

OpenTicket Walkthrough

DECEMBER 2025

expand



Billing Overview: Our 3 Goals

1. Pay on time

- Pay on due date
- Ensure timely approvals

2. Pay efficiently

- Utilize effective processes (Pricebooks, OpenTicket)
- This ensures quick turnaround and verification

3. Pay accurately

- Minimize errors, communicate issues timely



Billing Overview: Procure to Pay

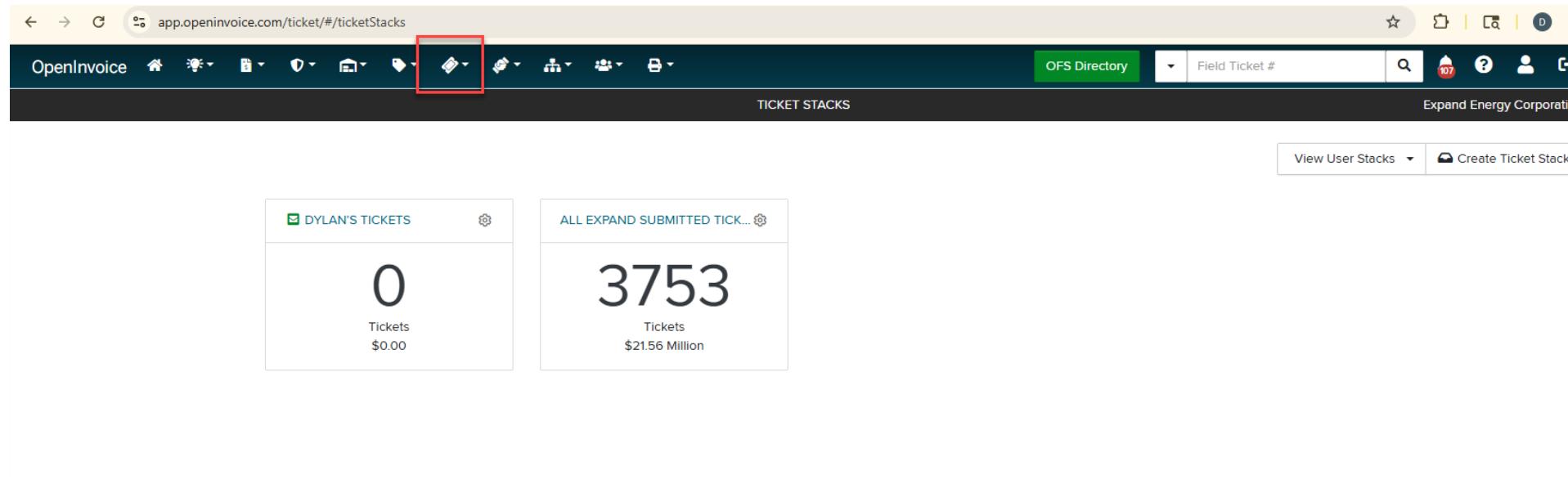
2026 Updated Billing Requirements:

- Beginning in 2023, Expand updated its billing requirements for most expenditures. To submit an invoice through OpenInvoice, one of the following is required:
 - A valid Expand Purchase Order (4500XXXXXX) that has been goods receipted with correctly priced items
 - A valid, electronically signed Field Ticket submitted through OpenTicket
- We updated our signature requirements to rely exclusively on OpenTicket for several important reasons:
 - **Fraud prevention:** We identified instances of fraud stemming from duplicated signatures submitted via email and manual copies.
 - **Improved visibility and reporting:** OpenTicket provides clear reporting on ticket costs, allowing both parties to view the approval status and validate spend earlier in the process – rather than approvals residing in individual inboxes or on desks.
 - **Faster payment cycle:** Digitizing field tickets streamlines the end-to-end invoicing process. Expand considers a three-business-day approval window for tickets to be both reasonable and achievable.

Billing Overview: OpenTicket

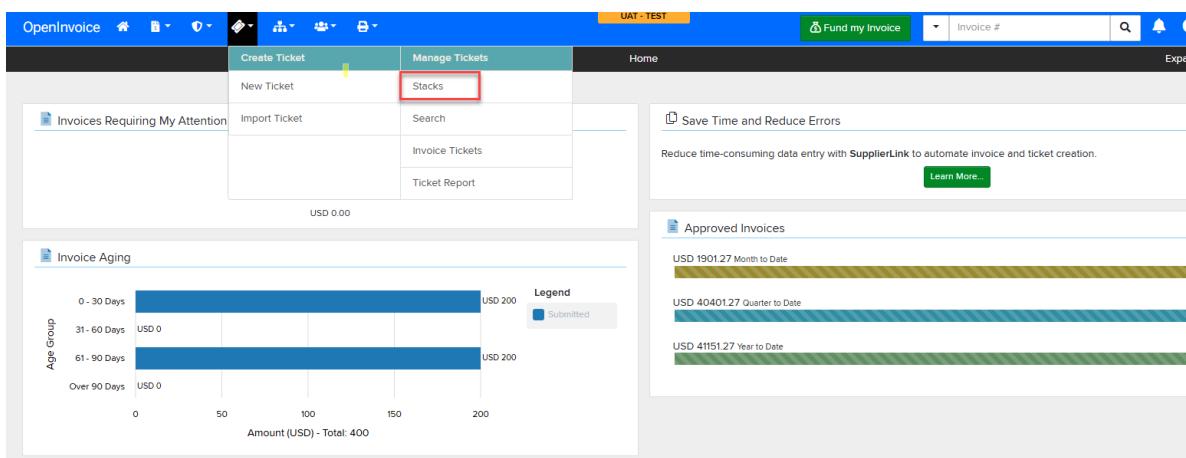
- To begin billing in OpenTicket:

- You must have access to the **OpenTicket icon** highlighted below.
- If you do not see this icon, please refer to the document titled “*Gaining Access to OpenTicket*” for instructions on how to add the required permissions to your account.

