

Please note, before calling or emailing the helpdesk, please review instructional materials *and* search for you invoice in the portal. If your invoice is not found, please contact the Helpdesk.

Invoice Status Portal Detailed Instructions	
Step	Description
<p>1</p> <p>There are three (3) ways to access the portal.</p> <p>1.1. Direct link → Here</p> <p>1.2. Found on Enbridge external website → www.Enbridge.com/currentsuppliers</p> <p>1.3. Found on E-Link Accounts Payable page (internal use only) → Accounts-Payable-Shared-Service (enbridge.com).</p>	<div data-bbox="711 422 954 453"> <p>1.2 Invoice inquiries</p> </div> <div data-bbox="760 470 1052 495"> <p>Invoice Status Portal (self-service)</p> </div> <ul style="list-style-type: none"> The portal provides complete invoice status on invoices. Due to system limitations, not all invoices for Enbridge Gas Inc. are included in this portal. <div data-bbox="721 642 760 667"> <p>1.3</p> </div> <div data-bbox="760 653 1414 1031"> </div>
<p>2</p> <p>Arrive on the portal homepage.</p>	<div data-bbox="716 1079 1560 1766"> </div>
<p>Helpful Portal Page Definitions</p>	<p>View the links on Menu (left side):</p> <ul style="list-style-type: none"> Reset / return to homepage <ul style="list-style-type: none"> This link brings you back to the landing page for the portal.

		<ul style="list-style-type: none"> ○ After successfully finding an invoice/payment, this link can be used if you want to start a new search for a different supplier. <ul style="list-style-type: none"> ▪ Example: You originally successfully searched for an invoice for ABC Company, and now you wish to perform an invoice search for XYZ Company. You would click the Reset / return to homepage link which will bring you to the portal landing page where you can perform an invoice search for the new supplier XYZ Company. ▪ Note: The Reset button at the bottom of the screen also does the same thing. ● Portal instructions/training <ul style="list-style-type: none"> ○ General information <ul style="list-style-type: none"> ▪ This document provides general information of the Invoice Status Portal. ○ Instructions (Quick Reference Guide) <ul style="list-style-type: none"> ▪ This document provides a high-level overview of the Invoice Status Portal. ○ Instructions (detailed) <ul style="list-style-type: none"> ▪ This document provides an in-depth overview of the Invoice Status Portal. ○ Demo Video <ul style="list-style-type: none"> ▪ This video provides a demo on how to use and navigate through the Invoice Status Portal. ○ Invoice status legend <ul style="list-style-type: none"> ▪ This document provides detailed explanation on the different Invoice Statuses that are displayed in the Invoice Status Portal. It includes: <ul style="list-style-type: none"> ● The responsible group for every invoice status. ● The description and details for every invoice status. ● Guidance on next steps and who to contact for every invoice status. ● Enbridge supplier page <ul style="list-style-type: none"> ○ Sign up for electronic payments <ul style="list-style-type: none"> ▪ This link brings you to the page on www.Enbridge.com/currentsuppliers where you can enroll for electronic payments. ○ Invoice requirements <ul style="list-style-type: none"> ▪ This link brings you to the page on www.Enbridge.com/currentsuppliers where you can view the invoice requirements document. ○ Contact AP Helpdesk <ul style="list-style-type: none"> ▪ This link brings you to the page on www.Enbridge.com/currentsuppliers where
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you can view the Accounts Payable Helpdesk contact information.

- AP-inquiries@enbridge.com or 1-855-252-1066

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Search options to access invoice and payment information. There are two options to search by: invoice or payment

Reset / return to homepage

Portal instructions/training
 General information
 Instructions (basics)
 Instructions (detailed)
 Demo Video
 Payment status legend

Enbridge supplier page
 Sign up for electronic payments
 Invoice requirements
 Contact AP Helpdesk

To access the invoice and payment information, please enter the required information below. Once you have successfully searched one invoice, you will then have options for broader search types.

You may only search an invoice **OR** a payment. Do not enter data for both search types. Searching by invoice is preferred.

Search by invoice:
 *Enter all 3 fields for the initial invoice search.
 After successful search, you may search using a minimum of 1 field.

