

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

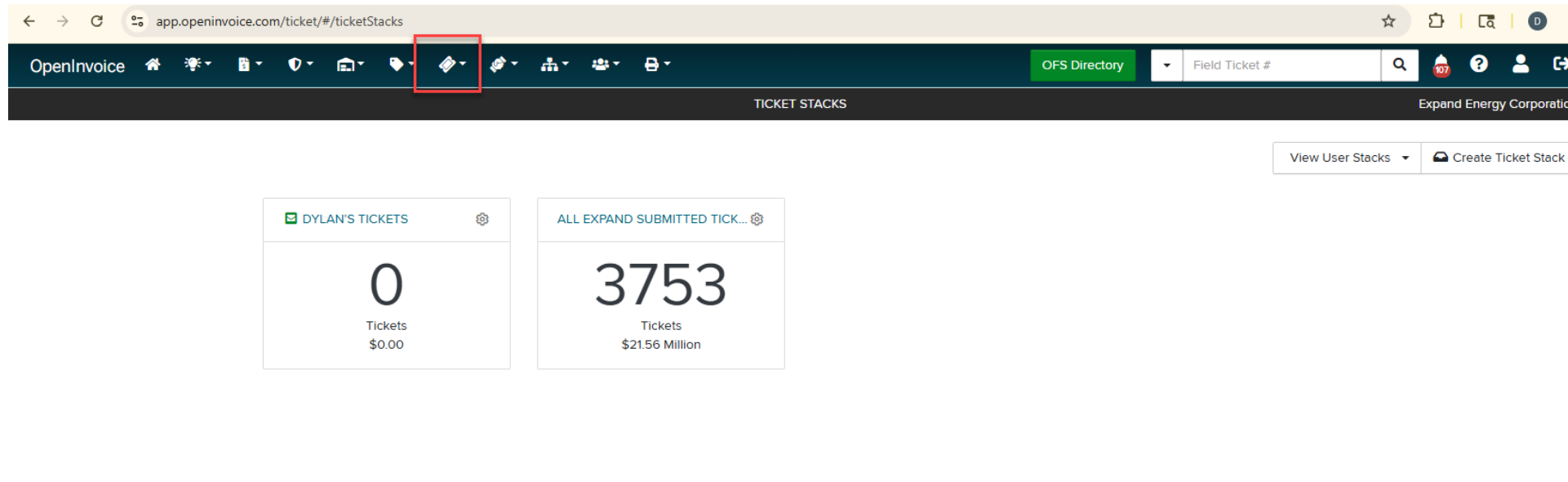
2026 Updated Billing Requirements:

- 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.

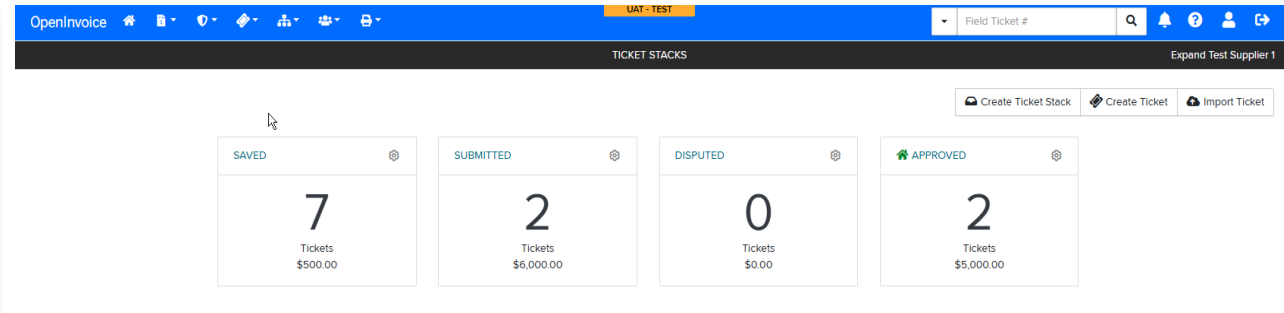
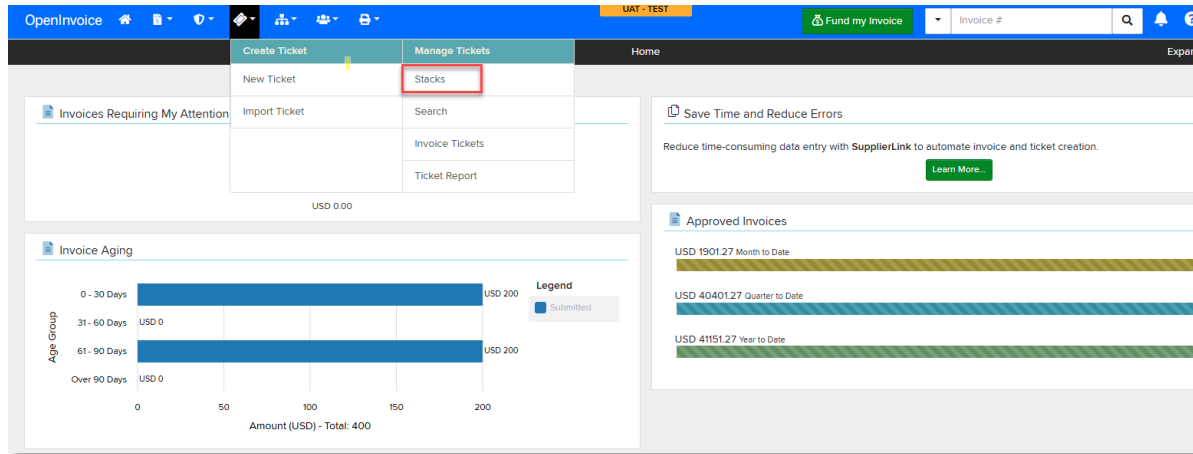
Billing Overview: OpenTicket

