

# OPENINVOICE

## SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES

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# OPENINVOICE OVERVIEW

Enverus OpenInvoice™ is an accounts payable, online software solution that digitalizes and automates accounts payables processes for faster invoice processing and payment.

This document is a step-by-step guide for suppliers who transact with Cenovus Energy Inc. via the PO and non-PO processes. It outlines key information and all required steps in the processes that must be completed to ensure timely transactions and invoice payments. Always [use this link](#) to ensure you are referencing the most up-to-date version of the document.

On July 22, 2024, all Cenovus Energy suppliers using Cortex Workbench for the PO-based process (including field tickets and invoices) transition to OpenInvoice. Until July 22, the PO-process sections of this document are for training purposes only; there is no change to the current PO-based process in Cortex Workbench until the transition to OpenInvoice occurs in July.

The orange callouts (e.g., example shown below) help identify key awareness items and changes between Cortex Workbench and OpenInvoice.

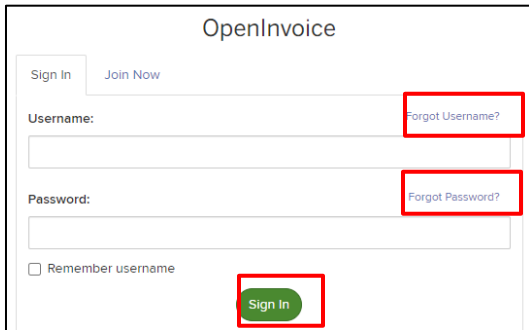
For more information about using OpenInvoice for Cenovus Energy's PO-based processes, go to the [training video](#).

Prior to July 22, 2024 (Cortex Workbench)	Effective July 22, 2024 (OpenInvoice)
OpenInvoice is used for Cenovus's non-PO process. Cortex Workbench is used for Cenovus's PO processes.	OpenInvoice is used for Cenovus's PO and non-PO processes. Cortex Workbench is no longer used for any transactions with Cenovus.  Note: To prepare for go-live on July 22, the transition from Cortex to OpenInvoice begins with 'system quieting' activities: <ul style="list-style-type: none"><li>July 16 (12 PM MT): Last day to submit field tickets.</li><li>July 18 (12 PM MT): Last day to submit invoices.</li></ul>

## LOGGING INTO OPENINVOICE

To log into OpenInvoice:

1. Open an internet browser and enter [www.openinvoice.com](http://www.openinvoice.com).
2. Enter username and password and click **Sign In**.
3. For login assistance, click **Forgot Username?** or **Forgot Password?** or contact.



## USING OPENINVOICE

Invoices submitted to Cenovus must:

- Represent a single invoice document.
- Include all supporting documents (e.g., attachments).
- Adhere to the information and steps outlined this document.

To ensure the best experience with OpenInvoice, review these items:

**Account support** Go to **Users** on the main menu to set up a new OpenInvoice user.  
For help and support contact Enverus OpenInvoice Support  
[openinvoicesupport@enverus.com](mailto:openinvoicesupport@enverus.com).

**Browsers** See [OpenInvoice login page](#) for list of supported browsers.



**Service catalog** Before transacting with Cenovus, supplier company products or services must be configured in OpenInvoice. Go to **Corporate > Product/Service Catalog**.

**File attachments** Maximum size of each invoice attachment is 9 MB. Total size must not exceed 80 MB.

**File types** For field ticket attachments, Cenovus recommends using PDF only.

Invoice attachments may be one of the following types:

CSV DOC / DOCX DWG GIF JPEG PDF TIFF TSV TXT XLS / XLSX

**Preferences**

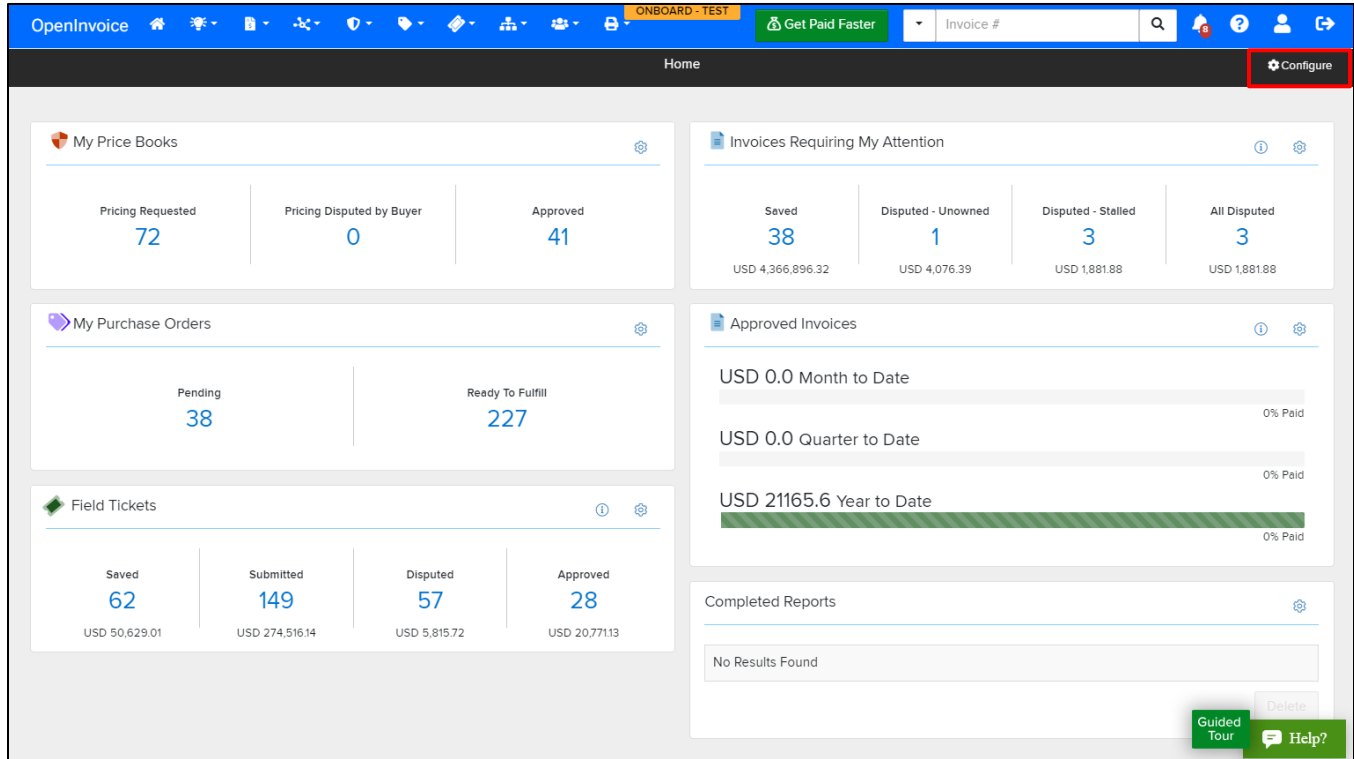
Cenovus recommends the following user preferences (go to **Profile > Preferences**):

Summary	Profile	Preferences	Organization Roles
Message Center Preferences			
<b>Message Type</b>	<b>Subscribe</b>	<b>Email</b>	
Disputed Invoice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Completed Report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Transactions Enabled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Buyer Communications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Auto-cancelled Invoice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Copy Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Security Warning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
User Email Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Catalog & Price Book	<input type="checkbox"/>	<input type="checkbox"/>	
OpenInvoice Communications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Price Book - Action Required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Price Book - Supplier Collaboration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Auto Cancelled Ticket	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Ticket Auto-flip Failed	<input type="checkbox"/>	<input type="checkbox"/>	
Other Preferences			
Preferred Language:	English		
Receive Outage Notifications:	<input type="checkbox"/>		
Receive Messages by email:	<input checked="" type="checkbox"/>		
Receive PO Notification:	<input checked="" type="checkbox"/>		
Receive email on invoices requiring my action: ⓘ	<input checked="" type="checkbox"/>		
Only include invoices received within last 24 hours:	<input type="checkbox"/>		
Receive Receipt Notifications:	<input checked="" type="checkbox"/>		

# NAVIGATING OPENINVOICE

## DASHBOARD

The OpenInvoice dashboard provides a snapshot of important data points, enabling users to make informed decisions and take appropriate actions. Click **Configure** to customize the dashboard view.



## MENU ICONS








Access the main menu via the icons located on the dashboard.



Icon	Name	Description
	Home	Click here from anywhere in OpenInvoice to return to the dashboard.
	Invoice	Search for existing invoices; submit non-PO invoices and third-party invoices (e.g., engineering, procurement and construction management [EPCM] company).
	Price Book	Search for rate schedules / pricing details.
	Purchase Orders	Search available POs, accept / reject material (quantity-based) POs, submit field tickets and submit PO-based credit memo invoices.
	Field Tickets	Search field tickets and submit PO-based invoices.

## OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS

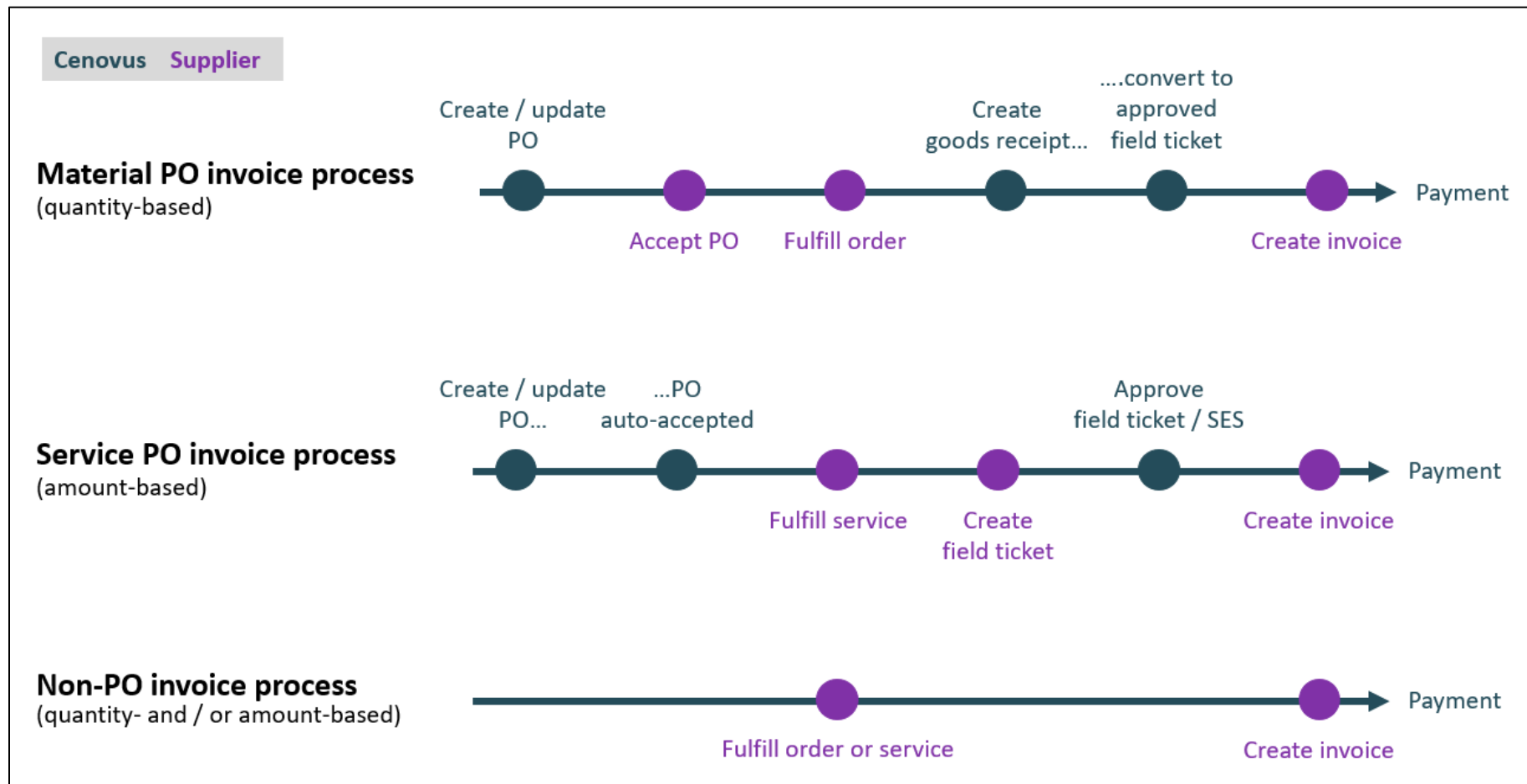
### OPENINVOICE OVERVIEW

Icon	Name	Description
	Corporate	Configure supplier account details (e.g., taxes, products/services).
	Membership	Configure and administer user account details (e.g., create user accounts, assign roles and user permissions, notification preferences).
	Reports	Access reports.
	Alerts	View user notifications.
	Resource Center	Go to <b>Submission Guidelines</b> and select <b>Cenovus Energy Inc.</b> to access Cenovus-specific training and support materials.
	User Profile and Preferences	Configure personal user account details (e.g., notification preferences, password management).
	Logout	Log out of OpenInvoice.

## PO AND NON-PO INVOICE PROCESSES OVERVIEW

Cenovus has three types of invoice processes:

- **Material PO (quantity-based):** Requires a Cenovus-issued PO, Cenovus-created field ticket and invoice documents.
- **Service PO (amount-based):** Requires a Cenovus-issued PO, supplier-created field ticket and invoice documents.
- **Non-PO:** Requires invoice document only. Use non-PO only if a Cenovus-issued PO (e.g., 8401000001) is not provided.



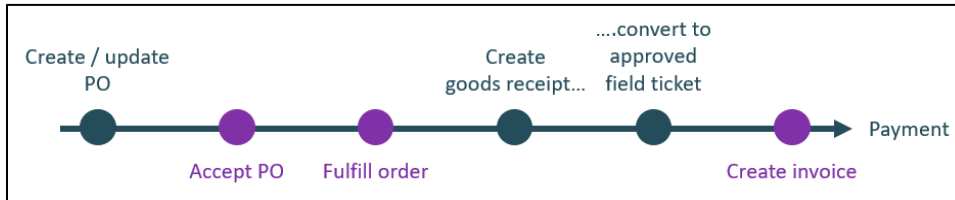


## PO INVOICE PROCESS: PURCHASE ORDER

This section outlines the steps required to complete the PO-based invoice process, including:

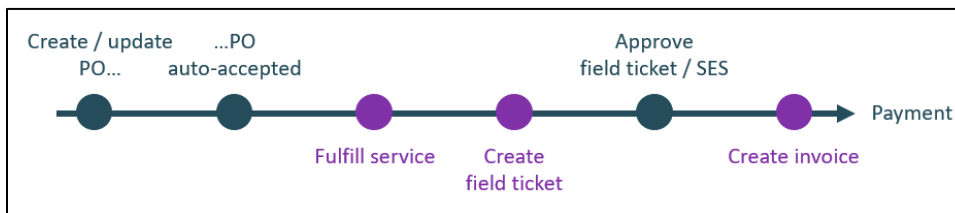
- **Material (quantity-based):** Requires Cenovus-issued PO, Cenovus-created field ticket and supplier-created invoice. Supplier must acknowledge material POs electronically within OpenInvoice.

### CENOVUS SUPPLIER



- **Service (amount-based):** Requires Cenovus-issued PO, supplier-created field ticket and supplier-created invoice. Cenovus issues service POs in an 'accepted' state; supplier acknowledgement is not required.

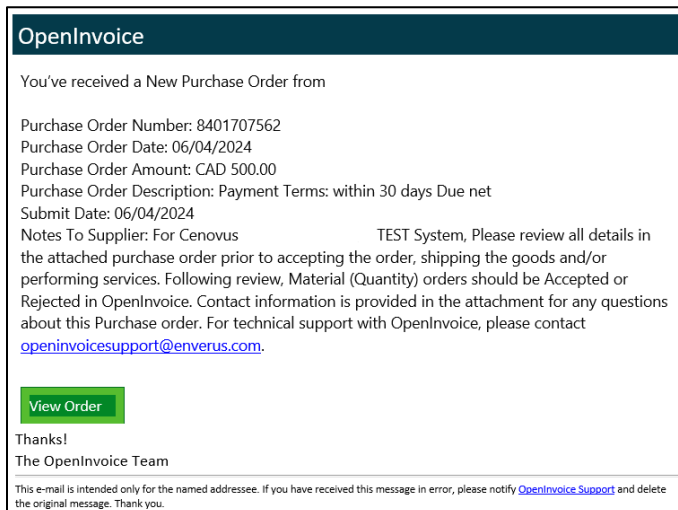
### CENOVUS SUPPLIER



## RECEIVING A PO (MATERIAL AND SERVICE)

When Cenovus issues a PO, users who have **Receive PO Notification** preference turned on in OpenInvoice receive an email notification:

- From: noreply@enverus.com
- Subject: New Purchase Order Received from Cenovus Energy Inc (PO Number)
- Message: See below



## ACKNOWLEDGING A PO

For a material (quantity-based) PO, supplier must accept (or reject) it within OpenInvoice.

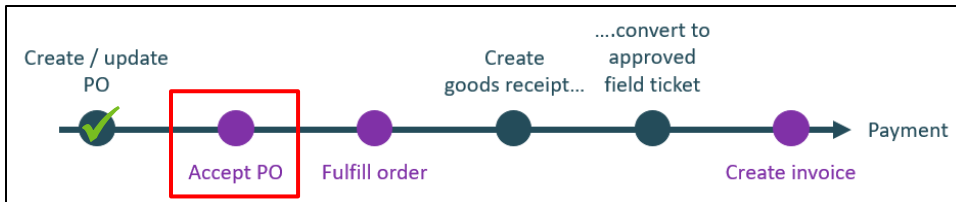
For a service (amount-based) PO, supplier acknowledgement is not required; service POs are issued to suppliers in an auto-accepted state.

## ACKNOWLEDGING A MATERIAL PO

Prior to July 22, 2024 (Cortex Workbench)	Effective July 22, 2024 (OpenInvoice)
Supplier acknowledges a material (quantity-based) PO via email.	Supplier acknowledges a material (quantity-based) PO via OpenInvoice.

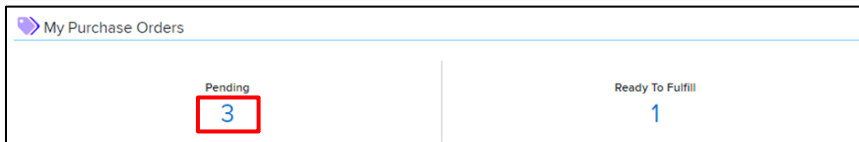
Accepting the PO means the supplier agrees to all details on the material order (e.g., quantity, cost and delivery date). Once the materials are received, Cenovus creates an approved field ticket in the supplier account. From the approved field ticket, supplier can create an invoice.

### CENOVUS SUPPLIER



To acknowledge a PO, there are three ways to first locate the **Purchase Order List**.

1. Dashboard (recommended): **My Purchase Orders > Pending**. Click the number.



2. Navigation Menu: Search Purchase Orders.



3. Go to **Quick Search** and select **Purchase Order #** from the dropdown list.



## OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS

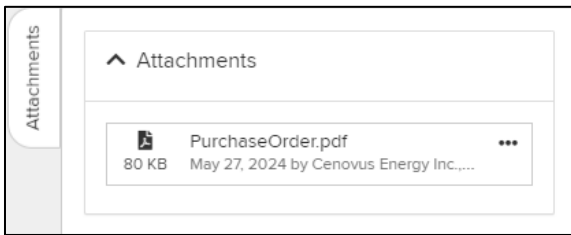
### PO INVOICE PROCESS: PURCHASE ORDER

To access and review the PO and related attachment:

1. Click the hyperlinked number in the **Purchase #** column. Note: If **Pending** appears in the **Order Status** or **Change Status** columns, supplier must accept or reject the PO.

<input type="checkbox"/>	Actions	Purchase #	Order Status	Change Status	Order Date
<input type="checkbox"/>		<a href="#">8401707480</a>	Pending		05/27/2024
<input type="checkbox"/>		<a href="#">8401707479</a>	Pending		05/27/2024
<input type="checkbox"/>		<a href="#">8401707482</a>	Pending		05/27/2024
<input type="checkbox"/>		<a href="#">8401707481</a>	Pending		05/27/2024

2. Review the PO information for accuracy. **Important:** A copy of the PO is provided in the **Attachments** section; this is considered the official document for review. Accepting the PO indicates that supplier can completely fulfill the order, in alignment with all details provided on the PO attachment.



If the PO cannot be fully accepted, go to [Reject a PO](#).

