

# External MyVP

## Table of Contents

Xenroll Process:.....	3
Password Reset process:.....	4
Forgot password: .....	5
Logging In .....	8
Manage Vendor number:.....	8
Add Vendor Number: .....	8
Removing a Vendor:.....	9
Vendor Number Selection: .....	10
Home screen: .....	10
View Invoices: .....	11
Search by Date: .....	12
Filtering your search: .....	12
View Invoice Image: .....	12
View Invoice Details: .....	12
Create New Ticket in Invoice Details .....	13
View Payment Document Details: .....	13
Create New Ticket in Payment Details:.....	14
Sort/Pin/Hide Columns: .....	14
Export Data: .....	15
Export All Data: .....	15
Export Visible Data:.....	15
View EPayables: .....	15
Search by Date: .....	16
Filtering your search: .....	16
Sort/Pin/Hide Columns: .....	16
View Invoice Details .....	17
Create New Ticket in Invoice Details .....	17
View Payment Document Details: .....	17
Create New Ticket in Payment Details:.....	18

View PO Number:.....	18
Filtering your search: .....	18
Sort/Pin/Hide Columns: .....	19
View PO Details .....	19
Create New Ticket in PO Details .....	20
View Payments:.....	20
Search by Date: .....	20
Filtering your search: .....	20
Sort/Pin/Hide Columns: .....	21
View Payment Details .....	21
Create New Ticket in Payment Doc Details.....	22
View Consignments:.....	22
Search by Date: .....	22
Filtering your search: .....	22
Sort/Pin/Hide Columns: .....	23
View Consignment Invoice Details.....	23
Create New Ticket in Consignment Details.....	24
Create ServiceNow Tickets: .....	24
View ServiceNow Tickets: .....	28
Filtering your search: .....	29
Sort/Pin/Hide Columns: .....	29
View Open Tickets.....	30
Create New Ticket in View ServiceNow Tickets.....	30
View Closed Tickets.....	33
Sort/Pin/Hide Columns: .....	33
Sort Columns:.....	33
Pin Columns: .....	34
Hide Columns: .....	35
Clear Multiple Filters:.....	35
Error Messages .....	36
Logging Out: .....	37
FAQ's: .....	37
Glossary:.....	38

## Xenroll Process:

In order to obtain your login credentials and access to MyVP, please follow the process below.

Logon to portal: <https://apps.conocophillips.com/xSelfEnroll>

Click on the drop down beside "Select A Portal to Enroll for" & choose **xapps1-myVP**.

Click Select

**xSelfEnroll**

**Welcome To The ConocoPhillips Self Enrollment System!**

Follow these steps to request enrollment for self-enroll enabled portals

**1. Log In Or Continue**

Existing ConocoPhillips internal/external users, please [log in](#). Otherwise, continue on.

**2. Select A Portal To Enroll For**

xapps1-myVP

Enter your Basic User Information (Name, Address, Company, Email, Phone, Shared Secret Hint & Shared Secret Answer), on section 3. This will also have to be provided on the next step to the Help Desk.

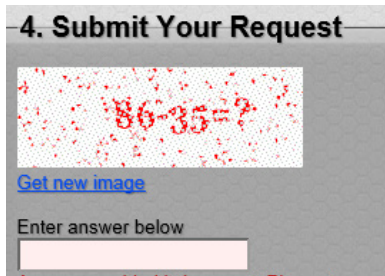
**3. Enter Your Information**

**Basic User Information**

First Name *	Middle Initial	Last Name *	Street Address	City	State/Province
John	E	Smith	1234 Main Street	Bartlesville	Oklahoma
Postal Code	Country	Language	Company *	Department	Job Title
74003	US <input type="button" value="v"/>	en <input type="button" value="v"/>	XYZ Company		
Email Address *	Pager Number	Business Phone *	Fax Number	Mobile Phone Number	
JohnSmith@XYZCompany.com		918-555-1212			
Shared Secret Hint *	Shared Secret Answer *				
Mother's Maiden Name <input type="button" value="v"/>	Johnson				

Red \* are mandatory fields

On section 4, enter the answer to the question in the image box as shown below. Example: 51



Click Submit

User will receive an email providing a User ID and a Phone Number to contact 1-866-322-2825. You will need to provide them your Secret Answer to receive a temporary password. Example of email is below:

Dear ConocoPhillips Customer:

We have setup your individual account based on the information your company returned to us. Below is your userid that will enable you to access eConocoPhillips:

**User ID:**  
**Employee Name:**  
**Company Name:**  
**Department:**  
**Email Address:**  
**Phone Number:**

Before using your userid, you will need to activate your account by calling **1-866-322-2825**. When you call this number, you will be connected with an individual who will ask you for your Shared Secret (Last 4 digit of SS#, Mothers Maiden Name, Dogs Name, etc). Once your Shared Secret is confirmed, your user account will be activated and you will receive an initial password at that time.

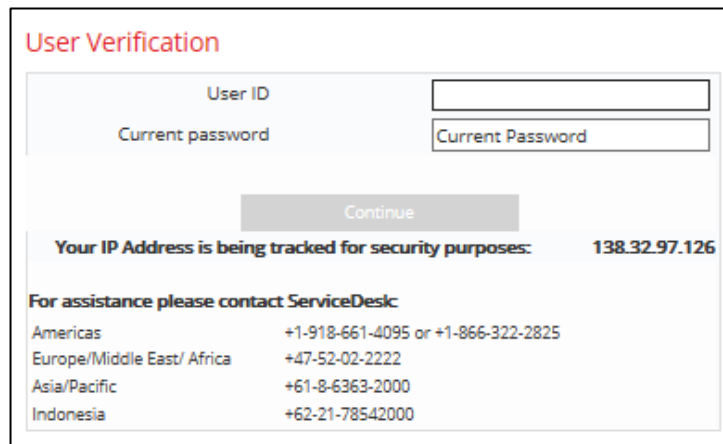
After activating your user account, please go to <https://www.eConocoPhillips.com> to access eConocoPhillips.com. You can find instructions by clicking on the "Click Here if you are having login problems" link found on the eConocoPhillips home page found at <https://www.eConocoPhillips.com>.

It is our desire to make eConocoPhillips.com a real benefit to you.

**\*The ConocoPhillips Help Desk can also reset passwords when needed.**

### Password Reset process:

1. Go to the ConocoPhillips Extranet Password Reset Page:  
<https://www.econocophillips.com/idmgmt/ResetID.aspx>



For assistance please contact ServiceDesk:	
Americas	+1-918-661-4095 or +1-866-322-2825
Europe/Middle East/ Africa	+47-52-02-2222
Asia/Pacific	+61-8-6363-2000
Indonesia	+62-21-78542000

2. Enter a new password, following the guidelines listed.
3. Select "Submit".

**Set new password**

New Password

Confirm password

- The password must be 8 to 12 characters in length.
- The password must contain a capital letter.
- The password must contain a lower case letter.
- The password must contain a number.
- The password cannot have been used by this account in the past year.

**For assistance please contact ServiceDesk**

Americas	+1-918-661-4095 or +1-866-322-2825
Europe/Middle East/ Africa	+47-52-02-2222
Asia/Pacific	+61-8-6363-2000
Indonesia	+62-21-78542000

4. You will receive confirmation that your password has been changed:

**Message**

Your password has been successfully changed, now you will be redirected to the login page.