- 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.



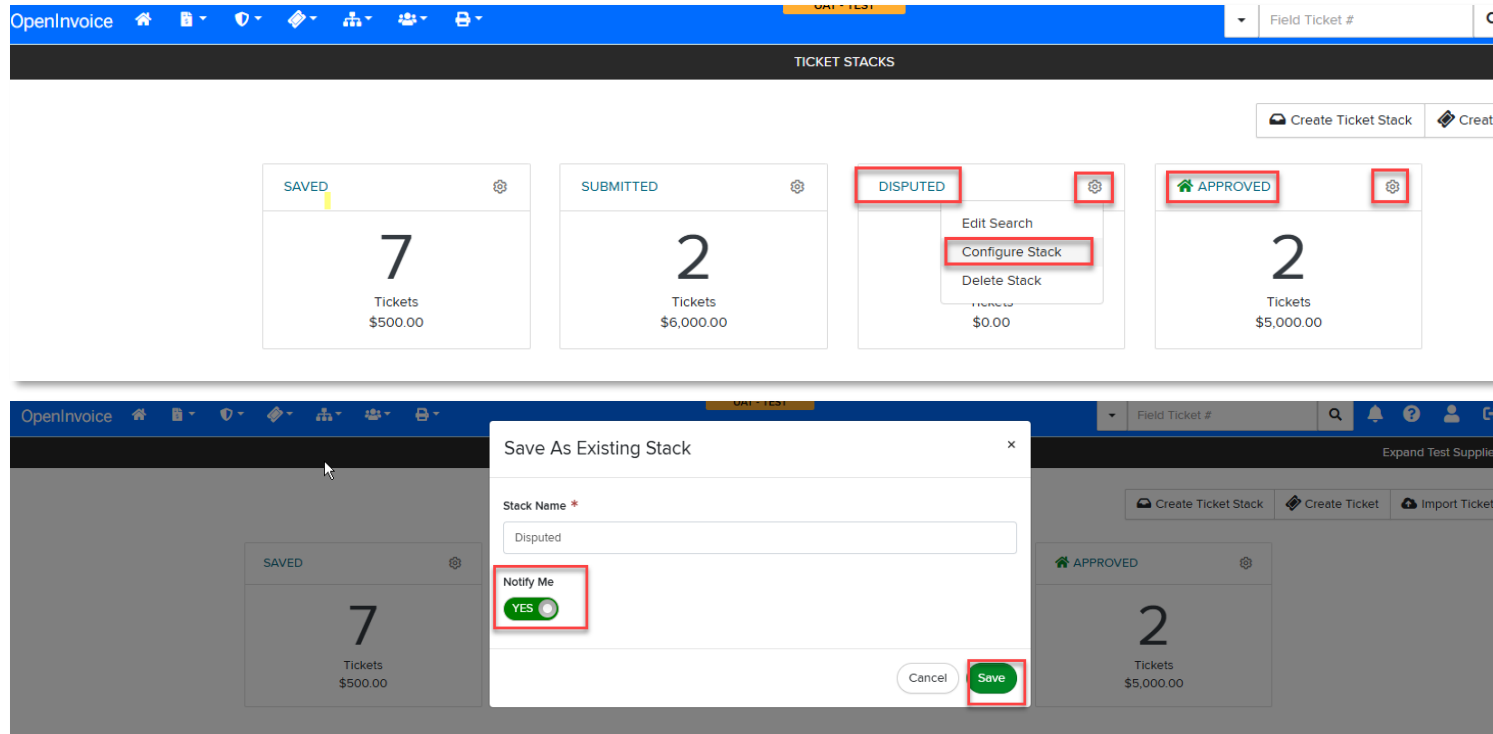
Billing Overview: OpenTicket (Stacks)

