Table of Contents

Access

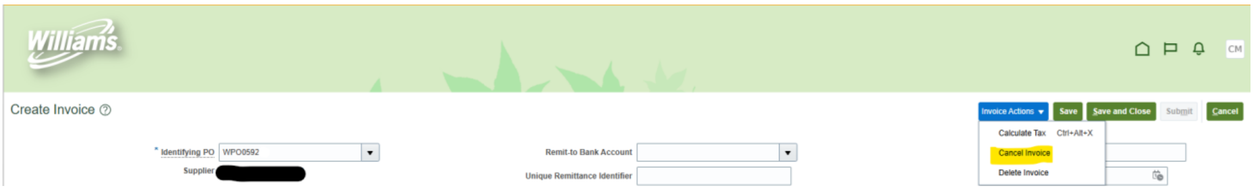
1. Access: Why can't I access the portal? Try this link: https://ejyq.fa.us2.oraclecloud.com/fscmUI/faces/FndOverview?fndGlobalItemNodeId=itemNode_supplier_portal_supplier_portal
2. Access: Why can't I still access the portal? Verify that the Microsoft 365 Work Account is using the same email address with which you set up your account for the portal.
3. Access: What if I cannot see what email address Microsoft 365 is using? Open an incognito browser tab (Ctrl + Shift + N). Copy and paste the URL into the browser tab, then hit enter. It will ask you to select Google or Microsoft 365 Work account. Select the one. It should ask you to enter an email address. Enter the one you asked us to set up for you.
4. Access: What if I do not have a Microsoft 365 Work Account? Try using the Google account.
5. Access: What if I still cannot access the portal after trying Questions 1-3? Contact supplierportal@williams.com for assistance.

Invoicing

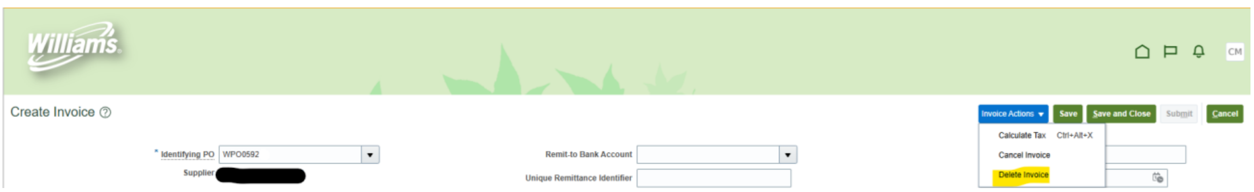
1. Invoicing: Why can't I see a PO line even though I know there are funds left available to Invoice? Sometimes a Buyer sets up the PO as a 3-way match which means a Williams employee must enter receipt to the PO before it will appear for you to create an invoice against it. **If you are providing Williams with a service**, we suggest you find the Buyer on the PO. (See Purchase Orders) Ask the Buyer to change the PO so the PO lines are set up as 2-way. This will allow you to invoice without a receipt. **If you are providing Williams with materials/goods**, we suggest you contact the Buyer to ask their procurement coordinator to input a receipt for the goods received.
2. Invoicing: Why doesn't my PO show up in the dropdown menu when creating my invoice? More than likely, the PO was not migrated from the acquired company to Williams' system. Please cross out the PO number and write in the routing code. You should get the routing code from the employee requesting the service or materials. Then, email the invoice to AP at APInvoices@williams.com for non-PO processing.

GENERAL FAQS

3. Invoicing: How do I cancel an invoice that I submitted? Contact our AP department at WilliamsAP@us.ibm.com. Ask them to cancel it for you.
4. Invoicing: How do I correct an invoice that I submitted? You cannot. Contact our AP department at WilliamsAP@us.ibm.com. Ask them to cancel it for you. Then, submit a correct invoice.
5. Invoicing: How do I cancel an invoice which I have not yet submitted? Clicking Invoice actions >> cancel invoice.



6. Invoicing: When can I delete an invoice? If you have not saved the invoice yet, you can delete it by clicking invoice actions >> delete invoice.



7. Invoicing: How do I cancel a line on an invoice? Select the line you want to cancel (highlighted blue), then click the Cancel Line button.
8. Invoicing: How do I delete a line on an invoice? If selected and added a PO line, but have not yet saved the invoice, you can delete the line by highlighting it blue, then clicking X icon.
9. Invoicing: How do I get paid ACH rather than a check sent to my address? Select your ACH pay site when creating the invoice. Your ACH site should start with A.
10. Invoicing: Why can't I change the amount of my invoice line to a partial amount? If you pull the PO line into your invoice screen, remember to change the amount **before** you click Save. If you click Save before changing the amount to a partial amount, you will not be able to change the amount. You will need to cancel the line, then add a new line.
11. Invoicing: What happens if I still cannot get my invoice correctly? Contact supplierportal@williams.com for assistance.

