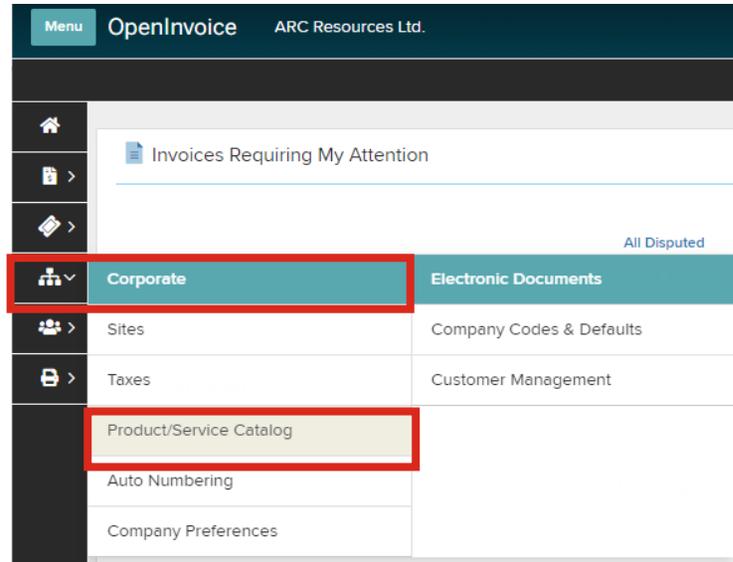
Once selected, click on "Add Item".

Add Item   ☁ Import   ☁ Download

Part # / Item ID	Category	Description
FREIGHT		Freight
PRODUCT		Product

2 record(s) found

Add Information for Product/Service Item

Add Item

Part # / Item ID

Provide a unique identifier for the product or service

Category

e.g. Hot Oil Services or Welding Services

Description*

List Price/Units

e.g. 125.50   /

Public ⓘ

◉ YES ○ NO

Save   Cancel

- **Part/Item ID** – Enter "1" if this is the first product/service being setup. Otherwise enter the next sequential number
- **Category** – Choose a category such as "Product or Service"
- **Description** – Provide a description of the item on the Ticket being charged
- **List Price/Units** – Enter Price and the Unit (e.g. List Price as "$150", Unit as "Hr.")
- **Public** – Change the default Yes to No if you do not wish to make this viewable to the Company being billed

Click on save and this item will be available next time you create a ticket. If there are multiple items that need to be included, an import can also be completed.

First a download will be required to obtain all existing items in the catalog. This will also provide the format that the import can be completed in.

Obtain the downloaded file and enter the new services or products. The action will need to be "**ADD**" for any new items added to the catalog. The items that were previously there, can remain as "**LEAVE.**"

	A	B	C	D	E	F	G	H	I
	Service Code	Service Category	Service Description	Units	Unit Price	Public	Action	Row#(DO NOT MODIFY/DELETE)	
	PRODUCT		Product			Yes	Leave	XZWztj+oeGENXKXykaD84g==	
	FREIGHT		Freight			Yes	Leave	XMjTeUVwz2ut16c0yHRr4g==	
	PRODUCT	Supplier	Rags	1	1.5	Yes	ADD	uFtYWkFYNp31UIYdDX+8yg==	

Once all the additions have been completed click on the "**Import**" button.

This will provide two options, either uploading a file if there are many items, or a copy and paste for a few items.

When a copy/paste is completed, it may look a little funny, however it will still go through.

Click Upload.

The new item(s) will be available.

OpenTicket Submission Guidelines

If you have a product catalog with pricing, ARC is also able to setup a Pricebook. This will allow the Requisitioner to match agreed upon pricing to the ticket which will help facilitate quicker processing times for tickets and invoices. If this is something that would be of interest, please contact the *oisupport@arcresources.com*.

B2B Suppliers

JSON Field Ticket Requirements

Recommended API format.

Screen Field Label	Description	JSON Tag	Format
Header Description	Required: WHO, WHERE, WHY/WHAT – Include description of product/service delivered, rig/location, well/lease. Enter the original invoice number for credit invoice.	"description"	Text
Truck Number	Number of the truck used	"truckNumber"	Text
Driver Name	First and last name of the driver	"driver"	Text
Truck Capacity	Total capacity for the vehicle hauling fluids	"truckCapacity"	Number
WBS/Cost Center	The AFE number is one of the buyer's cost objects and is validated against the list of AFE numbers entered by the buyer in OpenInvoice.	"afe": { "number": "ABCD" },	Text
Well Name	The location is a description of where the work was physically performed by the supplier.	"location": "Demo Location",	Text
Contract	Price Book Number	"contract": { "number": "1234" },	Text
GL Account/-/NA	Major/Minor/Subcode supplied by the Buyer	"major": { "code": "2000" }, "minor": { "code": "220" }, "subcode": { "code": "22" },	Text
PO Number	Purchase Order Number	"poNumber": "123",	Text
Requisitioner	The ordered by name represents the first and last name of the receipt's requisitioner.	"orderedByName": "Michael Field",	FirstName LastName