- 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.”



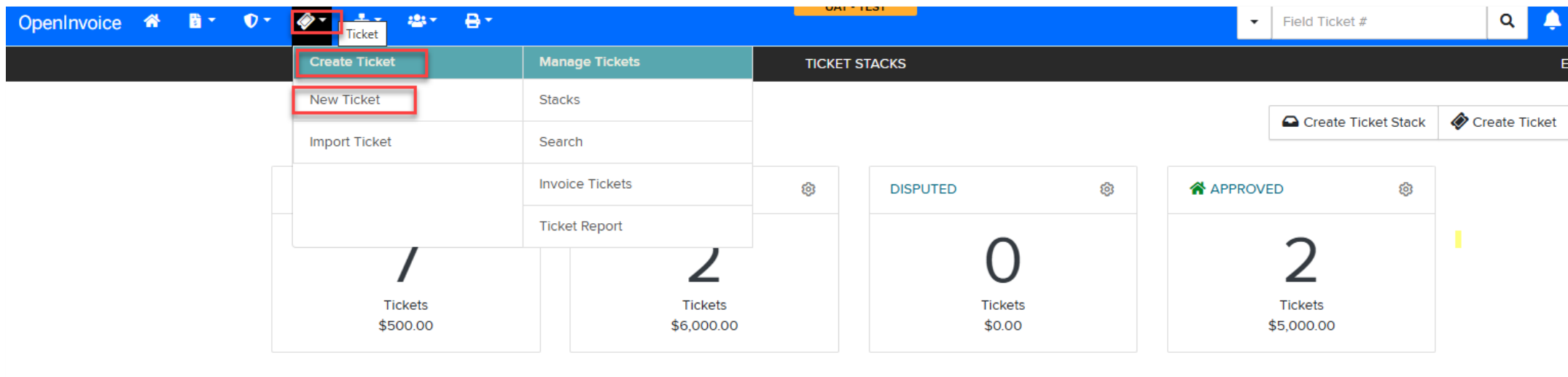
Billing Overview: OpenTicket (Stack Setup)

- 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.



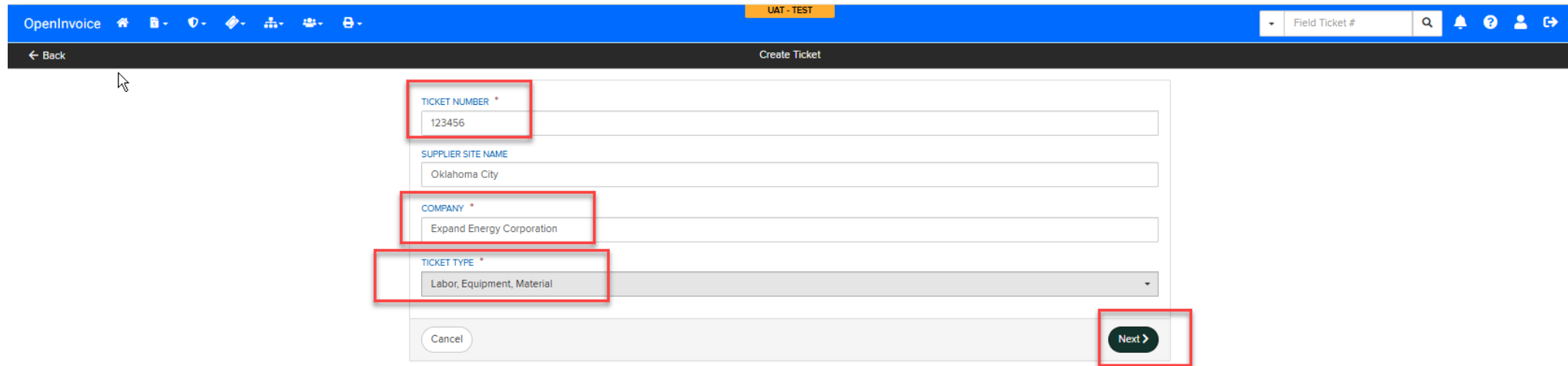
OpenTicket: Billing a New Cost to Expand