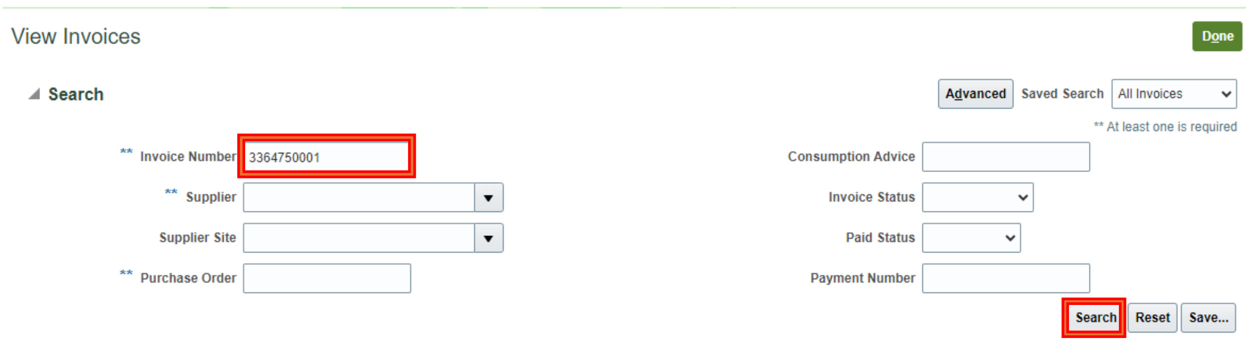
Invoicing-Tax

1. Invoicing Tax: Where can I find instructions on how to invoice tax? See pages 3-4 of the How to Create an Invoice in the Portal document sent to you when you were onboarded.
2. Invoicing Tax: Why can't I get the tax to show correctly on my invoice? Update the Percentage to equal tax rate as shown on invoice (if there is not any sales tax on the invoice, please update rate to 0). The Amount will automatically calculate based on the new tax rate entered. Under "Invoice Actions," click "Calculate Tax," then Click "Save." The System will override the tax rate back to original tax rate shown (this is OK), but the Amount should still be correct.

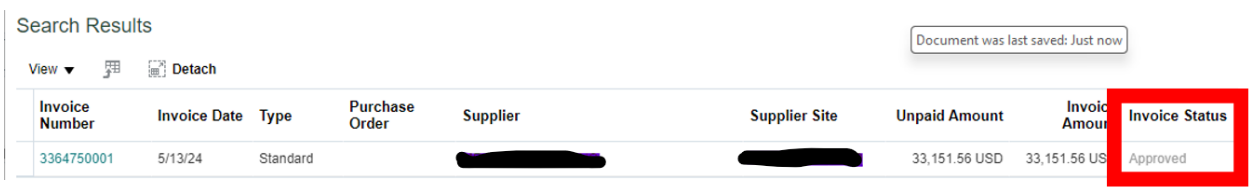
3. Invoicing Tax: What happens if calculate tax shows zero and I try to override it using the instructions, but the system still does not allow me to add tax? Contact our Tax Department at Tax.Transaction@williams.com. More than likely we have a tax exemption certificate which we need to give you.
4. Invoicing Tax: What happens if I still cannot get my tax to represent correctly? Contact Tax.Transaction@williams.com for assistance.