5. You will be re-directed to the log in page. No further action is required.

### Forgot password:

1. If you cannot remember your password, go to:  
<https://w3.conocophillips.com/ExtranetPasswordReset/user.aspx>
2. Enter your Username and select "Submit":

**User Verification**

Please enter your Username:

**For assistance please contact ServiceDesk**

Americas	+1-918-661-4095 or +1-866-322-2825
Europe/Middle East/ Africa	+47-52-02-2222
Asia/Pacific	+61-8-6363-2000
Indonesia	+62-21-78542000

3. You will be asked to answer a security question. Enter the answer and select "Submit".
  - NOTE: Each question depends on the individual's selection at the time of set up.
  - If you do not know the answer, you will need to contact the ServiceDesk using the phone numbers provided.

### Shared Secret

Please Enter Dog Name :

**For assistance please contact ServiceDesk**

Americas	+1-918-661-4095 or +1-866-322-2825
Europe/Middle East/ Africa	+47-52-02-2222
Asia/Pacific	+61-8-6363-2000
Indonesia	+62-21-78542000

4. You will receive the message below:

### Message

---

A message has been sent to the account's email, please check your inbox and follow the procedure.

---

5. You will receive an email, like the one below, providing a link to follow to complete the password change.

**Password Reset**

**PleaseDoNotReply**

---

Hello

You have requested to reset your password on econocophillips.com.

Please [click here](#) and follow the steps to change your password.

If the link doesn't work please copy and paste below URL in your browser and follow the procedure

<http://w3.conocophillips.com/ExtranetPasswordReset/user.aspx?cidt=%2f%SET%2bl908sMv%2bfdLkaq%2fT3DNmn0OPZDBJZ%2b%2bU1Fd7NxGoQo59qi7HzToIbIq0MA&tok=RwV%25C%40tt8q&dert=pVSOxAgO17c%405B>

If you did not request this change, please contact our Global Servicedesk using one of the numbers below.

Americas  
+1-918-661-4095  
+1-866-322-2825 (toll free)

Europe/Middle East/Africa  
+47-52-02-2222

Asia/Pacific  
+61-8-6363-2000

6. Re-enter your userID:

### User Verification

Please enter your Username:

**For assistance please contact ServiceDesk:**

Americas	+1-918-661-4095 or +1-866-322-2825
Europe/Middle East/ Africa	+47-52-02-2222
Asia/Pacific	+61-8-6363-2000
Indonesia	+62-21-78542000

7. Re-enter your security question:

### Shared Secret

Please Enter Dog Name :

**For assistance please contact ServiceDesk:**

Americas	+1-918-661-4095 or +1-866-322-2825
Europe/Middle East/ Africa	+47-52-02-2222
Asia/Pacific	+61-8-6363-2000
Indonesia	+62-21-78542000

8. Enter a new password, following the guidelines provided:

### Provide New Password

New Password:

Confirm New Password:

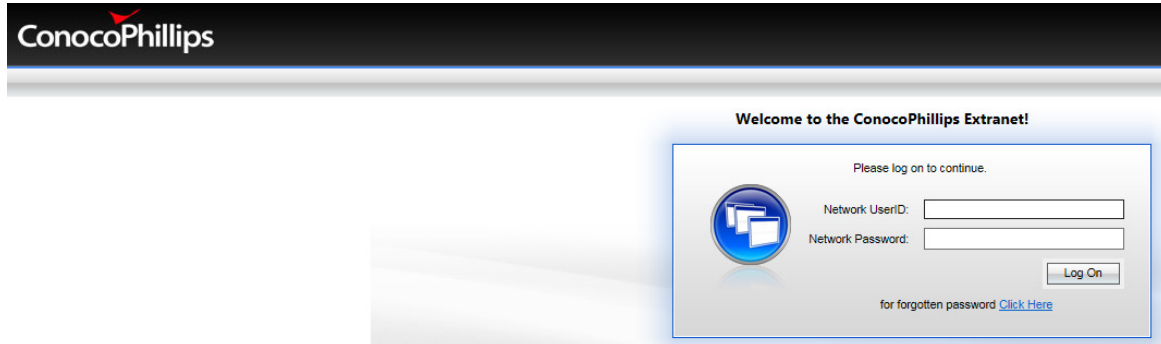
- The password must be 8 to 12 characters in length.
- The password must contain a capital letter.
- The password must contain a lower case letter.
- The password must contain a number.
- The password cannot have been used by this account in the past year.

9. Once the new password has been accepted, no further action is required.

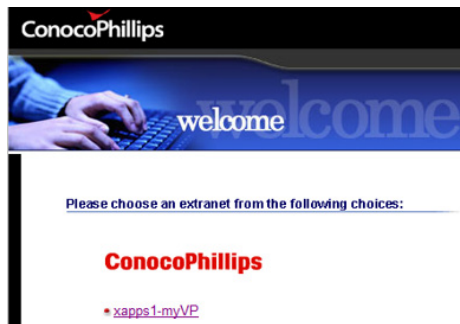
## Logging In

Once you have your User ID and the ConocoPhillips Help Desk has provided you a temporary password, please copy this link into your internet browser to log in: [xapps1.econocophillips.com/myvp](http://xapps1.econocophillips.com/myvp)

Enter User ID and Password, then select Log On.



\*If you see this screen, prior to landing on the Home screen, choose [xapps1-myVP](#):

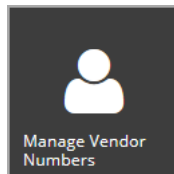


Once logged in, you will be on the Home screen.

\*Note – It is possible that you may have to log in a second time, this is a known glitch with MyVP at this time.

## Manage Vendor number:

In order to view invoicing information, you will be required to add your Vendor Number(s) utilizing the Manage Vendor Number tile.



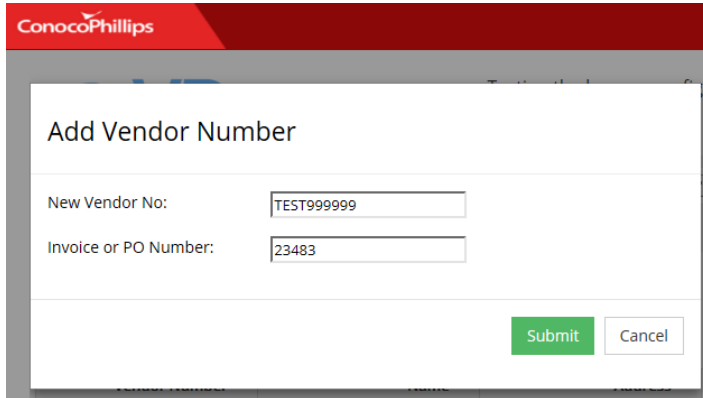
## Add Vendor Number:

To add a vendor number, click on the Add Vendor Number button on the Right side of your screen.



## Add Vendor Number

Enter Vendor Number and a Paid Invoice Number, then click Submit.




\*When adding a vendor, there will be a display box on the top Right-hand corner of your screen showing the status of your vendor being added or not. This screen will quickly go away, so you'll want to watch for it.