## ACCEPTING A PO

1. Click **Accept**.

Line Items ^ Hide Details

Line #	Part #/Item ID	Product/Service	Description	Delivery Date	WBS/CC/Order	Profit Center	Coding	Purchase Category	Quantity	Units	Rate	Total
10			OI TESTING MATERIAL PO	07/02/2024	CC10075582		6040003.001	S600	10	EA	100.00	1,000.00

**Fulfillment Details**

Type	Total Quantity	Total Amount	Fulfilled Quantity	Fulfilled Amount	Remaining Quantity	Remaining Amount	Approved Amount	Unapproved Amount
Receipt	10	1,000.00						
Invoice	10	1,000.00						

**Allocation Details**

WBS/CC/Order	Profit Center	GL Account	001	Amount
CC10075582		6040003	001	\$1,000.00
PROCESS/PERFORMANCE		MAINTENANCE CONTRACT SERVICES	001	

**Ship To:** Cenovus Corporate, Cenovus Energy Inc.  
 225 6 Avenue SW  
 Canada  
 AB  
 Calgary

**Notes to Supplier:** Cenovus Tax Code: BA (GST/HST Applicable, PST NOT applicable)

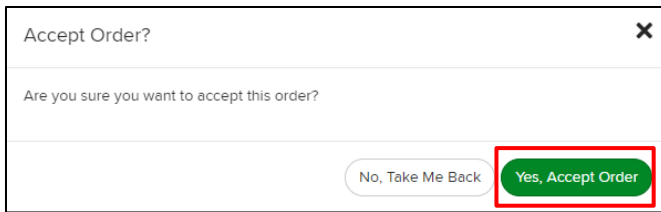
Total Amount (CAD) **1,000.00**

Accept
Reject
Comment
Print

## CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES

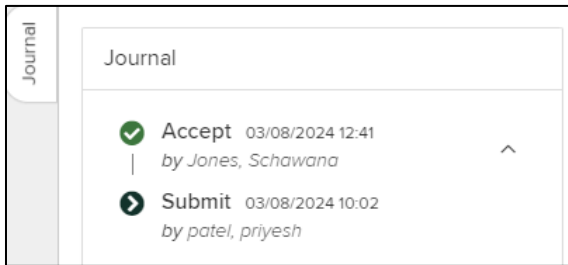
### PO INVOICE PROCESS: PURCHASE ORDER

2. Click **Yes, Accept Order**.



A dialog box titled "Accept Order?" with a close button (X) in the top right corner. The main text asks, "Are you sure you want to accept this order?". At the bottom, there are two buttons: "No, Take Me Back" and "Yes, Accept Order". The "Yes, Accept Order" button is highlighted with a red rectangular border.

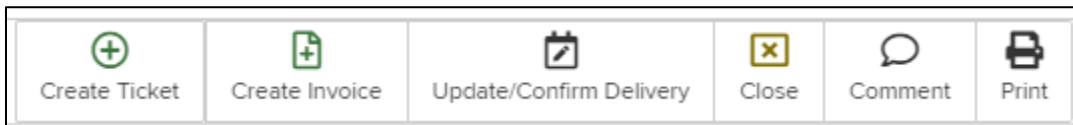
3. Once PO acceptance is complete, the **Journal** status changes from **Submit** to **Accept**. The **Journal** displays all saved changes related to the PO.



A screenshot of the "Journal" section. It shows a list of actions:

- Accept** 03/08/2024 12:41 by Jones, Schawana (with a green checkmark icon)
- Submit** 03/08/2024 10:02 by patel, priyesh (with a blue arrow icon)

4. After the PO has been accepted, the following actions are available:



A horizontal toolbar containing six buttons with icons and labels:

- Create Ticket** (plus icon)
- Create Invoice** (plus icon with document)
- Update/Confirm Delivery** (calendar icon)
- Close** (X icon)
- Comment** (speech bubble icon)
- Print** (printer icon)

- **Create Ticket: Important** — Used only for service (amount-based) POs. Do not create a field ticket for material (quantity-based) PO.
- **Create Invoice: Important** — Do not use this action for debit invoices. Debit invoices must be created from a field ticket (see [Create invoice from approved field ticket](#)). This button should only be used if creating an invoice for credit memos only. Using this function for debit invoices will result in delays with processing approvals and payment.
- **Update/Confirm Delivery:** Customer preference to update / confirm delivery information. Note that Cenovus does not receive or reference this information.
- **Close: Important** — Do not use this action; POs are closed automatically by Cenovus. Closing the PO prematurely will prevent transactions and delay processing.
- **Comment:** Information entered using the Comment button is not seen by Cenovus. Contact the associated Cenovus representative listed in the PO Attachment with any questions about the PO.
- **Print:** Generate a PDF copy of the PO.

## REJECTING A PO

Reminder: Cenovus requires suppliers to 'accept' or 'reject' material (quantity-based) POs only. Service (amount-based) POs do not require supplier acknowledgement.

If you cannot accept all of the details outlined in the PO and PO attachment, you would reject the PO with specific comments for Cenovus's review.

## OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS

### PO INVOICE PROCESS: PURCHASE ORDER

1. To reject a PO, click **Reject**.

Purchase Order 8401707480  
Buyer Site: Cenovus Energy Inc  
Date: 05/27/2024  
Type: Quantity Based

Current Order: Pending

Purchase Order Header

Purchase Order Date \* 05/27/2024  
Purchase Order Type \* Quantity Based  
Project  
Buyer Cenovus Energy Inc  
Price Book N/A - Price book not applicable  
Purchase Order Description  
Payment Terms: within 30 days Due net

Ship To  
Type to search  
Goods Receipt Required

Purchase Order Number \* 8401707480  
Buyer Site \* Cenovus Energy Inc  
Department  
Currency \* CAD  
Supplier Number 1 Linked Site(s)  
31042857  
Agreement Terms

Notes to Supplier  
For Cenovus Internal Use Only - TEST System, Please review all details in the attached purchase order prior to accepting the order, shipping the goods and/or performing services. Following review, Material (Quantity) orders should be Accepted or Rejected in OpenInvoice. Contact information is provided in the attachment for any questions about this Purchase order. For technical support with OpenInvoice, please contact: openinvoicesupport@cenovus.com

Contacts

Accept Reject Comment Print

2. Enter the reason for the rejection and click **Yes, Reject Order**. PO rejection requires a reason to be entered before submission. Provide a detailed reason to help ensure the PO review and update can be completed expeditiously and to avoid delays in PO corrections and reissuance.

Reject Order? X

Are you sure you want to reject this order?

Reject Reason \* \*Required

No, Take Me Back Yes, Reject Order

3. The PO status changes to **Rejected** and is automatically sent to Cenovus for review. No further action is required unless indicated by the associated Cenovus representative.

## PO STATUS DEFINITIONS (MATERIALS / SERVICES)

Cenovus's PO status definitions include:

- **Pending** — New PO that has not been accepted or rejected by the supplier.
- **Accepted** — PO reviewed and accepted. Reminder: material (quantity-based) POs are accepted by the supplier in OpenInvoice; service (amount-based) POs are automatically accepted.
- **Rejected** — PO reviewed and rejected by the supplier (material PO, only).
- **Closed** — **Important:** Do not use this button. Cenovus automatically closes the PO when complete.
- **Cancelled** — PO has been deleted by Cenovus.

## PO INVOICE PROCESS: FIELD TICKET (SERVICES)

This section covers the steps for suppliers to complete the field ticket process, which applies only to service (amount-based) POs.

**IMPORTANT:** Do not submit field tickets for material (quantity-based) POs. For this PO type — once the order is fulfilled — Cenovus automatically creates an approved field ticket in the supplier’s account. Supplier then creates the invoice from the approved field ticket (see [Creating invoice from approved field ticket](#)).

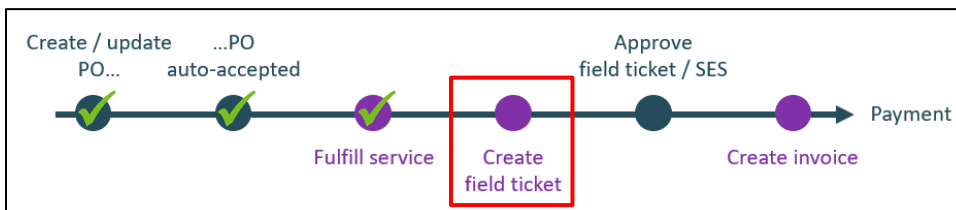
### CENOVUS SUPPLIER



## CREATING A FIELD TICKET

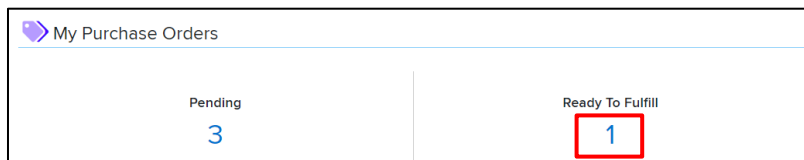
Field tickets are required only for service (amount-based) POs. If field tickets are submitted for material (quantity-based POs), they will be rejected.

### CENOVUS SUPPLIER



A field ticket must reference a PO that was provided by Cenovus via OpenInvoice. Locate the PO in OpenInvoice to create and submit the field ticket. This helps ensure all required information flows directly from the PO to the field ticket. Missing or incorrect information on the field ticket may result in approval delays or rejection.

1. From the dashboard (**My Purchase Orders**) click the number that appears under **Ready To Fulfill**.  
Note: A number appears here only if there are POs in 'accepted' status.



**OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS**  
**PO INVOICE PROCESS: FIELD TICKET (SERVICES)**

- From the **Purchase Order List**, click the hyperlinked number in the **Purchase #** column for the associated PO.

<input type="checkbox"/>	Actions	Purchase #	Order Status	Change Status	Order Date
<input type="checkbox"/>	Action ▾	<a href="#">8401707471</a>	Accepted		05/27/2024
<input type="checkbox"/>	Action ▾	<a href="#">8401707472</a>	Accepted		05/27/2024
<input type="checkbox"/>	Action ▾	<a href="#">8401707476</a>	Accepted		05/27/2024
<input type="checkbox"/>	Action ▾	<a href="#">8401707477</a>	Accepted		05/27/2024

- The PO opens and defaults to the PO header.

Purchase Order 8401707471  
 Buyer Site: Cenovus Energy Inc  
 Date: 05/27/2024  
 Type: Amount Based

Current Order: Accepted

^ Purchase Order Header

Purchase Order Date * <input type="text" value="05/27/2024"/>	Ship To <input type="text" value="Type to search..."/>	Purchase Order Number * <input type="text" value="8401707471"/>
Purchase Order Type * <input type="text" value="Amount Based"/>	Term Date <input type="text" value="MM/DD/YYYY"/>	Buyer Site * <input type="text" value="Cenovus Energy Inc"/>
Project <input type="text" value=""/>		Department <input type="text" value=""/>
Buyer <input type="text" value="Cenovus Energy Inc"/>		Currency * <input type="text" value="CAD"/>
Price Book <input type="text" value="CW2335880-1 (CFA-E&amp;I SRV-Sunrise)"/>		Supplier Number 1 Linked Site(s) <input type="text" value="31042857"/>
Purchase Order Description <small>Incoterms: CIF - SITE, Payment Terms: within 10 days 2 % cash discount - within 30 days Due net</small>		Agreement Terms <input type="text" value=""/>

Notes to Supplier  
For Cenovus Internal Use Only - TEST System, Please review all details in the attached purchase order prior to accepting the order, shipping the goods and/or performing services. Following review, Material (Quantity) orders should be Accepted or Rejected in OpenInvoice. Contact information is provided in the attachment for any questions about this Purchase order. For technical support with OpenInvoice, please contact openinvoicessupport@enverus.com.

▼ Contacts

Create Ticket  
 Create Invoice  
 Update/Confirm Delivery  
 Close  
 Comment  
 Print

- Scroll down to see the line items. Select the line item for the field ticket and click **Create Ticket**. **Important:** A field ticket must reference only one PO line item. To avoid delays in the field ticket approval process, ensure only one PO line item is selected.

