Submission guidelines

To ensure your invoices are processed as quickly as possible, provide **ALL** of the information below. Invoices submitted incorrectly may be **disputed**, delaying payment.

Disputed invoices are the responsibility of the supplier to correct, resubmit, or cancel.

Before you start

An invoice may not:

- Have more than one approver per invoice
- Be a consolidation of invoices. Create one electronic invoice per invoice.

The maximum size of each attachment is 9 MB. The total size of all attachments per invoice may not exceed 80 MB.

The following file types are supported for attachments:

- PDF
- XLS (or XLSX)
- DOC (or DOCX)
- CSV
- TXT
- JPEG
- GIF
- TIFF
- TSV
- DWG

For the best experience with OpenInvoice, we recommend you use one of the following browsers:

- Microsoft Internet Explorer 11
- Google Chrome
- Mozilla Firefox
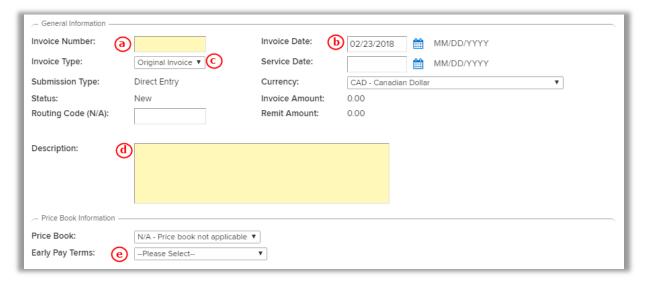- Apple Safari
- Microsoft Edge

Creating your invoice

1. From the main menu, hover your mouse over **Invoice**.

2. A dropdown menu displays. Click **Create Invoice**.

3. In the form that displays, fill in the fields as follows:

   - **Customer Name:** Cenovus Energy Inc.
   - **Customer Site**: Cenovus Energy Inc.
   - **Department**: This auto-populates to the correct department

   If you are unsure of anything, consult the [Invoicing Map](#) on the Cenovus website.

4. In the **Creation Options** field, select **Standard**.

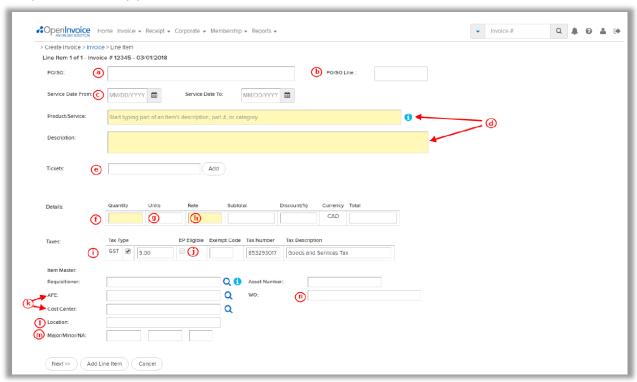5. Click **Next**.

6. The **General Information** page displays.

Fill in the fields as follows:

a. **Invoice Number**: Your invoice number must match the number on the backup exactly. Invoice numbers can only be used once. Do not enter duplicate numbers.

b. **Invoice Date**: Date of your invoice. This field defaults to the current date.

   o **Service Date**: Enter the last day the service was completed or product was delivered.

c. **Invoice Type**: If this is a credit invoice, select **Credit Invoice**. For a Credit Invoice, do not use the **Original Invoice** button to link to the original invoice number. Enter the original invoice number in the **Description** field.

d. **Description**: Specify the Cenovus invoicing contact, as well as who and where invoices are addressed to. **Note:** Enter your Cenovus invoicing contact into this field.

e. **Early Pay Terms**: Select your Early Pay Program from the dropdown list. If no Early Pay Program is to be applied, leave the default at **Please Select**.

7. Click **Next**.

8. Click **Add Line Item**.

9. Add your line item(s) as follows:

a. **PO/SO**: Refers to the Order number, usually six digits.

b. **PO/SO Line**: Refers to the line number on the order, usually one or two digits.

c. **Service Date**: Enter the range of dates service was completed or product was delivered. The **From** field must be on or before the **To** field. The **To** field must be on or before the invoice date.

d. **Product/Service**: Type ahead to determine the Product/Service. The **Description** field automatically populates based on the Product/Service selected; however, it can be edited.

e. **Tickets**: Enter the ticket number. Examples could be LEMs ticket number, Field ticket number, Work ticket number, Time ticket number, etc.

- **Important!** Do NOT click the **Add** button. This carries each ticket number to the next line item, which will cause disputes and delays.

f. **Quantity**: If this is a credit item, put a **Minus** (-) in front of the quantity. Enter the number of units as outlined in the Cenovus Order. Do NOT enter **1**. Do NOT enter a lump sum rate. Enter the rate per unit of each line item.

g. **Units**: Defaults to whatever was selected in the **Product/Service** field; can be edited.

h. **Rate**: Enter the rate per unit less taxes. Do not enter lump sums.

i. **Taxes**: GST is auto-calculated. Charge PST (BC, SK, other) by selecting the appropriate tax type, or override the calculated tax percent or amount if required.

j. **EP Eligible**: Early Pay Terms is selected if you applied your Early Pay Program. If the line item you are entering should not have the Early Pay Program applied, invoice this line item separately in another invoice.

k. **AFE** or **Cost Centre** (NOT BOTH): An invoice may have more than one AFE or Cost Centre. If coding is provided by your Cenovus rep, you must enter the coding into your electronic invoice.

l. **Location**: This is auto-populated based on the AFE or Cost Centre you entered

m. **Major/Minor/NA**: Enter these codes. **NA** is not currently being used at Cenovus.

n. **WO**: Obtain the work order number sub ledger type from your Cenovus contact. When entering the WO, the appropriate letter must follow the work order number (e.g. 12345678**W**). Work order numbers are case sensitive. Leading zeros are optional. Work order numbers are Cenovus-specific and provided by Cenovus with instructions; refer to these instructions when entering your WO number.

CAUTION

DO NOT use your own numbers in the PO or WO fields.
Do NOT enter PST or GST as a separate line item.
Cenovus Issued Commitments **must** be attached as supporting documentation on your OpenInvoice submissions.

10. Click **Add Line Item** to add more line items.

11. When you have added all the necessary line items, click **Next**.

12. Click **Attach File** to attach supporting documents.

Note: Whenever possible, attach stamped and signed supporting documents that reflect the items and costs for the invoice.

Supporting documents must include:

- A copy of your original invoice

- All other documents that provide evidence and justification for the charges on your invoice (e.g. tickets, bill of lading, orders, etc.)

13. When all your supporting documents are attached, click **Next**.

14. Click **Save**.

15. Click **Submit**.

16. If you want to enter a comment, enter a comment. This is not mandatory.

17. Click **Submit**. A message displays confirming your invoice has been submitted.

IMPORTANT

When attaching your backup ensure it reflects the items and costs for the invoice you are submitting.
Any backup attachments stating **Bill to**, **Charge to**, **Sold to** or **Invoice to** must include the full applicable Cenovus legal entity. List of Cenovus Legal Entities.

NOTE

For further instructions or clarification with any of the above scenario requirements, contact your Cenovus Representative, Project Manager, Approver or refer to your Cenovus-issued commitment for direction on invoice submission.