

INVOICING INSTRUCTIONS



If any of the below information is missing from an invoice, the invoice will not be considered a proper invoice and may be rejected. If an invoice is rejected, a notification stating the rejection reason will be emailed to the supplier.

PREPARING YOUR INVOICE:

Required Information (if applicable):

- Supplier Name
- Supplier Remittance Address
- Pembina legal entity name and address (**must match Purchase Order**)
- Invoice Number (must be unique and maximum 16 characters)
- Invoice Date
- Invoice Amount & Currency
- Descriptions of goods/services - Location of services
- Rate, quantity and total (including Third Party)
- Sales tax amounts being charged must be shown as separate items on the invoice
- Supplier Tax ID number (i.e. GST / Federal Tax ID) (if you are a registrant)
- Discount Terms (if applicable)
- **Credit Memos** must reference the original Invoice Number & be submitted separately from Invoices.

Additional Required Information for Purchase Order (PO) Invoices:

- Purchase Order (PO) number (including line-item numbers) must be clearly identified
- Reference work tickets/bills of lading numbers (if applicable)

Additional Required Information for Non-PO:

- Contact Name and Email address of Pembina Representative

EXAMPLES OF SUPPORTING / BACK-UP DOCUMENTATION:

- Summary page of all tickets & amounts being invoiced
- Packing slips signed by Pembina Representative
- Service tickets signed by Pembina Representative (including Third Party)
- Progress / Milestone Report

SUBMITTING YOUR INVOICE:

EMAIL: accountspayable@pembina.com

Please ensure the following:

- Email subject line includes Invoice Number & Supplier Name
- One invoice per email
- Invoice must be in PDF format
- Invoice and all backup must be in a single PDF (file may contain multiple pages)
- PDF cannot contain any security features; max size 150 MB (no compressed files)
- Do not include content in the body of the email, this email is not monitored.

PAYMENT TERMS:

- Payment terms as per your Agreement.
- Standard payment terms for Non-PO invoices is 30 days.
- Invoice payments are remitted electronically.

Payment Due date is calculated from receipt of a proper invoice, NOT invoice date.

INVOICE & PAYMENT STATUS INQUIRIES:

Supplier's go to Pembina [Invoice Inquiry Portal](#) for all invoice and payment status inquiries.

OTHER ACCOUNTS PAYABLE INQUIRIES:

EMAIL: ap-inquiry@pembina.com

Inquiries will be responded to in three (3) business days. **Invoices sent to this email will not be processed.**

VENDOR MASTER DATA INQUIRIES:

For notices regarding information changes to supplier address or banking notices.

ARIBA SUPPLIERS: Submit changes directly in Ariba.

NON-ARIBA SUPPLIERS:

EMAIL: ap-inquiry@pembina.com

LIEN HOLDBACK RELEASE REQUEST:

Contact your Supply Chain Representative.

Pembina Pipeline Corporation

4000, 585 – 8th Avenue S.W., Calgary, Alberta Canada T2P 1G1

Telephone: (403) 231-7500 Fax: (403) 237-0254