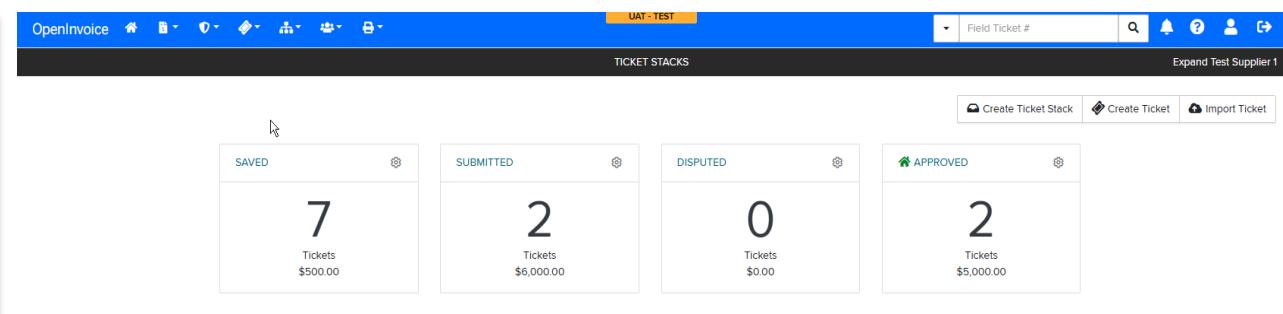


Billing Overview: OpenTicket (Stacks)

- Selecting **Stacks** under the OpenTicket icon will take you to the Stacks home page.
- On the ticket side, there are four cost “buckets,” each representing a different ticket status:
 - **Saved** – Draft status only. Tickets that are created but not submitted or canceled will remain in this status.
 - **Submitted** – The ticket has been submitted to Expand for signature. Action is required by the operator to review and approve.
 - **Disputed** – The ticket has been disputed and includes comments requiring action by the supplier (e.g., incorrect amount, incorrect service date).
 - **Approved** – The ticket has been signed and is ready to be “Flipped to Invoice.”



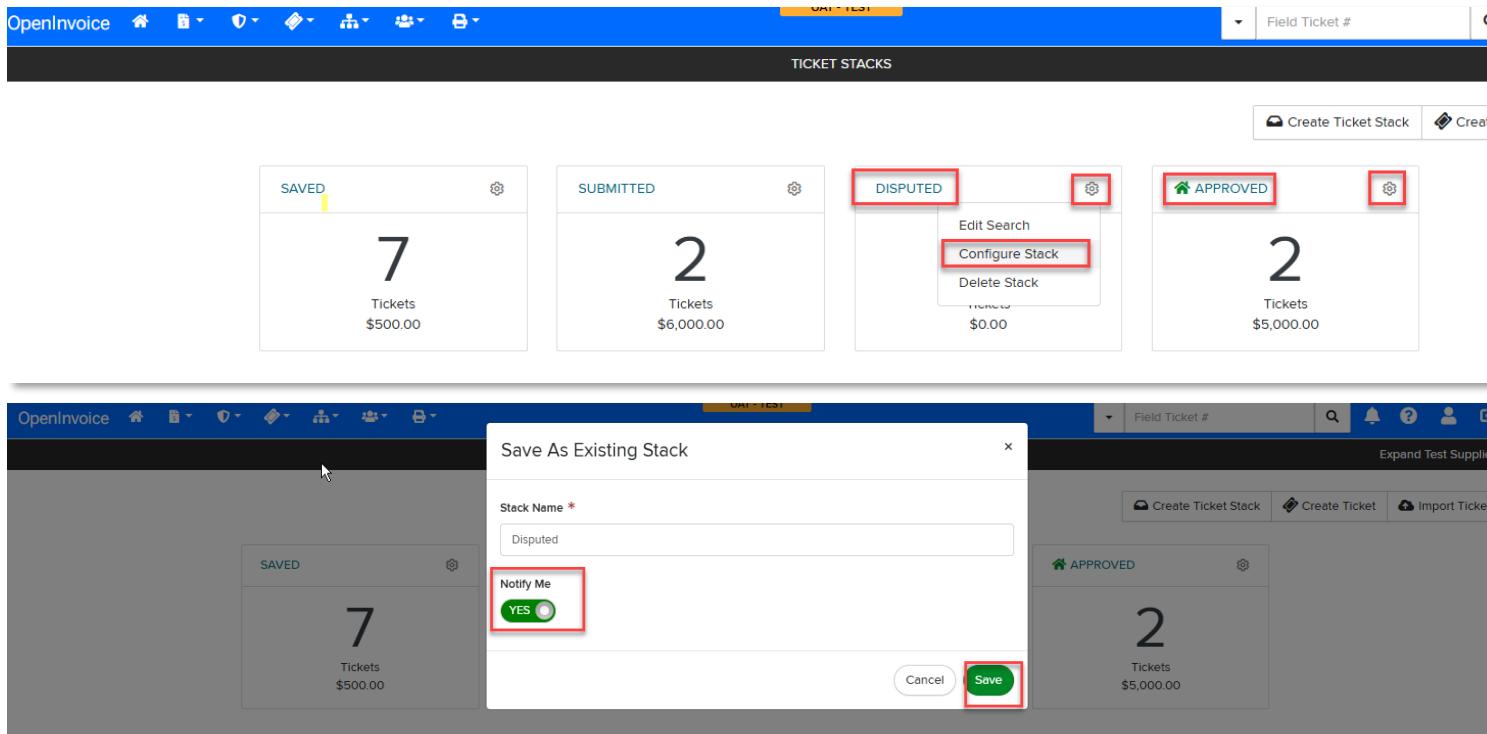
The screenshot shows the OpenInvoice interface with a blue header bar. In the top right, there is a 'UAT - TEST' label. Below the header, there are several buttons: 'Fund my Invoice', 'Invoice #', a search icon, a bell icon, and a question mark icon. On the left, there is a sidebar with 'Invoices Requiring My Attention' and 'Invoice Aging' sections. The main content area has a 'Create Ticket' button, a 'Manage Tickets' button (which is highlighted with a red box), and a 'Home' button. Below these are sections for 'Save Time and Reduce Errors' (with a 'Learn More' button), 'Approved Invoices' (with three bars: 'USD 1901.27 Month to Date' in yellow, 'USD 40401.27 Quarter to Date' in teal, and 'USD 41151.27 Year to Date' in green), and a 'Ticket Report' button. At the bottom, there is a 'Ticket Report' button and a chart titled 'Invoice Aging' showing the distribution of invoices by age group (0-30, 31-60, 61-90, Over 90 days) in USD.



