

# Supplier Invoicing Instructions



TC Energy values our supplier relationships, and we want to ensure we efficiently process valid payments as per our contractual arrangements. To process quality invoices in a timely manner, we need our suppliers to ensure that the required information is provided on submitted invoices. Below is a guide and reminder to help you submit quality invoices that can be processed.

## Submitting Your Invoice

All invoices must be submitted to the correct AP Inbox, not to an individual. However, when submitting to the AP Inbox, you are welcome to cc your business unit contact. By submitting to an individual and not to the correct AP Inbox, you delay payment to your company as aging starts on the day of receipt in AP.

**\*\* Please note that our system can only accommodate invoice numbers up to 16-characters in length.**

If you are a Freight vendor working directly with the TC Energy Logistics Team, continue to follow the current invoice process.

**IMPORTANT NOTE: As previously advised in 2021, with effect from January 2022, TC Energy will start REJECTING invoices that are missing required information as non-compliant invoices.**

**Invoice Requirements** Invoices submitted **must** include the following information:

<ul style="list-style-type: none"> <li>• Bill to the <b>correct TC Energy legal entity</b> the goods or services were provided to as listed on the Purchase Order (PO)</li> <li>• Include <b>vendor legal name and remit to address (Do not provide banking information on invoice)</b></li> <li>• Clearly <b>identify the document</b> as an “invoice” or “credit memo” (credits <b>must</b> reference the original invoice)</li> <li>• Ensure invoice data is in <b>recognizable characters</b></li> <li>• <b>Invoice date</b> and <b>unique invoice number</b> <ul style="list-style-type: none"> <li>- <b>Please note that our system can only accommodate invoice numbers up to 16-characters in length</b></li> </ul> </li> <li>• <b>Description of goods and services provided</b></li> <li>• <b>Amount due and currency</b></li> <li>• <b>One PO number</b> per invoice (<b>do not bill multiple POs on one invoice</b>)</li> <li>• <b>Holdback/Retainage must be identified as a deduction</b></li> <li>• Include your <b>written Company’s full legal name and address</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Each invoice must be submitted in pdf format, or it will not be processed</b> <ul style="list-style-type: none"> <li>- Invoice <b>must</b> be within the first 5 pages of the document (any supporting material appears after the invoice)</li> </ul> </li> <li>• <b>Submit one email per pdf invoice</b> (non eCommerce)</li> <li>• <b>Taxes, as applicable, subtotaled</b> <ul style="list-style-type: none"> <li>- State/Federal tax registration number (U.S.)</li> <li>- Itemized GST/HST, PST, and/or QST (Canada)</li> <li>- Withholding Tax (CAN &amp; MX) &amp; VAT Tax (MX)</li> <li>- If GST/HST and/or QST are on the invoice, include the GST/HST and/or QST registration number</li> </ul> </li> <li>• <b>Full location address</b>, including Province &amp;/or Zip+4</li> <li>• <b>Goods: “ship to” location</b></li> <li>• <b>Services: location of services performed</b></li> <li>• <b>“FINAL INVOICE”</b> must be clearly indicated on Invoices when no further invoices will be submitted for that referenced PO</li> <li>• Non-purchase order invoices must <b>clearly identify the email address of your TC Energy contact on the first page of the invoice</b> <ul style="list-style-type: none"> <li>- The full email address is required. <b>Referencing only the name of the TC individual without the full email address will result in the rejection of the invoice</b></li> </ul> </li> </ul>
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Vendor Invoice Management uses Optical Character Recognition (OCR) technology to scan and enter data, improving process time and accuracy, but it needs some structure to work correctly.

- **Avoid adding special characters** (#) before critical data points
  - **DON'T** Enter: Invoice #12345      **DO** Enter: Invoice# 12345
  - **DON'T** Enter: PO#4500xxxxxx      **DO** Enter: PO# 4500xxxxxx
  - **DON'T** Enter: Invoice Total \$5,625      **DO** Enter: Invoice Total \$ 5625
- **DO NOT** add “handwritten” data or highlight or darken fields (OCR can’t capture these areas)
- **DO NOT** rely on a Company Logo or image to relay the company name and address (OCR can’t read logos)

**IMPORTANT NOTE:** Invoices must only be submitted to Accounts Payable **once**.

...via eCommerce	...to AP via email	...invoicing inquiries via email
<p>eCommerce invoices must be submitted via the eCommerce platform <b>OpenInvoice</b> (not available in Mexico)</p> <p>Invoicing requirements for eCommerce are listed in the <b>Open Invoice Help Center</b> under <b>Supply Guidelines</b>.</p>	<p>The Accounts Payable office serving your region:</p> <p>Calgary: invoices_ca@tcenergy.com</p> <p>Houston: invoices_us@tcenergy.com</p> <p>Mexico: invoices_mx@tcenergy.com (international suppliers only)</p>	<p>The Accounts Payable office serving your region:</p> <p>Calgary: ap_inquiries_calgary@tcenergy.com</p> <p>Houston: ap_inquiries_houston@tcenergy.com</p> <p>Mexico: ap_inquiries_mexico@tcenergy.com</p> <p><b>For inquiries outside of invoice processing, contact the TC Energy contact who placed the order.</b></p>

**IMPORTANT NOTE:** TC Energy will **REJECT** invoices missing the required information as non-compliant invoices. You will be required to correct the errors and resubmit appropriately. **Payment due dates will be calculated ONLY upon receiving a valid invoice that meets the required standard.**

**Contact the TC Energy contact who placed the order for general inquiries or additional information.**