Pak Exchange
Vendor Setup & Invoices

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Welcome to PakEnergy

If you are unfamiliar with PakEnergy – let us tell you about ourselves! PakEnergy offers cloud-based business automation software for independent upstream and midstream oil & gas companies. The Company's solutions help clients manage land, production, accounting, and transportation. PakEnergy serves over 2,000 customers, primarily in North America, including E&P operators, crude oil purchasers, transporters, haulers, investors, and accounting firms.

PakEnergy automates the most complex business processes to reduce operating costs, save time, and increase profitability while providing customers with reporting, analytics, and decision support systems that were once exclusive to the major integrated oil companies. To learn more about PakEnergy and our various platforms, please visit https://pakenergy.com.

Pak Exchange

Pak Exchange is an ecosystem of vendors, owners, partners, and investors providing secure, real-time collaboration and processing. Exchange boasts streamlined workflows for touchless approvals while avoiding processing delays and frustration. Enjoy early payment discounts and reap the benefits of productivity.

In essence, Pak Exchange is a secure network for operators, first purchasers, and service companies to manage/exchange invoices, division orders, run statements, owner statements, 1099s, W9s, insurance certificates, ACH forms, and change of address forms faster, better, and more efficiently. To add the cherry on top of this sundae – Pak Exchange is FREE to all vendors, owners, and operators. Unlike other portals on the market today, there is no cost per page, no cost for a subscription, and no tiers of productivity. Pak Exchange is shutting the door on bolted-on automation with our TRULY open vendor portal.

**PakEnergy is delighted to provide the following training for vendors utilizing Pak Exchange.**

Getting Started

Congratulations! Your customer has opted to use Pak Exchange and is requesting that you set up your company to exchange documents and invoices seamlessly. You have probably already received an invitation e-mail. The invitation e-mail is sent from the owner or company already using Pak Exchange and invites the other party (Operator or Purchaser) to be connected with them in Pak Exchange.

NOTE This e-mail is usually sent to the administrative user of the "Party"/your company's administrator, the person your customer works with daily. Don't worry – many users can be added to Pak Exchange along with many other options that will help you and your company succeed with Pak Exchange.

Invitation

1. Open the e-mail received from your customer. It should look similar to the one below.
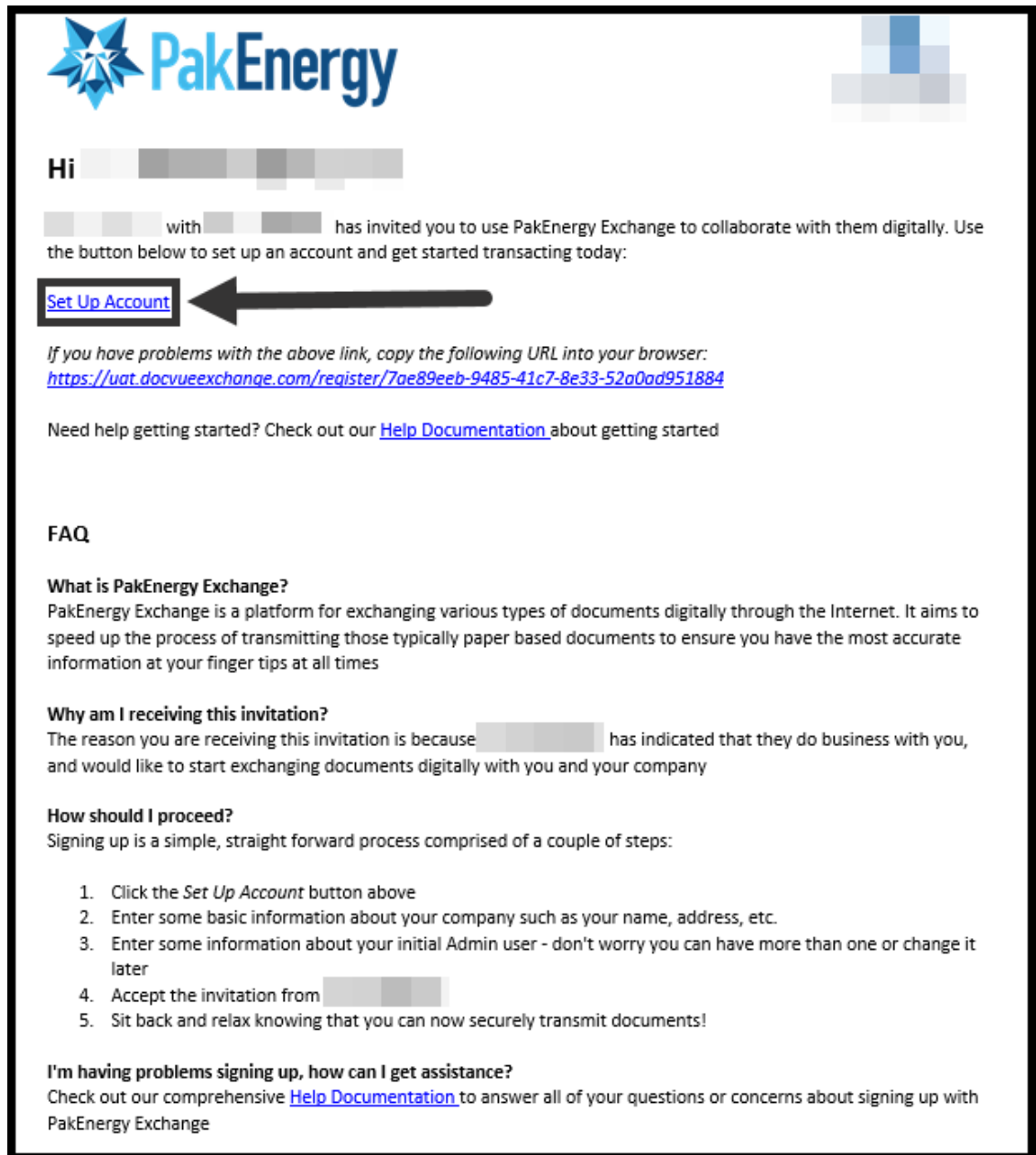
2. After clicking the "Set Up Account" button from the e-mail, you will be redirected to docvueexchange.com/register.