The screenshot shows the 'TICKET STACKS' home page. The top bar has a 'UAT - TEST' label and a 'Field Ticket #' search bar. Below the bar, there are buttons for 'Create Ticket Stack', 'Create Ticket', and 'Import Ticket'. The main area is titled 'TICKET STACKS' and shows four categories: 'SAVED' (7 Tickets, \$500.00), 'SUBMITTED' (2 Tickets, \$6,000.00), 'DISPUTED' (0 Tickets, \$0.00), and 'APPROVED' (2 Tickets, \$5,000.00). Each category has a small gear icon to its right.

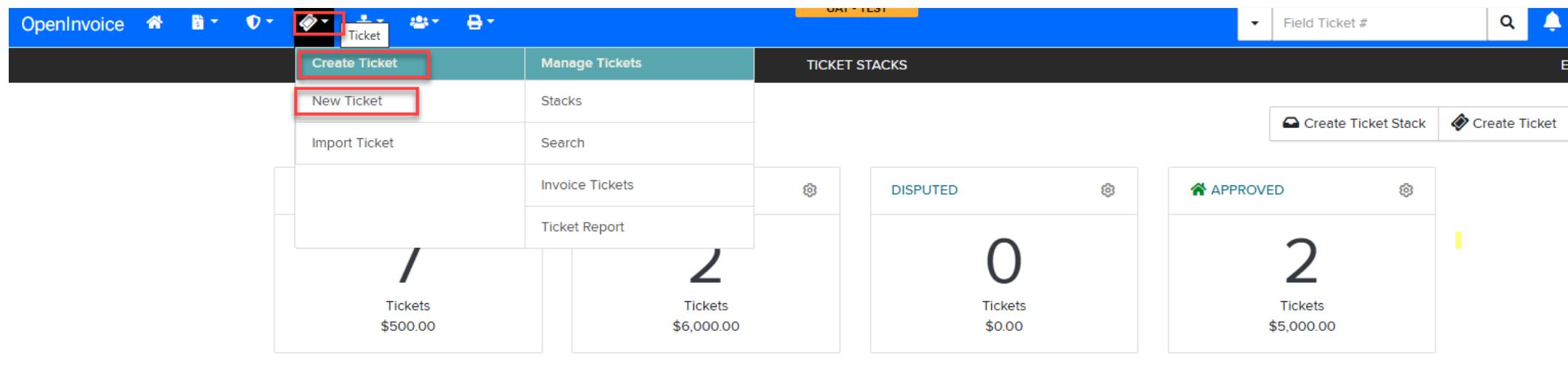
Billing Overview: OpenTicket (Stack Setup)

- To set up email notifications for Disputed and Approved tickets:
 - Click the **Settings** gear in the upper-right corner of the **Disputed** and **Approved** stacks.
 - Select **Configure Stack**.
 - Toggle the **Notify Me** option to **Yes**, then click **Save**.
- Once enabled, you will receive email notifications from Enverus to the email address on file on the next business day whenever tickets are disputed or approved.