- If the vendor is unable to be added, you will see a message like this:



If Vendor is successfully added it should now be reflected as example shown below:

Vendor Number Management


Vendor Number	Name	Address	City	State/Region	Postal Code	Country	
TEST999999	MyVP Test Vendor	PO Box 9014	CORPUS CHRISTI	TX	78469	US	

\*If you have multiple Vendor numbers to add, repeat process above.

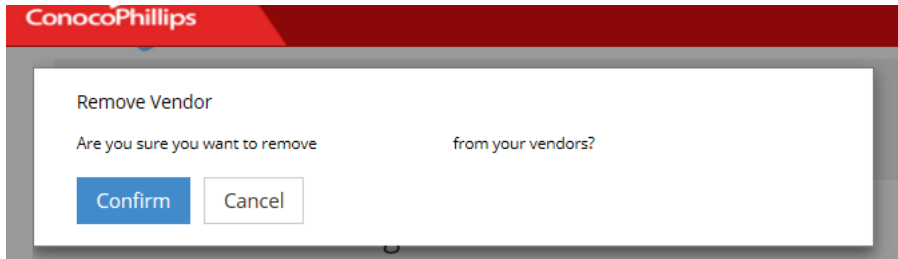
## Removing a Vendor:

Vendor numbers can also be removed by clicking on the Trash Can Icon next to each Vendor. 

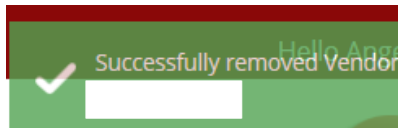
Vendor Number Management

Vendor Number	Name	Address	City	State/Region	Postal Code	Country	
							

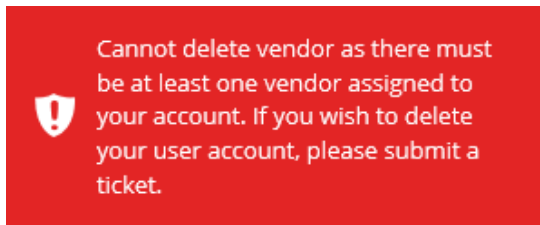
You will be asked to confirm if selected Vendor should be Removed (click confirm).



Receive confirmation that Vendor is Successfully removed.



When trying to remove the only remaining vendor number, you will receive a message directing you to create a service ticket.



### Vendor Number Selection:

Once you have a vendor number or numbers added, you can choose the Vendor Number you would like to view from the drop down beside Vendor Number.



\*Remember you can click on the MyVP logo to revert to the Home screen at any time.

### Home screen:

\*At any time, you can click on the MyVP logo & it will take you back to the Home page.



\*The Help Button on the top Right will assist you with MyVP instructions, including website links, plus information on:

- Invoice Payment & Status
- Invoice Options & Requirements

- Payments
- Form 1099
- Supplier Quick Reference Guide



There are several tiles to choose from on the Home page, see below:

ConocoPhillips

MyVP Vendor Portal

This will change the banner information by an admin

Vendor Number: TEST999999

View Invoices | View Epayables | View Purchase Orders | View Payments | View ServiceNow Tickets | Manage Vendor Numbers

These tiles allow you to search & view Invoices, Epayables, Purchase Orders, Payments, ServiceNow Tickets & Vendor Numbers.

## View Invoices:

**\*Note – All iPay invoices will be visible here, but only posted ePay invoices can be viewed.**

From the Home page, Click on the View Invoices tile & select the vendor number you would like to view invoices for.

MyVP Vendor Portal

Vendor Number: TEST999999

View Invoices

## Search by Date:

You can also select a vendor number from the drop down here to view. Minimize your search by entering a date range, then click Search. \*Note the date range default is from 1 year prior thru current date.

Vendor Number	TEST999999	▼				
From:	04/12/2016	📅	To:	04/12/2017	📅	Search

## Filtering your search:

You can **Filter** using specific data, like *Invoice Number*, *Invoice Date*, *Invoice Amount* or *Payment Date*. In the example below, type Invoice number 23483 in the Invoice field and it will only display that invoice data.


Invoice	Company Code	Invoice Date	Invoice Amount	Invoice Status	Pay/Due Date
23483					
23483	NANN	03/28/2016	\$344.27	Paid	04/27/2016

\*When finished with the search, click the “X” in the search field, to cancel the search & display all data. For more information on Filtering, see section on **Sorting, Rearranging and Hiding Columns**.

## View Invoice Image:

**\*Note – Only iPay invoice images are available to view here.**


To view an invoice image, click on the picture icon shown below “View Image”, next to the invoice you would like to view. Invoice will display in a pop up box. “X” to close pop up box.

View Image	Vendor	Branch	Invoice
	TEST999999		23483
	TEST999999	0000078053	177281

## View Invoice Details:

**\*Note – Only iPay invoice details are available to view here.**

To view Invoice details, click on one of the invoice numbers:

View Image	Vendor	Branch	Invoice
	TEST999999		23483
	TEST999999		177281

You should see a pop up box with invoice details:

Invoice Details X

[Click to view image](#) New Ticket

Invoice Number: 23483 Document: 1200020282

Status: Paid

Comments:

No records to display

Close

This will include another link to view the invoice image.

## Invoice Details

[Click to view image](#)

Invoice Number: 23483

Status: Paid

Comments:

No records to display

Create New Ticket in Invoice Details

- See section on Create ServiceNow Tickets.

### View Payment Document Details:

To view Payment Details, click on a Payment Document Number:

Payment Doc

2200026519

2200022330

You should receive a pop up box with Payment Details:

### Payment Details

Vendor Number: TEST999999  
Payment Document: 2200022330 01  
Original Document: 2200012630 NANN  
Payment Date: 04/07/2016

Invoice Number	Company Code	Invoice Date	Invoice Amount	Discount	Withholding	Invoice Payment	Comments
177281	NANN	02/29/2016	\$7,702.81	\$0.00	\$0.00	\$7,702.81	PRE FABRICATION-WELD.HY...
<b>Totals:</b>			<b>\$7,702.81</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$7,702.81</b>	

Total Items: 1

1 / 1 items per page

1 - 1 of 1 items

New Ticket

Close

### Create New Ticket in Payment Details:

Once you have the Payment Details pulled up, you can open a New Ticket here also.

- See section on Create ServiceNow tickets.

### Sort/Pin/Hide Columns:

From the View Invoices section, you can Sort, Pin & Hide Columns in this view.

#### Columns include:


- View Image
- Vendor
- Branch
- Invoice
- Company Code
- Invoice Date
- Invoice Amount
- Invoice Status
- Pay/Due Date
- Payment Doc
- Source System

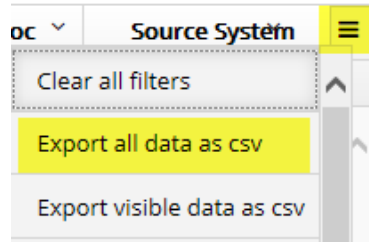
\*See section Sort/Pin/Hide Columns section on how to navigate screens.

## Export Data:


Data can be exported from MyVP in 2 different ways. You can Export All Data, or only Export Visible Data. CSV is Excel format.

