

Rate Schedule Frequently Asked Questions

When should I contact the Husky procurement technician?

- If the rate schedule is missing in Cortex Workbench.
- If the purchase order (PO) has the wrong contract number or contract line.
- If the PO is rate validated and it should not be.
- If the rate schedule is missing items or rates need correction.

How long does it take to add a rate?

- Adjustments to a rate schedule may take one to two business days.

Do I need any backup?

- The contract specialist will communicate to you any required backup information.

Why are the rate schedule lines greyed out?

- The rate schedule lines are greyed out if they are expired rates.
- Ensure the start and end dates on the field ticket are correct as they relate to the validity dates on the rate schedule.
- Contact your Husky contract specialist for resolution.

How is the rate schedule organized in Cortex Workbench?

- Rate schedule services are organized by contract line number. Use the scroll bar to select rate schedule items.

When creating a field ticket, what do I do if I get an error message that the rate schedule has not been activated in Cortex Workbench?

- Click **OK**.
- Ignore the error message and continue to enter line items manually into the field ticket.





What status will the rate schedule display in Cortex Workbench?

- The rate schedule comes into Cortex Workbench with an *Activated* status or a *Cancelled* status.

How can I view a PDF copy of the rate schedule?

- Click the *paperclip* icon beside the rate schedule to open the PDF.

1	<input type="checkbox"/>		M020692017	Services
2	<input type="checkbox"/>		M031162018	Services

Where do I reference the rate schedule sent by Husky?

- Reference the rate schedule (outline agreement) when creating the field ticket as part of the PO referencing process.

Note: Make sure to select the correct contract line to receive the correct rate schedule.