

Instructions for submitting iPay invoices via Email

<mailto:ipay@cenovus.com>

Email Subject Line Requirements

- Please include your vendor number, vendor name and invoice number(s) in the subject line of your email. (Ex. 677324-ABC Company-Inv# 54321)
- Include “Merge” instruction if applicable (see invoice attachment requirements)

Invoice Content Requirements - Be sure ALL are met to avoid rejection:

- Addressed to the **proper legal entity name**.
- Valid **Purchase Order Number** (10 digit identifier beginning with 300, 450, 451 or 452) Or **employee user id** (provided by the person placing the order for goods or services) on the face of the invoice
- Vendor Name
- Remittance Address
- Invoice Date
- Invoice Number
- Invoice Amount
- Tax Amount (if applicable)
- GST Number
- Purchase description

Invoice Attachment Requirements

- Ensure the email attachment meets the guidelines below.
 - Supported document types are currently **PDF only**.
 - An attachment containing the invoice plus backup - the invoice must be 1st page of the attachment.
 - Attachments containing more than one invoice are **NOT** allowed. The result is that the entire attachment will be scanned as one invoice.
 - **Multiple attachments** in one email that pertain to **one invoice**, the word **MERGE** must be included on the subject line of the email and the invoice document must be the first attachment, subsequent attachments will be treated as backup to the invoice.
 - Multiple attachments in one email **without** the word **MERGE** in the subject line – each attachment will be scanned as a separate invoice.
 - Avoid scanning in color as this can cause the file size to be extremely large.
 - The file name of the attachment must not exceed 50 characters.

Vendors are encouraged to check the status of an invoice using the Vendor Invoice Status (VIS) website. **If an invoice is submitted without one or more of the above mentioned required fields, it will be rejected.** Rejection comments can be viewed in VIS as well.

Note: If you are an ePayables/Actian vendor all invoices submitted to this email will be rejected.