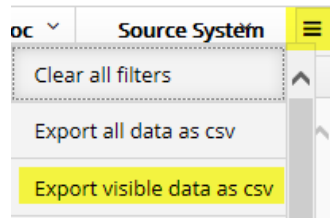
### Export All Data:

Export All Data, by Clicking on the Icon  on the Right, then selecting "Export all data as csv".



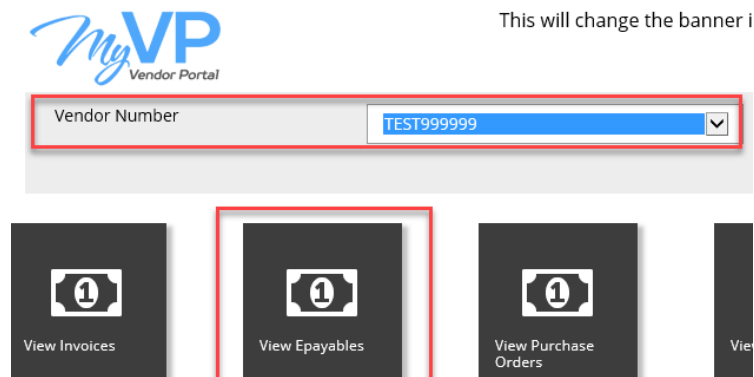
### Export Visible Data:

Export Visible Data only, by Clicking on the Icon  on the Right, then selecting "Export visible data as csv".



## View EPayables:

From the Home page, Click on the View Epayables tile after selecting your Vendor Number you would like to view from the drop down. \*Remember you can click on the MyVP logo to revert back to the Home screen at any time.



## Search by Date:

You can minimize your search by Selecting a Vendor Number from the drop down here also, then Enter a **Date Range** and click Search. \*Note the date range default is from 1 year prior thru current date.

Vendor Number	TEST999999	▼				
From:	08/24/2015	☰	To:	08/24/2017	☰	Search

## Filtering your search:

You can **Filter** using specific data in each column, *including Invoice Number, Receipt Date, Submitted Amount, Payment Date, Payment Document*. In example below, type Invoice number 177281 in the invoice field and it will only display that invoice data

Invoice ▼	Status ▼	Company Code..▼	Receipt Date ▼	Submitted Amo..▼
177281   X				
177281	Posted	NANN	03/08/2016	\$7,702.81

\*When finished with the search, click the "X" in the search field, to cancel the search & display all data.

## Sort/Pin/Hide Columns:

From the View Payables section, you can Sort, Pin & Hide Columns in this view.

### Columns include:

- Vendor
- Invoice
- Status
- Company Code
- Receipt Date
- Submitted Amount
- Variance
- Calculated Amount
- Posted Date
- Payment Date
- Payment Doc
- Purchase Doc
- Source System



\*See section Sort/Pin/Hide Columns section on how to navigate screens.

## View Invoice Details

To view Invoice details, click on one of the invoice numbers:

Vendor	Invoice	Status	Company Code...	Receipt Date
TEST999999	<a href="#">177281</a>	Posted	NANN	03/08/2016

You should see a pop up box with invoice details:

Invoice Details x

---

**Invoice Number:** 177281 [New Ticket](#)  
**Status:** Posted **Purchasing Document:** 4600044531  
**Total Variance:** \$0.00 **ePayables IDOC ID:** 2016030845566100078053  
No Additional Information Available

[Close](#)

## Create New Ticket in Invoice Details

- See section on Create ServiceNow Tickets.

## View Payment Document Details:

To view Payment Details, click on a Payment Document Number:

Payment Doc
<a href="#">2200026519</a>
<a href="#">2200022330</a>

You should receive a pop up box with Payment Details:

Payment Details x

---

**Vendor Number:** TEST999999  
**Payment Document:** 2200022330 01  
**Original Document:** 2200012630 NANN  
**Payment Date:** 04/07/2016

Invoice Number	Company Code	Invoice Date	Invoice Amount	Discount	Withholding	Invoice Payment	Comments
177281	NANN	02/29/2016	\$7,702.81	\$0.00	\$0.00	\$7,702.81	PRE FABRICATION-WELD.HY...
<b>Totals:</b>			<b>\$7,702.81</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$7,702.81</b>	

Total Items: 1 1 - 1 of 1 items

[Close](#)

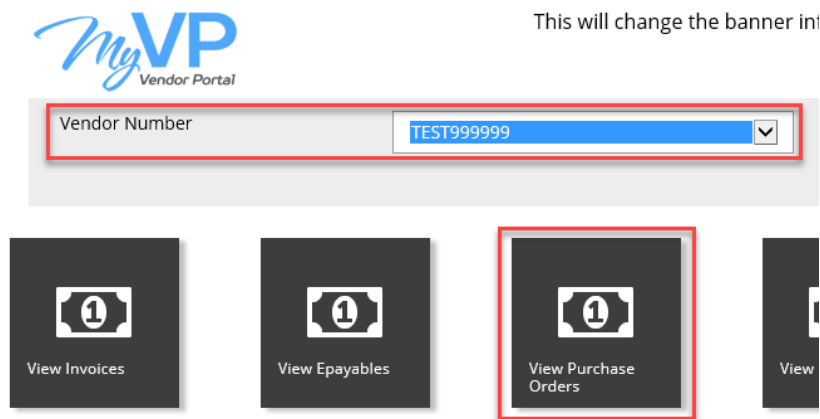
## Create New Ticket in Payment Details:

Once you have the Payment Details pulled up, you can open a New Ticket here also.

- See section on Create ServiceNow tickets.

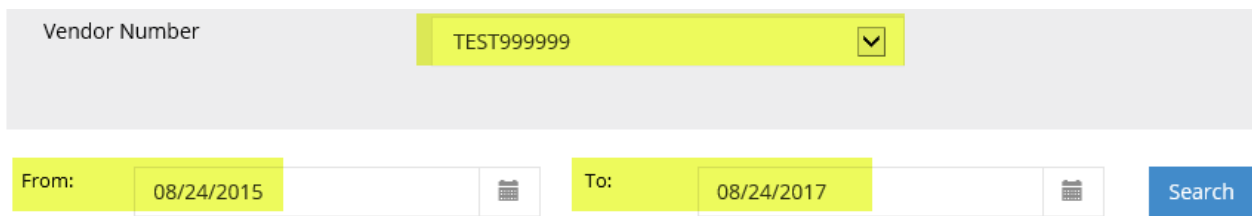
## View PO Number:

From the Home page, Click on the View Purchase Order tile after selecting your Vendor Number you would like to view from the drop down. \*Remember you can click on the MyVP logo to revert back to the Home screen at any time.



## Search by Date:

You can minimize your search by Selecting a Vendor Number from the drop down here also, then Enter a **Date Range** and click Search. \*Note the date range default is from 1 year prior thru current date.



## Filtering your search:

You can **Filter** using specific data in each column, *including PO Number, PO Date, PO Amount, Inco Terms*. In example below, type PO Number 4520372352 in the PO Number field and it will only display that PO Data.

P O Number	P O Date
4520372352	
4520372352	11/02/2016

\*When finished with the search, click the “X” in the search field, to cancel the search & display all data.