   REMEMBER It is essential to use the SPECIFIC "Set Up Account" link included in the e-mail received. Failure to use this link could result in a failed connection between the two parties.

Setup & Connection

Setup

These next steps will complete the Setup and Connection process for the Pak Exchange Network.

1. Enter Sign up information beginning with your company's "Legal Name" or your individual's "Legal Name."

    i. Please ensure that the "Legal Name" entered during the sign-up process is the Legal Name as it relates to the IRS-issued Tax Identification Number. (TIN).

    ii. A Tax Identification Number (TIN) is assigned by the IRS (Internal Revenue Service) and is reflected on such IRS Form(s) as a 1099 and W-2.

    iii. As a **Business**, the Legal Name will be the Legal Business Name associated with the Employer Identification Number (EIN) assigned by the IRS on Form SS-4.

    iv. As an **Individual**, the Legal Name will be the Full Name of the person associated with the Social Security Number (SSN) assigned by the IRS on your personal Social Security Card.

Why is this step so important? The Legal Name and Tax ID are just a couple of the factors used by Pak Exchange to differentiate between parties. Please ensure this information is correct (as recorded with the IRS) and consistent with what is provided to the inviting party.

3. Please notice that the "Submit" button will change from gray to blue once all information is filled out. Once the "Submit" button is blue – click "Submit" to create the company and the administrative user on the Pak Exchange network.

4. Clicking submit will also send an e-mail to the administrative user.

5. At this time, please check the e-mail used to sign up for Pak Exchange for an e-mail from notifications@email.pakenergy.com – titled "Change Password Request" from **Wolfepak Exchange.**

6. The administrator user should click on the URL link that is provided in the e-mail, "Password Change Request." This URL will be in blue with the words confirm the password change. Clicking this link will take the administrative user to a PakEnergy Change Password screen.

- The new password about to be created must be 8 characters in length and should also contain the following:
  a. Lowercase letters (a-z)
  b. Upper case letters (A-Z)
  c. Numbers (0-9)

7. Once a password is created, with the specified requirements, the following screen that appears is the End User License Agreement (EULA). The EULA needs to be accepted. If the EULA is not accepted, access will not be granted to the Pak Exchange Network.
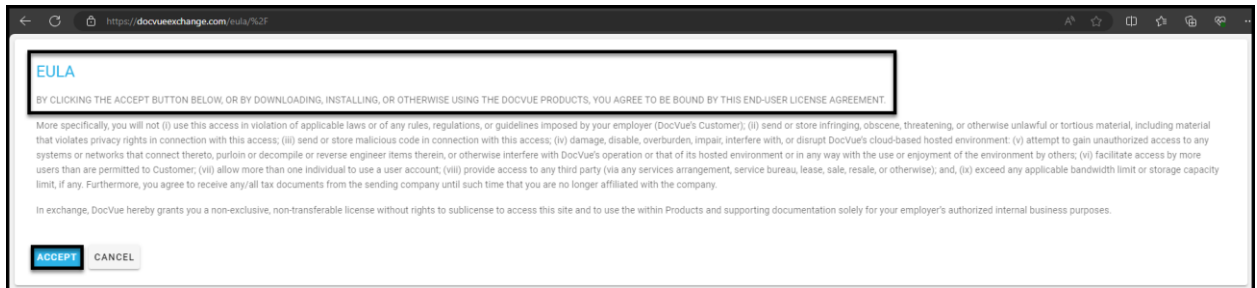
8. Click the blue "Accept" button. After the EULA is accepted, you will be directed to your home dashboard.

9. At this time, it is recommended that the Pak Exchange URL be favorited or bookmarked for easy access in the future. URL: https://docvueexchange.com

   NOTE Using Google Chrome and Firefox for complete Pak Exchange visibility is recommended. Edge is not supported by Pak Exchange.

Congratulations! You have successfully set your Administrative User password and are officially a Party in the Pak Exchange Network. Just by registering with the Pak Energy Network one time, any other Pak Exchange Party can request to connect with you.

Dashboard

Now that your company is a part of Pak Exchange Network let's discuss the different options that are available on the main dashboard menu located on the Home screen right after login. The Pak Exchange Network experience begins here. As invoices are sent, received, and more, this overview allows you to gain a sense of the status of all invoices. ****NOTE** All the graphics you see are clickable and will show more detail than the graphs' overview.**

The first graph that you see is the "Invoices Sent" graph. This graph shows the number of invoices sent by month. This is a total of invoices sent to all connected parties on the Pak Exchange Network.

The second graph that you see is the "Payment Status" graph. This graph allows you to easily see where your invoices fall while processing with your customers.