Line Items ^ Hide Details

<input type="checkbox"/>	Line #	Part #/Item ID	Product/Service	Description	Delivery Date	WBS/CC/Order	Profit Center	Coding	Purchase Category	Amount
<input type="checkbox"/>	10			OI TESTING EARLY-CODED SERVICE PO	05/27/2024	CC10075582		6040003.001	S600	50,000.00

Fulfillment Details

Type	Total Quantity	Total Amount	Fulfilled Quantity	Fulfilled Amount	Remaining Quantity	Remaining Amount	Approved Amount	Unapproved Amount
Receipt		50,000.00		495.00		49,505.00		

Create Ticket  
 Create Invoice  
 Update/Confirm Delivery  
 Close  
 Comment  
 Print

**CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES**  
**PO INVOICE PROCESS: FIELD TICKET (SERVICES)**

5. Enter the information in the **Create Ticket** fields. A red asterisk (\*) indicates a required field.

The screenshot shows a 'Create Ticket' form with the following fields:

- TICKET NUMBER \***: A text input field.
- SUPPLIER SITE NAME**: A text input field containing 'Calgary'.
- COMPANY \***: A text input field containing 'Cenovus Energy Inc.'.
- TICKET TYPE \***: A dropdown menu with 'Please select...' as the current selection.

At the bottom of the form, there are two buttons: 'Cancel' on the left and 'Next >' on the right.

- o **Ticket Number:** Must be unique for each field ticket created, use uppercase and maximum 16 characters.
- o **Supplier Site Name:** The suppliers site name within OpenInvoice.
- o **Company:** Cenovus Energy Inc.
- o **Ticket Type:** Select only **General** from the dropdown list for service (amount-based) POs; do not use any other field ticket type. **Reminder:** Do not create or submit a field ticket for material (quantity-based) POs. After this type of PO is accepted and the materials are received and processed, Cenovus automatically creates a Material field ticket in approved status in the supplier account for invoicing.

6. Click **Next**.

7. Enter the required fields in the **Create Ticket** window.

The screenshot shows a more detailed 'Create Ticket' form with the following fields:

- 1P-Training** (header)
- Site:** Calgary
- Status:** New
- Type:** General
- Cenovus Energy Inc.** (header)
- Site:** Cenovus Energy Inc
- CAD** (header)
- SERVICE DATE \***: A date input field with a calendar icon. Below it, a red border and the text 'The Service Date is required.' are visible.
- PRICE BOOK NAME**: A dropdown menu with 'CW2335880-1' selected.
- CURRENCY \***: A dropdown menu with 'CAD - Canadian Dollar' selected.
- TICKET APPROVER \***: A text input field.
- ADDITIONAL CONTACT**: A text input field.
- DESCRIPTION \***: A text input field containing 'Incoterms: CIF - SITE, Payment Terms: within 10 days 2 % cash discount - within 30 days Due net'.

At the bottom of the form, there are three buttons: 'Cancel' on the left, and '< Previous' and 'Next >' on the right.

- o **Service Date:** Start date of services provided; this should match the date of services performed, as per the documentation attached by the supplier.
- o **Price Book Name:** This automatically populates if a price book is associated with a PO that has been configured for rate validation. **Important:** do not change from the defaulted value. If there is no associated price book, leave it blank or select **N/A- Price Book Not Available**.



**OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS**  
**PO INVOICE PROCESS: FIELD TICKET (SERVICES)**

Prior to July 22, 2024 (Cortex Workbench)	Effective July 22, 2024 (OpenInvoice)
Rate-validated line items reference a rate schedule.	Rate-validated line items reference a price book.

- **Currency:** This auto-populates when created from the PO. Do not change the currency. If the currency of the field ticket does not match the PO, the field ticket will be rejected. **Important:** If the currency requires modification, contact PO owner to review and update prior to submitting the field ticket.
- **Ticket Approver:** Enter the name of the individual who is responsible and will first receive the field ticket for review / approval. This name appears on the documentation provided by Cenovus (e.g., a manual or electronic approver stamp). Begin by typing the approver’s name and select the correct approver. If approver name is missing, contact the associated Cenovus representative. Alternatively, select **z-Unknown Ticket Approver**.

Prior to July 22, 2024 (Cortex Workbench)	Effective July 22, 2024 (OpenInvoice)
Tickets are directed using the Cenovus approver code (2z-number) and optional field approver values.	Tickets are directed using the Cenovus ticket approver value (e.g., name / email).

- **Additional Contact:** Add a second Cenovus contact, if provided or instructed by the Cenovus representative. This is a reference field only during the review and approval process.
- **Description:** This auto-populates from the PO. To assist with the review / approval process, modify this field with details that align with the actual service performed.

8. Click **Next**.
9. Review the field ticket details for accuracy.
10. If updates are required to the header, click **Edit Header**.

1P-Training  
 Site: Calgary  
 Status: Saved  
 Type: General  
 Source: Direct Entry

✔ Fully compliant with Purchase Order

Edit Header

\* = required on submit

SERVICE DATE *	PRICE BOOK NAME *
05/27/2024	CW2335880-1 CFA-E&I SRV-Sunrise
CURRENCY *	TICKET APPROVER *
CAD	Joshawa Quinn
ADDITIONAL CONTACT	LOCATION

DESCRIPTION \*

Incotems: CIF - SITE, Payment Terms: within 10 days 2 % cash discount - within 30 days Due net

ALLOCATION SUMMARY			
WBS/CC/Order	GL Account	001	Amount
CC10075582 PROCESS/PERFORMANCE	6040003 MAINTENANCE CONTRACT SERVICES	001 001	\$0.00

**CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES**  
**PO INVOICE PROCESS: FIELD TICKET (SERVICES)**

11. Scroll to view the line information. Click anywhere on the line to complete the line item details.

#	Alert	Part # / Item ID	Product / Service	Description	Service Start	Service End	WBS/CC/Order	Coding	PO
1				OI TESTING EARLY-CODED SERVICE PO	05/27/2024 00:00	05/27/2024 00:00	CC10075582	6040003.001	8401707471

12. The **Edit Line Item** window opens.

← Back Edit Line Item 1

Field Ticket line is compliant with the referenced Purchase Order line. \* = required on submit

PO \*  PO LINE (LIMIT) \*

SERVICE START \*   :  SERVICE END   :

PRODUCT/SERVICE (PART #/ITEM ID) \* ⓘ   ON PRICE BOOK

DESCRIPTION

PRICING SOURCE

	Source	Units	Currency	Rate		Adjustment	Adjusted Rate	
				Min	Max		Min	Max
	Catalog	HR	CAD					
	Price Book	HR	CAD	55.00	55.00	0% Included	55.00	55.00

LOCATION

QUANTITY  UNITS  RATE

QUALIFIER  SUBTOTAL

WBS/CC/ORDER	GL ACCOUNT/001/-	PERCENTAGE	AMOUNT
CC10075582	6040003 001	100.0000000%	0.00

Help?

**Note:** To ensure the units and rate populate correctly, click the copy-down icon, as indicated above.

Line item fields:

- **PO:** Auto-populates from the PO.
- **Service Start and Service End time:** Uses a 24-hour clock configuration.
- **Product/Service (Part #/Item ID):** If the PO configured for rate validation, a price book is automatically referenced. Type an asterisk (\*) to view the available price book items. If there is no price book, then the supplier’s OpenInvoice catalog is referenced.
- **Pricing Source section:** Click the copy icon to automatically populate the **Units** and **Rate** fields from the catalog or price book.
- **Location:** Enter location of services (optional).
- **Quantity:** Enter appropriate quantity.
- **Rate:** Recommend to copy-down from the Pricing Source to populate the appropriate rate. Copy-down from the price book, when available.

## OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS

### PO INVOICE PROCESS: FIELD TICKET (SERVICES)

- **Units:** Use the correct unit of measure per PO line. Recommend copying from the pricing source to populate the correct units. Copy from the price book, if available, or locate the units from the PO attachment (e.g. PDF). If unknown, use **EA** for unit.
- **Subtotal:** Pre-tax amount displays; taxes are to be applied after the field ticket is approved and when the invoice document is created.

Prior to July 22, 2024 (Cortex Workbench)	Effective July 22, 2024 (OpenInvoice)
Taxes included on the field ticket and invoice submissions.	Taxes included only with the invoice submission.

- **WBS / CC / Order:** This is a required field. It defaults from the PO or is provided by the Cenovus representative when the job is requested or completed. Ensure to include the required prefix where necessary; note that only one of the following is required:
  - AFE / WBS: No prefix; up to 18 characters.
  - Cost center: Prefix is CC and includes eight digits (e.g., CC80001234).
  - Work orders / internal orders: Prefix is ORD and includes five or eight digits (e.g., ORD80123 or **ORD80001234**).

Prior to July 22, 2024 (Cortex Workbench)	Effective July 22, 2024 (OpenInvoice)
Cost objects do not require a prefix. Cost object type is specified separately.	Cost centers, work orders / internal orders require a prefix (e.g., <b>CC8000123</b> for cost centers and <b>ORD8000123</b> for work orders / internal orders). AFE / WB: No prefix.

- **GL account / 001:** The coding information copies from the PO when specified; otherwise provided by the Cenovus representative when the job is requested or completed.
  - Enter **001** next to all lines of GL account coding (e.g., **6160056** and **001**).
  - **Important:** To ensure the field ticket is submitted successfully, valid cost objects must be entered with the account coding provided. If the field ticket cannot be submitted due to invalid coding, contact the Cenovus representative.

Prior to July 22, 2024 (Cortex Workbench)	Effective July 22, 2024 (OpenInvoice)
Cost object and coding validation performed by Cenovus after the field ticket is submitted.	Cost object and coding validation occurs in OpenInvoice when creating the field ticket. If invalid, field ticket cannot be submitted.

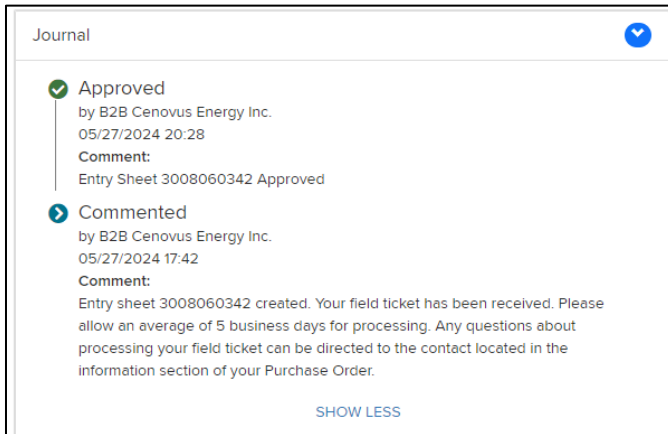
13. To apply the changes, click **Save** or **Cancel** to close the **Edit Line Item** window.