### Sort/Pin/Hide Columns:

From the View Purchase Orders screen you can Sort, Pin & Hide Columns in this view.

#### Columns include:

- PO Number
  - PO Date
  - Company Code
  - PO Amount
  - Inco Terms
  - Reference
- See section Sort/Pin/Hide Columns section on how to navigate screens.

### View PO Details

To view PO details, click on one of the PO numbers:

P O Number	P O Date	Company
4520372352	11/02/2016	NANN

You should see a pop up box with PO details:

**Purchase Order Details** X

Vendor Number: TEST999999  
 Purchase Order Number: 4520372352      Purchase Order Type: SERVICE      Number of PO Lines: 1  
 OLA:

Line No	P O Line Status	P O Quantity	P O Uo M	P O Material D	P O Line Item	Quantity Recel	Invoice Num	Invoice Date	Invoice Line A	Invoice Status	Payment Doc	Pay/Due Date	Short Text
1	Open	1	PU	NA	\$381,283.00								PREFAB & FACL...
1	Invoiced		LE	5200009285	\$387,283.00	1			\$225,527.00				
<b>Totals:</b>										<b>\$225,527.00</b>			

Total Items: 2

Navigation: 1 - 25 items per page      1 - 2 of 2 Items


Close

## Create New Ticket in PO Details

- See section on Create ServiceNow Tickets.

## View Payments:

From the Home page, Click on the View Payments tile after selecting your Vendor Number you would like to view from the drop down. \*Remember you can click on the MyVP logo to revert back to the Home screen at any time.

 This will change the banner information by

Vendor Number

## Search by Date:

You can minimize your search by Selecting a Vendor Number from the drop down here also, then Enter a **Date Range** and click Search. \*Note the date range default is from 1 year prior thru current date.

Vendor Number

From:   To:

## Filtering your search:

You can **Filter** using specific data in each column, *including Payment Document Number, Invoice Number, Invoice Amount, Invoice Payment Amount*. In example below, type Payment Number 2200026519 in the Payment Doc field and it will only display that Payment Document Data.

Payment Doc	Invoice	Company Code
<input type="text" value="2200026519"/>	<input type="text"/>	<input type="text"/>
2200026519	23483	NANN
2200022330	177281	NANN

\*When finished with the search, click the "X" in the search field, to cancel the search & display all data.

## Sort/Pin/Hide Columns:

From the View Payments screen you can Sort, Pin & Hide Columns in this view.

### Columns include:

- Payment Document Number
  - Invoice
  - Company Code
  - Invoice Date
  - Invoice Amount
  - Discount
  - Withholding
  - Invoice Payment
  - Payment Total
  - Payment Date
  - Invoice Type
- See section Sort/Pin/Hide Columns section on how to navigate screens.

## View Payment Details

To view Payment Document Details, click on one of the Payment Doc numbers:

Payment Doc	Original Doc	Invoice
2200026519		23483
2200022330		177281

You should see a pop up box with Payment Details:

Payment Details X

Vendor Number: TEST999999  
Payment Document: 2200026519 01  
Original Document: 2200015105 NANN  
Payment Date: 04/27/2016

Invoice Number	Company Code	Invoice Date	Invoice Amount	Discount	Withholding	Invoice Payment	Comments
23483	NANN	03/28/2016	\$344.27	\$0.00	\$0.00	\$344.27	
Totals:			\$344.27	\$0.00	\$0.00	\$344.27	

Total Items: 1  
1 - 1 of 1 items

Close

## Create New Ticket in Payment Doc Details

- See section on Create ServiceNow Tickets.

## View Consignments:

From the Home page, Click on the View Consignments tile after selecting your Vendor Number you would like to view from the drop down. \*Remember you can click on the MyVP logo to revert back to the Home screen at any time.

The screenshot shows the MyVP Vendor Portal interface. At the top left is the MyVP logo with 'Vendor Portal' underneath. To the right, a note states 'This will change the banner information by an admin'. Below this is a 'Vendor Number' dropdown menu with 'TEST999999' selected and highlighted with a red box. Below the dropdown are five dark grey tiles, each with a white icon of a document with a '1' and a text label: 'View Invoices', 'View Epayables', 'View Purchase Orders', 'View Payments', and 'View Consignments'. The 'View Consignments' tile is highlighted with a red box.

## Search by Date:

You can minimize your search by Selecting a Vendor Number from the drop down here also, then Enter a **Date Range** and click Search. \*Note the date range default is from 1 year prior thru current date.

The screenshot shows the search interface. At the top is a 'Vendor Number' dropdown menu with 'TEST999999' selected and highlighted in yellow. Below this are two date range filters: 'From:' with '08/24/2015' and 'To:' with '08/24/2017', both highlighted in yellow. To the right of the date filters is a blue 'Search' button.

## Filtering your search:

You can **Filter** using specific data in each column, *including Plant, Material, Invoice, Date, Unit Price*. In example below, type Plant HZR9 in the Payment Doc field and it will only display that Payment Document Data.

Plant ▾	Material ▾	Description ▾
HZR9	10139533	
HZR9	10139533	

\*When finished with the search, click the “X” in the search field, to cancel the search & display all data.

### Sort/Pin/Hide Columns:

From the View Consignments screen you can Sort, Pin & Hide Columns in this view.

#### Columns include:

- Plant
- Material
- Description
- Your Mat No
- Invoice
- Date
- Move Type
- Quantity
- Unit
- Unit Price
- Net Value
- Plant Company
- Plant Address
- Plant City
- Plant Region
- Plant Postal Code
- Invoice Status

\*See section Sort/Pin/Hide Columns section on how to navigate screens.

### View Consignment Invoice Details

To view Consignment Invoice Details, click on one of the Invoice numbers:

Invoice ▾	Date ▾	Move Type ▾
5100123150	05/08/2016	261
5100129510	05/14/2016	261
5100119844	05/04/2016	261

You should see a pop up box with Consignment Invoice Details:

Invoice Details X

---

[New Ticket](#)

Invoice Number:	5100123150	Document:	5100123150
Status:	Approved		
Comments:			
Invoice Date:	05/09/2016	Payment Document:	1
Invoice Amount:	\$1,785.08	Pay/Due Date:	06/08/2016

No records to display

---

[Close](#)

## Create New Ticket in Consignment Details

- See section on Create ServiceNow Tickets.

## Create ServiceNow Tickets:

ServiceNow tickets can be created from within the different tiles (sections) of MyVP. You can create tickets when you are in these tiles:


- View Invoices
- View EPayables
- View PO Number
- View Payments
- View Consignments





Below is an example of opening a ticket from within a tile and after clicking into a link. Examples of links): Invoice Number, Purchase Order Number, Payment Document Number or Consignment Number).

EXAMPLE:

Open a ticket on the Invoice tile. Click on the Invoice Tile, then the invoice number link:

### View Invoices

From:   To:

View Image 	Vendor 	Branch 	Invoice 
<input type="text"/>	000032368	0000344376	<a href="#">5388937-01</a>

Click on the “New Ticket” box on the top Right:





If you receive a message “Duplicate Tickets”, you can choose to: **Continue**, **Go To Ticket List** or **Cancel**.