- "Sent" column shows the number of invoices **SENT** by your company.
- "Received" column shows the number of invoices **RECEIVED** by your customers.
- "Approved" column shows the number of invoices **APPROVED** by your customers.
- "Paid" column shows the number of invoices **PAID** by your customers.
- "Rejected" column shows the number of invoices **REJECTED** back to you by your customers.
- "Resubmitted" column shows the number of invoices that had to be **RESUBMITTED** back to your customers.

The third graph that you see is the "Rejected Invoices" table. This table shows any **REJECTED** invoices by invoice number and customer in **RED** to ensure you will be alerted to them. ****NOTE** A notification will be sent to you if an invoice is rejected.**

On the left-hand side of your Home Dashboard, you will also see the options for "Invoices" and "1099s." These will be discussed later in this training.

Setup

Now that we know what the graphs on the home screen mean and how they can benefit your company. Let us discuss the menu bar on the left-hand side of the screen. Starting with "Setup." This option gives you the opportunity to add your company's W9, Certificate of Insurance, and your company's logo.

Adding Company Logos & Documentation

1. Click on the "Setup" tab. This will pull up a menu that will show two tabs at the very top: "Company Documents" (W9 or Insurance) and "Logo." Click on the "Upload New" button in the top right-hand corner. Under the "Document Type" drop-down box, select the document type to be uploaded first. The system will automatically choose the W9 document option first. However, in the drop-down menu, this can be changed if you do not wish to upload your W9.

2. Click in the gray bar to select your W9. Clicking in this gray bar will bring up a pop-up box with the files and folders already on your computer for you to choose the W9 you wish to upload.

3. Once the file is found that you wish to upload, double-click on it to automatically select it, or you can single-click and hit "Open" in the bottom right-hand corner of the "Open" pop-up box. Either of these options will automatically pull this document into Pak Exchange.
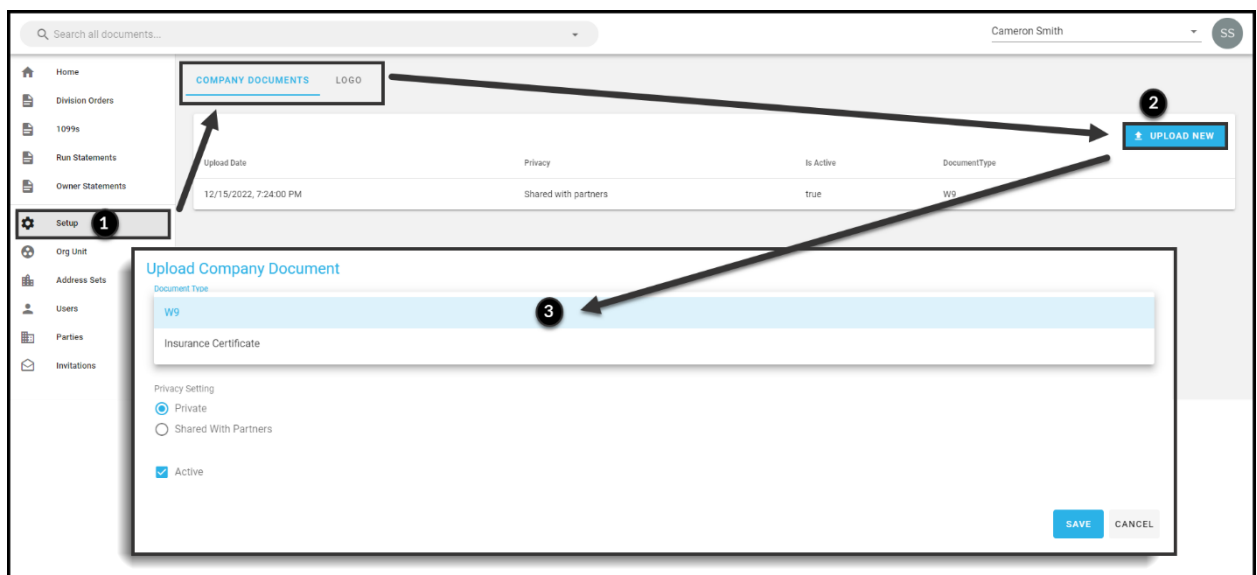
4. After the W9 that you wish to upload has been pulled into Exchange, there are two options for Privacy Settings.

   a. The first option is "Private." Selecting this option means that this document is only viewable to you and will not be shared with other connected parties.

   b. The second option is "Shared with Partners." Selecting this option means that this document can be shared with the Parties you choose. For this training, we are selecting this option so we can quickly and easily share our documentation with our Connected Parties.

      i. Once the "Shared with Partners" is selected, a drop-down will appear, allowing you to choose which Parties you wish to share this document with.

      NOTE This can be changed or shared at any time.

5. Pak Exchange also offers an option for "Active" or "Inactive" about the added document. For this training, we have selected the "Active" document option. When either a W9 or a Certificate of Insurance is uploaded to Pak Exchange, the default will default to "Active." If, for any reason, an uploaded document needs to be set to inactive, you can either upload another copy of the document or uncheck the active box.

6. After all settings are entered and no other changes need to be made – click the "Save" button to add this W9 to your setup.


7. After the "Save" button is selected. The document is now saved and available to you, if need be, for a future date.

8. These steps can be repeated to add an Insurance Certificate.

9. The next option is to add your logo. To add your logo to Pak Exchange, please navigate to the "Logo" tab under Setup. If you are following along with this training, the "Logo" tab is on the same screen that was just completed.