Invoice Status

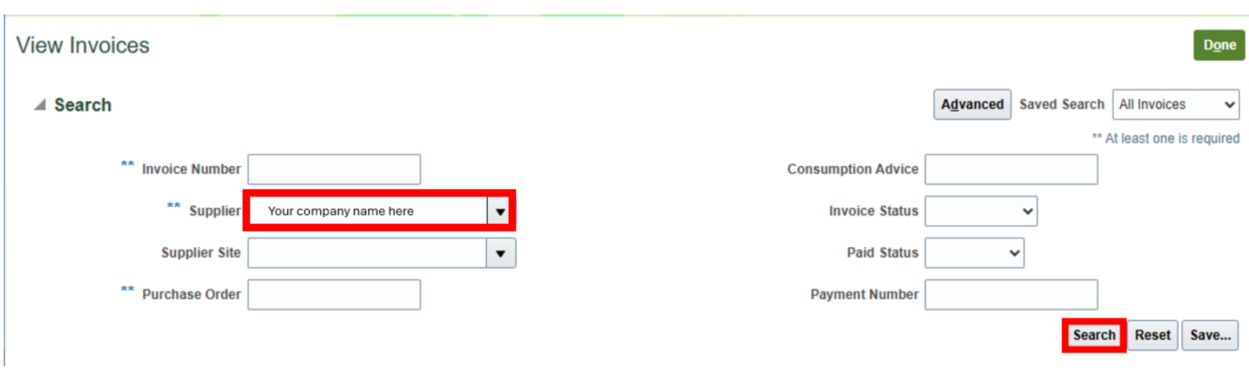
1. Invoice Status: How do I see the status of my invoice? Click on the **View Invoices** hyperlink located in the menu section on the left side of the portal. Input your invoice number in the invoice number field, then press the Search button.



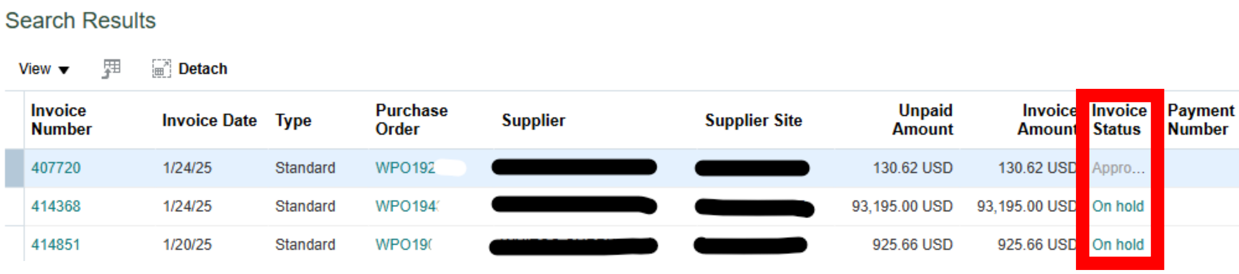
Certain attributes, such as Invoice Status, of your specified invoice will show in the Search Results section at the bottom of the screen.



2. Invoice Status: How do I see the status of all my company invoices? Click on the **View Invoices** hyperlink located in the menu section on the left side of the portal. Select your company name in the Supplier field, click search.



The attributes, such as Invoice Status, of each invoice will show in the Search Results section at the bottom of the screen.



3. Invoice Status: Why is my invoice on hold? Click the hyperlink On Hold to see the hold reason.

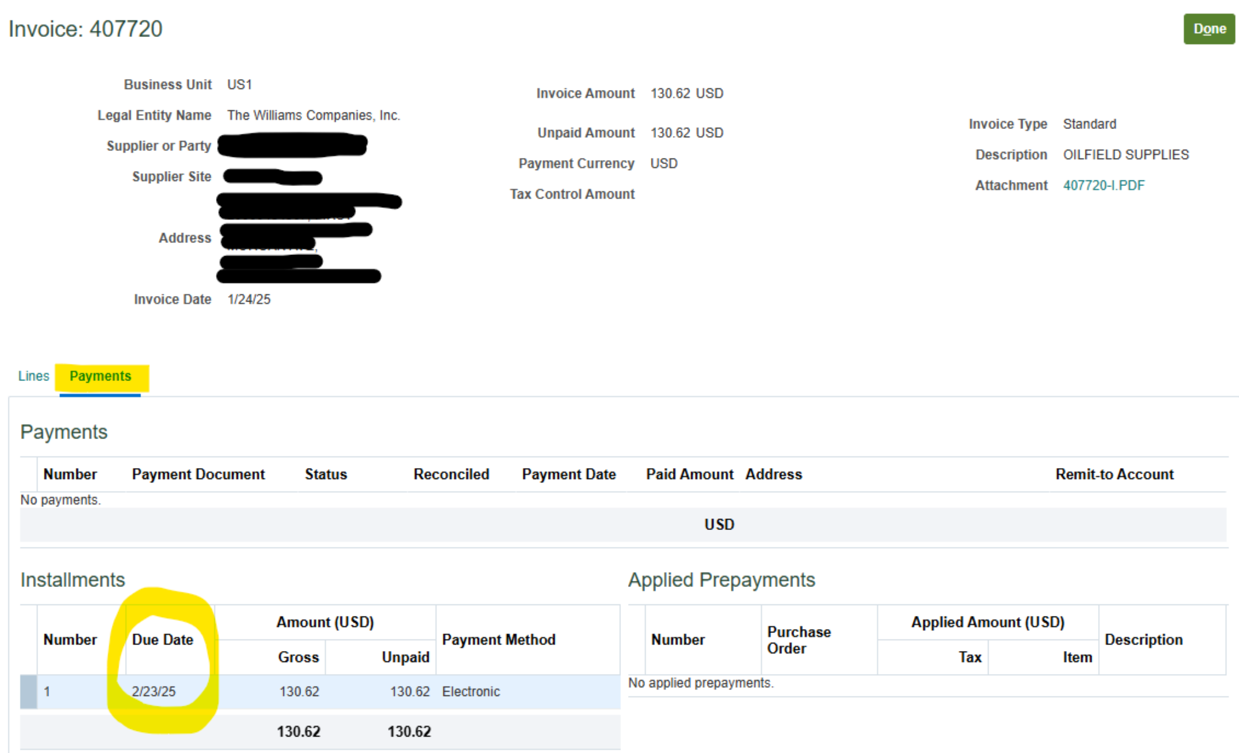
4. Invoice Status: What are the hold names?