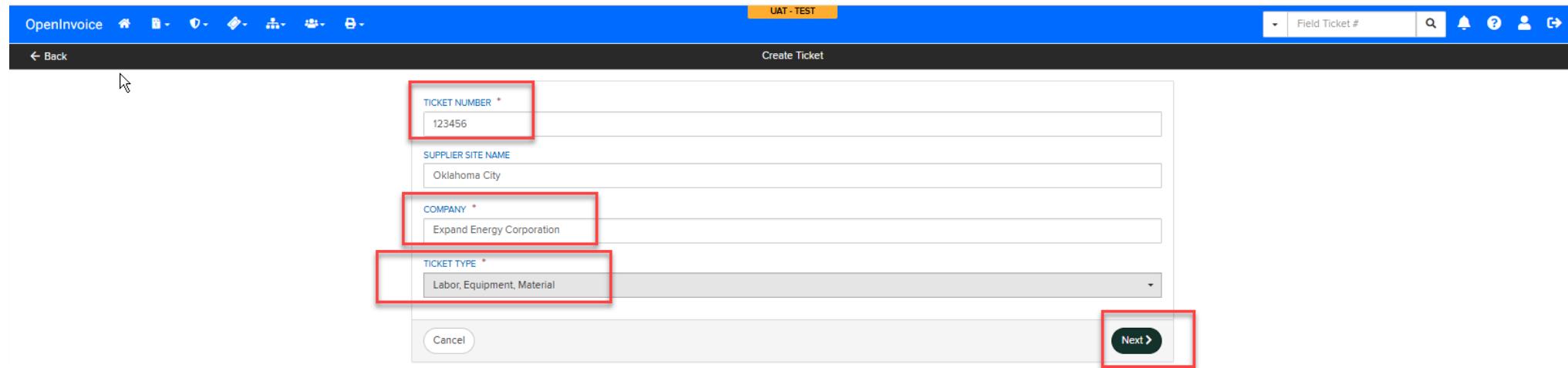
OpenTicket: Billing a New Cost to Expand

- Please use your **invoice number** as the **ticket number** whenever possible. If your invoice is not created internally until after the ticket is approved, you may instead use your **sales order** or **bill of lading** number as the ticket number.
- To begin billing Expand, click **New Ticket** under **Create Ticket** within the OpenTicket icon.



OpenTicket: Billing a New Cost to Expand (continued)

- After your Ticket Number is entered, your supplier site name should default.
- Please select **Expand Energy** as the Company.
- Please select **Labor, Equipment, Material** for your ticket type for all costs billed to Expand.
- Click **Next** to move to next screen.



The screenshot shows the 'Create Ticket' page of the OpenTicket application. The 'TICKET NUMBER' field contains '123456' and is highlighted with a red box. The 'SUPPLIER SITE NAME' field contains 'Oklahoma City'. The 'COMPANY' field contains 'Expand Energy Corporation' and is highlighted with a red box. The 'TICKET TYPE' field contains 'Labor, Equipment, Material' and is highlighted with a red box. The 'Next' button at the bottom right is also highlighted with a red box. The top navigation bar includes 'OpenInvoice' and 'UAT - TEST'.

OpenTicket: Billing a New Cost to Expand (continued)

- Complete the following fields: **Service Date, Requisitioner and Description of Work Performed.**
- **Service Date** – Enter the earliest date of service reflected on your invoice or supporting documentation.
Example: If you are billing for a rented tank from January 1 – 31, the service date should be 1/1/2025.
- **Requisitioner** – This is the Expand representative who requested the work and will sign your ticket. If the requisitioner is not listed, please email Eticket@expandenergy.com with a copy of your ticket or invoice and the name of the individual who requested the work. We will review and advise.
- **Description** – Provide a brief description of the work performed. You may copy and paste this directly from your invoice to summarize the overall job.
- Please leave **Crew Member** and **Truck Number** blank.
- Click **Next** to continue.

The screenshot shows the 'Create Ticket' page of the OpenInvoice software. At the top, there's a header with 'OpenInvoice' and 'Create Ticket'. Below the header, there's a form with several fields:

- SERVICE DATE**: 01/01/2025
- REQUISITIONER**: Dylan Crawford
- DESCRIPTION**: Tank Rental 1/1-31
- CURRENCY**: USD - U.S. Dollar
- CREW MEMBER**: (empty)
- TRUCK NUMBER**: (empty)

The 'REQUISITIONER' and 'DESCRIPTION' fields are highlighted with red boxes. The top right corner of the form area shows 'Expand Energy Corporation' and 'Site: 1 - Expand Energy Corporation USD'. The bottom right corner has 'Previous' and 'Next' buttons.

OpenTicket: Billing a New Cost to Expand (continued)

- The **header section** of the ticket is now complete.
- Attach a PDF copy of your invoice and all supporting documentation by clicking the **Attach Files** button in the upper-right corner.
- To begin adding charges, create a line item in the lower-left section of the screen. Line items should mirror those on your invoice. If your invoice uses lump-sum line items, please continue that same approach on the ticket.

The screenshot shows the OpenInvoice software interface. At the top, there's a blue header bar with the OpenInvoice logo and various icons. Below the header, the ticket number 12345 is displayed, along with the site information: Oklahoma City, Status: Saved, Type: Labor, Equipment, Material, and Source: Direct Entry. To the right, the customer information is shown: Expand Energy Corporation, Site: 1 - Expand Energy Corporation, and USD currency. The main workspace is divided into sections: 'Edit Header' (containing fields for Service Date, Requisitioner, Office Approver, Description, Crew Member, Currency, Superintendent, Property Name, and Truck Number), 'Attachments' (which is currently empty), and 'Journal' (which shows a single entry for 'Saved by Zack Anderson on 12/16/2025 09:04'). At the bottom, there's a table for adding line items, with the 'Add Line' button highlighted with a red box. The table columns include: Alert, Part # / Item ID, Description, Service Start, Service End, WBS/CC/WO Number, N/A, Coding, Property Name, Charge Type, Crew Member, License Number, Equipment ID, Quantity, Units, Rate, Qualifier, Subtotal, and Delete.

