

# Supplier Field Ticket / Invoice Process for Cortex Workbench Quick Reference Guide


## Purpose

This document explains the process and provides guidelines for using Cortex Workbench to create and submit a field ticket and invoice to Cenovus. It also explains how to correct errors in common field ticket rejections.

## 1. Create a Field Ticket

*Note:* Field tickets are only created for service purchase orders (POs). For material POs, suppliers need to submit an invoice only (see Step 3 – *Create and Submit Invoice*).

1. Supplier receives a PO from Cenovus in their Cortex Workbench PO folder. A field ticket cannot be created without a PO.
2. Check the PO header to ensure it is correct. If unsure, check with your Cenovus contact.
3. If your PO indicates the *validity* date range, Check the dates to ensure the validity date is based on when the work was performed, or the activity was completed. If a blanket PO is received from Cenovus, ensure that the validity end date is not expired. If expired, contact your Cenovus field representative for PO confirmation or an updated PO.

		<b>Cenovus Energy Inc</b>	
		<b>Purchase Order 8401545809</b>	
<small>Page 1 of 3</small>			
<b>Information</b>			
<b>PO Date</b>	JAN/24/2022	<b>Contact</b>	HOG Thermal Maint.
<b>Validity</b>	JUN/01/2022 to JUL/01/2022	<b>Phone</b>	403-523-2262
<b>Currency</b>	CAD Canadian Dollar	<b>Fax</b>	403-206-1172
<b>Your Ref.</b>	CW2340828	<b>Email</b>	
<b>Delivery Date</b>	JAN/24/2022	<b>Delivery</b>	Costs, insurance & freight
		<b>Terms</b>	Costs, insurance & freight
		<b>Requisitioner</b>	Rob Mosimann
		<b>Payment</b>	Payable in 2 partial amounts
		<b>Terms</b>	1 installment: 94.000 % within 30 days Due net 2 installment: 6.000 % within 30 days Due net

Create the field ticket by accurately entering all relevant information (i.e., labour, materials used, hours of work and hourly rates).

4. To prevent common field ticket rejections, carefully follow these guidelines:
  - Ensure the date that services were provided on the field ticket fall within the PO *Validity* start and end dates. **Only applicable if validity dates range were provided on the PO.**

*Note:* Service dates must be entered into both the **Ticket Date** and the **Reporting Period** fields. *Do not* use the invoice date if it's different from the actual service dates.

- The field ticket number must be unique. If a field ticket is submitted with a number already used and accepted, it will be rejected by Cenovus as a duplicate.

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- The field ticket must reference the Cenovus PO number. The PO number is found on the first page or on the Cenovus approved stamp located on the field ticket. It is to be addressed to the Cenovus entity listed on the PO. This is usually Cenovus Energy Inc.
- Enter information into the Cortex Workbench system accurately. *Keying errors are the main cause of rejections.*
- All values entered must be positive. Create a separate credit invoice if you need to credit Cenovus. Field tickets with negative values will be rejected.
- Enter service descriptions and rates. This would be equipment used, service performed, or labour charge etc.

Description	Quantity	UOM	List Unit Cost
ELECTRICIAN,HR,OT01...	5.50	HUR — hour	\$77.81
TRUCK SERVICE W/ TO...	5.50	HUR — hour	\$20.50

- If the PO is referencing a rate validated contract, be sure to use the rate schedule found in the Cortex Workbench Rate Schedules folder. Use the rate schedule to enter services and rates into the field ticket and ensure the services and rates on the field ticket match those of the contract.

*Note:* If your contract has more than one line item, ensure you select rates from the line attached to the PO you are entering to. If you have a charge that's on your invoice, but not in the rate schedule, contact your Cenovus contract representative or Cenovus [vendor.relations@cenovus.com](mailto:vendor.relations@cenovus.com) for further assistance.

- It is mandatory to enter a *Cost Object Type* for each line item on the ticket. Some POs are early coded, meaning they have the cost object type already assigned in Cortex and therefore entered in the field ticket. It cannot be changed. If you have questions, or are provided a different code on your invoice, contact the Cenovus representative that placed the order or requested the service.

Cost Object Type	Cost Object Value	G/L Account
Cost Center	<input type="checkbox"/> Multiple	6050004

- In the Cortex field ticket, enter the appropriate cost object in the **Cost Object Type** field, applying the correct format. For example, authorization for expenditure (AFE) / work breakdown structure (WBS) element, network, work order, cost center, etc. Make sure to select the order number for work orders and cost center for cost centers.

