GET PAID FASTER WITH DIGITAL FIELD TICKETS

OFS company shortens time from ticket submission to payment from months to days

Success at a Glance

The Challenges

- As an OFS company, 51 looked for ways to operate more efficiently to remain competitive in the market.

- The company spent too much time managing paper field tickets between its corporate headquarters and a remote customer location which led to approval and payment delays.

- The company recognized it couldn't remain bogged down in paperwork if it wanted to continue to grow the business.

The Solution

The Oilfield Services Suite field ticket mobile app is an e-ticketing app. Jobs are scheduled through dispatch or created from a blank ticket. 51 Oilfield Services chose the app because it:

- Allows employees in the field to fill out job tickets online or offline to submit them back to the office

- Is easy to learn and use

- Optimizes business processes, lowers DSO, and increases productivity

- Integrates with OpenInvoice, an invoice automation system used by a majority of E&P companies in the U.S. market

Results

With digital field tickets, 51 Oilfield Services can:

- Track labor and operations for multiple remote locations

- Submit invoices for processing throughout the year

- Fix issues faster and avoid processing delays with automatic alerts

- Get paid faster—ticket submission to payment time decreased from one to two months to seven to 10 days

- Avoid hiring additional staff to process additional paperwork.

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Customer **Challenge**

The founder of 51 Oilfield Services LLC comes from a family that's been in the oil industry since the 1920s. The company understands the importance of working smarter to remain competitive and are always looking for ways to become more efficient.

The corporate office in Teague, Texas, but they provide roust-about crews for producers across Texas. One of their customers, a major E&P company, runs an operation in Kennedy, Texas—about five hours away from Teague in South Texas.

With their crews so far away, the company hired a local office manager to manage paperwork at the site. However, it quickly proved challenging to retain someone. Also, the company was using paper field tickets. For this one single customer, the company was submitting around 900 field tickets per month on average.

Below is the step-by-step process the company used to manage paper tickets:

1. The South Texas office manager would manually enter the ticket information into a payroll spreadsheet, then scan the ticket, and email to the corporate office.

2. The corporate office would then review the ticket, print it out, then scan the updated ticket and send it back to the South Texas office.

3. The South Texas office would then print out the ticket, track down the Company Man for approval, then scan it back to corporate.

4. Corporate would print the approved copy, then scan and send in for approval to the customer.

"We were pushing way too much paperwork," said Marla, the Business Manager at the corporate office.

For their Lease Operating Expenses (LOE), the turnaround time for paper tickets was on average, one month, and for their drilling and completions (AFE) services, it took two months. The company quickly realized processing paper tickets was consuming too much of their time. Besides, the company was looking to grow and provide services to other customers in different locations. It couldn't remain bogged down in paper if they wanted to expand.

Customer Solution

After 18 months of operating this way, 51 Oilfield Services decided to look into digital field ticketing systems. They chose the Oilfield Services Suite field ticket app because:

- It worked offline and online. Workers on site could fill out a ticket on their smartphone or iPad, then send it once they reached the field office and had access to Wi-Fi.

- The app was intuitive to use. When 51 first deployed the app in the field, they gathered the staff together and trained them during a safety meeting. Workers at the South Texas location that spoke Spanish only had no issues learning how to use the app. "If you can use a Smart Phone, you can use this app," says Marla.

- The app integrates with OpenInvoice, an invoice automation system used by a majority of E&P companies in the U.S. market. 51 recognized implementing electronic invoice submission as an essential part of their plans to scale their business across operators. Because OpenInvoice has the largest network of operators and suppliers in the industry, it was the obvious choice. With OpenInvoice, suppliers enter their invoice into the solution and submit it to the customer for review and approval.

Soon after 51 purchased the Oilfield Services Field Ticket app, their largest customer began using OpenInvoice. The operator saw so much success with the OpenInvoice software, the company now requires all vendors to submit their tickets through the system.

The Results

51's ticket submission process is now more streamlined.

1. After the field worker completes a job, he/she fills out and submits the field ticket to the corporate office via iPad

2. The new ticket goes to the "Needs Review" folder for the business manager to review.

3. The ticket is reviewed and moved to the "Completed" folder where it's submitted to the customer for same-day electronic approval.

4. Usually very next day the tickets are approved, and they can send the invoice.

Every ticket that is submitted is legible and priced. Automatic alerts notify both supplier and operator if any issues need to be fixed quickly. Often the approver on the operator side will correct the error and send the invoice on for payment. The alerts eliminate many mistakes and time delays. Also, because operators use spend codes, they can track where they are spending their money. For the supplier, the Oilfield Services Suite app allows them to track labor and operations for multiple remote locations. Workers can even attach pictures to the tickets of the work performed onsite.

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Now that their customer uses OpenInvoice, the operator and supplier can continue normal invoicing operations throughout the year. Before transitioning to digital invoicing, the operator required suppliers not to submit field tickets from the day before Thanksgiving until after New Year's Day because the Company Men were not available to approve tickets. Now the tickets can be approved from home or on mobile.

From ticket submission to payment, 51 went from one or two months to seven to 10 days. They also eliminated the need for two additional full-time workers by reducing the amount of paperwork to zero.

> **Electronic field ticket suite saved us a ton of money in our workforce, a ton of time, and made our customers, employees, and bank account happier!"**
>
> Marla Lookabill, Business Manager

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