## Duplicate Tickets

There have been inquiries made regarding this document. Would you like to continue submitting a new inquiry?

Continue

Go To Ticket List

Cancel

- Choose “**Continue**”, if this ticket is not for the same Invoice as a previously filed ticket, or if it’s a different issue of any kind.
- Choose “**Go To Ticket List**”, if you’re unsure if a ticket has already been filed on this same issue. This will allow you to view other tickets that have been created for this Invoice.

ServiceNow Tickets

New Ticket

Open Tickets

Ticket Number	Invoice Number	P O Number	Payment Doc	Opened	Status	Description
AP0001057				04/11/2017 07:49:05	Open	testing ticket page
AP0001058	23483			04/18/2017 15:04:13	Open	This invoice has already been p...
AP0001059	177281		2200022330	04/18/2017 15:45:35	Open	This invoice was for \$7,703.81. n...
AP0001060	177281		2200022330	04/18/2017 15:46:45	Open	This invoice is past due. Please...

Click on a Ticket Number to view other tickets already created on this Invoice:

## Ticket Information

NOTE: To navigate to the submit button, scroll down in the small window to the bottom using either the wheel on your mouse or keyboard keys (TAB, arrow keys, page up/down)

<u>Contact Information</u>		<u>Ticket Details</u>	
Ticket Number	AP0001058	Invoice Number	23483
Vendor Number	TEST999999	Invoice Date	2016-03-28
Vendor Name	MyVP Test Vendor	Invoice Amount	344.27 USD
Email	michele.bradford@conocophillips	PO Number	
Created By	svcapid	Payment Doc	
Created At		Payment Amount	\$(USD)0.00
Phone	918-661-3215	Payment Date	
		Company Code	NANN

Description of your Issue or Question

Ticket Classification: Invoice - Duplicate

Description\*  
This invoice has already been paid. It is a Duplicate, therefore please void.

“X” out to close the pop up box & choose another ticket to view.

- Click **“Cancel”**, if this is a true Duplicate Ticket & you’ll be directed back to the View Invoice page.
- If you click Continue, you’ll be directed to the Create New Ticket page:

### Create New Ticket

NOTE: To navigate to the submit button, scroll down in the small window to the bottom using either the wheel on your mouse or keyboard keys (TAB, arrow keys, page up/down)

<u>Contact Information</u>	<u>Description of your Issue or Question</u>
First Name	Ticket Classification:*
Last Name	
Email	
Phone	
Fax	

Note: See Yellow highlighted note below on how to navigate to the bottom of the Service Desk ticket information.

## Create New Ticket

NOTE: To navigate to the submit button, scroll down in the small window to the bottom using either the wheel on your mouse or keyboard keys (TAB, arrow keys, page up/down)

Choose your Ticket Classification from the drop down.

Ticket Classification:\*

- Invoice - Blocked
- Invoice - Duplicate
- Invoice - Freight Inquiry
- Invoice - Incorrect Amount
- Invoice - Past Due
- Invoice - Rejected
- Invoice - Restart/Reroute
- Other - ePay Submission Issue
- Other - General Inquiry
- Other - Vendor Information Change Requested
- Payment/Remittance Information

Enter a ticket description (reason a ticket is being created).

### Description of your Issue or Question

Ticket Classification:\*

Invoice - Duplicate

Description:\*

This invoice has already been paid. It is a Duplicate, therefore please void.

You can add an attachment that supports the ticket issue. Click on "Browse", select the document to be attached & choose "Add".

Attachments:

Attachments Added

No Attachments Added

For Invoice Details and EPay Details, your invoice information will be automatically filled in:

Invoice Information				
Company Code	Invoice #	Invoice Date	Invoice Amount	Currency Type
NANN	23483	03/28/2016	\$344.27	USD

On PO's, your Purchase Order Information will be automatically filled in:

<u>Purchase Order Information</u>	
Purchase Order Number	Company Code
4520372352	NANN

On Payment Doc Numbers, the Payment Information will be automatically filled in:

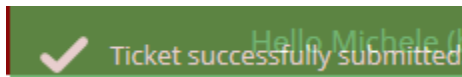
<u>Payment Information</u>					
Payment Doc Number	Payment Date	Payment Amount	Company Code	Invoice Number	Invoice Type
2200026519	04/27/2016	344.27	01	23483	IPAY

On Consignment's the Invoice Information will be automatically filled in:

<u>Invoice Information</u>				
Company Code	Invoice #	Invoice Date	Invoice Amount	Currency Type
	5100123150	05/09/2016	\$1,785.08	USD

Click Submit Ticket:

You should receive a temporary message in the top Right corner "Ticket successfully submitted".



Click on "Close":

## View ServiceNow Tickets:

From the Home page, Click on the View ServiceNow Tickets tile after selecting your Vendor Number you would like to view from the drop down. \*Remember you can click on the MyVP logo to revert back to the Home screen at any time.

Vendor Number

[View Invoices](#) [View Epayables](#) [View Purchase Orders](#) [View Payments](#) [View Consignments](#) [View ServiceNow Tickets](#)

\*Note on the next field there is a section for Open Tickets & Closed Tickets:

### ServiceNow Tickets

[Open Tickets](#)

[Closed Tickets](#)

### Filtering your search:

You can **Filter** using specific data in each column including, Ticket Number, Invoice Number, PO Number, Payment Doc. In example below, type AP0001133 in the Ticket Number field and it will only display that Service Ticket Data.

Ticket Number	Invoice Number
AP0001133	

\*When finished with the search, click the "X" in the search field, to cancel the search & display all data.

### Sort/Pin/Hide Columns:

From the View ServiceNow Ticket screen you can Sort, Pin & Hide Columns in this view.

#### Columns include:

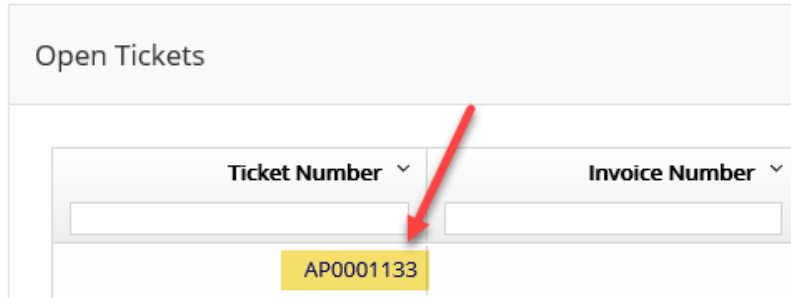
- Ticket Number
- Invoice Number
- PO Number
- Payment Doc
- Opened
- Status
- Description

\*See Sort/Pin/Hide Columns section on how to navigate screens.