Name	Reason
Matching Assistance	AP uncertain how to match the invoice lines to the PO lines
Price	Invoice Price exceeds the PO line Price
Quantity Ordered	Invoice Quantity exceed the PO line Quantity
Unapproved PO	The PO referenced on the invoice is not in open status
Amount Ordered	The total amount does not agree with the PO
PO Resolution	Williams has not yet entered a receipt to the system for this service
Received quantity	Williams has not yet entered a receipt to the system for the goods

5. Invoice Status: Who do I contact to help me resolve an invoice hold? Please contact the buyer listed on the purchase order listed on your invoice.

Payment

1. Payment: How do I search for a payment? There are 2 ways: 1) search via View Invoices, or 2) search via View Payments
2. Payment: How do I search for a payment via View Invoices? Search using your invoice number. Select the invoice hyperlink. Select the Payments Tab, then you will see the payment date under Due Date.



Invoice: 407720

Done

Business Unit US1
Legal Entity Name The Williams Companies, Inc.
Supplier or Party [redacted]
Supplier Site [redacted]
Address [redacted]
Invoice Date 1/24/25

Invoice Amount 130.62 USD
Unpaid Amount 130.62 USD
Payment Currency USD
Tax Control Amount

Invoice Type Standard
Description OILFIELD SUPPLIES
Attachment 407720-I.PDF

Lines Payments

Payments

Number	Payment Document	Status	Reconciled	Payment Date	Paid Amount	Address	Remit-to Account
No payments.							
					USD		

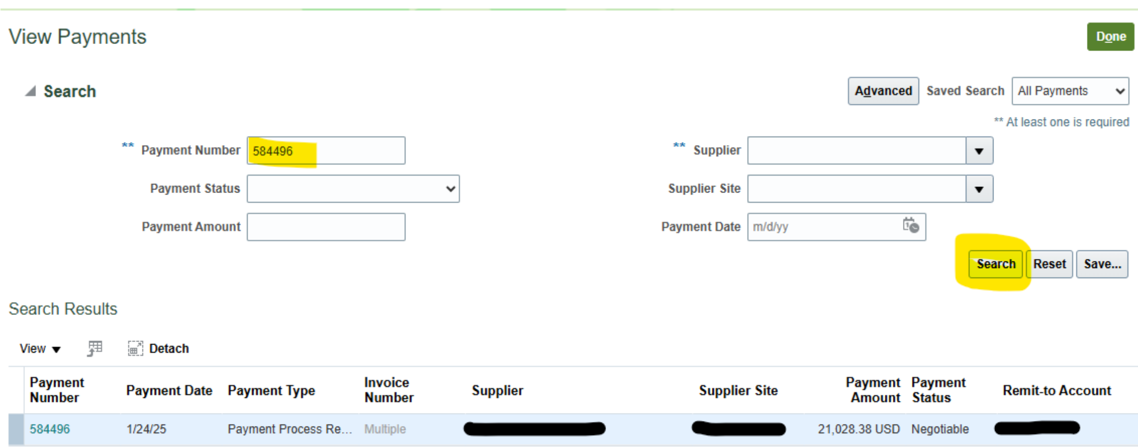
Installments

Number	Due Date	Amount (USD) Gross	Amount (USD) Unpaid	Payment Method
1	2/23/25	130.62	130.62	Electronic
		130.62	130.62	

Applied Prepayments

Number	Purchase Order	Applied Amount (USD) Tax	Applied Amount (USD) Item	Description
No applied prepayments.				

