

Invoices

Frequently Asked Questions

What if the field ticket is not available for reference on the invoice?

Services Workflow

- The field ticket is either not approved yet or has already been invoiced.

Material Workflow

- Husky has not completed and sent the material field ticket goods receipt (GR) to Cortex Workbench.

Can I reference multiple field tickets on one Cortex invoice?

- Yes, multiple field tickets can be referenced on one invoice, but they **MUST** all reference the same purchase order (PO) and line items.

What fields do I fill out when creating an invoice?

- The invoice must reference at least one field ticket. If multiple field tickets are referenced on a single invoice, the PO number must be the same for all field tickets.
- Only fill out the yellow required fields on the invoice.
Note: If the price is changed, the invoice will be rejected. If the field ticket is one value and the invoice is a different value, the supplier needs to contact the PO owner and ask to have the field ticket deleted. The supplier must resubmit the field ticket with correct pricing that matches the invoice value.
- Do not change values so the invoice is different from the accepted field ticket.
- If the yellow required fields are not visible, use the *Walk-Me Through* feature. This feature can be activated from the *Cortex Help Widget* on the bottom right of your Cortex account.

What statuses are displayed once an invoice is submitted?

- As the invoice goes through the validation process, the statuses are:
 - New
 - InReview
 - Accepted or Rejected

What if the invoice is InReview for an extended number of days?

- Contact the procurement technician listed on the PO. The invoice may have a discrepancy and be in the Husky staging table to action.

Can the supplier cancel an invoice? If so, how long does it take?

- If the supplier identifies an error when invoicing, they need to contact the procurement technician to reject the field ticket so the invoicing process can start again.
- If the invoice is deleted or rejected by Husky, the supplier will need to re-invoice. This may take a few extra days to process.
- If the supplier needs to cancel an invoice that was accepted and approved by Husky, the supplier will need to submit a credit invoice for the invoice amount.

Why is the invoice short-paid?

- Invoice amount does not match the field ticket amount
 - Taxes are incorrect.
 - Government of Saskatchewan Section 29 tax holdbacks
 - Construction holdback lien
- Note:* Contact Vendor.Relations@huskyenergy.com to discuss the discrepancy.

The invoice has been submitted. Why has it not been paid?

- The invoice first needs to be approved by Husky.
- Review the PO payment terms and calculate from date of invoice submission.

Can I enter a credit invoice in Cortex Workbench?

Service Purchase Orders

- Yes, create a credit invoice with reference to an approved debit invoice. Reference the invoice to be credited and enter the correct amount.
- A credit note must be attached for backup.

Note: Select the *Credit Invoice* quick button to open the credit invoice.

Material Purchase Orders

- Yes. However, a field ticket with a *Return* status must be sent from Husky to your Cortex Workbench account before a credit can be issued for any materials returned to Husky.

To create a credit invoice, do I enter negative values?

Services Workflow

- No, the amounts must be positive values as it is a credit invoice form.

Material Workflow

- No, the amount must be a positive value as it a credit invoice form.
- A credit note must be attached for backup.

Note: Wait for Husky to send you the material field ticket with a return notification.