- 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' form in the OpenTicket application. The form is titled 'Create Ticket' and has a 'Back' button on the left. The form contains the following fields:

- TICKET NUMBER ***: A text input field containing '123456'.
- SUPPLIER SITE NAME**: A text input field containing 'Oklahoma City'.
- COMPANY ***: A text input field containing 'Expand Energy Corporation'.
- TICKET TYPE ***: A dropdown menu with 'Labor, Equipment, Material' selected.

At the bottom of the form, there are two buttons: 'Cancel' and 'Next >'. The 'Next >' button is highlighted with a red box.

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' form in the OpenTicket system. The form is titled 'OpenInvoice' and 'Create Ticket'. It displays a ticket number '123456' and site information 'Oklahoma City'. The 'SERVICE DATE' field is set to '01/01/2025'. The 'CURRENCY' is set to 'USD - U.S. Dollar'. The 'DESCRIPTION' field contains 'Tank Rental 1/1-31'. The 'REQUISITIONER' field is set to 'Dylan Crawford'. The 'CREW MEMBER' and 'TRUCK NUMBER' fields are empty. The 'Next' button is highlighted.

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.

OpenInvoice

Field Ticket #

12345

Expand Energy Corporation

Site: Oklahoma City

Site: 1 - Expand Energy Corporation

Status: Saved

USD

Type: Labor, Equipment, Material

Source: Direct Entry

Edit Header

SERVICE DATE *

CURRENCY *

01/01/2025

USD

REQUISITIONER *

SUPERINTENDENT

Dylan Crawford

OFFICE APPROVER

PROPERTY NAME

DESCRIPTION

Tank Rental 1/1-31

CREW MEMBER

TRUCK NUMBER

Attachments

No Attachments

Attach Files

Journal

Saved by Zack Anderson 12/16/2025 09:04

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 |
|---|-------|------------------|-------------|---------------|-------------|------------------|-----|--------|---------------|-------------|-------------|----------------|--------------|----------|-------|------|-----------|----------|--------|
|---|-------|------------------|-------------|---------------|-------------|------------------|-----|--------|---------------|-------------|-------------|----------------|--------------|----------|-------|------|-----------|----------|--------|

OpenTicket: Billing a New Cost to Expand (continued)

- Leave the **PO** section blank. You will have either a Purchase Order (4500XXXXX) 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 'Add Line 1' form in the OpenTicket system. Red boxes highlight the following fields:

- SERVICE START** and **SERVICE END** date pickers.
- PRODUCT/SERVICE (PART #/ITEM ID)** dropdown menu.
- DESCRIPTION** text field.
- PRICING SOURCE** table with columns: Source, Units, Currency, Rate (Min, Max).
- PROPERTY NAME** text field.
- QUANTITY**, **UNITS**, and **RATE** input fields.
- CHARGE TYPE** dropdown menu.
- WBS/CC/WO NUMBER**, **GEN/SUB/MSG**, **PERCENTAGE**, and **AMOUNT** input fields.

The form also includes a table for 'Crew Member' and 'License Number' at the bottom, and a 'Save' button at the bottom right.

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

Field Ticket #

12345

Site: Oklahoma City

Status: Saved

Type: Labor, Equipment, Material

Source: Direct Entry

Expand Energy Corporation

Site: 1 - Expand Energy Corporation

USD 500.00

Attachments

Expand Credit Ref Sheet.pdf

118.5 KB

Journal

Saved

by Zack Anderson

12/16/2025 09:13

Submit

Delete

Comment

Print

Copy

Help?