14. To send the field ticket for Cenovus approval processing, click **Submit**.

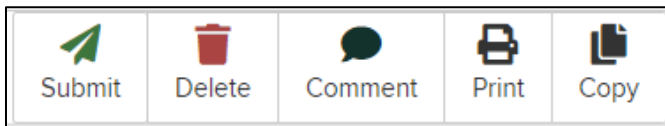
## CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES

### PO INVOICE PROCESS: FIELD TICKET (SERVICES)

15. To submit the field ticket, click **Yes, submit**. A confirmation is displayed. Upon submission, a service entry sheet (SES) is created by Cenovus. Once approved, the journal displays **Approved**.



Summary of available actions:



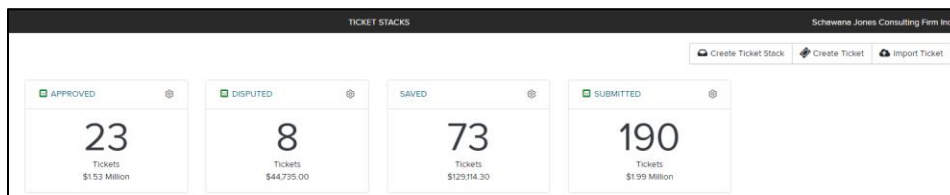
- **Submit:** Send the field ticket to Cenovus for approval processing.
- **Delete:** Delete the saved field ticket and place it in 'cancelled' status.
- **Comment:** Information entered in this field is not seen by / sent to Cenovus. Contact the associated Cenovus representative directly for questions or inquiries.
- **Print:** Produce a PDF version of the field ticket.
- **Copy:** Create a new field ticket from an existing field ticket.

## EDITING A FIELD TICKET

Until a field ticket reaches the 'approved' state, it can be edited and resubmitted for review and approval. A field ticket need not be rejected or disputed to adjust and resubmit it with corrections. To avoid delays in processing, include a comment in the field ticket to inform that it has been updated.

## USING TICKET STACKS

Ticket stacks are an OpenInvoice feature that allows suppliers to manage and monitor field ticket statuses. Suppliers are encouraged to routinely use and monitor ticket stacks for updates, changes and next steps.



For help and support with ticket stack configuration, refer to the OpenInvoice Resource Center or contact Enverus OpenInvoice Support: [openinvoicessupport@enverus.com](mailto:openinvoicessupport@enverus.com).

## OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS

### PO INVOICE PROCESS: FIELD TICKET (SERVICES)

Field ticket status definitions:

- **Approved:** List of field tickets approved and ready for invoicing.
- **Disputed:** List of field tickets disputed and require correction or cancellation. Review dispute messages carefully for remediation instructions.
- **Saved:** Field tickets created and saved, but not submitted.
- **Submitted:** Field tickets submitted and pending approval processing.

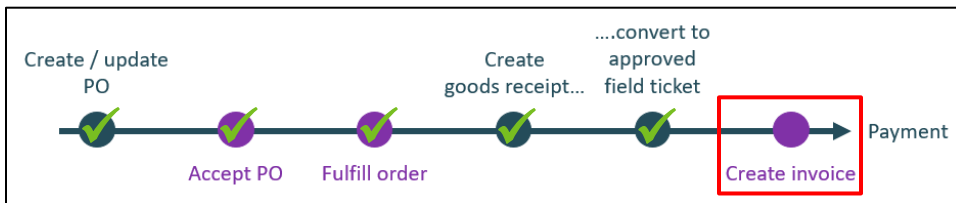
# PO INVOICE PROCESS: INVOICE (MATERIALS / SERVICES)

This section covers the steps for creating an invoice. The process is the same for material (quantity-based) and service (amount-based) POs. Both PO types require an approved field ticket before an invoice is created.

## CREATING INVOICE FROM APPROVED FIELD TICKET

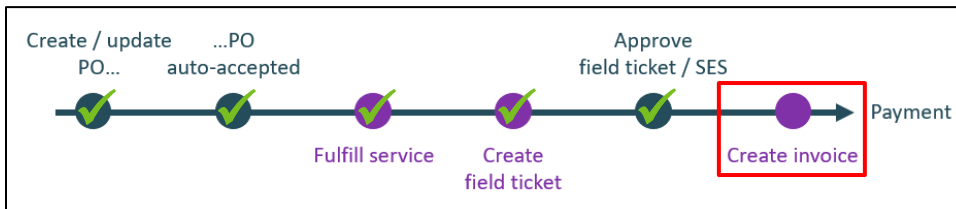
For a material (quantity-based) PO, Cenovus creates the approved field ticket within supplier’s account once the goods have been successfully received. At this stage, the supplier can create and submit an invoice.

### CENOVUS SUPPLIER



For service (amount-based) PO, the supplier creates the field ticket and submits it for approval. Upon submission, an SES is created by Cenovus. Once approved, the supplier then creates and submits the invoice.

### CENOVUS SUPPLIER



To create and submit a PO-based invoice:

1. Locate approved field tickets: go to the **Dashboard**, use **Quick Search** or go to the **Ticket Stack**.

Field Tickets			
Saved	Submitted	Disputed	Approved
62	149	57	28
CAD 68,931.40	CAD 373,762.61	CAD 7,924.48	CAD 28,279.90

## OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS

### PO INVOICE PROCESS: INVOICE (MATERIALS / SERVICES)

2. From the **Approved Tickets** list, locate the field ticket(s) to be invoiced.
3. Check the associated box, then click **Invoice** or **Bulk Actions > Invoice** (i.e., depending on the view). Multiple field tickets may be grouped on a single invoice, provided all reference the same PO number. To assist with grouping, ensure the PO number column is included on the field ticket list.

<input type="checkbox"/>	Alert	Ticket Number	Status	PO	PO Line	Service Start	Buyer Name
<input type="checkbox"/>		1A-Training	Approved	8401707471	10	05/27/2024	Cenovus Energy Inc.
<input type="checkbox"/>		1B-Training	Approved	8401707471	10	05/27/2024	Cenovus Energy Inc.
<input checked="" type="checkbox"/>		1C-Training	Approved	8401707471	10	05/27/2024	Cenovus Energy Inc.
<input type="checkbox"/>		50066094172024	Approved	8401707477	10	05/28/2024	Cenovus Energy Inc.
<input type="checkbox"/>		50066094162024	Approved	8401707476	10	05/28/2024	Cenovus Energy Inc.

4. Several fields auto-populate, based on the approved field ticket and PO. Enter and / or confirm the following fields in the **Invoice** header window:

**General Information**

Invoice Number: 1A-Training	Invoice Date: 05/28/2024
Invoice Type: Original Invoice	Service Date: 05/27/2024
Submission Type: Direct Entry	Currency: CAD - Canadian Dollar
Status: New	Invoice Amount: 288.75
Routing Code:	Remit Amount: 288.75

Description: Invoice for training

**Tickets**

Ticket No.	Status	Comments	Amount	Approved By	Office Approver	Additional Contact	Attachments
1A-Training	Approved	Entry Sheet 3008060342	275.00	B2B Cenovus Energy Inc.			Test PDF Attachment - Desktop.pdf

**Price Book, Order & Payment Terms**

PO:

Price Book: CW2335880-1 - CFA-E&I SRV-Sunrise

Next >>

**Summary** Quick Edit

Alert	Item	PO	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	
	1	8401707471	05/27/2024	05/27/2024		CRANE TRUCK HR	5.00	HR	55.00	275.00	(0.00%)	275.00	
										Subtotal:	275.00	0.00	275.00
										Total GST (#GST123):		13.75	
										Total Amount:		CAD 288.75	

- o **Customer Site:** Auto-populates from the PO when created from the approved field ticket.
- o **Department:** Auto-populates from the PO when created from the approved field ticket.
- o **Invoice Number:** Number that matches the internal invoice number and attachments (use uppercase characters).
- o **Invoice Date:** Defaults to the current date; update to match the invoice date from the attachment.
- o **Service Date:** Required at line level; enter product delivery date matching supplier's internal invoice.
- o **Currency** Auto-populates from the PO when created from the approved field ticket; do not modify. If currency does not match the PO, invoice will be rejected. If the currency of the invoice is correct, contact PO owner to review and update prior to invoicing.
- o **Description:** Enter general description of invoice associated with the approved field ticket(s).

**CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES**  
**PO INVOICE PROCESS: INVOICE (MATERIALS / SERVICES)**

- **PO:** Leave blank. After clicking **Next**, this auto-populates into the summary window (e.g., when created from approved field ticket).
- **Price Book:** Auto-populates from the PO when created from approved field ticket and based on rate-validated contract. Do not change from the defaulted price book. If rate-validated contract does not default or does not apply, then select **N/A - Price Book Not Available**.

5. Click **Next**. The summary window displays; review the line item details.

Buyer: Cenovus Energy Inc  
 Attn: Accounts Payable  
 P.O. Box 766 - 225 6 Ave SW  
 Calgary, Alberta  
 Canada  
 T2P 0M5

Supplier: Cenovus Energy Inc. - Test Supplier  
 Calgary  
 1234 Test Street  
 Calgary, Alberta  
 Canada  
 T2P 1H5

General Information  
 Invoice Number: 1A-Training  
 Invoice Type: Original Invoice  
 Submission Type: Direct Entry  
 Status: New

Invoice Date: 05/28/2024 MM/DD/YYYY  
 Service Date: 05/27/2024 MM/DD/YYYY  
 Currency: CAD - Canadian Dollar  
 Invoice Amount: 288.75  
 Remit Amount: 288.75

Description: Invoice for training

Ticket No.	Status	Comments	Amount	Approved By	Office Approver	Additional Contact	Attachments
1A-Training	Approved	Entry Sheet 3008060342 Approved	275.00	B2B Cenovus Energy Inc.			<a href="#">Test PDF Attachment - Desktop.pdf</a>

Price Book, Order & Payment Terms  
 PO: 8401707471  
 Price Book: CW2335880-1

Summary Quick Edit

Alert	Item	PO	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	Delete
	1.	8401707471	05/27/2024	05/27/2024		CRANE TRUCK HR	5.00	HR	55.00	275.00	(0.00%)	275.00	

Submit to Buyer Save Delete Print Preview Forward Comment Attach File Send Message

6. Scroll to review the line item details. If any changes are required prior to submission, click the hyperlink in the **Description** column to open the line item window.

Summary Quick Edit

Alert	Item	PO	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	Delete
	1.	8401707471	05/27/2024	05/27/2024		<a href="#">CRANE TRUCK HR</a>	5.00	HR	55.00	275.00	(0.00%)	275.00	
										Subtotal:	275.00	0.00	275.00
										Total GST (#GST123):	13.75		
										Total Amount:	<u>CAD 288.75</u>		

Add Line Item

Note: All line item details default from the field ticket. Click into the line item if any changes are required (e.g., taxes, quantity, unplanned freight). Modify the details in the line item window, as required. Modifications not in alignment with the approved ticket may generate an alert. For more information, go to [UNDERSTANDING ALERTS, WARNINGS AND ERROR MESSAGES](#).



**OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS**  
**PO INVOICE PROCESS: INVOICE (MATERIALS / SERVICES)**

7. Review, verify and / or update the following fields in the line item window:

Pricing:							
Source	Units	Currency	Rate	Adjustment Type	Adjustment	Adjusted Rate	
Catalog	HR	CAD	N/A	N/A	N/A	N/A	
Price Book	HR	CAD	55.00	Included	0.00%	55.00	

Details:							
Quantity	Units	Rate	Subtotal	Discount(%)	Currency	Total	
5.00	HR	55.00	275.00	0.00	CAD	288.75	

Taxes:							
Tax Type	Tax Percent	Tax Amount	EP Eligible	Exempt Code	Tax Number	Tax Description	
GST	<input checked="" type="checkbox"/> 5.00	13.75	<input type="checkbox"/>		GST123	Goods and Services Tax	
PST-BC	<input type="checkbox"/>		<input checked="" type="checkbox"/>		BCPST123	Provincial Sales Tax British Columbia	
PST-SK	<input type="checkbox"/>		<input checked="" type="checkbox"/>		SKPST123	Provincial Sales Tax Saskatchewan	

Actual Received Date:  MM/DD/YYYY      Asset Number:

WBS/CC/Order:

Location:

WBS/CC/Order Type:

GL Account/001/-:

- **Taxes:** All required taxes must be applied to the invoice. It is the supplier's responsibility to apply these, regardless of what is displayed on the PO.
  - Tax exempt line items: If an item is PST applicable but a line item is tax exempt, include PST as a tax line and enter 0%. Optionally, an exempt code may be provided.
  - Taxes are specified on the PO attachment (i.e., tax code legend) or on the PO (**Line Item > Details > Notes to Supplier**). For help and support with tax configuration, contact Enverus OpenInvoice Support: [openinvoicessupport@enverus.com](mailto:openinvoicessupport@enverus.com).

Prior to July 22, 2024 (Cortex Workbench)	Effective July 22, 2024 (OpenInvoice)
Taxes included on field ticket and invoice submissions.	Taxes included only on invoice submission.

## CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES

### PO INVOICE PROCESS: INVOICE (MATERIALS / SERVICES)

8. Click **Submit**.
9. Cenovus requires a copy of the invoice and any supporting documentation. Click **Attach File** and follow the instructions and criteria to upload attachments.
10. Once attachments are uploaded, click on **Submit to Buyer**, then **Submit**. A confirmation message is displayed, including invoice number, and date of submission.

## UNDERSTANDING INVOICE STATUS AND PAYMENT PROGRESS

Invoice status is shown the **Invoice Journal** window.

Invoice Journal

**Current Owner**  
Site: Calgary  
User: Cenovus Test Supplier

**Paid** on 06/10/2024 at 02:58:11 PM MDT - by Buyer  
Payment Identifier: 1600004110. \$84.00 CAD. ( EDI BankTransfer ). Funds are expected to be released within 3 business days from 06/10/2024. S4 FI Document: 5100010276, ECC FI Document: 5100089530, Fiscal Year: 2024, Company Code: 0200.

**Payment Posted** on 06/10/2024 at 02:25:56 PM MDT - by Buyer  
Your approved invoice is being reviewed and prepared for payment. Funds are expected to be released within 3 business days from 07/10/2024. FI Document: 5100089530, Fiscal Year: 2024, Company Code: 0200, Amount: \$84.00 CAD, Document ID: 6093663

**Approved** on 06/10/2024 at 02:24:23 PM MDT - by Buyer

**Submitted** on 06/10/2024 at 01:39:40 PM MDT - by Cenovus Test Supplier

**Saved** on 06/10/2024 at 01:39:24 PM MDT - by Cenovus Test Supplier

Invoice status definitions:

- **Approved:** In Cenovus’s system and to be included in subsequent payment processes.
- **Payment Posted:** Invoice has progressed for payment; includes calculated payment due date. For PO-based invoices, payment due date is calculated when invoice is approved.
- **Paid:** Payment released to supplier; includes payment remittance information. For PO-based invoices, payment due date is calculated when invoice is approved.

Prior to July 22, 2024 (Cortex Workbench)	Effective July 22, 2024 (OpenInvoice)
<b>Approved</b> is the final invoice status.	Invoice is final when it passes through <b>Approved</b> , <b>Payment Posted</b> and <b>Paid</b> invoice payment statuses.

- **Disputed:** List of invoices disputed by Cenovus and pending supplier review for correction or cancellation. Review the messages remediation instructions.
- **Submitted:** Invoice submitted to Cenovus and pending review.
- **Saved:** Invoice created, but not submitted to Cenovus.

## APPLYING CREDIT MEMO TO AN INVOICE

Cenovus accepts two types of credits for invoices associated with a field ticket:

- Credit memo (full) credit: Credit for the entire paid amount.
- Subsequent (partial) credit: Credit for a portion of the entire paid amount.

To create a credit invoice (note that the process is the same for both credit types):

1. Locate the PO associated with the credit (e.g., use **Quick Search** or go to **Purchase Order** on the main menu).
2. From the list, open the PO, select the line item to be credited. Click **Action** and select **Create Invoice** from the dropdown list.
3. Enter the invoice number and select **Credit Invoice** from the **Invoice Type** dropdown. Select the price book, if applicable. Click **Next**.

**Buyer**

Cenovus Energy Inc.

Customer Site:

Department:

**Supplier**

Cenovus Energy Inc. - Test Supplier

Calgary  
1234 Test Street  
Calgary, Alberta  
Canada  
T2P 1H5

---

**General Information**

Invoice Number:

Invoice Type:

Submission Type: Direct Entry

Status: New

Routing Code:

Description:

Invoice Date:  MM/DD/YYYY

Service Date:  MM/DD/YYYY

Currency:

Invoice Amount: 0.00

Remit Amount: 0.00

---

**Price Book, Order & Payment Terms**

PO:

Price Book:

---

Summary
Quick Edit

Alert	Item	PO	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	
✔	1.	8401707471				OI TESTING EARLY-CODED SERVICE PO	0.00	EA	0.00	0.00	(0.00%)	0.00	
										Subtotal:	0.00	0.00	0.00
										Total GST (#GST123):		0.00	
										Total Amount:		<u>CAD 0.00</u>	

**CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES**  
**PO INVOICE PROCESS: INVOICE (MATERIALS / SERVICES)**

- The PO field auto-populates with a hyperlink to the PO. To add the product or service details, open the line item window by clicking the description hyperlink in the **Summary** section.

Buyer: Cenovus Energy Inc  
 Attn: Accounts Payable  
 P.O. Box 766 - 225 6 Ave SW  
 Calgary, Alberta  
 Canada  
 T2P 0M5

Supplier: Cenovus Energy Inc. - Test Supplier  
 Calgary  
 1234 Test Street  
 Calgary, Alberta  
 Canada  
 T2P 1H5

General Information  
 Invoice Number: 1A-TrainingCR  
 Invoice Type: Credit Invoice  
 Submission Type: Direct Entry  
 Status: New

Invoice Date: 06/03/2024 MM/DD/YYYY  
 Currency: CAD - Canadian Dollar  
 Invoice Amount: 0.00  
 Remit Amount: 0.00

Description: Incoterms: CIF - SITE, Payment Terms: within 30 days Due net

Price Book, Order & Payment Terms  
 PO: 8401707471  
 Price Book: CW2335880-1

Buttons: Edit Header, Contact, Original Invoice

Summary | Quick Edit

Alert	Item	PO	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	Delete
	1.	8401707471				OI TESTING EARLY-CODED SERVICE PO	0.00	EA	0.00	0.00	0.00%	0.00	
										Subtotal:	0.00	0.00	0.00
										Total GST (#GST123):	0.00		
										Total Amount:	CAD 0.00		

Buttons: Add Line Item

- Enter the line item fields.

Line Item 1 of 1 - Invoice # 1A-TrainingCR - 05/29/2024

PO: 8401707471 PO Line (Limit): 10

Service Date From: MM/DD/YYYY Service Date To: MM/DD/YYYY

Product/Service: CRANE TRUCK HR - XRM-01 On Price Book

Description: training credit memo

Changing the Price Book item's description may result in your customer rejecting the invoice.

Tickets: 1A-Training Add

- Product/Service:** When entering a product or service, **Rate** and **Unit** values auto-populate in the **Details** section.
- Description:** Add a reason for issuing credit memo.
- Ticket:** Enter original field ticket number for the associated credit invoice. Ticket number entered must match original. Click **Add**; ticket appears in a table. Note: Ticket appearing in table does not confirm it is successfully linked to the original. When confirmed (e.g., after all steps are complete and submitted), it appears as a hyperlink in the **Tickets** section of the summary window.

Tickets:

		Add
Ticket No.	Line No.	
1A-Training		

**OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS**  
**PO INVOICE PROCESS: INVOICE (MATERIALS / SERVICES)**

6. Enter amount in **Quantity** field of **Details** section. For a credit memo, this is a negative value.

Pricing:		Source	Units	Currency	Rate	Adjustment Type	Adjustment	Adjusted Rate
	Catalog	HR	CAD	N/A	N/A	N/A	N/A	N/A
	Price Book	HR	CAD	55.00	Included	0.00%	55.00	

Details:		Quantity	Units	Rate	Subtotal	Discount(%)	Currency	Total
<input type="text" value="-5.00"/>		HR		55.00	-275.00	0.00	CAD	-288.75

7. Click **Submit**.

8. Click **Original Invoice**.

Edit Header	Contact	<b>Original Invoice</b>	Add Header Data
Summary		Quick Edit	
Alert	Item	Service Date From	Service Date To
Part #	Description		

9. Enter an asterisk (\*) and click **Apply Filter**. This displays a list of invoices; select the one to credit and click **Next**.

Add/Remove Original Invoices to/from Credit Invoice

\*    Filters the list by Invoice Number

Select the Original Invoice that you would like to link to this credit.

Invoice #	Status	Description	Amount	Include
None				<input type="radio"/>
1A-Training	Approved	Invoice for training	288.75	<input checked="" type="radio"/>
1E-Training	Approved	testing using the same invoice number	1,050.00	<input type="radio"/>

**CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES**  
**PO INVOICE PROCESS: INVOICE (MATERIALS / SERVICES)**

- The original field ticket is detected by OpenInvoice and then converted into hyperlink and displays additional field ticket information. If the hyperlink and additional details are not displayed, the field ticket number must be corrected prior to credit invoice submission.