Invoice number:
 Invoice date: Day Month Year
 Invoice amount:

OR

Search by payment:
 *Enter both fields for the initial payment search.
 After successful search, you may search using a minimum of 1 field.

Payment amount:
 Payment date: Day Month Year

- **Option #1** - Search by invoice and complete **all** fields

- Search by invoice
 - You must enter all three fields:
 - **Invoice number:**
 - Leading zeros, spaces and special characters will not impact the search results.
 - **Invoice date**
 - **Invoice amount:**
 - Dollar signs and commas do not impact search results.
 - Then click the **Search** button.

- **Option #2** - Search by payment and complete **all** fields

- Search by payment
 - You must enter both fields:
 - **Payment amount:**
 - Dollar signs and commas do not impact search results.
 - **Payment date**
 - Then click the **Search** button.



If you want to search several invoices for the same supplier, perform a search of an invoice that you already know is in our system.

- Once you do this, you will gain access to the portal for that supplier, and you can view that supplier's full invoice activity. You may also perform broader searches for that supplier account. For example, date range searches, etc.

If your search is successful, you will be 'logged' into the portal, and it will bring you to the Results page. Scroll down the page to view the invoice information.

If your search is unsuccessful, you will see an error message (at bottom of page) stating that your search yielded no results.

- After 3 unsuccessful search attempts, you will be locked out of the portal for 15 minutes. After 15 minutes, you may perform a new search.
- If you are certain that the invoice was submitted, please contact the AP Helpdesk for more information.
 - AP-inquiries@enbridge.com or 1-855-252-1066
 - You may be required to resubmit the invoice to AP.

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After a successful invoice/payment search (described above), you can now view the results at the bottom of the screen. In the results screen, you will see:

- 1) Message indicating a successful search.
- 2) The invoice status information of the invoice/payment that you searched.
- 3) The supplier number that is associated to the invoice/payment that you searched.
- 4) Options to perform additional invoice/payment searches for that same supplier number.

Your search successfully returned a result, please see below. The invoice that you searched for has an associated supplier ID number on it and you may now perform broader invoice searches associated to this same supplier. 1

Search by invoice:
*Enter all 3 fields.

Invoice number:
 Invoice date: Day | Month | Year To Day | Month | Year 4
 Invoice amount:
 Supplier Number: 103693 3

OR

Search by payment:
*Enter both fields.

Payment amount:
 Payment date: Day | Month | Year To Day | Month | Year 4
 Check number:
 Payment number:
 Sort Report by: | (Ascending)

Download Results in CSV Format

Invoice Number	Status (Legend)	Invoice Date	Payment Terms	Due Date	Invoice Amount	Discount	WH Tax	Invoice Payment Amount	Invoice Currency	Payment Method	Payment Date	Payment Amount	Payment Number	Check Number	Rejection Reason	Legal Entity	Supplier Number
example	Paid	29-Sep-2022	NET 30	02-Nov-2022	150,005.10	0.00	0.00	150,005.10	USD	WIRE	01-Nov-2022	714,529.28	1188000225			Enbridge Pipelines Inc. - LP	103693



Invoice Status Information Definitions

Column Name	Description/Comments
Invoice Number	Invoice number from the supplier's invoice.
Status (Legend)	<p>This provides the invoice status.</p> <p>In the column title, you can click "Legend" and it will open the Invoice Status Portal Legend document. This document provides additional information for each invoice status, including:</p> <ul style="list-style-type: none"> • Responsible group <ul style="list-style-type: none"> ○ Specifies who is responsible for actioning the invoice for each invoice status. • Description <ul style="list-style-type: none"> ○ Provides additional insight into each invoice status. ○ Provides turnaround expectations for AP statuses. • Next steps/ contact information <ul style="list-style-type: none"> ○ Provides guidance on what happens next for each invoice status. ○ Provides guidance on who to contact for each invoice status.
Invoice Date	Invoice date from the supplier's invoice.

