

June 2021

Sent via email to Pembina Suppliers

Dear valued supplier:

This communication is to inform you of upcoming changes in the invoice management process.

What is happening?

Pembina has embarked on a strategic organization-wide transformation of its invoice management process. This initiative will migrate our existing systems to SAP’s OpenText vendor invoice management (VIM) process. These changes will impact you as our valued supplier.

Our first release of the new system is expected to begin on August 1, 2021.

What does this mean to you as a Supplier to Pembina?

As a result of this change, Pembina will require adherence to its invoice standards. In the unlikely event that these requirements are not adhered to, we will return supplier invoices for correction and resubmission.

Area	Description
<p>Information on Invoices</p>	<p>Effective immediately, the following information must be included in all invoices. For a complete listing, please click here.</p> <ul style="list-style-type: none"> • Pembina legal entity name you are transacting with • Pembina company address • Supplier name and address • Invoice date • Invoice number and amount • Tax amount and tax/GST ID number <p>For invoices associated with a Pembina purchase order (PO):</p> <ul style="list-style-type: none"> • PO number including line-item numbers must be clearly identified. <p>For non-PO invoices:</p> <ul style="list-style-type: none"> • Contact name and email address of the Pembina representative who requested the goods/services.
<p>Invoice Submission and Payment</p>	<p>Submit all invoices to: accountspayable@pembina.com</p> <p>Please ensure the following:</p> <ul style="list-style-type: none"> • Include the invoice number and supplier name in the email subject line. • One invoice per email. • Invoice and all backups must be in a single PDF (file may contain multiple pages). • PDF cannot contain any security features. • Message size limit (including PDF) must be smaller than 150 MB. • Do not include content in the body of the email as email address is not monitored.

Invoice Payment	<p>Please note the following:</p> <ul style="list-style-type: none"> • Standard payment terms remain 30 days of receipt of invoice. • Approved invoices will be remitted electronically.
Holdbacks	<p>Pembina will introduce changes to the way we manage and process holdbacks on invoices. These changes will take effect for new POs and for current POs which have not been invoiced.</p> <p>Holdback Invoice Processing:</p> <p>For invoices issued before August 1:</p> <ul style="list-style-type: none"> • Suppliers submitting invoices with holdbacks are to follow existing process. <p>For invoices issued after August 1:</p> <ul style="list-style-type: none"> • Suppliers will invoice for the full amount and Pembina will hold back the applicable amount. <p>Holdback Release Process:</p> <p>For holdback releases before August 1:</p> <ul style="list-style-type: none"> • Suppliers are to follow existing process by submitting a holdback invoice for final release of holdback monies. <p>For holdback releases after August 1:</p> <ul style="list-style-type: none"> • Holdback invoice will no longer be required for final release of holdback monies. • Suppliers will be required to submit the following documents after substantial performance and contractual obligations are met to commence holdback release process: <ul style="list-style-type: none"> ○ Completed and sworn statutory declaration form; and ○ Statement of holdback monies payable, including applicable invoice numbers and PO number. ○ Submit documents to accountspayable@pembina.com
Invoice Inquiries	<ul style="list-style-type: none"> • Email all inquiries to: Ap-inquiry@pembina.com • Invoices sent to this email will not be processed. Inquiries will be responded to in three business days.

Required Actions

We are asking for your assistance with a smooth transition. To avoid payment interruptions or delays, please complete the following:

1. Review the new invoice requirements so you are prepared for the upcoming changes.
2. Distribute this notice to those within your company who need to be aware of the changes.

While we do not expect delays to payments, we are requesting your patience during this period while our team transition to our new system and process. We appreciate this is a significant change and we will make every effort to minimize disruptions.

If you have questions, please email us at Ap-inquiry@pembina.com .

Gael MacQueen
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