
Frequently Asked Questions

1. WHO DO I CONTACT TO ADD A USER AD/OR REMOVE A USER?

EMAIL NOBLEINVOICEONLY@NBLENERGY.COM IF A USER NEEDS ACCESS REMOVED OR IF AN ADDITIONAL USER(S) NEED TO BE SETUP.

2. 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 NOBLEINVOICEONLY.

3. WHO DO I CONTACT IF I DO NOT KNOW MY CODING?

ANY ISSUES OR QUESTIONS WITH CODING (AFE/PROJECT OR RC NUMBER) SHOULD BE DIRECTED TO THE REQUESTER.

4. HOW DO I CORRECT A DISPUTED INVOICE?

AN EMAIL NOTIFICATION IS SENT TO THE USER THAT SUBMITTED THE INVOICE. THE NOTIFICATION WILL INCLUDE THE NOTES EXPLAINING THE REASON FOR THE DISPUTE.

5. I NEED TO CHECK PAYMENT STATUS ON AN INVOICE?

PLEASE REFER TO THE VIEW INVOICES SECTION IN THE TRAINING GUIDE. THE SEARCH RESULTS SHOWS THE DATE THE INVOICE IS DUE TO BE PAID. IF THE DUE DATE HAS PASSED OR AN INVOICE SHOWS PAID BUT A PAYMENT WAS NOT RECEIVED YOU CAN EMAIL OPERATIONSACCOUNTING@NBLENERGY.COM OR CALL 1-800-220-5824 AND SELECT OPTION 4.

6. HOW DO I UPDATE/CHANGE THE PAYMENT INFORMATION ON MY ACCOUNT?

EMAIL NOBLEINVOICEONLY@NBLENERGY.COM TO RECEIVE OUR ACH/PAYMENT FORM.

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

TERMS

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

PROJECT/AFE – A NUMBER PROVIDED BY THE REQUESTER.

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

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