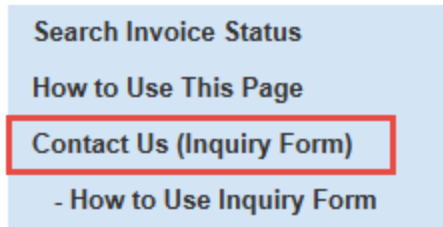


# Accounts Payable Vendor Inquiry Form Job Aid

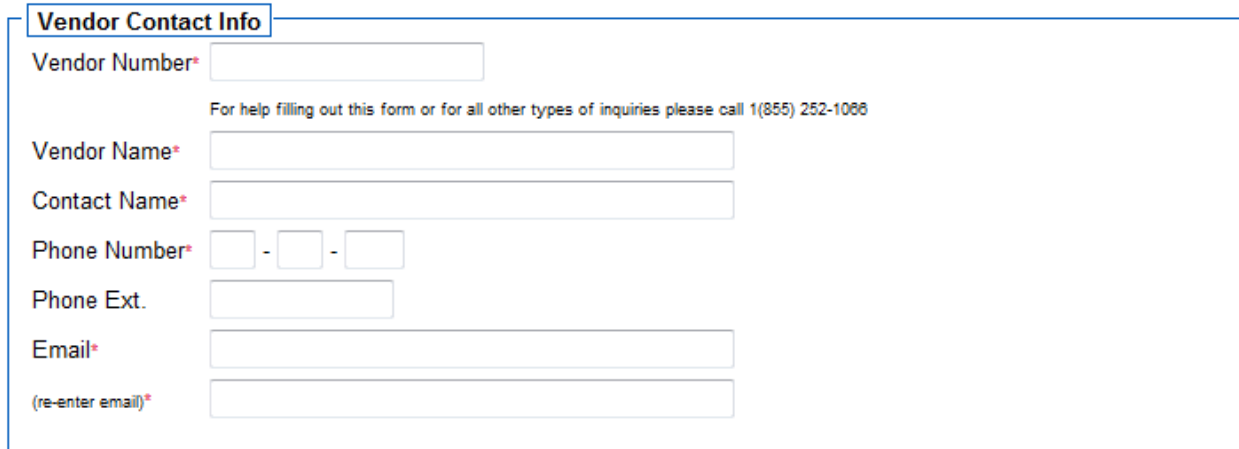
The vendor inquiry form is used to submit questions to the Spectra Energy Enterprise Accounts Payable department. When requesting information for a specific invoice, you will be required to provide some basic invoice information, details of your inquiry and your contact information. A response to your inquiry will be emailed to you within 3-5 business days.

**Step 1:** To access the form, click the 'Contact us' option from the menu bar.



**Step 2:** The AP Vendor Inquiry Form will open in a new window. In the form, you will be asked to provide your contact information and details of your inquiry. Those fields marked with a red asterisk (\*) are required.

In the 'Vendor Contact Info' section of the form, provide your *vendor number\**, vendor name, contact name and contact information.

A screenshot of the 'Vendor Contact Info' section of a form. The section title is in a blue box. Below it are several input fields: 'Vendor Number\*' (a single text box), 'Vendor Name\*' (a text box), 'Contact Name\*' (a text box), 'Phone Number\*' (three separate boxes for digits separated by dashes), 'Phone Ext.' (a text box), 'Email\*' (a text box), and '(re-enter email)\*' (a text box). A small note reads: 'For help filling out this form or for all other types of inquiries please call 1(855) 252-1088'.

*\*Your vendor number can be found on your check remittance or in your email remittance for electronic payments.*

### **Step 3:** Inquiry Details

In the 'Inquiry Details' section of the form you will be asked to specify the business that you are billing and the type of inquiry. Additional fields will become available for entry depending on your inquiry type selection.

- If inquiry type 'Invoice Payment Status' is selected, you will be required to make a selection in the 'Submission Type' drop down box for how you submitted the invoice in question. Please choose whether the invoice was submitted via mail or electronically (email).

**Inquiry Details**

Bill to Company\* Spectra Energy US

Inquiry Type\* Invoice Payment Status

Submission Type\* Electronic

Payment Date Mail Remit Fax Number Remit Email

MM / DD / YYYY Electronic

/  /   -  -

Invoice Number *	Date *	Amount *	PO or Route Code	Thread Number
	MM / DD / YYYY			
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Do not include any confidential information in the comments section.  
To discuss such information, please call 1(855) 252-1066

Comments

**Validate**

- If 'Mail' is selected, you will be required to enter the invoice number, invoice date, invoice amount and an option to enter a related PO or Route Code.
- If 'Electronic' is selected, you will be required to enter the invoice number, invoice date, invoice amount and an option to enter a related PO or Route Code and a thread number. **Thread number** refers to the 7 digit thread number provided in subject line of the confirmation email that you received after emailing a successful invoice submission.
- The comments field is also open for any additional comments you may have.
- If inquiry type 'Remittance Advice' is selected, you will be required to enter the payment date, payment amount, the fax number and/or email address that remittances should be sent.

