

### How do I receive payment?

To receive payment use the direct deposit request forms, under Payments located on the sidebar of the invoicing page on Cenovus.com.

Cenovus requires one of the following as proof of account.

All forms of banking must include: Bank name, bank address, bank number (3 digits), transit number (5 digits) and full account number.

1. Void cheque – Must display your company's legal name. Temporary cheques are not accepted
2. Deposit slip – Must display your company's legal name
3. Letters or forms directly from the bank
4. Company invoice
5. Company letterhead - Must be signed and attached to an invoice

### How do I know which Cenovus legal entity to invoice?

Cenovus operates under multiple company names called legal entities. The entity is determined by, the area where the service is performed or the goods are delivered. Accountings codes provided will also determine the legal entity, please ask your invoicing contact.

For more details refer to the [legal entity names](#) document.

### Do I need to provide an invoicing contact?

Yes, invoices need a valid invoicing contact to be routed without dispute. Invoices must be clearly labeled with an "Attention to First and Last Name". In OpenInvoice the name needs to be provide in the **Description** area.

Your invoicing contact is communicated through a:

- supply chain order document (purchase order, contract, contract release, service order)
- drilling work order document
- a field supervisors stamp
- verbal conversation or email

Your invoicing contact can also be a group or work area:

- Field Accommodations
- FCCL Well Servicing & Completion
- IS Design & Delivery

Invoices for a third-party Engineering Procurement (EPCM) company should include care of instructions by modifying the legal entity name, for example:

- Cenovus FCCL Ltd. c/o Kleinfelder Canada Inc.
- Cenovus FCCL Ltd. c/o Vista-Mustang
- Cenovus Energy Inc. c/o DPH Focus

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### **Do I require account coding on my invoice?**

Yes, including account coding on your invoice is important for processing. Acceptable account coding formats are:

AFE (Authorization for Expenditure) /Major/Minor  
15XXXXX.8762.488

CC (Cost Center)/Major/Minor  
XXXXX.8271.376

A work order number may be required as an additional coding element.

### **What supporting documentation is required for an invoice?**

Supporting documentation must include your original invoice, plus all other available documentation that provides evidence and justification for the charges including bill of lading, order number, work order, field tickets.

### **Can I consolidate or summarize multiple invoices?**

No, an invoice that contains references to additional invoices are not accepted. Consolidated invoices that cross multiple legal entities are also not accepted.

### **Why was my invoice short paid by 15 percent for NRT?**

We are required by law to deduct and withhold 15 percent Non-resident withholding tax (NRT) on any consulting that is done in Canada by a non-resident.

Invoices must show:

- Total amount of services performed in Canada
- Total amount of services performed outside of Canada

If work in Canada is not separated from other work and expenses, we will deduct on the total amount of the invoice.

You will receive a tax slip around March every year for amounts deducted from the previous tax year. Cenovus requires receipts for all expenses.

You can also refer to this link for the Canada Revenue Agency for more information:

<http://www.cra-arc.gc.ca/tx/nnrstdnts/ndvdl/nrs-eng.html>.

### **How do holdback invoices get processed (Alberta Builders Lien Act)?**

- The holdback invoice should display the 10 percent holdback before taxes
- Holdback release invoices should be for \$0 and clearly reference the original invoices
- The release request should be sent to your invoice contact and should not be submitted to Accounts Payable or in OpenInvoice
- These rules are specific to the Alberta Builders Lien Act

**What is an order document?**

Supply Chain issues formal order documents with the terms and condition that govern the scope of work agreed to by Cenovus.

There are various order types:

- Master Service Order, Preferred Supplier Agreement (PSCA/PSCT)
- Purchase Order/Contract/Contract Release/LEM's

Order document example.



**PURCHASE ORDER**



Purchase Order Number: CL1 - 130000  
 Purchase Order Date: Oct 10, 2012  
 Order Revision: 0  
 Ordered By: Walper, Ryan  
 Quote Number:

**SELLER**

Tammy's Test Supplier Account Ltd  
 Trucks R'Us division  
 333 - 38 Ave  
 Edmonton, AB T1Y 5A4  
 Canada  
 Tel: 403-888-8888  
 Email: Tammy@noplace.com

**SEND INVOICE TO**

FCCL Invoice Address for Purch Orders  
 Cenovus FCCL Ltd, as Operator for FCCL Partnership  
 ATTN: Accounts Payable  
 500 Centre St SE  
 PO Box 766  
 Calgary AB T2P 0M5

**SHIP ORDER TO / VIA**

Christina Lake  
  
 Cenovus FCCL Ltd, as Operator for FCCL Partnership  
 Christina Lake SAGD  
 Legal Land Description:  
 PO Box 317  
 Conklin AB T0A 2C0  
 CA

**SPECIAL INSTRUCTIONS:**

Please sign and return a copy of the Service Order ASAP, a signed copy is required to be in place before the commencement of work on site, and failure to sign may result in the delay of the onset of work.