SuperIntendent	The superintendent is the person who supervises the field personnel.	"superintendentName": "Joe Supervisor",	FirstName LastName
Office Approver	Office Approver is the individual who will approve the receipt.	"officeApproverName": "Mary Approver",	FirstName LastName
Hours Worked	Number of hours worked for that line	"hoursWorkedUnit"; "hoursWorkedSubunit"	Number
Disposal Ticket	Disposal location's ticket number	"disposalTicket"	Text
Disposal Location	Name of the disposal site	"disposalLocation"	Text
Payload	What was hauled (i.e. Fresh Water)	"payload"	Text
Gauge Start	Original reading of the gauge	"gaugeStartUnit"; "gaugeStartSubunit"	Number
Gauge Finish	Final reading of the gauge	"gaugeFinishUnit"; "gaugeFinishSubunit"	Number
Volume	Total quantity of fluids hauled	"volume"	Number
Volume UOM	Unit of measure for the volume hauled (i.e. bbl)	"volumeUOM"	Text
Charge Type	Labor, Equipment or Material	"chargeType": "Labor"	Text
Charge By	Select how you are charging – Hours, Volume, Other	"chargeBy": "Hours"	Text
Crew Member	Name of crew member	"crewmember"	Text
License Number	License number of crew member (i.e. electrician)	"licenseNumber"	Text
Equipment ID	Unique identifier tied to equipment	"equipmentId"	Text
Service Date From	Start Date of Service - Mandatory for each invoice line item	"serviceDateFrom": "2016-03-01",	YYYY-MM-DD

Service Date To	End Date of Service – Mandatory for each invoice line item	"serviceDateTo": "2016-03-01",	YYYY-MM-DD

JSON Field Ticket Requirements – Custom Data Fields

Custom Data Fields are not supported by PIDX Suppliers.

Screen Field Label	Description	JSON Details	JSON Tag	Format
CO	Optional - Change Order Number	"name": CO "code": 18	"additionalDataFields/value"	Text
Historical PO No	Optional – enter if PO does not exist in OpenOrder	"name": Historical PO No "code": 21	"additionalDataFields/value"	Text

PIDX Field Ticket Requirements

Screen Field Label	Description	PIDX XMLTag	Pidx Format
Header Description	Required: WHO, WHERE, WHY/WHAT – Include description of product/service delivered, rig/location, well/lease. Enter the original invoice number for credit invoice.	FieldTicketProperties.Comment	Text
WBS/Cost Center	AFE and Cost Centers	FieldTicketDetails.FieldTicketLineItem.ReferenceInformation.AFENumber	Text
Well Name	Lease/Well/Plant	FieldTicketDetails.FieldTicketLineItem.JobLocationInformation.WellInformation.WellIdentifier	Text
Contract	Price Book Number	FieldTicketDetails.FieldTicketLineItem.ReferenceInformation.ContractNumber	Text

GL Account/-/NA	Major/Minor	FieldTicketDetails.FieldTicketLineItem.ReferenceInformation.OperatorGeneralLedgerCode	Format that you set in OI. EX: XXXX.XXX
PO Number	Purchase Order Number	FieldTicketDetails.FieldTicketLineItem.PurchaseOrderInformation.PurchaseOrderNumber	Text
PO Line #	Purchase Order Line Number	FieldTicketDetails.FieldTicketLineItem.PurchaseOrderLineItemNumber	Text
Requisitioner	Person who requested the work	FieldTicketDetails.FieldTicketLineItem.PartnerInformation.ContactInformation.ContactName	FirstName LastName
Service Date From	Start Date of Service - Mandatory for each invoice line item	FieldTicketDetails.FieldTicketLineItem.ServiceDateTime.ServicePeriodStart	YYYY-MM-DDTHH:MM:SS
Service Date To	End Date of Service – Mandatory for each invoice line item	FieldTicketDetails.FieldTicketLineItem.ServiceDateTime.ServicePeriodEnd	YYYY-MM-DDTHH:MM:SS
Line Item Comment	Comment of the work completed	FieldTicketDetails.FieldTicketLineItem.Comment	Text