Service Date

01/01/2025

Currency

USD

Requisitioner

Dylan Crawford

Superintendent

Office Approver

Dylan TH

Property Name

Dylan TH

Description

Tank Rental 1/1-31

Truck Number

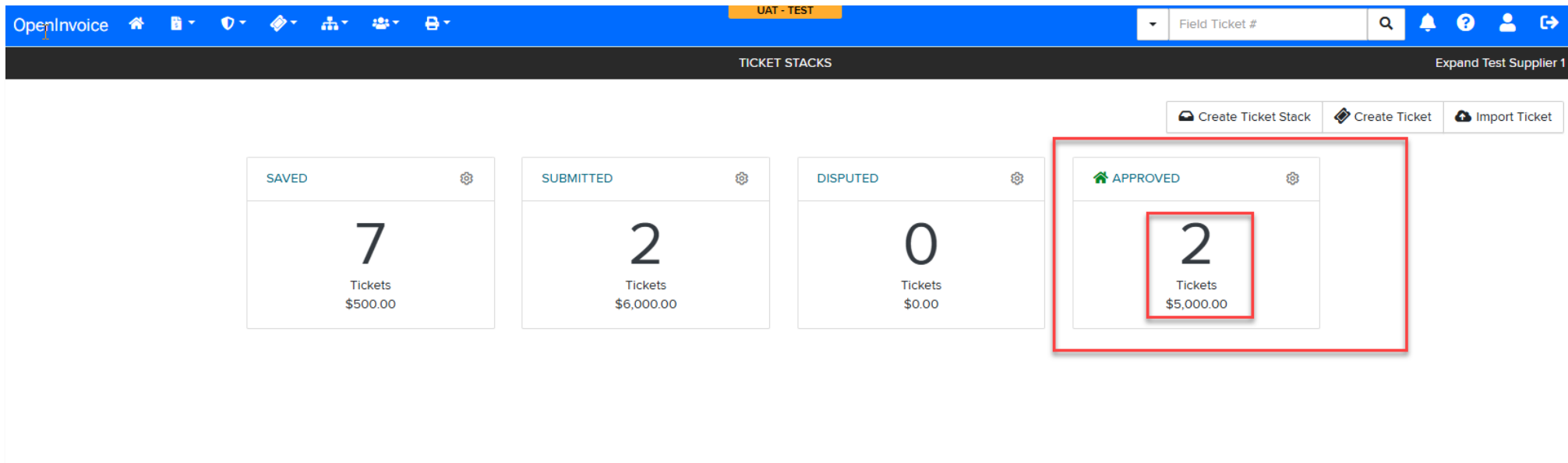
Crew Member

Product / Service: Product

| # | 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 TH | Labor | | | | 1.00 | Each | 500.00 | | 500.00 | |

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 displays the OpenInvoice application interface. The top navigation bar includes the 'OpenInvoice' logo, a search bar, and a 'Field Ticket #' dropdown. The main header shows 'Approved' and 'Expand Test Supplier 1'. The 'Current Filters' section includes 'Approved' and 'Not Invoiced'. The 'Filter' button is active, and the 'Invoice' button is highlighted with a red box. Below the filters, a table lists approved tickets. The first ticket, 'TEST', is selected, and its 'Invoice' button is highlighted with a red box. 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 bottom screenshot shows a confirmation dialog box titled 'Invoice Ticket(s)' with the message '1 ticket(s) will be invoiced. Are you sure you want to invoice ticket(s)?'. The 'Yes, invoice ticket(s)' button is highlighted with a red box.

| Alert | Ticket Number | Service Start | Buyer Name | Currency | Amount | Status | Location | AFE | Coding | Attachments | Top Gauge Start | Bottom Gauge Start | Top Gauge Finish | Bottom Gauge Finish |
|-------------------------------------|---------------|---------------|---------------------------|----------|----------|----------|----------|------------|----------|-------------|-----------------|--------------------|------------------|---------------------|
| <input checked="" type="checkbox"/> | TEST | 08/01/2025 | Expand Energy Corporation | USD | 5,000.00 | Approved | | 4000785440 | 8410.113 | 3 | | | | |
| <input type="checkbox"/> | TESTWO12345 | 11/01/2025 | Expand Energy Corporation | USD | | Approved | | 4000827645 | 5100.506 | 0 | | | | |

Totals: USD 5,000.00 2 tickets

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.