**INVOICE INSTRUCTIONS**

PAYMENT TERMS: Net 30 Days CURRENCY: CAD

Please attach a copy of this order to your invoice submission. Charges not specified on this Purchase Order should be invoiced separately.

If using OpenInvoice:

- \* Enter the name that Invoices are Addressed To in the Description field.
- \* Enter PRCH3 in the Cost Center field and leave AFE field blank.
- \* Enter 3005 in the Major field and enter 097 in the Minor field; leave the Subcode field blank.
- \* Enter Purchase Order Number 130000 into the PO/SO field.
- \* Enter the relevant Purchase Order Line Number(s) in the PO/SO Line field.
- \* Enter the service date for each invoice line item in the Service Date field.
- \* Enter your ticket number in the Ticket No. field.

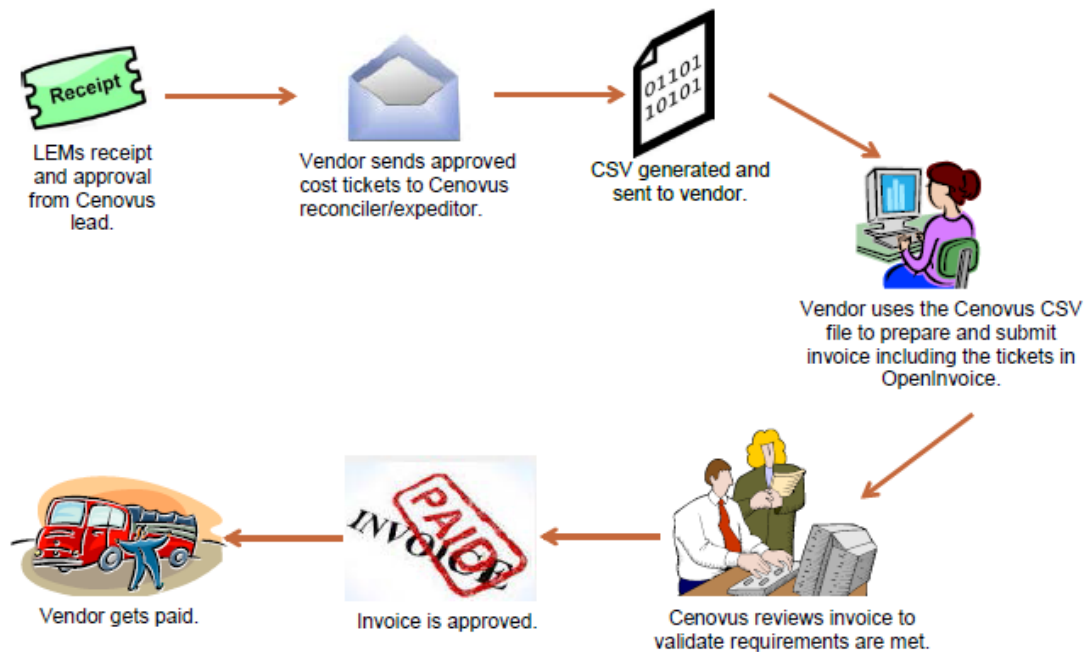
Note: Please create one invoice line item per ticket / order line number combination.

If submitting hardcopy:

- \*Include relevant PO# on your invoice.
- \*Include the relevant PO Line Number(s).
- \*Include service date for each invoice item.

**Failure to follow these instructions may result in your invoice being disputed.**

How does the LEM's CSV process work?



You must have OpenInvoice account to upload the CSV and submit the invoice.

- Cenovus will email you a CSV files to upload into OpenInvoice for approved tickets
- Do not modify, add, or change any of the values in the CSV file or in OpenInvoice
- If the amounts provided do not match your records, reject the file back to your Cenovus representative
- The CSV file must match your supporting tickets
- You will need to attach the following documents to your OpenInvoice submission:
  - o The csv file
  - o Approved tickets
  - o Your original invoice
  - o Any other applicable documents

If you have any questions about the contents of the CSV file contact your Cenovus representative.

If you have any questions about how to upload the CSV file or require a change in the email address we have on record, please contact [el invoicingSolutions@cenovus.com](mailto:el invoicingSolutions@cenovus.com) for assistance.