10. Clicking on "Logo" will pull up another option to add your logo. Pak Exchange makes this easy by providing two different options.

    a. First option is to "Choose A File" from your computer to upload. To use this option, click in the box, and a pop-up box will appear with the files and folders already on your computer for you to select the Logo you wish to upload. Just like with uploading documents - once this file is found that you want to upload, double click on it to automatically select it, or you can single click and hit "Open" in the bottom right-hand corner of the "Open" pop-up box. Either of these options will automatically pull this logo into Pak Exchange.

    b. Second option is to "Drag" your file to the box to be uploaded. To use this option, find the file you wish to upload on your computer. Single click, hold the mouse button, and "drag" the file from your computer to the same box.
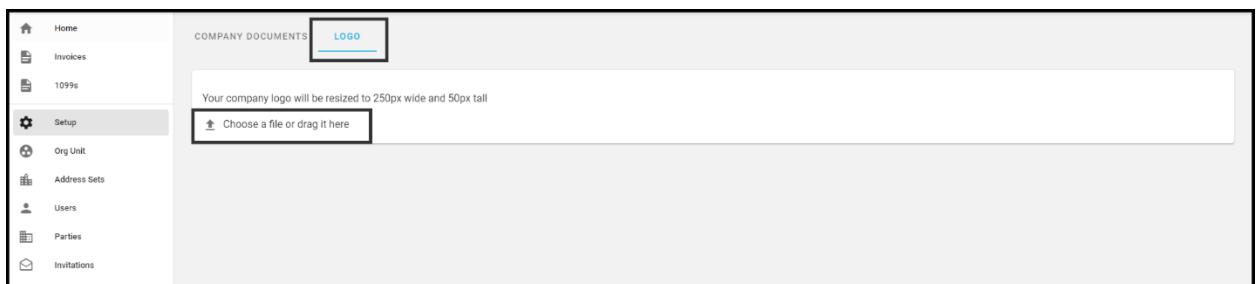
IMPORTANT If the logo selected is bigger than 2MB, Pak Exchange will not automatically upload the selected logo. Please ensure that the logo you are trying to use is equal to or less than 2 MB.
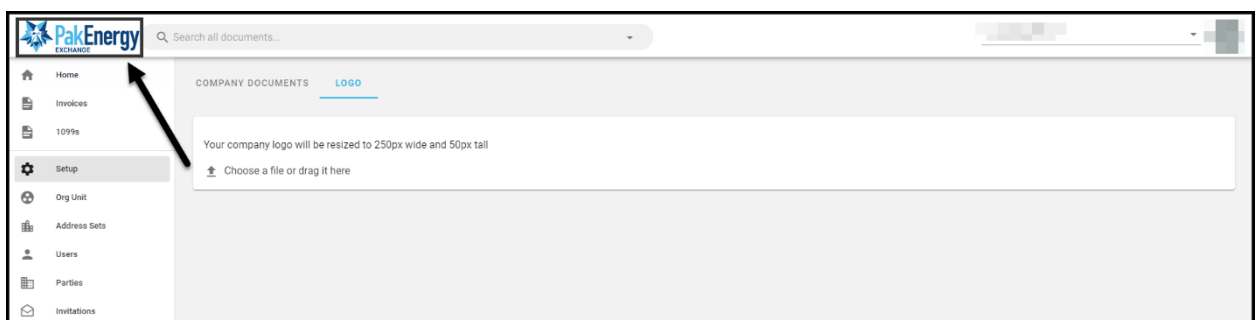
11. Once the logo that was selected to upload is accepted, it will **automatically** appear in the upper left-hand corner of the screen.

NOTE Logos can be changed at any time – however, there can only be one logo at a time. Previous or changed logos are not saved or archived within Pak Exchange.

Org Units

Following the progression on the left-hand side of your dashboard, the next section is "Org Unit." Org Units are used to accommodate divisions of your company that might be satellite offices or different locations/branches. The default org unit is the company that was added when your company's administrative user initially set up your company's account with Pak Exchange. Org Units are never shared with your customer. Setting up different Org Units will allow you to select which part of your organization is submitting an invoice. This can help with the organization of your invoices. The below will go into detail about how to add your company's different divisions, satellite offices, or branches, as necessary.

NOTE It is not required to have any other Org Units setup besides the default initially set up by your company's administrator. This is for INTERNAL USE ONLY if you have multiple locations.

Creating a New Org Unit

1. On the left-hand side of your screen, you will see the option "Org Unit." Click on Org Unit. You will notice that, as we discussed, the default Org Unit is already part of the list.

2. On the right-hand side of the screen, you will see "+ New Org Unit" > Click on this option.

3. When the page loads, fill out the information requested. Filling in all the blanks will ensure that your business is set up for success going forward when sending invoices and other types of documentation to your customers.

   - The "Code" field is used to separate and identify your org unit quickly. This can be anything that is used internally within your record-keeping books to identify this division or as simple as the word "Default."

   - The "Active" Checkbox defaults to checked. When this box is checked, this means that you wish for the Org Unit to be Active. If this location changes, is no longer valid, etc. – this box can be unchecked. Unchecking this box will change the status to "Inactive."

4. Once all the information on the page has been filled out and all settings have been updated to your preference, hit the "Save" button.

Address Sets

The next option down from Org Units on the dashboard is "Address Sets." Under Address Sets, there are options to input your Main Address, Payment Address, and Tax Address.