## View Open Tickets

To view Service Ticket Details, click on one of the Service Ticket Numbers:

### ServiceNow Tickets



Open Tickets

Ticket Number Invoice Number

AP0001133

You should see a pop up box with ServiceNow Ticket Details for that Ticket Number:

#### Ticket Information

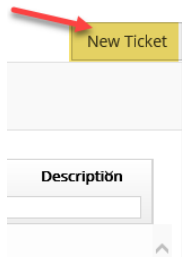
NOTE: To navigate to the submit button, scroll down in the small window to the bottom using either the wheel on your mouse or keyboard keys (TAB, arrow keys, page up/down)

<u>Contact Information</u>		<u>Ticket Details</u>	
Ticket Number	AP0001133	Invoice Number	
Vendor Number	TEST999999	Invoice Date	
Vendor Name	MyVP Test Vendor	Invoice Amount	
Email		PO Number	4520372352
Created By	svcapid	Payment Doc	
Created At		Payment Amount	
Phone		Payment Date	
		Company Code	NANN
<u>Description of your Issue or Question</u>			
Ticket Classification	Invoice - Blocked		

## Create New Ticket in View ServiceNow Tickets

You can open a new ticket from the View Service Now tile also. The data will not prefill, as it does when you open a ServiceNow ticket from the Invoice Details, PO Number or Payment Document, but you can manually enter it from here.

Click on the “New Ticket” box on the top Right:



### Create New Ticket

NOTE: To navigate to the submit button, scroll down in the small window to the bottom using either the wheel on your mouse or keyboard keys (TAB, arrow keys, page up/down)

Contact Information	Description of your Issue or Question
First Name <input type="text"/>	Ticket Classification:* <input type="text" value=""/>
Last Name <input type="text"/>	Description:* <input type="text"/>
Email <input type="text"/>	
Phone <input type="text"/>	
Fax <input type="text"/>	

Choose your Ticket Classification from the drop down.

Ticket Classification:\*

- Invoice - Blocked
- Invoice - Duplicate
- Invoice - Freight Inquiry
- Invoice - Incorrect Amount
- Invoice - Past Due
- Invoice - Rejected
- Invoice - Restart/Reroute
- Other - ePay Submission Issue
- Other - General Inquiry
- Other - Vendor Information Change Requested
- Payment/Remittance Information

Enter a ticket description (reason a ticket is being created).

Description of your Issue or Question

Ticket Classification:\*

Description:\*

This invoice has already been paid. It is a Duplicate, therefore please void.

You can add an attachment that supports the ticket issue. Click on “Browse”, select the document to be attached & choose “Add”.

Attachments:

Attachments Added

No Attachments Added

You will need to choose a Ticket Type and complete the Invoice Status Details when creating a new ticket from here:

Ticket Type

Invoice Status     Payment Application     Other

Invoice Status Details

ConocoPhillips Company Code: \*

( If not known use 'XX' )

Invoice #\*        Invoice Date\*   

Amount\*        Currency\*        PO   

Once this information is completed, the Invoice Status section will populate at the bottom:

Invoice Status

	Company Code	Invoice #	Invoice Date	Invoice Amount	Currency Type	PO #
✘	01	4321	12/01/2016	1.00	USD	

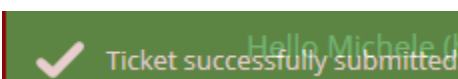
Payment Application

Payment Doc/Clearing #	Payment/Clearing Date	Payment Amount
------------------------	-----------------------	----------------


Other

Click Submit Ticket:

You should receive a temporary message in the top Right corner "Ticket successfully submitted".





Click on "Close": 

## View Closed Tickets

Click on the Closed Tickets link as shown below.



This will change the banner

Vendor Number

### ServiceNow Tickets

[Open Tickets](#)

[Closed Tickets](#)

Any tickets you have created that are closed will be reflected:

[Closed Tickets](#)

Ticket Number	Invoice Number	P O Number	Payment Doc	Status	Closed Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

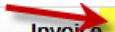
\*Resolution notes can also be seen here.

## Sort/Pin/Hide Columns:

These examples below are from the View Invoices section, but you can Sort, Pin & Hide Columns in each of the different sections.

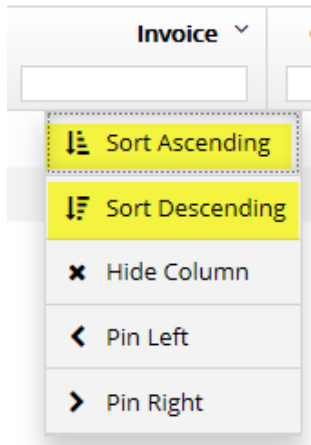
### Sort Columns:

- **Sort** data by using the Drop-Down Arrows next to each Column Name.

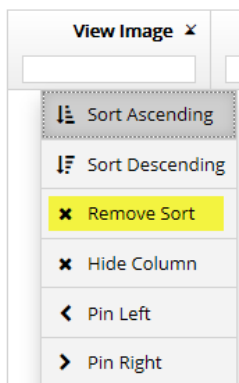
**Invoice** 

<input type="text"/>
23483
177281

Sort each Column in an Ascending or Descending order:

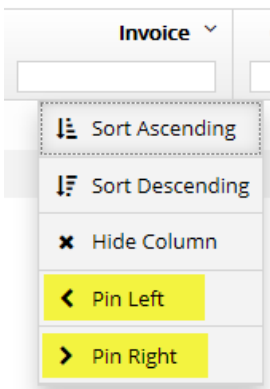


- To delete the **Sort**, Click on the drop down again & choose “Remove Sort”:

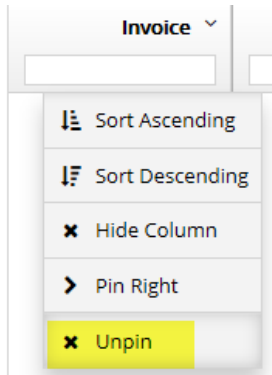


### Pin Columns:


Rearrange Columns by clicking on **Pin Left** or **Pin Right**:

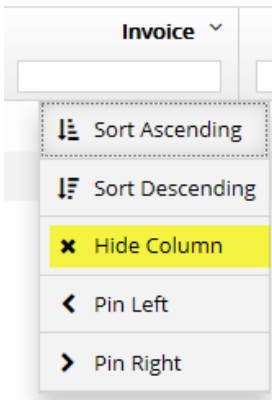



- Remove PIN by Clicking on the drop down again & choose “Unpin”:

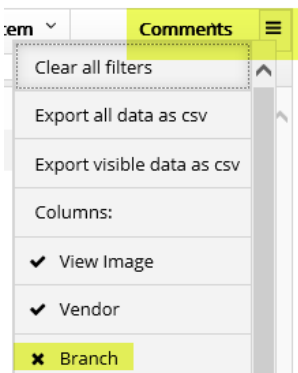


### Hide Columns:


- Hide Column's by clicking on the Icon  at the Right of the Column name and choosing "X Hide Column":

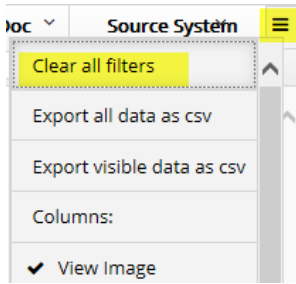



To Un-Hide a Column, click on the Icon  at the Right and Select the Column Name you want to Un-Hide that has an "X" next to it:

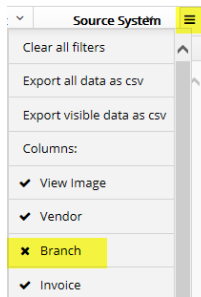



### Clear Multiple Filters:

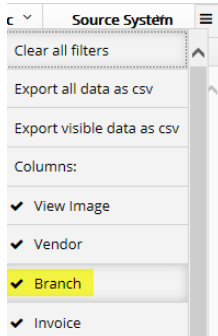
You can also clear all filters at one time, by clicking on this icon at the Right  & choosing "Clear all filters".