OpenTicket: Billing a New Cost to Expand (continued)

- Leave the **PO** section blank. You will have either a Purchase Order (4500XXXX) or a ticket, never both.
- **Service Start and End Dates** should reflect the dates of service shown on your invoice.
Example: For a tank rental from January 1 – 31, the service end date would be 1/31/2025.
- **Product/Service** – Use your **Product Catalog** if available. If not, select **Product – PRODUCT** and update the description field accordingly.
- Enter the Property Name (if known).
- Complete the **Quantity, Unit of Measure (UOM)** and **Rate** for the line item.
- Select the appropriate Charge Type: Labor, Equipment or Material.
- Leave **Crew Member** and **License Number** blank.
- Enter the **Cost Object** (WBS, Cost Center or Work Order number) if known.
 - Select from the dropdown menu; if unknown, leave blank.
- Enter **Coding (General/Sub)** if known.
 - Select from the dropdown menu; if unknown, leave blank.
- Click the green **Save** button at the bottom of the screen to save the line item.

The screenshot shows the OpenInvoice software interface for creating a new cost line item. The main window displays the following details:

- Header:** Site: Oklahoma City, Status: Saved, Type: Labor, Equipment, Material, Source: Direct Entry.
- Line Item Details:**
 - Service Start:** 01/01/2025, **Service End:** 01/31/2025
 - Product/Service (Part #/Item ID):** Product (PRODUCT)
 - Description:** 500BL Tank Rental 1/1-31
 - Pricing Source:** Catalog
 - Property Name:** Dylan 1H
 - Quantity:** 1, **Units:** Each, **Rate:** 500.00 USD
 - Charge Type:** Labor
 - Cost Object:** Tank Rental 1/1-31
 - Crew Member:** Dylan Crawford
 - Allocation:** WBS/CC/WO Number: N/A, GEN/SUB/MSG: 100.000000%, AMOUNT: 500.00
- Buttons:** Add Line, Bulk Edit Lines, Save, Cancel.

OpenTicket: Billing a New Cost to Expand (continued)

- Once all line items are entered, please verify that the total matches your PDF backup.
- OpenTicket entries should reflect the **subtotal only** (no county or state sales tax), but should include applicable charges such as freight, fees, and tariff charges.
- After confirming the amount, submit the ticket to Expand by clicking **Submit / green paper airplane icon** at the bottom of the screen.

OpenInvoice

12345
Site: Oklahoma City
Status: Saved
Type: Labor, Equipment, Material
Source: Direct Entry

Edit Header

SERVICE DATE * 01/01/2025 CURRENCY * USD * = required on submit

REQUISITIONER * Dylan Crawford SUPERINTENDENT

OFFICE APPROVER PROPERTY NAME Dylan 1H

DESCRIPTION Tank Rental 1/1-31

CREW MEMBER TRUCK NUMBER

Add Line Bulk Edit Lines

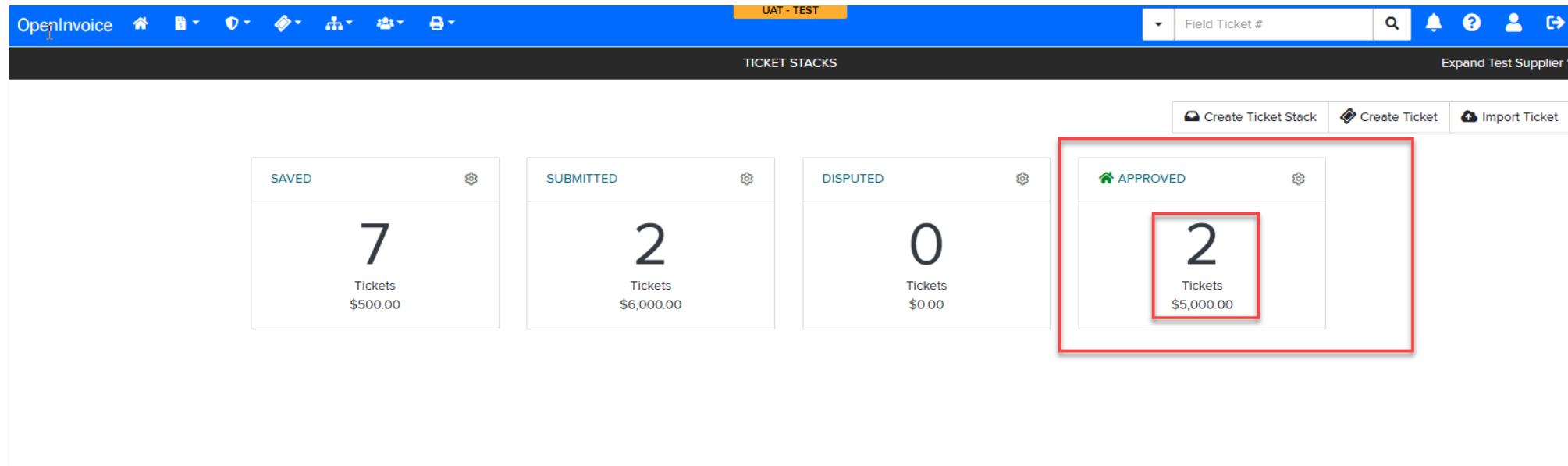
#	Alert	Part # / Item ID	Description	Service Start	Service End	WBS/CC/WO Number	N/A	Coding	Property Name	Charge Type	Crew Member	License Number	Equipment ID	Quantity	Units	Rate	Qualifier	Subtotal	Delete
1		PRODUCT	500BBL Tank Rental 1/1-31	01/01/2025 00:00	01/31/2025 00:00				Dylan 1H	Labor				1.00	Each	500.00		500.00	

Product / Service: Product

Submit Delete Comment Print Copy Help?

Flipping Approved Tickets to Invoice

- Once your Ticket is approved, you are ready to flip your approved ticket to invoice.
- Go back to your **Stacks**, and click the ticket in the **Approved** box.