*Note:* Common field ticket rejections are due to entering the wrong cost object into the wrong field or entering it incorrectly with missing numbers or letters.

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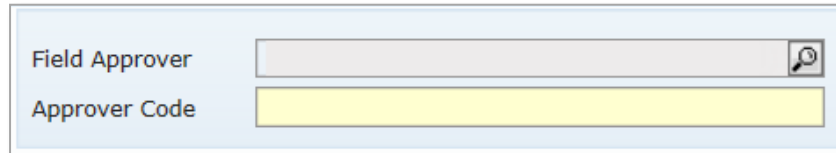
- If splitting charges to multiple cost objects by percentage, ensure the percent total equals 100 percent *exactly*.

Cenovus structure for cost objects:

COST OBJECT	FORMATTING	EXAMPLE
Cost Center (Sunrise)	1 alpha(Z) + 6 digits (number)	Z _____  Sunrise cost centers start with "Z" and are 7 characters in the form of Z plus 6 digit number.
Cost Center (all other areas except Sunrise)	Any number up to 10 digits	-----
AFE/WBS	10 alpha-numeric characters (ensure no spaces are used; letters/numbers/dashes only)	CP - _____ Corporate MS - _____ Midstream RP - _____ Refined Products MP - _____ Major Projects IT - _____ IT
AFE Other up to 24 characters	(ensure no spaces are used; letters/numbers/dashes only)	US- _____  Number of characters will depend on the length of the project
Work Order (Downstream/Retail)	1 alpha (R) + 7 digits (numbers)	R _____ (R+7 digit number)
Work Order - Other up to 12 digits (all other areas)	Can be any number up to 12 digits. Typically 4-8 (numbers)	Work orders can start with 80 or 81 and some can start with 6 or 5
Network Order	8 Digits (numbers)	7 _____  Network should always be coded together with the 4-digit activity number
Network Activity	4 digits(numbers)	--

- Enter the *Approver Code*. If the field ticket is sent to a field approver, select the appropriate person from the drop-down menu.

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The screenshot shows a form with two input fields. The first field is labeled 'Field Approver' and is empty. The second field is labeled 'Approver Code' and is highlighted in yellow. A magnifying glass icon is visible in the top right corner of the 'Field Approver' field.

- The Cenovus approver code structure is the prefix, based on the Cenovus entity the service or product is for, followed by the approver number. For example, if your PO indicates Cenovus Energy Inc. (see below) and your approver has provided 2001234 as their approver number, the approver code would be entered as 2Z-2001234

*Note:* You can enter with or without the dash. Ensure there are no spaces before or after. Any preceding zeros are not required to be entered.

Prefix	Associated Company Name
2Z	Cenovus Energy Inc.
4Z	White Rose Div of HAP
9Z	Husky Canadian Petroleum Marketing Partnership by its' managing partner Cenovus Energy Inc
29Z	Husky Midstream Partnership by its' managing partner Cenovus Energy Inc
66Z	Oil Sand Operator (Sunrise)
88Z	HLU Div of HTNP
111Z	Midstream Pipeline - AB Operations Cenovus Energy Inc. C/O Production Warehouse

## 2. Submit the field ticket for services to Cenovus for approval

- When the submitted field ticket is being reviewed in Cenovus's procurement system, a new field ticket document with *InReview* status displays in the Cortex Workbench field tickets folder. This means the field ticket requires review and action by a Cenovus procurement administrator. Wait for further acknowledgement. *Do not* resubmit the ticket. If you have questions, or if the ticket sits in this status for longer than a week, contact the procurement administrator listed on the PO.

- If you receive a *Rejected* field ticket status:

1. View the rejection message in the **Comments** field of the field ticket or open the **Document History** tab and click **View** beside the rejected line.