		<table border="1"> <tr> <td data-bbox="706 111 998 478">Pmt Terms</td> <td data-bbox="998 111 1565 478"> Payment Terms for the invoice. <ul style="list-style-type: none"> • For purchase order (PO) invoices, the payment terms are defaulted from the PO. • For non-purchase order (NPO) invoices, the payment terms are defaulted to Enbridge’s standardized payment terms and are located on the supplier account. For questions related to Enbridge’s standardized payment terms, please contact your Enbridge business contact. </td> </tr> <tr> <td data-bbox="706 478 998 575">Due Date</td> <td data-bbox="998 478 1565 575"> The date that the invoice will pay to the supplier. <ul style="list-style-type: none"> • Due date = the date that the invoice is received by AP + payment terms. </td> </tr> <tr> <td data-bbox="706 575 998 638">Invoice Amount</td> <td data-bbox="998 575 1565 638">Invoice amount from the supplier’s invoice.</td> </tr> <tr> <td data-bbox="706 638 998 730">Discount</td> <td data-bbox="998 638 1565 730">Discount taken per contractual agreement. Not all invoices will have a discount.</td> </tr> <tr> <td data-bbox="706 730 998 856">WH Tax</td> <td data-bbox="998 730 1565 856">Withholding tax taken as required by governmental tax authorities (CRA and/or IRS). Not all invoices will have withholding tax.</td> </tr> <tr> <td data-bbox="706 856 998 982">Invoice Payment Amount</td> <td data-bbox="998 856 1565 982">Invoice amount from the supplier’s invoice minus any deductions such as Discounts and/or Withholding Tax.</td> </tr> <tr> <td data-bbox="706 982 998 1045">Invoice currency</td> <td data-bbox="998 982 1565 1045">Invoice currency from the supplier’s invoice.</td> </tr> <tr> <td data-bbox="706 1045 998 1541">Payment method</td> <td data-bbox="998 1045 1565 1541"> Method of payment to the supplier. Types include: <ul style="list-style-type: none"> • Wire – Supplier receives payment within one business day. • Electronic (ACH/EFT) – Supplier receives payment within 2 business days. • Check – Supplier receives check within 10 business days. <ul style="list-style-type: none"> ○ Dependent on the post office mailing. • EPayables – Supplier can instantly charge their virtual credit card into their point-of-sale terminal. <p><i>*Note: Above payment expectations are based upon the Payment Date as displayed in the following field.</i></p> </td> </tr> <tr> <td data-bbox="706 1541 998 1793">Payment Date</td> <td data-bbox="998 1541 1565 1793"> The day that the payment was made: <ul style="list-style-type: none"> • Wire/Electronic = the day that the payment was sent electronically. • Cheque = the day that the check was printed and mailed to the supplier. • EPayables = the day that the funds are available to be paid via virtual credit card. </td> </tr> <tr> <td data-bbox="706 1793 998 1938">Payment Amount</td> <td data-bbox="998 1793 1565 1938">This represents the dollar amount of the electronic payment deposited in the supplier’s bank account, or the dollar amount of the check that was sent to the supplier.</td> </tr> </table>	Pmt Terms	Payment Terms for the invoice. <ul style="list-style-type: none"> • For purchase order (PO) invoices, the payment terms are defaulted from the PO. • For non-purchase order (NPO) invoices, the payment terms are defaulted to Enbridge’s standardized payment terms and are located on the supplier account. For questions related to Enbridge’s standardized payment terms, please contact your Enbridge business contact. 	Due Date	The date that the invoice will pay to the supplier. <ul style="list-style-type: none"> • Due date = the date that the invoice is received by AP + payment terms. 	Invoice Amount	Invoice amount from the supplier’s invoice.	Discount	Discount taken per contractual agreement. Not all invoices will have a discount.	WH Tax	Withholding tax taken as required by governmental tax authorities (CRA and/or IRS). Not all invoices will have withholding tax.	Invoice Payment Amount	Invoice amount from the supplier’s invoice minus any deductions such as Discounts and/or Withholding Tax.	Invoice currency	Invoice currency from the supplier’s invoice.	Payment method	Method of payment to the supplier. Types include: <ul style="list-style-type: none"> • Wire – Supplier receives payment within one business day. • Electronic (ACH/EFT) – Supplier receives payment within 2 business days. • Check – Supplier receives check within 10 business days. <ul style="list-style-type: none"> ○ Dependent on the post office mailing. • EPayables – Supplier can instantly charge their virtual credit card into their point-of-sale terminal. <p><i>*Note: Above payment expectations are based upon the Payment Date as displayed in the following field.</i></p>	Payment Date	The day that the payment was made: <ul style="list-style-type: none"> • Wire/Electronic = the day that the payment was sent electronically. • Cheque = the day that the check was printed and mailed to the supplier. • EPayables = the day that the funds are available to be paid via virtual credit card. 	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Payment Amount	This represents the dollar amount of the electronic payment deposited in the supplier’s bank account, or the dollar amount of the check that was sent to the supplier.																					

