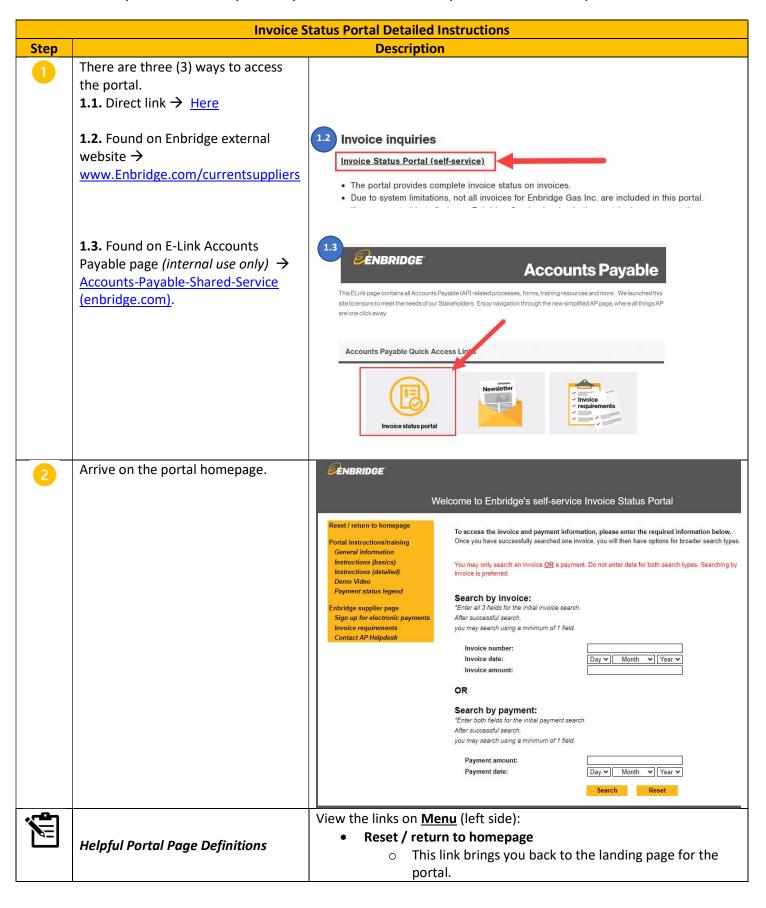
Please note, before calling or emailing the helpdesk, please review instructional materials <u>and</u> search for you invoice in the portal. If your invoice is not found, please contact the Helpdesk.



- After successfully finding an invoice/payment, this link can be used if you want to start a new search for a different supplier.
 - 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

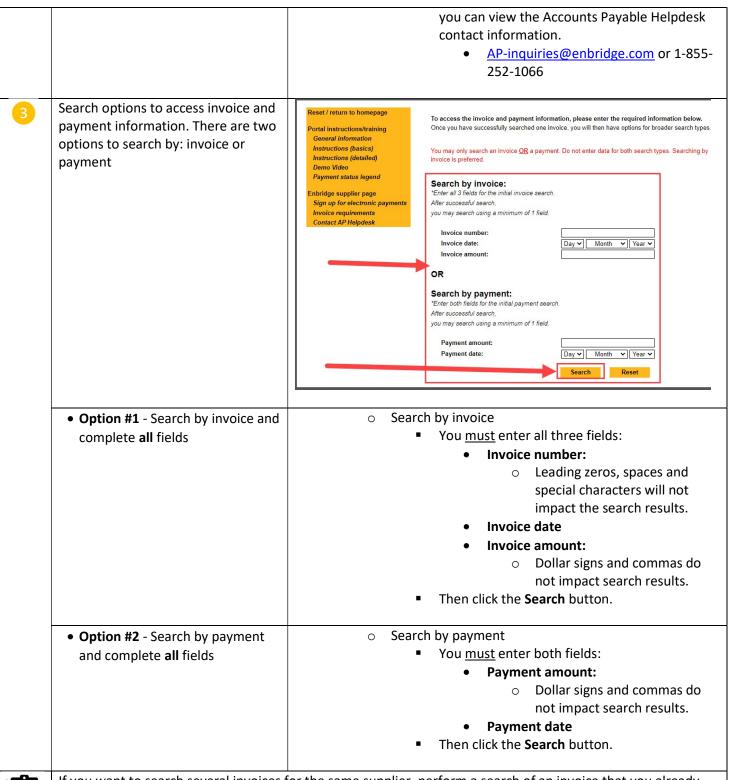
- General information
 - This document provides general information of the Invoice Status Portal.
- o Instructions (Quick Reference Guide)
 - This document provides a high-level overview of the Invoice Status Portal.
- Instructions (detailed)
 - This document provides an in-depth overview of the Invoice Status Portal.
- Demo Video
 - This video provides a demo on how to use and navigate through the Invoice Status Portal.
- Invoice status legend
 - This document provides detailed explanation on the different Invoice Statuses that are displayed in the Invoice Status Portal. It includes:
 - 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

- Sign up for electronic payments
 - This link brings you to the page on <u>www.Enbridge.com/currentsuppliers</u> where you can enroll for electronic payments.
- > Invoice requirements
 - This link brings you to the page on <u>www.Enbridge.com/currentsuppliers</u> where you can view the invoice requirements document.
- Contact AP Helpdesk
 - This link brings you to the page on www.Enbridge.com/currentsuppliers where

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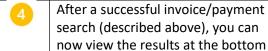
If you want to search several invoices for the same supplier, perform a search of an invoice that you already know is in our system.