**General Information**

Invoice Number:	1A-TrainingCR	Invoice Date:	05/29/2024 MM/DD/YYYY
Invoice Type:	Credit Invoice	Currency:	CAD - Canadian Dollar
Submission Type:	Direct Entry	Invoice Amount:	(288.75)
Original Invoice:	<a href="#">1A-Training</a>	Remit Amount:	(288.75)
Status:	Saved		

Description: Incoterms: CIF - SITE, Payment Terms: within 10 days 2 % cash discount - within 30 days Due net

---

**Tickets**

Ticket No.	Status	Comments	Amount	Approved By	Office Approver	Additional Contact	Attachments
<a href="#">1A-Training</a>	Approved	Entry Sheet 3008060342 Approved	275.00	B2B Cenovus Energy Inc.			<a href="#">Test PDF Attachment - Desktop.pdf</a>

---

**Price Book, Order & Payment Terms**

PO: [8401707471](#)  
 Price Book: [CW2335880-1 - CFA-E&I SRV-Sunrise](#)

[Edit Header](#) [Contact](#) [Original Invoice](#)

---

[Summary](#) [Quick Edit](#)

Alert	Item	PO	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	Delete	
	1.	<a href="#">8401707471</a>			XRM-01	training credit memo	-5.00	HR	55.00	(275.00)	0.00%	(275.00)		
Price Book Description: CRANE TRUCK HR										Subtotal:	(275.00)	0.00	(275.00)	
											Total GST (#GST123):	(13.75)		
											Total Amount:	<u>CAD (288.75)</u>		

[Add Line Item](#)

---

[Submit to Buyer](#)
[Save](#)
[Delete](#)
[Print Preview](#)
[Forward](#)
[Comment](#)
[Attach File](#)
[Send Message](#)

- Click **Attach File** and follow the instructions and criteria to upload attachments. Note: Cenovus requires a copy of the invoice and all supporting documentation.

- Click **Link to Ticket** to search for the field ticket number.

**Tickets**

Ticket No.	Status	Comments	Amount	Approved By	Office Approver	Additional Contact	Attachments
<a href="#">1A-Training</a>	Approved	Entry Sheet 3008060342 Approved	275.00	B2B Cenovus Energy Inc.			<a href="#">Test PDF Attachment - Desktop.pdf</a>

---

**Price Book, Order & Payment Terms**

PO: [8401707471](#)  
 Price Book: [CW2335880-1 - CFA-E&I SRV-Sunrise](#)

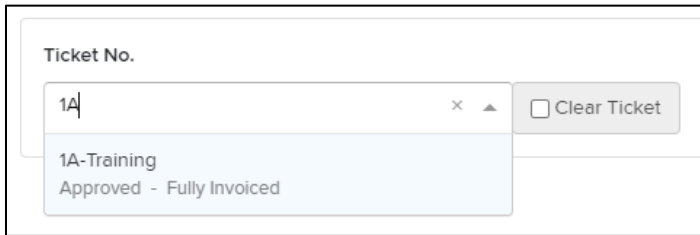
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[Submit to Buyer](#)
[Save](#)
[Link to Ticket](#)
[Delete](#)
[Print Preview](#)
[Forward](#)
[Comment](#)
[Attach File](#)
[Send Message](#)

## OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESS

### PO INVOICE PROCESS: INVOICE (MATERIALS / SERVICES)

13. Enter the field ticket in the **Ticket No.** field. This will produce a dropdown list in the **Ticket Line** column.



The screenshot shows a form with a "Ticket No." label. Below it is a text input field containing "1A". To the right of the input field is a "Clear Ticket" button. A dropdown menu is open below the input field, displaying "1A-Training" and "Approved - Fully Invoiced".



The screenshot shows a table with columns: Item, Ticket No., Ticket Line, Part #, Product/Service, Description, Service Date, Quantity, Units, and Rate. The "Ticket Line" column for the first row is highlighted with a red box. The first row contains: Item 1, Ticket No. 1A-Training, Ticket Line 1, Part # XRM-01, Product/Service CRANE TRUCK HR, Description CRANE TRUCK HR, Service Date, Quantity -2.00, Units HR, and Rate 55.00. There are "Save" and "Cancel" buttons at the top right of the table area.

Item	Ticket No.	Ticket Line	Part #	Product/Service	Description	Service Date	Quantity	Units	Rate
1	1A-Training	1	XRM-01	CRANE TRUCK HR	CRANE TRUCK HR		-2.00	HR	55.00

14. Click **Save**.
15. To send the credit memo to Cenovus, click **Submit to Buyer**.

## UNDERSTANDING ALERTS, WARNINGS AND ERROR MESSAGES

OpenInvoice alerts, warnings and error messages provide early indication of potential data or compliance issues in relation to the PO, price book, field ticket and invoice values. Follow the stated instructions and / or click the alert icon for more details. Alerts may indicate a change or correction is required prior to submission.

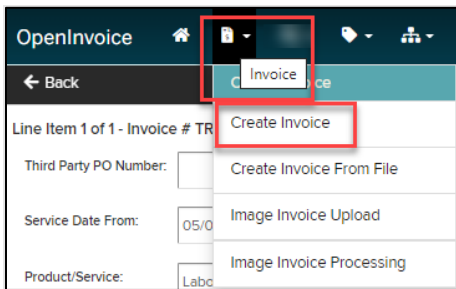
# NON-PO INVOICE PROCESS

On July 22, 2024, Cenovus transitions all suppliers using Cortex Workbench for the PO-based processes (including field tickets and invoices) to OpenInvoice.

Note that there is **no change** to Cenovus’s existing, non-PO based process in OpenInvoice.

## CREATING AN INVOICE

1. From the main menu, select **Invoice**, then click **Create Invoice**.




Invoices for all Cenovus areas are submitted to **Customer Name** of ‘Cenovus Energy Inc.’ In OpenInvoice, yellow fields are **required** fields.

## BUYER AND SUPPLIER INFORMATION

2. Enter the following fields:

- o **Supplier Site:** Select the appropriate site.
- o **Customer Name:** Cenovus Energy Inc.
- o **Customer Site:** Where applicable, Cenovus subsidiaries are listed as a customer site. Ensure to select the correct customer site from the dropdown list to avoid potential dispute and delays to payment.
- o **Department:** This field auto-populates to the correct department. If this information is unknown, contact the Cenovus representative.

3. Click 



## GENERAL INFORMATION

1. The **General Information** page displays. Some fields are auto populated. Review and complete all applicable fields.

The screenshot shows a web form titled "General Information" for invoice submission. The form is divided into two main sections: "General Information" and "Price Book, Order & Payment Terms".

**General Information Section:**

- Invoice Number:** A text input field with a yellow highlight.
- Invoice Date:** A date picker showing "05/30/2024" with a calendar icon and the format "MM/DD/YYYY".
- Invoice Type:** A dropdown menu with "Original Invoice" selected.
- Submission Type:** A dropdown menu with "Direct Entry" selected.
- Status:** A dropdown menu with "New" selected.
- Routing Code:** A text input field.
- Description:** A large text area with a yellow highlight.
- Invoice Date (right):** A date picker showing "05/30/2024" with a calendar icon and the format "MM/DD/YYYY".
- Service Date:** A date picker with a calendar icon and the format "MM/DD/YYYY".
- Currency:** A dropdown menu with "CAD - Canadian Dollar" selected.
- Invoice Amount:** A text input field with "0.00" entered.
- Remit Amount:** A text input field with "0.00" entered.

**Price Book, Order & Payment Terms Section:**

- PO:** A text input field with a search icon.
- Price Book:** A dropdown menu with "--Please Select--" selected.


At the bottom left of the form is a "Next >>" button.

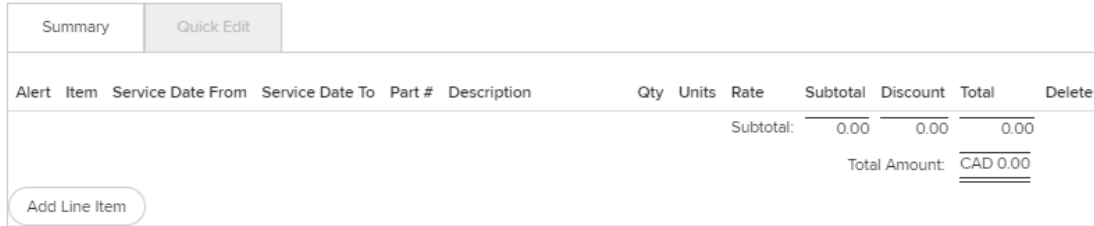


Invoice number must match the number on the backup documentation and be 16 characters or less. Invoice numbers can only be used once. Do not enter duplicates.

- **Invoice Date:** This field defaults to the current date and can be changed to a past date when required. No future dating of invoices is allowed.
- **Invoice Type:** This field defaults to **Original Invoice**. When this is a credit invoice, select **Credit Invoice** from the dropdown list.
  - For a credit invoice that doesn't reference a Cenovus-issued PO, do not use the **Original Invoice** button to link to the original invoice number. Enter the original invoice number in the **Description** field.
  - **Currency:** This field auto-populates. Use the dropdown list to change the currency when required. Cenovus only accepts CAD and USD.
  - **Routing Code:** Currently, the **Routing Code** field is not used during invoice submission. The field should be left blank.
  - **Description: Required field.** Enter the Cenovus invoice reviewer or approver name.
  - **Price Book: Required field.** Select 'N/A -Price book not applicable.

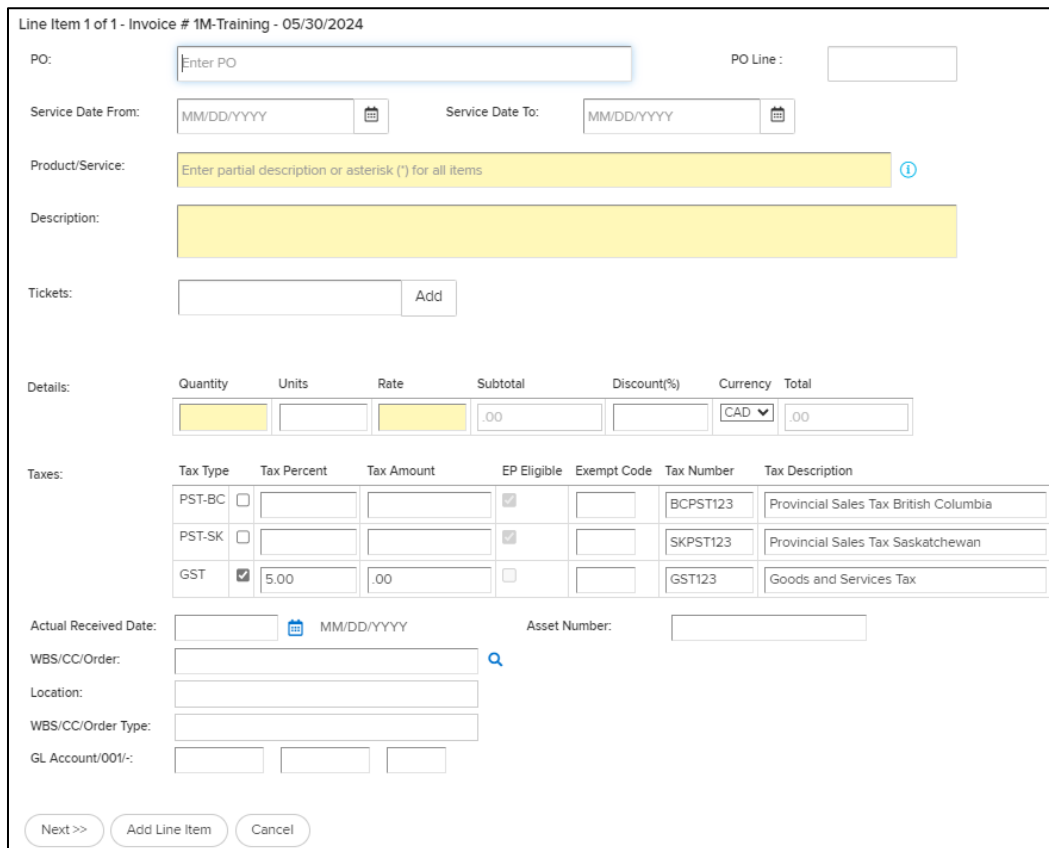
**CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES**  
**NON-PO INVOICE PROCESS**