The default Address Set is the address that was added when your administrator initially set up your account with Pak Exchange. The "default address set" can be changed at any time and given a different name if you choose to do so. To change any of the "default address set," > click on "default" > update the necessary information under the blue headings: Main Address, Payment Address, or Tax Address > click the "Save" button at the very bottom of the screen.

Different address sets can be created to fit your needs by clicking on "+ New Address Set" in the top right-hand corner of the screen > filling in the necessary information > clicking the "Save" button.

NOTE It is not required to have any other "Address Sets" setup besides the default.

Submitting a Change of Address

However, if your company has a change of address, it can be easily shared with your customers via Pak Exchange instead of sending out a paper notification or an e-mail. Sharing your company's address change through Pak Exchange will ensure that your customer is aware of the change and can be tracked through the system. After clicking on "+ New Address Set" in the top right-hand corner of the screen > filling in the necessary information – before "Save" is selected, the section above the "Save" button is the "Share with Parties" section. This section will allow you to share your address change with any of your company's connected Parties. Using the checkboxes next to your connected Parties will send your address change to all Parties selected. Once all Parties needing your address change have been checkmarked, hit the "Save" button in the lower right-hand corner to update your address on the Pak Exchange Network and to send a notification to the Parties selected.

Users

The next option on the left-hand side menu bar is the "Users" option. The "Users" option allows the administrative user to create and manage internal users who can sign into the Pak Exchange Network on your behalf if you so choose. From this screen, you will be able to see all users who have a login already and can create new users, delete old users, update email addresses, and update user roles.

1. To get started, navigate to "Users" from your main dashboard and click "+New User."

2. Clicking new user will take you to another screen titled "Create User," where you can add the new user's information. The "Send Onboarding E-mail" checkbox defaults to checked. This means Pak Exchange will automatically send the new user an "Onboarding e-mail." If the user wishes for this e-mail to be sent, then no action is necessary. If, for any reason, the user does not want an "Onboarding e-mail," this box can be unchecked.

NOTE PakEnergy recommends that the "Send Onboarding E-mail" option remains checked.

3. The "New User" information required is as follows:

   - Email – e-mail address of the user being added.

   - Title – Title of the user if necessary.

   - First Name – User's first name

   - Last Name – User's last name

   - Main Role – The level of authorization you wish to grant to the new user.

     i. "User" Access: same access as "System Admin" but not allowed to change any settings within the Pak Exchange Network.

     ii. "System Admin" Access: all access – same access as User but allowed to change settings.

4. After the new user's information has been entered – click the "Save" button.

   NOTE PakEnergy recommends that all fields be completed.

5. Once the "Save" button has been clicked, the user just created will receive an "Onboarding e-mail" message from notifications@email.pakenergy.com titled "Welcome to Pak Energy."
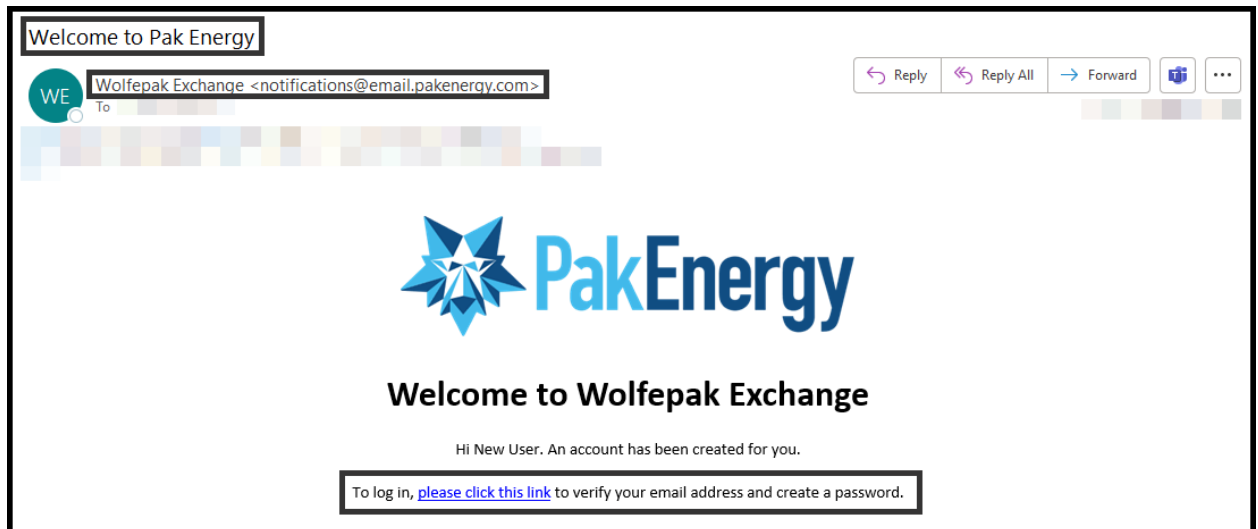
6. After receiving the "Onboarding e-mail," the new user can follow the link provided and, verify their email address, and create a password in the Pak Exchange Network.

7. Clicking on the blue "please click this link" will automatically take the new user to the same spot to change their password that the administrative user was sent.

NOTE All new users must accept the EULA (End-User License Agreement). Steps for password help and the EULA can be found on pages 6 and 7 of this training document.

Parties

The next option on the "Dashboard" menu on the left-hand side of the screen is "Parties." This option shows all customers that are connected to you within Pak Exchange. To ensure a successful connection to any of your customers, a green "Connected" box will appear next to the specific company/username.