- To clear multiple Filters at one time, (but not all), Click on the Filters Icon on the Right  . Column names that have an “X” beside them are currently Filtered out.
  - To remove the Filter on selected column names, Click on each of those column names that currently have an “X” beside them. This will remove those Filters.



- The column name status will revert to a Check Mark  .

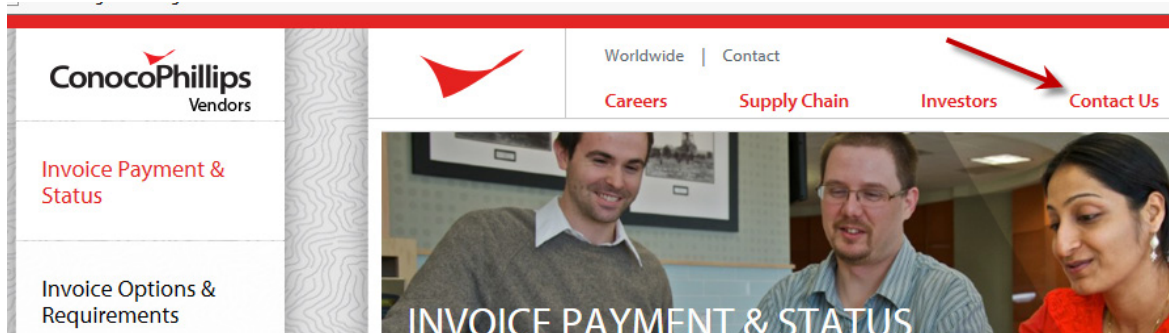


## Error Messages

If you receive an Error message, click on the Red Help button on the Right.

A screenshot of a web browser window. The address bar shows 'https://sappl-t-econocphillips.com/MyVP#/'. The browser tabs include 'Snagit', 'New Group Calendar', 'Manual Wires Log 2015', and 'Bank Realignment Log'. The page header features the 'ConocoPhillips' logo and the text 'Hello Michele (bradfordm)'. The main content area displays an error message: 'There has been an error. Please submit an incident to the Accounts Payable team using the Help button in the top right corner. We will resolve this issues as soon as possible. Thank you for your patience.' In the top right corner, there is a red circular button with the word 'HELP' in white.

Click on the Contact Us section on the Right. **Contact Us**



This will provide phone numbers for our Help Desk (by Country). Please have your Vendor Number ready when calling.

**\*Note** – The AP Help Desk is available to assist vendors in learning to navigate MyVP and identify answers to invoice inquiries. They can also teach vendors how to submit an invoice inquiry (incident) ticket for additional help.

## Contact Us

ConocoPhillips Vendor Relations Call Center

Location	Phone Number	Hours of Operation
US	918-661-5746	7:30 am to 4:30 pm CST
UK	+44(0) 1224 205007	8:00 am to 10:30 pm GMT
Norway	+47 52024062	8:00 am to 4:00 pm CET
Canada	403-532-5088	7:30 am to 4:30 pm CST

Please have your ConocoPhillips vendor number available. If calling outside of business hours, you are encouraged to leave a message which will be returned when the center reopens.

Invoice and payment status is also available on the ConocoPhillips [Vendor Invoice Status \(VIS\)](#) website.

## Logging Out:

**\*Note** – When exiting this website, simply close (no logout is required).

## FAQ's:

1. Idle time – The system will log you out after 20 minutes of idle time. It might seem that you can still navigate screens, but as the data is cached, any call back to the server will not make contact with our database.
2. A Layout that you created will not save once you exit a screen.
3. Date format is specific in search functions MM/DD/YYYY.

4. When adding a new vendor all alpha-characters must be upper case.
5. Service Now Tickets – You can attach documents viewing tickets, you will not be able to see that one was sent with the ticket.

## Glossary:

**iPay vs ePay:** Vendor invoices can be submitted into Accounts Payable via iPay or ePay. Both platforms accept FI/AP and PO invoices. The primary difference in the two systems is the method in which a vendor submits the invoice and the level in which ConocoPhillips Accounts Payable system accepts the invoice.

**iPay** – iPay will accept a “paper” invoice via a physically mailed invoice that is scanned or via an e-mail account. An iPay invoice is accepted at a summary level only. For instance, if an invoice has 2 lines of detail representing 2 distinct items at \$100 each, the invoice total of \$200 is what will be entered into ConocoPhillips Accounts Payable system, not the individual lines.

**ePay** – ePayables accepts electronic invoices only from a 3rd party provider, Actian. Vendors will either enter invoice details directly into Actian via a web portal or larger vendors will transmit a file to Actian. In both cases, certain edit checks are completed prior to Actian transmitting the data to COP-ePayables. In addition to FI/AP and PO invoices, ePayables can accept invoices referenced against a contract. This is possible because all ePayables invoices transmit at a line item level. Therefore, in the example above the 2 line invoice referenced would be captured so that the distinct items would each appear on a separate line with the line item value which can be automatically compared to a PO or contract price.

**FI/AP** – This type of invoice is not tied to a contract or purchase order. It is very important that the vendor submits this invoice with reference to a valid ConocoPhillips employee userid. The userid should be provided to the vendor by a ConocoPhillips employee involved in the transaction with the vendor. This userid is used by ConocoPhillips’ invoicing systems to route the invoice to the individual user so they can record the liability and enable a payment to be generated.

**PO – (Purchase Order)** - A buyer-generated document that authorizes a purchase transaction. When accepted by the seller, it becomes a contract binding on both parties. A purchase order sets forth the descriptions, quantities, prices, discounts, payment terms, date of performance or shipment, other associated terms and conditions, and identifies a specific seller. Valid ConocoPhillips Purchase Order Numbers are 10-digit all numeric numbers beginning with 300, 430, 431, 450, 451 or 452.

**Consignment** - Consignment occurs when goods are sent by their owner (the consignor) to an agent (the consignee), who undertakes to sell the goods. The consignor continues to own the goods until they are sold, so the goods appear as inventory in the accounting records of the consignor, not the consignee.

**Incoterms** – Standard trade definitions most commonly used in international sales contracts (can be used domestically). Includes 13 Trade Terms established by the International Chamber of Commerce

(ICC). Specifies certain obligations within the sales contract. Provides internationally accepted definitions of Responsibility of buyer and seller, Allocation of cost and Assumptions of risk.

**Branch Vendor / Head Office Vendor** – When a vendor has one or more purchasing locations with different addresses than the vendor’s remittance address, a Branch-Head Office relationship is setup. A Head Office vendor is setup with the remittance address and banking. One or more Branch vendors are setup for each unique purchasing location and tied to the Head Office. Typically, all invoices are posted on the branch vendor(s) and paid through the Head Office vendor. \*Vendors should add all Branch and Head office vendors to MyVP. If they are struggling finding an invoice, it is best to search under all associated numbers before submitting a help desk ticket.