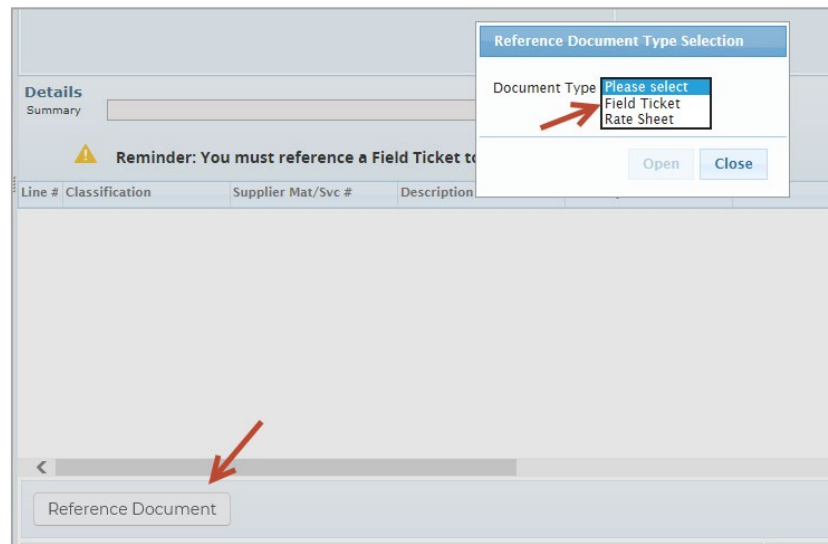
*Note:* If the rejection was automatically done via the automated system checks, no Cenovus person sees this and there will not be additional comments.

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2. Correct the field ticket as required (refer to Step 5 under *Create a Field Ticket* page 1).
  3. Reattach the supporting attachment(s), if required.
  4. Resubmit the field ticket.
  5. A new field ticket document with *Resubmitted* status appears in the Cortex Workbench field tickets folder.
- When the field ticket is approved by a field approver, a new field ticket document with Approver Received status appears in the Cortex Workbench field tickets folder. The ticket still requires final approval from Cenovus's procurement system.
  - When the field ticket is approved directly by Cenovus's procurement system, a new field ticket document with InReview status appears in the Cortex Workbench field tickets folder. Once the Approved status is received, an invoice can be created.

### 3. Create and Submit Invoice

- Reference the approved field ticket in the invoice.  
*Note:* There is no field ticket for a materials PO. When you select **Reference Document** to create your invoice, you will still select the field ticket option as the *Reference Document Type*, but you will select **Materials Receipt/Goods Receipt**.



Document Type: Field Ticket

<input type="checkbox"/>	Document #	PO#	Classification
<input type="checkbox"/>			- All -
<input type="checkbox"/>	2WB000066ST	8401144217	Services
<input type="checkbox"/>	5002003018209	51190STEP2	Materials
<input type="checkbox"/>	5002186245201	8401149055	Materials

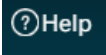
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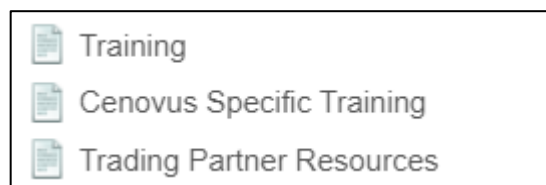
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- Multiple field tickets can be referenced in one invoice; however, they must all be from the same PO and the invoice cannot exceed 333 lines.
- Submit invoice in Cortex Workbench.
- Credit invoices can be submitted through Cortex. A copy of the credit invoice must be attached in PDF format and indicate:
  - original invoice number
  - original PO number
  - cost object (i.e. cost center, AFE or work order)
  - name of Cenovus representative

Note: Alternatively, a credit note can be sent to [credit.invoices@cenovus.com](mailto:credit.invoices@cenovus.com), with the same information indicated as above.

### Where to Go for Help

- [vendor.relations@cenovus.com](mailto:vendor.relations@cenovus.com) or (403) 750-5069 for questions about Cenovus information, rejection messages and invoice approvals.
- Your Cenovus procurement administrator for questions about the Cenovus PO (email address is listed on the PO).
- [workbenchsupport@enverus.com](mailto:workbenchsupport@enverus.com) or (866) 716-6272; this is the best option for questions about your Cortex account or to request Cortex reports.
- In Cortex Workbench click .



- Select *Training* for Workbench supplier generic training.
- Select *Cenovus Specific Training* for training sessions, webinars, and presentations offered for services and materials.
- Select *Trading Partner Resources* and click *Cenovus Energy Inc.* drop-down menu in the trading partner list to access Cenovus training documentation for viewing and /or printing.
- There is also a *Walk-Me-Through* option on the bottom right. This can be activated from the *Cortex Help Widget*.