2. Click  .
3. In the **Summary** tab, click **Add Line Item**.




**LINE ITEM INFORMATION**

1. The **Line Item** window displays.



2. Complete the following fields:
  - o **PO:** If invoicing for a Cenovus-issued Purchase Order (e.g. 8401000001) please refer to the [invoicing instructions for PO-based invoices](#). If referencing a third party PO (e.g. received by an EPCM company on our behalf), please include it here. If no PO was provided by a third party, or if no PO is associated with the invoice, please leave this field blank.
  - o **PO Line:** If invoicing for a Cenovus-issued Purchase Order (e.g. 8401000001) please refer to the [invoicing instructions for PO-based invoices](#). If referencing a third party PO, (e.g. received by an EPCM company on our behalf), please include it here. If no PO was provided by a third party, or if no PO is associated with the invoice, please leave this field blank.
  - o **Service Date From/To:** 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**.
- **Product/Service: Required field.** Use Type ahead functionality to determine the product or service. These are the supplier company’s products or services, which must be configured in OpenInvoice before invoices can be submitted. Go to **Corporate > Product/Service Catalog** to add or update these items.
- **Description: Required field.** This field automatically populates based on the Product/Service selected. The field may be edited. Use this field to outline more information on the **line item**, which assists Cenovus in processing the invoice.
- **Tickets:** Optional. Enter the field ticket number. Examples: Delivery ticket, field ticket number, work ticket number, or time ticket number. When you duplicate a ticket number, the alert icon  displays. A duplicate ticket invoice will not be paid. Click on alert to quickly see any invoices that may already reference the ticket number.
- **Quantity: Required field.** Enter the number of units as outlined in the Cenovus Order. When this is a credit item, put a minus (-) in front of the quantity.
- Please enter the quantity and rate details for **each line item** to match the billing details.
- **Units:** This field defaults to whatever was selected in the Product/Service field but can be edited.
- **Rate: Required field.** Enter the rate per unit minus taxes. Please enter the quantity and rate details for **each line item** to match the billing details.
- **Subtotal:** This field is calculated automatically.
- **Discount(%):** For non-PO invoices, this can be populated.
- **Currency:** This field auto-populates but may be edited. As Cenovus only accepts CAD and USD, please select the appropriate currency.
- **Total:** This field is calculated automatically.
- **Taxes:** Select the appropriate fields for State, GST or Federal tax.
  - GST is auto calculated.
  - Charge State or Provincial sales tax (PST for BC, SK, other) by selecting the appropriate tax type, or override the calculated tax percentage or amount when required.
  - Set the percentage required for Federal tax lines.



All tax lines should be associated with an existing product / service line item. Do not enter PST or GST as a separate line item.

## INVOICE CODING



For the following section, coding is provided the Cenovus approver. If coding has not been provided, leave these fields blank.

- **Asset Number:** Optional field for Cenovus reporting purposes. The Cenovus representative or approver provides specific details on what to enter, when required.

**CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES**  
**NON-PO INVOICE PROCESS**

- **WBS / CC / Order: Required field.** Ensure to include the required prefix where necessary; note that only one of the following is required:
  - AFE / WBS: No prefix; up to 18 characters.
  - Cost center: Prefix is CC and includes eight digits (e.g., CC80001234).
  - Work orders / internal orders: Prefix is ORD and includes five or eight digits (e.g., ORD80123 or ORD80001234).



In some cases, you may be provided more than one cost object or coding string. Create one line item per coding string.

- **Location:** This field auto-populates based on the WBS / CC / Order entered. When the field is blank, use Search  to look up the required location.
- **WBS / CC / Order Type:** This field auto-populates.
- **G/L Account / 001:** Enter the General Ledger (G/L) coding required for this invoice.
  - o First field is for the G/L account code (seven digits).
  - o Second field should always be '001'.
  - o Third field must be left blank.

Line Item 1 of 1 - Invoice # 1M-Training - 05/30/2024

PO:  PO Line :

Service Date From:   Service Date To:

Product/Service:  ⓘ

Description:

Tickets:  Add

Details:

Quantity	Units	Rate	Subtotal	Discount(%)	Currency	Total
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text" value="CAD"/>	<input type="text" value="0.00"/>

Taxes:

Tax Type	Tax Percent	Tax Amount	EP Eligible	Exempt Code	Tax Number	Tax Description
PST-BC	<input type="checkbox"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="text"/>	BCPST123	Provincial Sales Tax British Columbia
PST-SK	<input type="checkbox"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="text"/>	SKPST123	Provincial Sales Tax Saskatchewan
GST	<input checked="" type="checkbox"/>	5.00	<input type="checkbox"/>	<input type="text"/>	GST123	Goods and Services Tax

Actual Received Date:   Asset Number:

WBS/CC/Order:

Location:

WBS/CC/Order Type:


GL Account/001:-  001

Next >> Add Line Item Cancel

1. To add additional line items, click **Add Line Item**.
2. Once all line items are added, click **Next**.

## ATTACHING SUPPORTING DOCUMENTATION

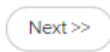


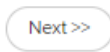
1. Click  and follow the instructions to attach supporting documents that reflect the items and costs for the invoice. Supporting documents must include:
  - o A copy of the original invoice.
  - o All other documents that provide evidence and justification for the charges on the invoice (Examples: tickets, bills of lading, orders).



When attaching backup documentation, ensure it reflects the items and costs for the invoice being submitted.

Backup attachments with **Bill to**, **Charge to**, **Sold to** or **Invoice to** information must include the full applicable Cenovus legal entity name, as provided by the Cenovus representative.



2. Once all supporting documents are attached, click .
3. The completed invoice displays.

Invoice # INV10054 - 05/30/2022

Supplementary Information

Invoice Journal

Current Owner  
Site: Calgary,AB  
User: [redacted]  
Saved on 05/30/2022 at 09:29:33 PM MDT - by [redacted]

Buyer  
**Cenovus Energy Inc**  
Attn: Accounts Payable  
P.O. Box 766 - 225 6 Ave SW  
Calgary, Alberta  
Canada  
T2P 0M5

Supplier  
Calgary,AB  
500 Centre St SE  
Calgary, Alberta  
Canada  
T2G 1A6  
403-766-2822

Attached Documents  
MS Excel 6kB attached on 05/30/2022 at 09:31:17 PM MDT - by [redacted]  
Timesheet & Expense - May 2022 INV10054  
Timesheet & Expense - May 2022 INV10054.xlsx

General Information  
Invoice Number: INV10054  
Invoice Date: 05/30/2022 MM/DD/YYYY  
Invoice Type: Original Invoice  
Currency: CAD - Canadian Dollar  
Submission Type: Direct Entry  
Invoice Amount: 16,800.00  
Status: Saved  
Remit Amount: 16,800.00

Description: Attention to: Bob Smith

Edit Header Contact

Summary Quick Edit

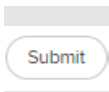
Alert	Item	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	Delete	
	1				Labour	20.00	Day	800.00	16,000.00	(0.00%)	16,000.00		
									Subtotal:	16,000.00	0.00	16,000.00	
									Total GST (#837143098):			800.00	
									Total Amount:			<u>CAD 16,800.00</u>	

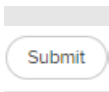

Add Line Item



4. Click .

## SUBMITTING AN INVOICE

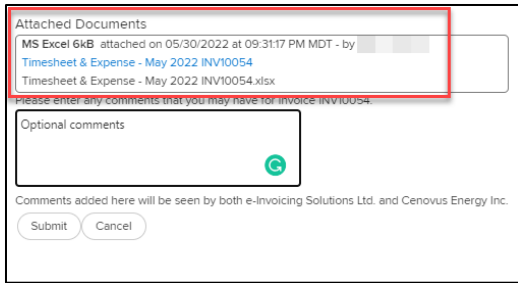


1. Click  or .

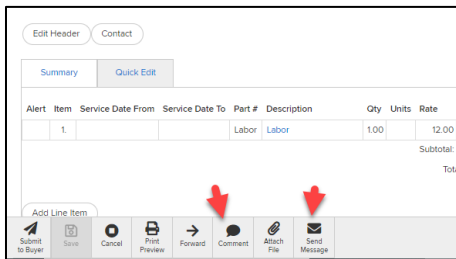
# CENOVUS ENERGY OPENINVOICE SUBMISSION GUIDELINES FOR PO AND NON-PO PROCESSES

## NON-PO INVOICE PROCESS

2. **Comments:** Optional field. You may add a comment here. Comments are seen by Cenovus.



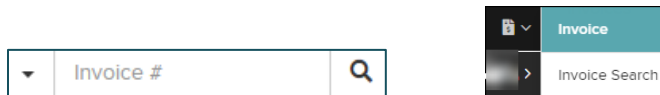
3. A message displays confirming the invoice has been submitted. The invoice submission is complete.
4. The **Message** button appears once an invoice is submitted. Comments may continue to be added for supplier's records or send a message to Cenovus via the **Message** button.



## NAVIGATING THE INVOICE SECTION

### INVOICE STATUS

Use invoice quick search or **Invoice Search** to locate and open the invoice.



OpenInvoice displays the **Invoice Journal** at the top of each invoice and shows the latest status of the invoice (Submitted > Processing > Approved > Paid) with payment details.

Once an invoice is approved and successfully processed for payment, Cenovus automatically updates the Invoice Journal with the estimated payment date.



For non-PO invoices, payment due date is calculated based on the submission of invoice, not invoice date. To support prompt payment, ensure to submit invoices in a timely manner and include all required information.

## ADDITIONAL SUPPORT

For help with using OpenInvoice, including account and technical support:

- Click **Help**. This guides you to the support chatbot for assistance.



- Contact [OpenInvoiceSupport@enverus.com](mailto:OpenInvoiceSupport@enverus.com).

For help with a Cenovus Energy-issued PO, contact the individual listed on the PO attachment (PDF).

For help with Cenovus Energy PO and non-PO invoicing requirements, contact [Vendor.Relations@cenovus.com](mailto:Vendor.Relations@cenovus.com).

To ask a question about Cenovus Energy's transition from Cortex Workbench to OpenInvoice on July 22, 2024, contact [OpenInvoice.Project@cenovus.com](mailto:OpenInvoice.Project@cenovus.com).