NOTE There are two options at the top, "Find Network Matches" and "+New Party." While both options can provide additional connections on the Pak Exchange Network, we do recommend contacting the Pak Support Team before trying to access these options.
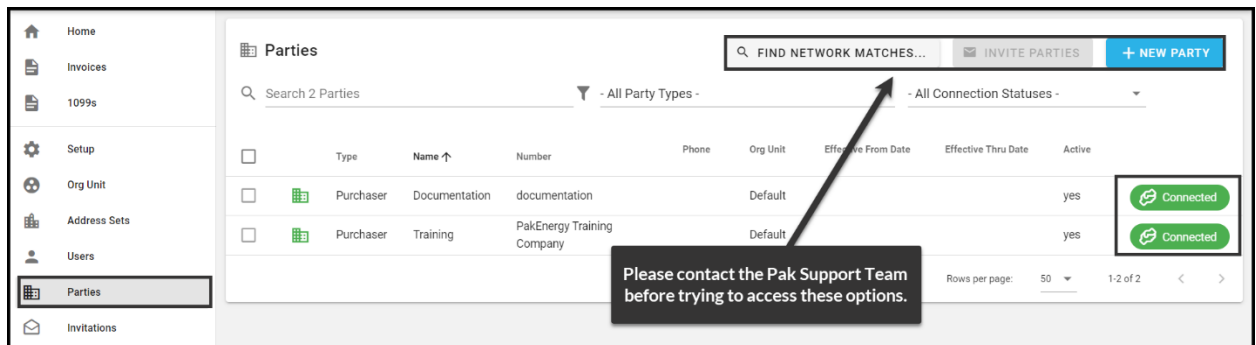
Invitations

Accepting an Invitation from a Sender

The final option is "Invitations." The "Invitations" option is where you can find any open invitation requests or respond to invitation requests. On the home screen, find the "Invitations" tab on your dashboard.

1. After clicking "Invitations," find the invitation you wish to accept. If you are following along with this training from the beginning, the customer who sent you an invitation to connect with the Pak Exchange will automatically appear.

2. From this screen, there are options to "Accept" or "Reject" the invitation.

NOTE Rejecting an invitation from one of your customers means that you will not be able to receive 1099s or submit invoices to the Party trying to connect with you.

3. When ready, click the "Accept" button.
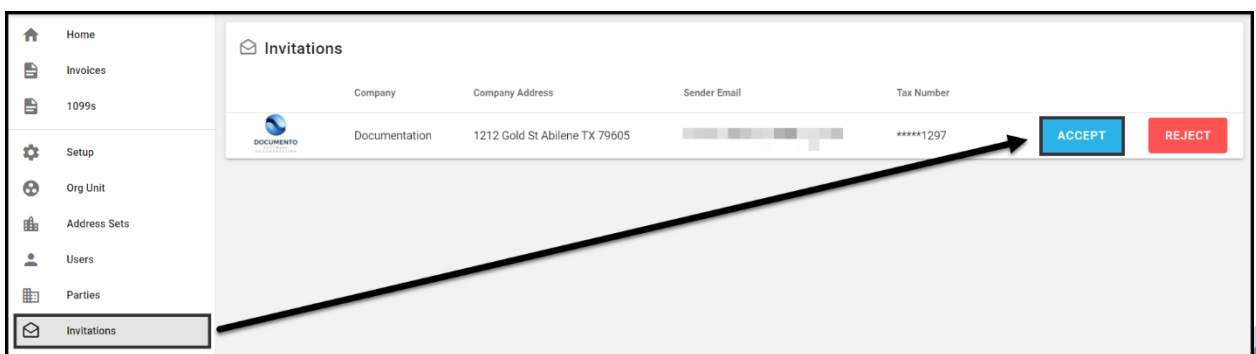
4. Clicking "Accept" will bring up a box that will provide options to "Create a new party" or "Select an existing party." ****NOTE** DO NOT USE the "Select existing Party" option for the first setup. If you have questions about this option, please contact the Pak Exchange support team.**

   a. "Create a new party" provides the option to enter a number or a name used to identify the Party in your accounting records. **If this is not a requirement, create a description that describes this connection.**

5. Once the "Invitation" has been accepted, to make sure that there was a successful connection, you can navigate back to "Parties" on your left-hand menu and look for the "Connected" icon on the right-hand side. (this was discussed in the previous section.)

Invoice Tab

On the Home screen, please navigate to the "Invoices" option. This option opens another screen where you can find all the invoices you have submitted through the Pak Exchange Network. The options at the top of the screen are All, Sent, Received, Approved, Paid, Rejected, and Resubmitted. These options are helpful if you are searching for a specific invoice or want to check the payment status of your invoice in your customer's approval process.

1. All – all invoices that have been submitted to all customers connected with your company on the Pak Exchange Network.

2. Sent – any invoice still being sent to your customer in the Pak Exchange Network.

3. Received – all invoices your customers received through the Pak Exchange Network.

4. Approved – all invoices approved to pay.

5. Paid – all invoices that your customer has paid.

6. Rejected – any invoice your customer sent back to your company.

7. Resubmitted – any invoice that was resubmitted back to your customer.

A detailed graph in the grid under the tabs describes different aspects of your invoice, such as Document Date, Org Unit, Invoice Number, Invoice Total, and Status. Using this graph can help you quickly find the information you are looking for regarding a specific invoice.

Terms

The list of terms below will help you understand the data needed to submit an invoice.

