

Accounts Payable Virtual Agent Payton

Description:

Pioneer Natural Resources would like to introduce you to PAYTON.

Payton is a virtual Technology Solutions expert who will help you with your Accounts Payable needs.

Payton can provide you help with questions related to invoice status, supplier setup, links to various forms (W9, ACH setup, etc). The virtual agent can also direct you to links on how to submit an EFT or Invoice.

Payton will continuously learn and develop during his time with Pioneer. When you have a question that he is not sure how to answer, he will notify his team and the answer will be available in the future. While he is learning and developing, you may continue to contact SupplierHelp@pxd.com if you require additional assistance.

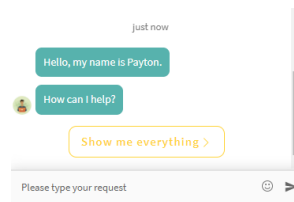
Where is Payton?

Go to <https://www.pxd.com/operations-innovation/suppliers>, you will see a chat bubble in the lower right-hand corner of your screen. Click on the icon to begin chatting with Payton!



Chatting with Payton!

When you open the chat icon, Payton will greet you and provide you with a button to "Show Me Everything." This list contains some of the areas he can help you with. You can also begin typing your request or question to begin the chat and Payton will pick up on key words.



Ending the Current Conversation and Starting a New One

If you happen to make a mistake, or if you change your mind on what you need help with, you can end the chat and start a new one! To do this, simply click on the chat icon in the top right-hand corner.

An X in the chat icon will appear to close/end a chat:

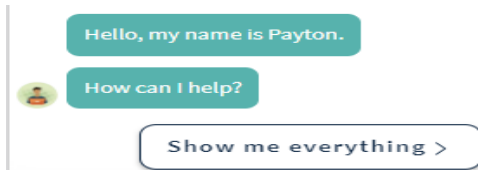


Payton Tips:

Here are some helpful tips to help you utilize Payton to his best potential!

Using the 'Show me everything' button:

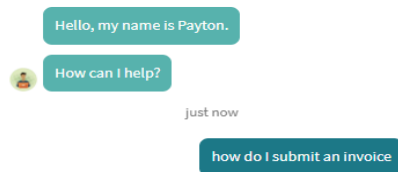
When you begin a chat with Payton, he offers to show you everything. This can be helpful to let you know what type of information he can provide.



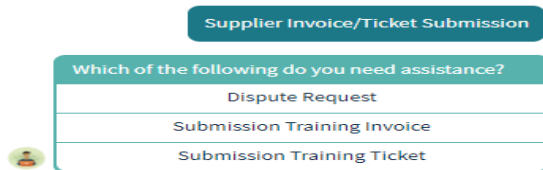
Asking a question:

A good way to receive an answer is to provide short direct questions with key words.

Example: How do I submit an invoice?



He will then ask you to narrow down your response by giving additional items related to an invoice to select from:



Your company must have an active account with Pioneer Natural Resources and be registered in OpenInvoice to obtain invoice information. You can use your supplier number when prompted by the virtual agent. Please contact SupplierHelp@pxd.com to obtain your supplier number if needed.

Feedback on Payton:

If you have any feedback or recommendations for Payton, please contact SupplierHelp@pxd.com.