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## FREQUENTLY ASKED QUESTIONS

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### 1. WHO DO I CONTACT TO REMOVE A USER?

EMAIL [ISUPPLIER SUPPORT@NBLENERGY.COM](mailto:ISUPPLIER SUPPORT@NBLENERGY.COM) IF A USER NEEDS ACCESS REMOVED OR IF AN ADDITIONAL USER(S) NEED TO BE SETUP.

### 2. HOW DO I ADD AN ADDITIONAL USER (S)?

IF A NEW EMPLOYEE NEEDS ACCESS TO ISUPPLIER THEY CAN REGISTER AND WATCH OUR TRAINING VIDEO AT [WWW.NBLENERGY.COM/SUPPLIERS](http://WWW.NBLENERGY.COM/SUPPLIERS). PLEASE ALLOW 2 BUSINESS DAYS FOR THEM TO RECEIVE THEIR LOGIN CREDENTIALS.

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

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

### 4. WHY IS A SUBMITTED INVOICE SAY ON HOLD?

THE “NOT CODED” AND “DISTRIBUTION VARIANCE” HOLDS ARE AUTOMATICALLY APPLIED TO EACH NON-PO INVOICE UPON SUBMISSION. THE INVOICE IS WAITING FOR ACCOUNTS PAYABLE TO VERIFY THE CODING AND INVOICE INFORMATION.

### 5. WHY IS AN INVOICE DISPUTED?

AN INVOICE CAN BE DISPUTED FOR SEVERAL REASONS, INCLUDING, BUT NOT LIMITED TO, THE INVOICE AMOUNT ON THE ATTACHED INVOICE DOES NOT MATCH THE AMOUNT ENTERED IN ISUPPLIER, CODING AND / OR APPROVER INFORMATION ARE NOT LOCATED ON THE ATTACHED INVOICE, THE INVOICE HAS BEEN ENTERED UNDER THE WRONG COMPANY ORGANIZATION OR THE INVOICE NUMBER ON THE ATTACHED INVOICE DOES NOT MATCH THE INVOICE NUMBER ENTERED IN ISUPPLIER.

### 6. 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.

### 7. WHY DOES THE STATUS OF AN INVOICE SHOW REJECTED?

MOST REJECTIONS ARE RESOLVED BY AN ACCOUNTS PAYABLE SPECIALIST AND WOULD NOT REQUIRE ANY ACTIONS FROM A SUPPLIER. IF FOR ANY REASON, ADDITIONAL INFORMATION IS NEEDED, AND / OR AN INVOICE NEEDS TO BE CORRECTED, SOMEONE FROM OUR AP DEPARTMENT WILL CONTACT THE SUPPLIER DIRECTLY.

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## 8. 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 ISUPPLIER SUPPORT.

## 9. HOW CAN I CHECK THE 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](mailto:OPERATIONSACCOUNTING@NBLENERGY.COM) OR CALL 1-800-220-5824 AND SELECT OPTION 4.

## 10. HOW CAN A MAKE A CORRECTION TO AN INVOICE THAT I ALREADY SUBMITTED?

PLEASE EMAIL [OPERATIONSACCOUNTING@NBLENERGY.COM](mailto:OPERATIONSACCOUNTING@NBLENERGY.COM) WITH THE INVOICE NUMBER AND WHAT NEEDS TO BE CORRECTED / CHANGED. IF THE INVOICE HAS NOT BEEN PAID IT WILL BE DISPUTED BACK TO THE USER FOR RESUBMISSION.

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

EMAIL [ISUPPLIER SUPPORT@NBLENERGY.COM](mailto:ISUPPLIER SUPPORT@NBLENERGY.COM) TO RECEIVE OUR ACH/PAYMENT FORM.

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## TROUBLESHOOTING

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→ **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

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## TERMS

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**CODING** – IS PROVIDED BY THE REQUESTER AND CONSIST OF A PROJECT/AFE, TASK, AND ETYPE OR A RC (REPORT CENTER) NUMBER AND AN ACCOUNT NUMBER. ALL CODING CONSISTS OF AT LEAST ONE OF THE FOLLOWING COMBINATIONS:

- AFE, TASK, AND E-TYPE
- REPORT CENTER AND ACCOUNT NUMBER

**E-TYPE (EXPENDITURE TYPE)** – USED TO RECORD COSTS. (####)

**PROJECT/AFE** – A NUMBER PROVIDED BY THE REQUESTER.

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

**REQUESTER** – THE REPRESENTATIVE AT NOBLE ENERGY WHO REQUESTED THE WORK.

**TASK** – USED BY OPERATIONS AND ACCOUNTS PAYABLE TO IDENTIFY SPECIFIC TASKS; ALSO, USED TO SUMMARIZE COSTS. (###.##)