OPEN INVOICE FREQUENTLY ASKED QUESTIONS

Q	**I have a problem with my OpenInvoice account, who do I contact?**
A	If you have any problems with your OpenInvoice account or require support, please email openinvoicesupport@enverus.com or by phone at 1-866-627-3287
Q	**I have questions as to my invoice –who do I speak with?**
A	Send questions, comments, issues, request for status updates to **AccountsPayable@gibsonenergy.com**
Q	**My invoice number usually starts with 0000##### -do I leave the 0's off?**
A	Dashes, slashes and leading 0s are allowed –just make sure your invoice # is unique and not a duplicate.
Q	**Can I use letters in my invoice number –like AB-#####?**
A	Yes you can –no special characters are allowed -only dashes, slashes and leading 0s
Q	**How many characters are permitted for the invoice number field?**
A	The invoice number field has a maximum of 20 characters
Q	**Can I backdate the date field?**
A	The date field must match what you have on your PDF invoice
Q	**I am submitting a credit invoice –do I need to do anything special?**
A	Click on INVOICE TYPE and using the drop down, click on Credit Invoice

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Q	**We don't use a Product/Service catalog –what do I enter?**
A	• The easiest way around this field is to start typing PROD, it should self populate as PRODUCT. • We don't use this information as the information is on the invoice so it can default to PRODUCT if you don't have a Product/Service catalog
Q	**Can I add both GST and PST to the invoice?**
A	• Yes, if a non-PO invoice –each should have its own checkbox. • If only GST, just click on GST and it should auto populate –same for PST. • Ensure the amounts are the same as the amounts on the PDF invoice –if not, change the amount in OpenInvoice to match the hard copy
Q	**If I made a mistake and entered the incorrect amount on the invoice, how do I fix it?**
A	• Using the QUICK EDIT button, you can go back into the invoice and change any field. • If you make a change to the invoice line, ensure you click on the radio button to the left of the line, and then click on APPLY to LINE. • Click on SUMMARY to view your invoice again • **Click <u>SAVE</u>**
Q	**I accidently uploaded the wrong invoice? Do I need to delete the invoice and start over?**
A	No –once uploaded, OpenInvoice will take you back to the header information. This is where you check to see if you have uploaded the correct invoice, if not, simply click on the garbage can icon which removes the file, scroll down to the bottom ribbon and click on ATTACH FILE and attach the correct invoice

FREQUENTLY ASKED QUESTIONS

Q	**How do I attach the hard copy of my invoice?**
A	• Once you have entered all the required information from your invoice, click on ATTACH FILE from the bottom ribbon. Upload your invoice and add in a description. • Remember 1 invoice, per PDF, per email or it will be disputed and sent back for you to resubmit. • You can add back up documentation to the PDF as well –just ensure the size of the file is less than 9
Q	**What information is required in the DESCRIPTION field?**
A	2 things are required in the description field: • Brief description of the goods or services being invoiced • The name of the person requesting the goods or service (if you know it)