Flipping Approved Tickets to Invoice (continued)

- Your approved tickets will appear below.
- Select each approved ticket you wish to invoice, then click the **Invoice** icon.
- When prompted to invoice the ticket, click **Yes, invoice ticket**.

The screenshot shows the OpenInvoice software interface. The top navigation bar includes 'UAT - TEST', a search bar for 'Field Ticket #', and various icons. The main title is 'Approved'. The toolbar below the title includes 'Filter', 'Approved' (with a dropdown arrow), 'Save Changes', 'Invoice' (which is highlighted with a red box), 'Submit', 'More Actions', 'Export Summary', and 'Columns'.

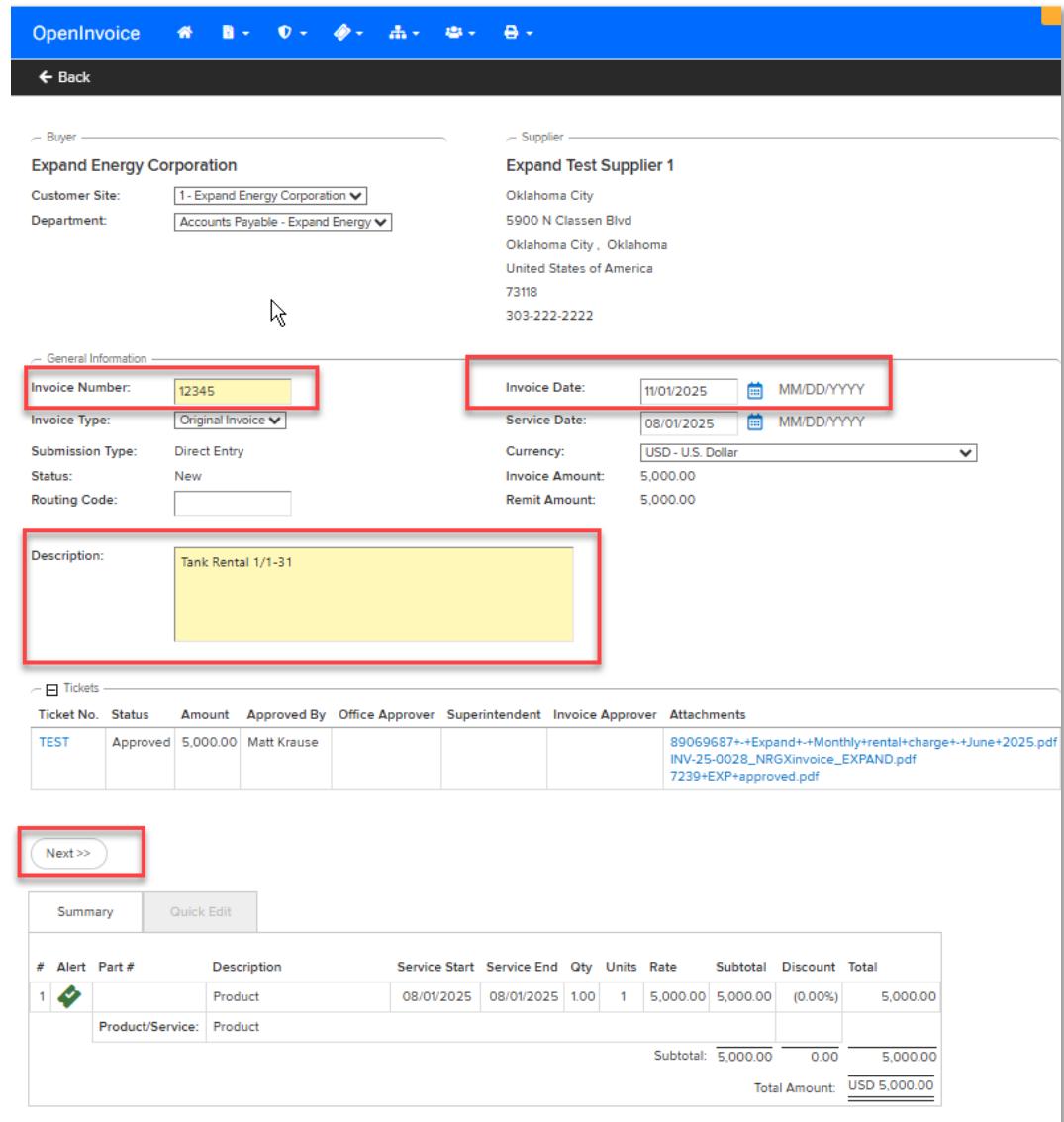
The main content area displays a table of approved tickets. One ticket is selected, indicated by a checked checkbox in the first column. The table columns include: Alert, Ticket Number, Service Start, Buyer Name, Currency, Amount, Status, Location, AFE, Coding, Attachments, Top Gauge Start, Bottom Gauge Start, Top Gauge Finish, and Bottom Gauge Finish. The selected ticket details are: TEST, 08/01/2025, Expand Energy Corporation, USD, 5,000.00, Approved, 4000785440, 8410.113, 3. The total for the selected ticket is USD 5,000.00, 2 tickets.

At the bottom of the table, it says '25 Rows per page. 2 record(s) found.' and 'Totals: USD 5,000.00 2 tickets'.

A modal dialog box titled 'Invoice Ticket(s)' is displayed in the center. It contains the message '1 ticket(s) will be invoiced.' and 'Are you sure you want to invoice ticket(s)?'. It has two buttons: 'No, take me back' and a green button 'Yes, invoice ticket(s)' which is also highlighted with a red box.