3. Payment: How do I search for a payment via View Payments? Select View Payments, input your payment number in the Payment Number field, click search. This will show the payment date and the invoice number.



View Payments

Done

Search

Advanced Saved Search All Payments

** At least one is required

** Payment Number 584496
Payment Status
Payment Amount

** Supplier
Supplier Site
Payment Date m/d/yy

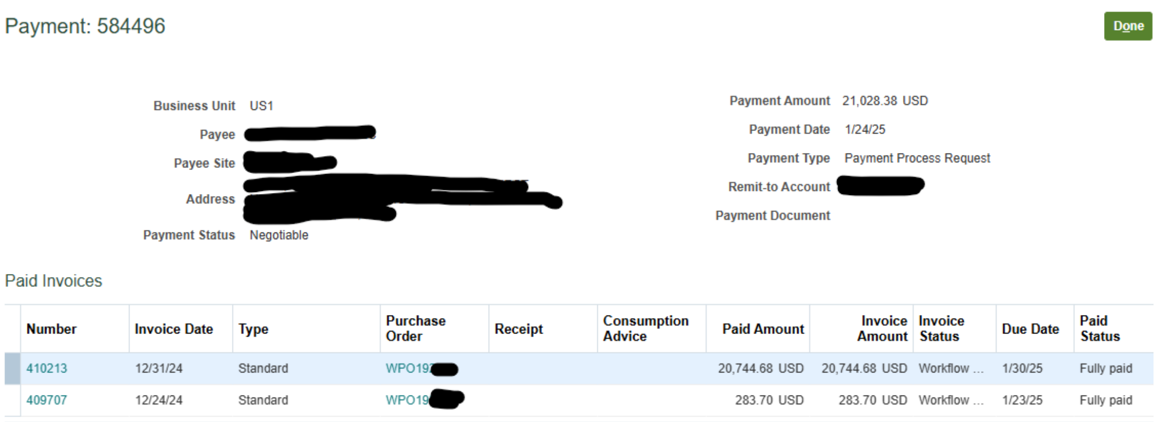
Search Reset Save...

Search Results

View Detach

Payment Number	Payment Date	Payment Type	Invoice Number	Supplier	Supplier Site	Payment Amount	Payment Status	Remit-to Account
584496	1/24/25	Payment Process Re...	Multiple	[redacted]	[redacted]	21,028.38 USD	Negotiable	[redacted]

4. Payment: How do I see all the invoices related to a certain payment? After searching for the payment, select the payment number hyperlink. This screen will show you the invoices and amounts paid.



Payment: 584496

Done

Business Unit US1

Payee [redacted]

Payee Site [redacted]

Address [redacted]

Payment Status Negotiable

Payment Amount 21,028.38 USD

Payment Date 1/24/25

Payment Type Payment Process Request

Remit-to Account [redacted]

Payment Document

Paid Invoices

Number	Invoice Date	Type	Purchase Order	Receipt	Consumption Advice	Paid Amount	Invoice Amount	Invoice Status	Due Date	Paid Status
410213	12/31/24	Standard	WPO19[redacted]			20,744.68 USD	20,744.68 USD	Workflow ...	1/30/25	Fully paid
409707	12/24/24	Standard	WPO19[redacted]			283.70 USD	283.70 USD	Workflow ...	1/23/25	Fully paid

Purchase Orders (PO)

1. PO: How do I find the Buyer on my PO? In the Manage Orders area, query your PO number. When it comes up in the Search Results, click on the PO number hyperlink. The Buyer name will be shown on the left side of the screen.
2. PO: Why is my PO closed when there is still invoices to be submitted on it? Are you sure the PO status is closed? You may need to expand the column because that status may be Closed to Receiving instead. If it is in fact closed and you feel it should not be. Please contact the Buyer for resolution.
3. PO: What does it mean if my PO is in Closed to Receiving status? It just means that a Williams employee cannot submit a receipt to your PO in Williams computer system. If will not impact your invoicing. You should be able to continue invoicing against the PO.
4. PO: How can I tell if a PO is 3-way or 2-way? Unfortunately, you cannot. Contact your buyer to get that information.