Frequently Asked Questions

1. Who do I contact to add a user and/or remove a user?

Email iSupplierSupport@nblenergy.com if a user needs access removed or if an additional user(s) need to be setup.

2. Where can I look at the BPA?

To see the BPA details click the **Orders** tab and then click the **Agreements** link. From the search screen you can enter the BPA number if known in the PO number field or leave all search fields blank and click **Go**.

3. How do I make a change to the BPA?

To make a price change to the BPA refer to section *"Supplier Requesting Changes to a Blanket Purchasing Agreement"* in the training guide. To have additional items added you will need to email the buyer. The buyers email address can be located by clicking the buyer name hyperlink found on the BPA header.

4. Will I receive payment information for invoices?

Payment information will continue to be received for iSupplier invoices if you currently are receiving remittance information. If you have not been receiving remittance information contact iSupplierSupport.

5. How will I know a PO has been approved?

The person who created initial field ticket will receive an email notification that a PO has been approved and ready to be invoiced.

6. Who do I contact if I do not know my coding?

Any issues or questions with coding (AFE/Project, Task, or RC number) should be directed to the requestor. See pages 18-20 on how to locate the requestors email address when creating a field ticket.

7. How do I correct a rejected Field Ticket?

Search for the rejected field ticket (see pg. 130), select the rejected ticket, and then click the **Copy** button located above the Ticket Number column. This will copy all of the information from that ticket into a new field ticket. Make edits, add attachment, and submit new field ticket.

8. How do I apply a discount on a Field Ticket?

Adjust the rate to reflect the discount for each item. A negative quantity cannot be entered on a field ticket.

9. Who do I contact if a Field Ticket was submitted by mistake?

Email the requestor entered on the field ticket and ask them to reject the ticket, see page 160 question 7 if you need to correct information on the ticket and resubmit.

10. How do I add a reimbursable expenses to a field ticket?

Each blanket agreement includes Miscellaneous Services and Miscellaneous Goods that can be used to add expenses to a field ticket. The miscellaneous lines have a rate of $1 and the quantity entered should be the total amount of the expense.

11. Do I create a new Field Ticket for a credit invoice?

No, a credit invoice is submitted using the original PO that was invoiced incorrectly, refer to section *"Create a Credit Memo Using a Purchase Order"* in the training guide.

12. Do invoices still need a Field Ticket stamp?

No, the field ticket submitted in iSupplier is replacing the stamping of invoices.

13. How do I update an invoice after it has been saved?

A saved invoice will have an *"Unsubmitted"* status. To return to the saved invoice click the **Finance** tab, enter a search parameter, and click **Go**. Click the pencil icon to update and submit the invoice.

14. How do I delete a Field Ticket?

A field ticket can only be deleted if it is in a *Draft* status. Search for the saved field ticket (see pg. 130) open the field ticket by clicking the ticket number hyperlink. Click the Select All link above the line items, click the **Delete Item** button and click the **Save**. Be advised that this will delete all records of the field ticket.

15. How to add additional lines to a Field Ticket?

When creating a field ticket click the **Add Item** button located in lower left corner to add more lines to the field ticket.

TROUBLESHOOTING

→ **Forgot your password**

- From the Login screen click the *Password Reset (Suppliers only – iSupplier Users)* hyperlink

→ **Trying to search but nothing happens when clicking the magnifying glass**

- Change the web browsers pop-up blocker to always allow pop-ups from this website

→ **Have not received the registration email with username and temporary password**

- Check the Junk/Spam mail folder or with the IT department

→ **Website error message "Unable to authenticate site"**

- Try opening website in another browser i.e. Google Chrome or Internet Explorer

→ **Unable to locate PO number when creating an invoice**

- Search for the PO number by clicking the Orders tab. Confirm that the PO number has ***Standard PO*** listed in the document type column. A PO number that has ***Global Blanket Agreement*** listed as the document type is the Blanket Agreement that can **ONLY** be used to create field tickets.

→ **Adding an attachment to a field ticket and receive the error message *"The selected file does not match data type. Please select a text file"***

- Check to make sure you clicked **Browse…** under Attachments, refer to section *"Create a Field Service Ticket"* and step 19 in the training guide.

TERMS

BLANKET PURCHASING AGREEMENT (BPA) – AN AGREEMENT THAT INCLUDES ALL ITEMS AND PRICES THAT WILL BE BILLED TO NOBLE ENERGY. THE BPA IS USED TO CREATE FIELD TICKETS AND IS MANAGED BY THE NOBLE BUYER.

BUYER – THE NOBLE ENERGY CONTACT THAT IS RESPONSIBLE FOR MANAGING ALL UPDATES AND ADDITIONS TO THE BPA.

CODING – IS PROVIDED BY THE REQUESTOR AND CONSIST OF A PROJECT/AFE AND TASK NUMBER OR A RC (REPORT CENTER) NUMBER.

FIELD TICKET – IS SUBMITTED IN ISUPPLIER WHEN SERVICES ARE COMPLETED. THE FIELD TICKET WILL INCLUDE ALL CHARGES TO NOBLE ENERGY EXCLUDING TAXES AND FREIGHT.

PROJECT/AFE – A NUMBER PROVIDED BY THE REQUESTOR.

PURCHASE ORDER (PO) – A STANDARD PURCHASE ORDER IS USED TO CREATE AN INVOICE. THE PURCHASE ORDERS ARE GENERATED FROM A FIELD TICKET SUBMITTED IN ISUPPLIER.

RC (REPORT CENTER) – A NINE DIGIT NUMBER PROVIDED BY A REQUESTOR

REQUESTOR – THE PERSON AT NOBLE ENERGY WHO REQUESTED THE WORK.

TASK – IS PROVIDED BY THE REQUESTOR AND IS REQUIRED WHEN CHARGING TO A PROJECT/AFE NUMBER.