OpenInvoice

Back

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 Date: 11/01/2025

Invoice Type: Original Invoice

Service Date: 08/01/2025

Submission Type: Direct Entry

Currency: USD - U.S. Dollar

Status: New

Invoice Amount: 5,000.00

Routing Code:

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+-+June+2025.pdf INV-25-0028_NRGXinvoice_EXPAND.pdf 7239+EXP+approved.pdf |

Next >>

Summary

Quick Edit

| # | 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

73111

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

Masked Invoice Number:

12345

Invoice Type:

Original Invoice

Submission Type:

Direct Entry

Status:

New

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

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: | USD 5,000.00 | | |

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 screenshot shows the 'Quick Edit' tab in the OpenInvoice system. The 'Taxes' section is highlighted with a red box, showing a tax percentage of 6.25% for 'US - Combined State and Local Tax'. Below this, the 'Apply to Selected' button is also highlighted with a red box. The line item table shows a single line item with a quantity of 1,000,000 and a rate of 5,000.00. The 'Submit to Buyer' button is visible at the bottom left.

| 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 |

Summary **Quick Edit**

Requisitioner: Leave PO: Leave
WBS/CC/WO Number: Leave Part #/Item ID: Leave
Property Name: Leave Service Date: Leave MM/DD/YYYY
WBS/CC/WO: Leave
GEN/SUB/MSG: Leave Leave Leave
Ticket No.: Leave Add

Pricing: Leave

Taxes:

| Charge State/Local | Tax Percentage | Exempt Code | Tax Number | Tax Description |
|-------------------------------------|----------------|-------------|------------|-----------------------------------|
| <input checked="" type="checkbox"/> | 6.25 % | | | US - Combined State and Local Tax |

Leave Existing Taxes as is: ☐

Apply to Selected **Delete Selected**

| Alert | Service Date | Description | Quantity | Units | Rate | Subtotal | Discount(%) | Total |
|-------------------------------------|--------------|-------------|-----------|-------|-------------|----------|-------------|----------|
| <input checked="" type="checkbox"/> | 08/01/2025 | Product | 1,000,000 | 1 | 5,000.00000 | 5,000.00 | 0.00 | 5,000.00 |

WBS/CC/WO Number: 4000785440 Property Name: WILKINSON-ALMOND 3-34 HC-4 ALT Field Office/Status: - WBS/CC/WO: WO PO Line: - Part #/Item ID: 8410-113 Buyer Coding: 8410-113
Ticket No.: TEST Requisitioner: Matt Krause

Subtotal: 5,000.00
Discount: (00)
Total Tax: 312.50
Total Amount: USD 5,000.00

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

The screenshot shows the 'Quick Edit' tab in the OpenInvoice system, displaying the final invoice summary. The 'Total Tax' and 'Total Amount' are highlighted with red boxes. The 'Submit to Buyer' button is visible at the bottom left.

Summary **Quick Edit**

Requisitioner: Leave PO: Leave
WBS/CC/WO Number: Leave Part #/Item ID: Leave
Property Name: Leave Service Date: Leave MM/DD/YYYY
WBS/CC/WO: Leave
GEN/SUB/MSG: Leave Leave Leave
Ticket No.: Leave Add

Pricing: Leave

Taxes:

| Charge State/Local | Tax Percentage | Exempt Code | Tax Number | Tax Description |
|-------------------------------------|----------------|-------------|------------|-----------------------------------|
| <input checked="" type="checkbox"/> | 6.25 % | | | US - Combined State and Local Tax |

Leave Existing Taxes as is: ☐

Apply to Selected **Delete Selected**

| # | Alert | Service Date | Description | Quantity | Units | Rate | Subtotal | Discount(%) | Total |
|---|-------------------------------------|--------------|-------------|-----------|-------|-------------|----------|-------------|----------|
| 1 | <input checked="" type="checkbox"/> | 08/01/2025 | Product | 1,000,000 | 1 | 5,000.00000 | 5,000.00 | 0.00 | 5,312.50 |

WBS/CC/WO Number: 4000785440 Property Name: WILKINSON-ALMOND 3-34 HC-4 ALT Field Office/Status: - WBS/CC/WO: WO PO Line: - Part #/Item ID: 8410-113 Buyer Coding: 8410-113
Ticket No.: TEST Requisitioner: Matt Krause

Tax - StateandLocal: 312.50

Subtotal: 5,000.00
Discount: (00)
Total Tax: 312.50
Total Amount: USD 5,312.50

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

Still Having Issues? Contact Info and Next Steps

- If you continue to experience issues with OpenTicket, please contact 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.
- For all other questions related to your account, contact supplierrelations@expandenergy.com:
 - Bank change
 - Name change
 - Email remittance change
 - Generic invoicing questions