**Note: The Payment Amount will differ from the Invoice Amount if there were multiple invoices included in payment.*

**Tip: If the Payment Amount differs from the Invoice amount, you can find all the invoices included in the Payment Amount by performing a search using the Payment Number (field description below).*

Payment Number

This represents a unique payment identification code. This can be used to identify other invoices that are included in the same payment. If this field is blank, it means that no payment has been issued.

**Note: The only way that you will know a Payment Number is by finding it in the portal results table.*

**Tip: If you perform a search using a Payment Number, the portal will display all invoices included in that single payment.*

Check Number

This is the check number. Similar to Payment Number (above), you can perform a Check Number search to view all invoices that were included in the same check payment. If this field is blank, it means that no payment has been issued, or the payment was made electronically.

**Tip: Enroll for electronic payments for faster and more secure payments.*

Rejection Reason

This field shows the reason why an invoice was rejected. Most rejections are caused by non-complaint invoices that are missing or have incorrect required information. Please see the invoice requirements document located on www.Enbridge.com/currentsuppliers

- If this field is blank, then the invoice was not rejected.

Common rejection reasons:

- Missing/incorrect routing information (purchase order number, Enbridge contact name)
- Missing/incorrect PO line numbers
- Missing/incorrect bill to Enbridge entity name
- Missing supplier name and/or address

For all these reasons, contact your Enbridge business contact to confirm the correct information. Then revise the invoice and resubmit the invoice to the regular Accounts Payable invoice submission email address.

Legal Entity

The 'bill to' Enbridge entity name.

Supplier Number

The supplier number associated to the invoice.



Importance of Supplier number displayed

Your search successfully returned a result, please see below. The invoice that you searched for has an associated supplier ID number on it and you may now perform broader invoice searches associated to this same supplier.

Search by invoice:
*Enter all 3 fields.

Invoice number:

Invoice date: Day Month Year To Day Month Year Date Range Search

Invoice amount:

Supplier Number:

OR

Search by payment:
*Enter both fields.

Payment amount:

Payment date: Day Month Year To Day Month Year Date Range Search

Check number:

Payment number:

Sort Report by:

Search Reset

- When you have successfully searched an invoice/payment, the Results page will display the supplier number associated to that invoice/payment that you used to gain access into the portal.
 - All searches performed in this Results page will only be searches related to invoices against that same supplier number.
 - Example: If you initially gained access to the portal by searching for an invoice belonging to ABC Company, then additional searches performed in this Results page will only be related to invoices belonging to ABC Company.
 - If you want to search for an invoice that belongs to another company, then you must click the **Reset** button to start a new search.



Additional invoice/payment searches after logging into the portal

All searches performed in the Results page will only be searches conducted for the same supplier account that was associated to the invoice/payment that you initially searched when you gained access to the portal.