1. Document Date – commonly known as the Invoice Date

2. Metadata – the fields required to be filled out from your invoice.

3. Purchaser Name – company to whom the invoice will be sent.

4. Org Unit – divisions by satellite offices or branches, if applicable.

5. Invoice Number – the number associated with the invoice generally provided by your company. If a number is not noted, please fill in an appropriate invoice number to proceed.

6. Service Date – a date which best captures the date a service is/was completed or an order was placed.

7. Invoice Total – the total amount to be charged to your customer.

Submitting an Invoice

Submitting an invoice through Pak Exchange is as easy as it gets. Under Invoices in the top right-hand corner, please navigate to the "Send Invoice" button in blue.

1. Click the "Send Invoice" button. Clicking this button will bring up a pop-up window with a drop-down box. This drop-down box lists all Parties your company is connected to within the Pak Exchange Network.

2. Click the drop-down box and select which customer you wish to send the invoice to. If several Parties are available, you can also start typing your customer's name, and Pak Exchange will find that customer for you.

3. After selecting your customer, another box below the drop-down menu will appear. This box allows you to select your invoice manually from your computer or to drag and drop your invoice.

    a. ****REMEMBER** To use the drag and drop feature, find the invoice you wish to upload > left-click on the mouse and hold that button>drag the invoice to the box. Once in the box, you can let go of the left mouse button, and Pak Exchange will copy the invoice automatically.**

    b. **If you want to find a file from your computer manually>click in the box>a pop-up box will appear, allowing you to search for the invoice you wish to upload. Once located, double-click on the file, or click once on the file and click on Open in the bottom right-hand corner of the pop-up box.**

4. Once the invoice has been selected and shows in the box, click on the "Next" button in the bottom right-hand corner.
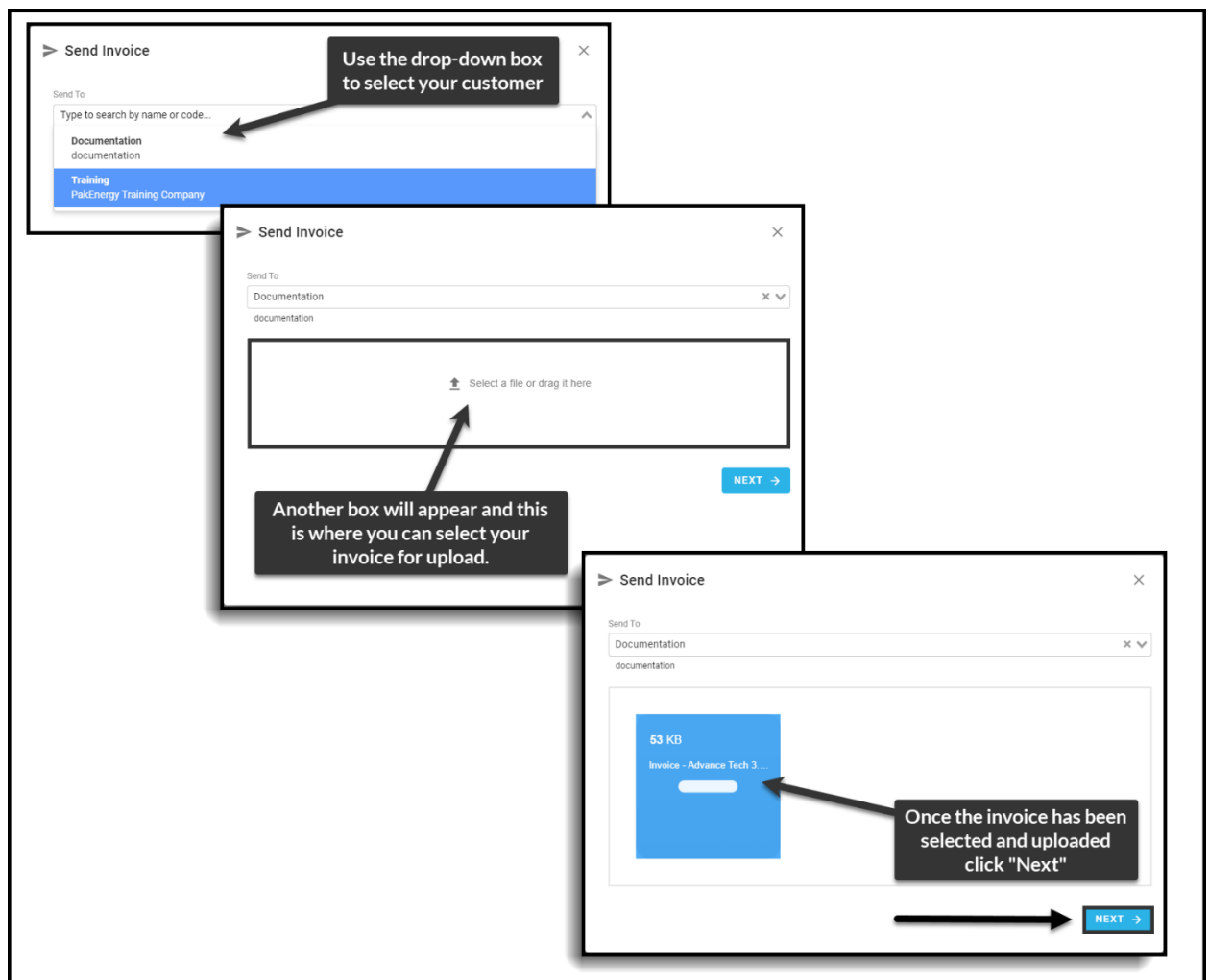
5. Once the invoice has been uploaded into the Pak Exchange Network, some information must be filled out. ****REMEMBER** Click to Fill & Remember is learning in the background. The more the system is used, the less you will have to fill in on other invoices.**

6. The required fields to be filled out are Document Date, Org Unit, Invoice #, Service Date, and Invoice Total. This information can be filled in manually, or you can find the information on your invoice and highlight what is necessary. ****NOTE** Please DO NOT fill out the description field or check the Show Detail Item unless SPECIFICALLY requested by your customer.**

   a. Option #1 – manually click on the required fields and input the information from your invoice.

   b. Option #2 – click in the box that needs to be filled > navigate to the invoice on the right-hand side > highlight the information.