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 vielded 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
 - o You may be required to resubmit the invoice to AP.



you will see:

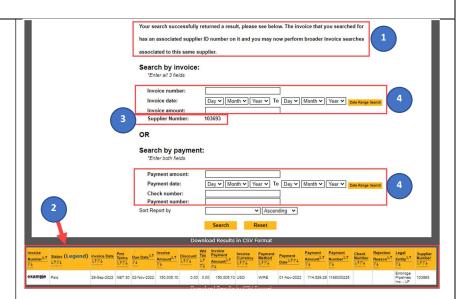
1) Message indicating a

of the screen. In the results screen,

- 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.

Invoice Status Information

Definitions





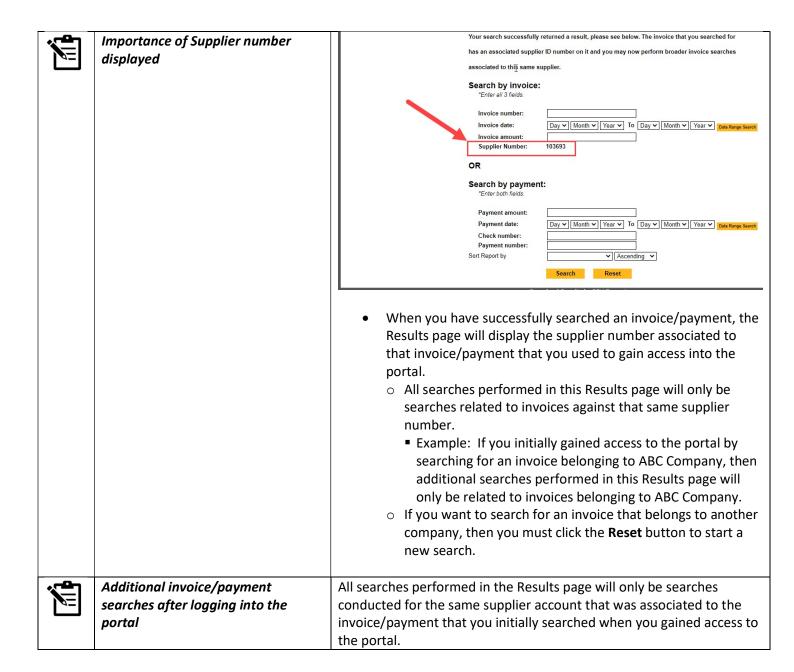
Column Name	Description/Comments		
Invoice Number	Invoice number from the supplier's invoice.		
Status (<u>Legend</u>)	This provides the invoice status.		
	In the column title, you can click "Legend" and it will open the Invoice Status Portal Legend document. This document provides additional information for each invoice status, including: Responsible group Specifies who is responsible for actioning the invoice for each invoice status. Description Provides additional insight into each invoice status. Provides turnaround expectations for AP statuses. Next steps/ contact information Provides guidance on what happens next for each invoice status. Provides guidance on who to contact for each invoice status.		

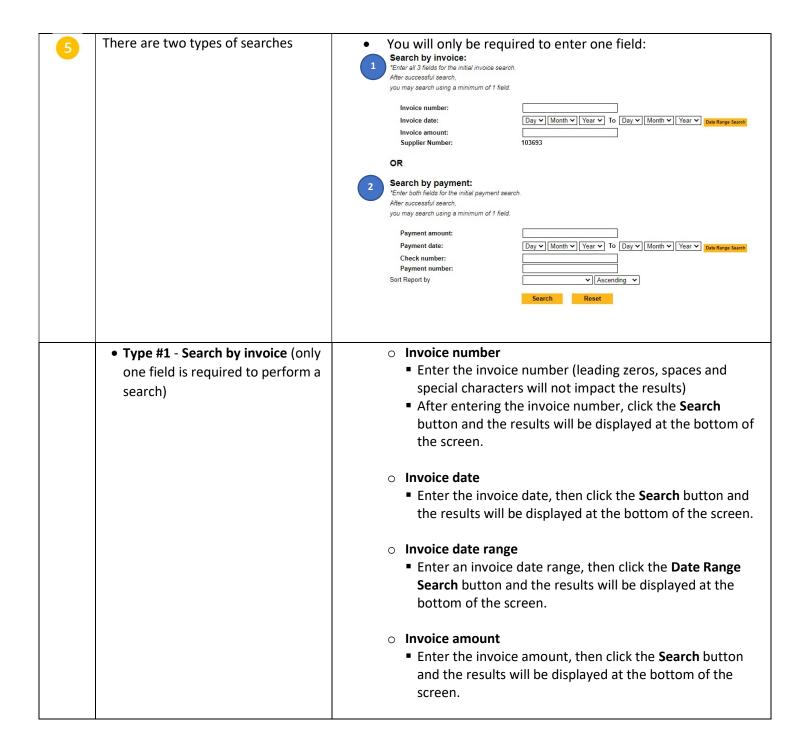
Invoice date from the supplier's invoice.

Invoice Date

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	Pmt Terms	Payment Terms for the invoice. • 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. • 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: 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.
	Payment Date	 The day that the payment was made: 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.
	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.

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	*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 noncomplaint 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.





• Type #2 - Search by payment (only one field is required to perform a search)

Payment amount

 Enter the payment amount, then click the Search button and the results will be displayed at the bottom of the screen

Payment date

 Enter the payment date, then click the Search button and the results will be displayed at the bottom of the screen

Payment date range

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

- 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

- 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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