**Inquiry Details**

Bill to Company\* Spectra Energy US

Inquiry Type\* Remittance Advice

Submission Type

Payment Date \* Amount \* Remit Fax Number Remit Email

MM / DD / YYYY

/  /    -  -

Invoice Number	Date	Amount	PO or Route Code	Thread Number
	MM / DD / YYYY			
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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Comments

Validate

- The comments field is also open for any additional comments you may have.
- If inquiry type 'Other' is selected, only the comments field will be open. Please provide the necessary information in this field so that the Accounts Payable group will be able to effectively answer your inquiry.

**Inquiry Details**

Bill to Company\*

Inquiry Type\*

Submission Type

Payment Date \*    Amount \*    Remit Fax Number    Remit Email

MM / DD / YYYY

/  /          -  -    

Invoice Number	Date	Amount	PO or Route Code	Thread Number
	MM / DD / YYYY			
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Do not include any confidential information in the comments section.  
To discuss such information, please call 1(855) 252-1066

Comments

**Step 4: Validate**

Once the 'Inquiry Details' section is filled out, click the Validate button which is located under the 'Inquiry Details' section.

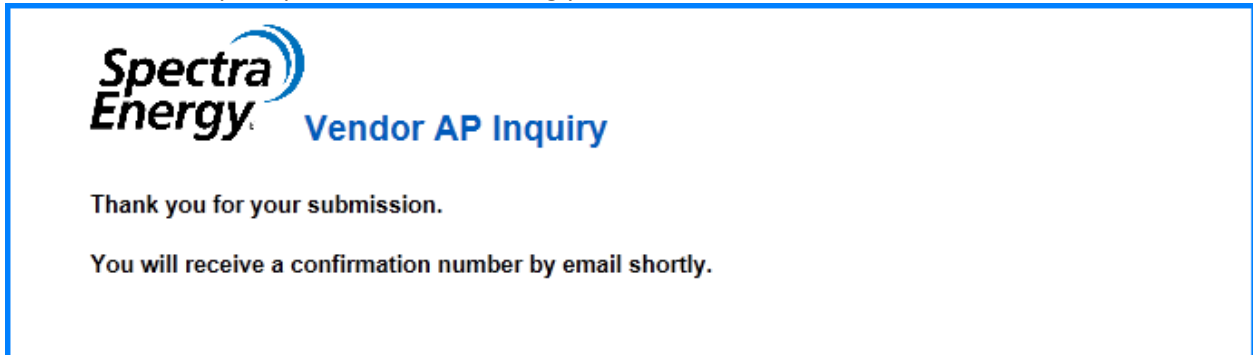
Once validated, you will be required to enter a security code. Enter the security code and click Submit. *\*If the security code is not legible, press enter and you will receive a new security code.*



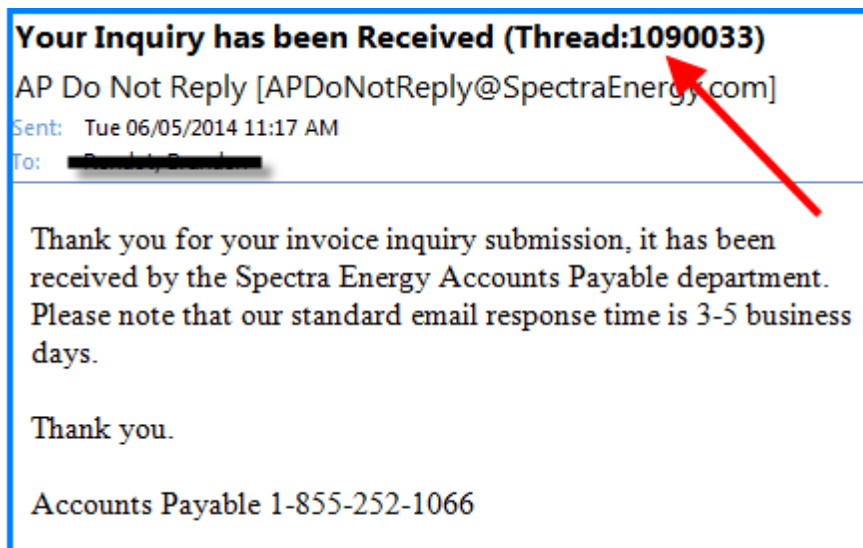
**Step 5: Validate**

After a successful submission:

- You will receive a prompted screen confirming your successful submission.



- You will receive an automated email confirming your successful submission and provide you with a thread number that you can reference in the future.



- You will receive a response to your inquiry from an accounts payable representative within 3-5 business days.