   NOTE Highlight/Click to Fill & Remember the required information by clicking your left mouse button > holding down the left mouse button > dragging your mouse to include all information. (a yellow "highlighter" bar will show you what you input into that space.)

      i. The Click to Fill & Remember option can be used for all fields and saves the user from typing in the information manually, reducing typing errors and other mistakes. As more invoices are coded to the same customer, the system will remember the selections made and review the general area to automatically fill in or make suggestions for future invoices. The suggestions will improve as the Pak Exchange Network processes more invoices and gets "smarter," making inputting invoices easier.

7. Once all information has been filled in according to your customer specifications, click the blue "Send" button in the top right-hand corner.

8. Once the Pak Exchange Network finishes uploading your document, it will automatically redirect you to the beginning of the Invoice tab. The "Status" in the below grid shows that the invoice has been sent. Once the invoice is with your customer, this status will be updated to Received.

	Doc # ↓	Document Date	Purchaser Name	Scan Date	Org Unit	Invoice Number	Service Date	Invoice Total	Description	Status
📄	781	10/17/2023	Documentation	10/18/2023	Default	26798	10/17/2023	$792.73		➤ Sent
📄	777	10/15/2023	Documentation	10/16/2023	Default	265391	10/15/2023	$555.00		✓ Received
📄	776	10/16/2023	Documentation	10/16/2023	Default	265527	10/16/2023	$1,482.49	Power Cords	✓ Received
📄	775	01/11/2023	Documentation	10/13/2023	Default	11198	01/11/2023	$792.73	ACCESSORIES FOR PCs	⊘ Rejected

Rows per page: 25 ▼   1-4 of 4   ‹ ›

Rejected Invoices

There could be several reasons why your customer could reject one of your invoices. While Pak Exchange doesn't know all the reasons, we can walk you through how to handle rejected invoices. There are three different ways to see if an invoice has been rejected. The first two are found on the Home page of Pak Exchange. The third is under the Invoices tab on the Home screen.

Home Screen

1. "Payment Status" – all graphs on the Home screen, including the Payment Status graph, are clickable. By clicking on the red bar in the graph, Pak Exchange will automatically take you to the invoice in question.

2. "Rejected Invoices" - the Rejected Invoices graph shows the rejected invoice number and who the invoice belongs to. Clicking on the invoice in question will also automatically take you to the invoice in question.

Invoice Tab

1. This option opens another screen where you can find all the invoices you have submitted through the Pak Exchange Network. The options at the top of the screen are All, Sent, Received, Approved, Paid, Rejected, and Resubmitted.

Fixing a Rejected Invoice

All the above options can take you where you need to go to fix an invoice that has been rejected. This training will use the "Rejected Invoices" graph on the Home screen.

1. Click on the invoice you want to correct in the "Rejected Invoices" graph.

2. This will bring up the same screen that was used to send the invoice to our customer. A pop-up box at the top of the screen will display why your customer rejected the invoice. Your customer can reject your invoice for any reason they want.

3. In the above example, our customer rejected our invoice because of the shipping and handling charges on the invoice. We can correct this invoice and return it to our customer if these charges were added in error. However, the invoice can be resubmitted to the customer if the charges are correct.

NOTE Any disputes regarding price, shipping, handling, tax, payment terms, or line items must be discussed with your customer directly.

4. Any changes can be made to the invoice by clicking on the boxes on the left-hand side of the screen. There is also an option to replace your invoice if changes were made regarding price, shipping, handling tax, etc.

Here are the options to replace your invoice copy and to resubmit the updated invoice to your customer.

Make any necessary changes by using the boxes above, just like when an invoice is submitted.

5. Once all changes have been made, clicking the "Resubmit" button in the top right-hand corner will return your invoice to your customer. After the invoice has been successfully sent, the status on the next screen will change from "Rejected" to "Resubmitted." The graphs on the home screen will also show that the invoice was resubmitted.

Tips & Tricks

While submitting invoices or fixing rejected invoices, there is another bar on the far left-hand side of the screen that will show "Metadata," "Audit History," "Versions," and "Attachments."

1. Metadata – this is the information that was entered from your invoice. When submitting or correcting invoices, Pak Exchange automatically routes to Metadata.

2. Audit History – provides detailed information about who has submitted the invoice in question from your company, any changes that have been made, when these changes were made, and who has viewed the invoice within your company.

3. Versions – if multiple versions of the same invoice were uploaded into Pak Exchange, this field will show you when each version of the invoice in question was used.

4. Attachments – if your customer requires additional documentation or if your company has chosen to share additional documentation like signed proof of deliveries, copies of POs, terms and conditions, etc., they can be found or uploaded here.