Flipping Approved Tickets to Invoice (continued)

- Enter the invoice number (this may be different from your ticket number).
- Update the invoice date (it defaults to today's date; Expand will reject the invoice if it does not match your PDF).
- Add the invoice description (use the same brief description from the ticket, or copy and paste it again).
- Click **Next >>** to continue.



The screenshot shows the 'General Information' section of the OpenInvoice software. The 'Invoice Number' field contains '12345' and is highlighted with a red box. The 'Invoice Date' field shows '11/01/2025' and is also highlighted with a red box. The 'Description' field contains 'Tank Rental 1/1-31' and is highlighted with a red box. At the bottom, the 'Next >>' button is highlighted with a red box.

Buyer

Expand Energy Corporation

Customer Site: 1 - Expand Energy Corporation

Department: Accounts Payable - Expand Energy

Supplier

Expand Test Supplier 1

Oklahoma City

5900 N Classen Blvd

Oklahoma City, Oklahoma

United States of America

73118

303-222-2222

General Information

Invoice Number: 12345

Invoice Type: Original Invoice

Submission Type: Direct Entry

Status: New

Routing Code:

Invoice Date: 11/01/2025 MM/DD/YYYY

Service Date: 08/01/2025 MM/DD/YYYY

Currency: USD - U.S. Dollar

Invoice Amount: 5,000.00

Remit Amount: 5,000.00

Tickets

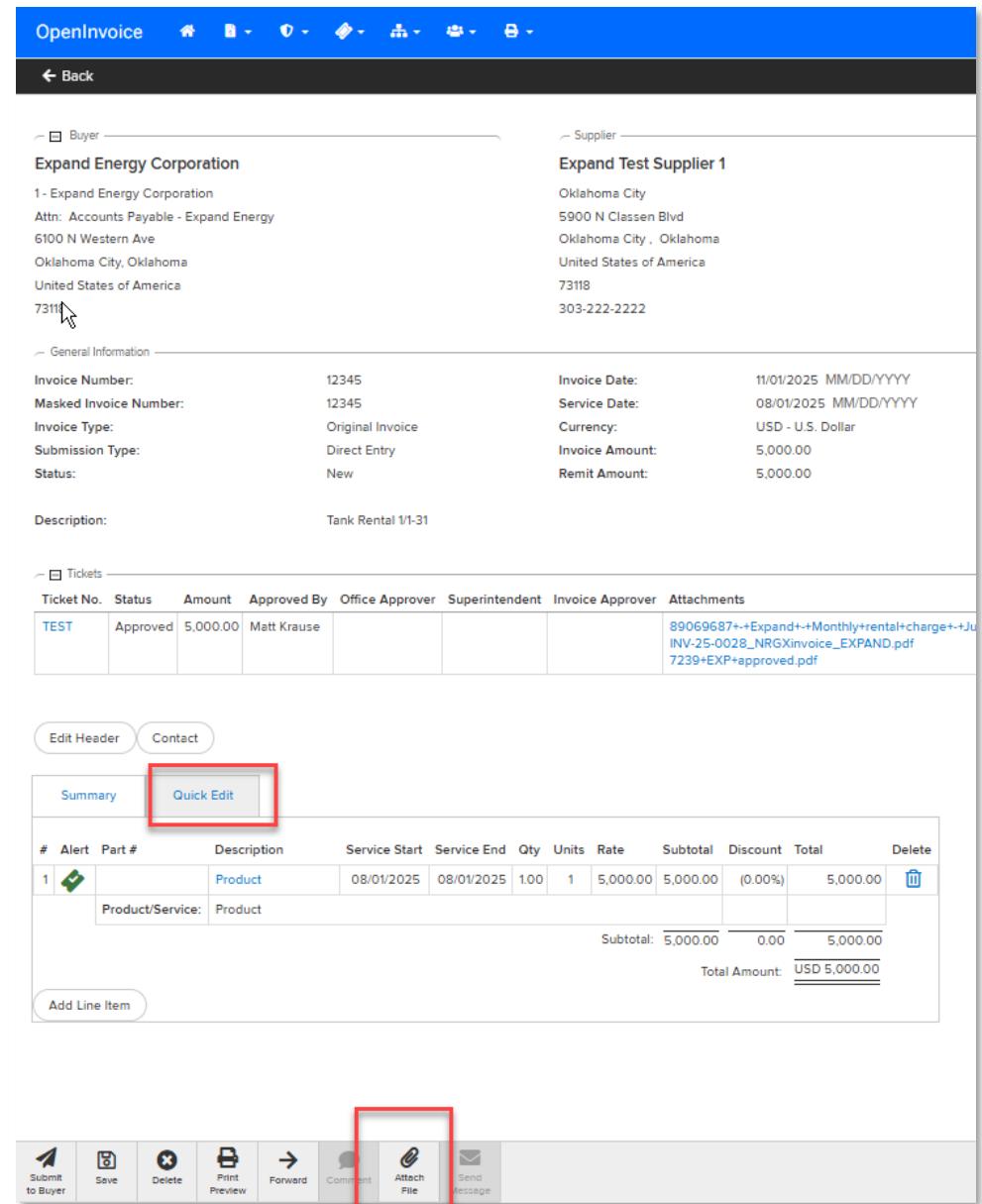
Ticket No.	Status	Amount	Approved By	Office Approver	Superintendent	Invoice Approver	Attachments
TEST	Approved	5,000.00	Matt Krause				89069687-+Expand+-+Monthly+rental+charge+-+June+2025.pdf INV-25-0028_NRGXinvoice_EXPAND.pdf 7239+EXP+approved.pdf

Next >>

#	Alert	Part #	Description	Service Start	Service End	Qty	Units	Rate	Subtotal	Discount	Total
1			Product	08/01/2025	08/01/2025	1.00	1	5,000.00	5,000.00	(0.00%)	5,000.00
			Product/Service: Product								
									Subtotal: 5,000.00	0.00	5,000.00
									Total Amount: USD 5,000.00		

Flipping Approved Tickets to Invoice (continued)

- Attach your invoice PDF by clicking the **Attach File / paperclip icon**.
- If sales tax needs to be entered, click **Quick Edit**.