<p>5</p>	<p>There are two types of searches</p>	<ul style="list-style-type: none"> You will only be required to enter one field: <ol style="list-style-type: none"> Search by invoice: <i>*Enter all 3 fields for the initial invoice search. After successful search, you may search using a minimum of 1 field.</i> <p>Invoice number: <input type="text"/></p> <p>Invoice date: <input type="text"/> Day <input type="text"/> Month <input type="text"/> Year To <input type="text"/> Day <input type="text"/> Month <input type="text"/> Year <input type="button" value="Date Range Search"/></p> <p>Invoice amount: <input type="text"/></p> <p>Supplier Number: 103693</p> OR Search by payment: <i>*Enter both fields for the initial payment search. After successful search, you may search using a minimum of 1 field.</i> <p>Payment amount: <input type="text"/></p> <p>Payment date: <input type="text"/> Day <input type="text"/> Month <input type="text"/> Year To <input type="text"/> Day <input type="text"/> Month <input type="text"/> Year <input type="button" value="Date Range Search"/></p> <p>Check number: <input type="text"/></p> <p>Payment number: <input type="text"/></p> <p>Sort Report by: <input type="text"/> <input type="text"/> Ascending <input type="text"/></p> <p><input type="button" value="Search"/> <input type="button" value="Reset"/></p>
	<ul style="list-style-type: none"> Type #1 - Search by invoice (only one field is required to perform a search) 	<ul style="list-style-type: none"> Invoice number <ul style="list-style-type: none"> Enter the invoice number (leading zeros, spaces and special characters will not impact the results) After entering the invoice number, click the Search button and the results will be displayed at the bottom of the screen. Invoice date <ul style="list-style-type: none"> Enter the invoice date, then click the Search button and the results will be displayed at the bottom of the screen. Invoice date range <ul style="list-style-type: none"> Enter an invoice date range, then click the Date Range Search button and the results will be displayed at the bottom of the screen. Invoice amount <ul style="list-style-type: none"> Enter the invoice amount, then click the Search button and the results will be displayed at the bottom of the screen.

	<ul style="list-style-type: none">• Type #2 - Search by payment (only one field is required to perform a search)	<ul style="list-style-type: none">○ Payment amount<ul style="list-style-type: none">▪ Enter the payment amount, then click the Search button and the results will be displayed at the bottom of the screen○ Payment date<ul style="list-style-type: none">▪ Enter the payment date, then click the Search button and the results will be displayed at the bottom of the screen○ Payment date range<ul style="list-style-type: none">▪ Enter a payment date range, then click the Date Range Search button and the results will be displayed at the bottom of the screen.○ Check number<ul style="list-style-type: none">▪ Enter the check number, then click the Search button and the results will be displayed at the bottom of the screen.▪ Results will include all invoices that were included in that check payment.○ Payment number<ul style="list-style-type: none">▪ Enter the payment amount, then click the Search button and the results will be displayed at the bottom of the screen.▪ Results will include all invoices that were included in that payment.
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Export results

- For any generated results, you have the option to export the results into an excel spreadsheet.
- To export the results, click on the “Download Results in CSV Format” button located at the top and bottom of the results table:

Your search successfully returned a result, please see below. The invoice that you searched for has an associated supplier ID number on it and you may now perform broader invoice searches associated to this same supplier.

Search by invoice:
**Enter all 3 fields.*

Invoice number:
 Invoice date: Day Month Year To Day Month Year **Date Range Search**
 Invoice amount:
 Supplier Number: 103693

OR

Search by payment:
**Enter both fields.*

Payment amount:
 Payment date: Day Month Year To Day Month Year **Date Range Search**
 Check number:
 Payment number:
 Sort Report by: Ascending

Search **Reset**

Download Results in CSV Format

Invoice Number	Status (Legend)	Invoice Date	Print Terms	Due Date	Invoice Amount	Discount	WH Tax	Invoice Payment Amount	Invoice Currency	Payment Method	Payment Date	Payment Amount	Payment Number	Check Number	Rejection Reason	Legal Entity	Supplier Number
example	Paid	20-Sep-2022	NET 30	02-Nov-2022	150,005.10	0.00	0.00	150,005.10	USD	WIRE	01-Nov-2022	714,820.20	1188000225			Enbridge Pipelines Inc - LP	103693

Download Results in CSV Format

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To search invoices for a different supplier, click the **Reset** button. This will return you to the initial landing page where you will need to perform a new invoice/payment search.

OR

Search by payment:
**Enter both fields for the initial payment search.*
After successful search, you may search using a minimum of 1 field.

Payment amount:
 Payment date: Day Month Year To Day Month Year **Date Range Search**
 Check number:
 Payment number:
 Sort Report by: Ascending

Search **Reset**

Download Results in CSV Format