OpenInvoice

← Back

Buyer

Expand Energy Corporation

1- Expand Energy Corporation
Attn: Accounts Payable - Expand Energy
6100 N Western Ave
Oklahoma City, Oklahoma
United States of America
73118

Supplier

Expand Test Supplier 1

Oklahoma City
5900 N Classen Blvd
Oklahoma City, Oklahoma
United States of America
73118
303-222-2222

General Information

Invoice Number:	12345	Invoice Date:	11/01/2025 MM/DD/YYYY
Masked Invoice Number:	12345	Service Date:	08/01/2025 MM/DD/YYYY
Invoice Type:	Original Invoice	Currency:	USD - U.S. Dollar
Submission Type:	Direct Entry	Invoice Amount:	5,000.00
Status:	New	Remit Amount:	5,000.00

Description: Tank Rental 1/1-31

Tickets

Ticket No.	Status	Amount	Approved By	Office Approver	Superintendent	Invoice Approver	Attachments
TEST	Approved	5,000.00	Matt Krause				89069687+-+Expand+-+Monthly+rental+charge+-+Ju INV-25-0028_NRGXinvoice_EXPAND.pdf 7239+EXP+approved.pdf

Edit Header Contact

Summary Quick Edit

#	Alert	Part #	Description	Service Start	Service End	Qty	Units	Rate	Subtotal	Discount	Total	Delete
1			Product	08/01/2025	08/01/2025	1.00	1	5,000.00	5,000.00	(0.00%)	5,000.00	
			Product/Service: Product									
									Subtotal:	5,000.00	0.00	5,000.00
									Total Amount:	<u>USD 5,000.00</u>		

Add Line Item

Submit to Buyer Save Delete Print Preview Forward Comment Attach File Send Message

Flipping Approved Tickets to Invoice: Sales Tax Addition

- On the **Quick Edit** tab, enter the tax percentage you are applying to your line items.
- Select the line items the tax should apply to, or use the top checkbox to apply tax to all line items, then click **Apply to Selected**.
- Verify that the calculated tax amount matches your PDF. Once confirmed, click **Submit to Buyer** to complete the process.

The image consists of two side-by-side screenshots of the OpenInvoice software interface, labeled "UAT - TEST" and "Invoice".

Left Screenshot (UAT - TEST): This screenshot shows the "Quick Edit" tab of a ticket. The "Taxes" section is highlighted with a red box, showing a tax percentage of 6.25% applied to "Leave StateandLocal". The "Apply To Selected" checkbox is checked, and the "Alert" checkbox is checked. The "Service Date" is 08/01/2025. The "Description" column shows "Product". The "Quantity" is 1.000000, "Units" is 1, "Rate" is 5000.00000, "Subtotal" is 5000.00, "Discount(%)" is 0.00, and "Total" is 5000.00. The "Tax" section shows a subtotal of 5000.00, a discount of (0.00), and a total tax of 500.00. The "Total Amount" is USD 5,000.00. The "Actions" bar at the bottom includes "Submit to Buyer", "Save", "Delete", "Print", "Forward", "Comment", "Attach File", and "Send Message".

Right Screenshot (Invoice): This screenshot shows the generated invoice. The "Requisitioner" is "Leave", "WBS/CC/WO Number" is "Leave", "Property Name" is "Leave", "WBS/CC/WO" is "Leave", "GEN/SUB/MSG" is "Leave", "Ticket No." is "Leave", and "Pricing" is "Leave". The "Taxes" section shows a tax percentage of 6.25% applied to "Leave StateandLocal". The "Service Date" is 08/01/2025, "Description" is "Product", "Quantity" is 1.000000, "Units" is 1, "Rate" is 5000.00000, "Subtotal" is 5000.00, "Discount(%)" is 0.00, and "Total" is 5312.50. The "Tax" section shows a subtotal of 5000.00, a discount of (0.00), and a total tax of 312.50. The "Total Amount" is USD 5,312.50. The "Actions" bar at the bottom includes "Save", "Delete", "Print", "Forward", "Comment", "Attach File", and "Send Message".

Still Having Issues? Contact Info and Next Steps

- If you continue to experience issues with OpenTicket, please contact [**Eticket@expandenergy.com**](mailto:Eticket@expandenergy.com) for assistance. Be sure to include screenshots of any error messages you receive.
- Please note that Expand Accounting may not be aware of an issue unless it is reported, so we encourage timely communication regarding any problems you encounter.
- For questions about Pricebooks, contact [**PBA@expandenergy.com**](mailto:PBA@expandenergy.com).
- For all other questions related to your account, contact [**supplierrelations@expandenergy.com**](mailto:supplierrelations@expandenergy.com):
 - Bank change
 - Name change
 - Email remittance change
 - Generic invoicing questions