



SUBMISSION STANDARDS

Canadian Natural Supplier Submission Guidelines

Last Updated: August 2025

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INVOICE BUYER & SUPPLIER AND GENERAL INFORMATION SECTION

Do one of the following for invoice creation:

- For Canadian Natural issued POs for Oil Sands Service PO and Thermal POs go directly to **Create Invoice** and follow the instructions below on creating an invoice **WITHOUT A PO**.
- For Horizon and CNUL – Albion – Stock, Standard, LEM, and Repair PO, search for the quantity PO (**Order > Purchase Orders**), select the PO then follow the instructions to create an invoice **FROM A PO**.

HEADER ITEM	GENERAL DESCRIPTION		REQUIRED
Supplier Site	Automatically populated from your OI account.		
Customer Name	Select Canadian Natural		Yes
Customer Site	WITHOUT A PO: Select based on the Approver Codes	FROM A PO: CNUL – Albion or Calgary for Horizon	Yes
Customer Department	Defaults to the AP department related to the Site. When Site is Calgary - Select based on the Approver Codes	Defaults to AP CNUL – Albion OR Select AP Horizon when Site=Calgary	Yes
Invoice Number	Enter the invoice number exactly as is on your invoice to match your accounts receivable system. (excluding spaces)		Yes
Invoice Date	Enter the date on your invoice. This date must be the same as the date on the invoice from your accounts receivable system (not the order or delivery date).		Yes
Invoice Type	WITHOUT A PO: Defaults to Original Invoice, Select Credit Invoice when required Note: Place a minus sign (-) in the quantity field by line item to create a credit	FROM A PO: Leave-Defaults to Original Invoice Note: Place a minus sign (-) in the quantity field by line item to create a credit	Yes
Currency	WITHOUT A PO: Select the correct currency for invoice from drop down	FROM A PO: Leave-Defaults to the currency specified on the PO	Yes
Description	WITHOUT A PO: Enter the Who, Where, Why, What (name of who requested the work, the LSD/Well/Lease/Facility name) and a general description of what was supplied. Land File# & Maximo PO's are also required if applicable to the invoice. For Conventional invoices only - Work Order Number, Authorized CNRL Work Order Amount (before tax), logic for any billing. Thermal PO Number, Builders Lien Act Invoice enter PPCLA to identify invoice	FROM A PO: Leave-Defaults to the description from the PO	Yes
Approver Code	WITHOUT A PO: see Line Items Note: Only one approver code per invoice	FROM A PO: Leave-Defaults to code specified on the PO. Note: The Approver Code listed here will clarify the Customer Site choice above MX/#/ALBIAN OR MX/#/HORIZON	Yes

PRICE BOOK, ORDER & PAYMENT TERMS SECTION

	WITHOUT A PO	FROM A PO	REQUIRED
Price Book	If necessary, select the Contract for the Invoice or select N/A – Price book not applicable.	Leave-Defaults to the Contract specified on the PO. The Invoice Price Book must match the PO Price Book.	If necessary

ADD/MODIFY LINE ITEMS

NOTE: Enter a valid value for **one** of the two fields:

AFE/CC: Alpha numeric like DR181234 or CC Numeric like 1234567 **OR**

Contract: *Service PO for Oil Sands sites Horizon and CNUL – Albian. Only one per Invoice. Enter AFE/CC if one has been provided.*

LINE ITEM	GENERAL DESCRIPTION	REQUIRED	
		WITHOUT A PO	FROM A PO
AFE/CC:* OR	Enter a valid AFE/CC provided by the Canadian Natural representative. <i>Use the Additional Data 1 and 2 field to confirm the correct Customer Site selection.</i>	Yes	Default Leave
Contract*	Enter the Service (SERV) PO for Horizon or CNUL - Albian. Only one PO per Invoice <i>Use the Additional Data 1 field to confirm the correct selection which is formatted – Contract/Approver/Supplier Number/Site</i>	Yes	N/A
Additional Data 1 and Data 2	Will auto-populate based on the entry: AFE/CC: populates with Field information Contract: populates with Service PO information	auto	auto
Obj/Sub/N/A	Enter GL Coding/buyer coding as Obj (4 digits)/Sub (3 digits) coding combination if provided.	Optional	Default Leave
Approver Code	Only one Alpha/Numeric Approver Code per Invoice. See Approver Codes section. <i>NOTE: If you do not have an Approver Code, contact your Canadian Natural representative.</i>	Yes	Default Leave
PO	Populates when you are creating an Invoice from a PO, after the PO Search and Create Invoice.	N/A	Default
PO Line (Detail)	Populates when you are creating an Invoice from a PO to indicate the Line that is being edited	N/A	Default
Service Date From	Select/Enter service start date or product delivery date. Defaults from Header	Optional	Default
Service Date To	Select/Enter service end date or product delivery date. Cannot be greater than the Invoice Date. Defaults from Header	Optional	Default
Product/Service	Enter an asterisk * or start to type for smart search to select the product/service you are providing from your product/service catalog list	Yes	Default Leave
Description	Populates automatically based on the product/service selected. If the default value is generic add the full description for this particular product/service line item	Yes	Default Leave
Tickets	If applicable. Enter all field ticket numbers. Click <i>Add</i> to enter additional ticket numbers. Duplicates not allowed.	If applicable	N/A
Quantity	Number of units. Note: A minus sign (-) must be placed in front of the quantity to create a credit. <i>Credit lines within the invoice are determined</i>	Yes	Enter if different

LINE ITEM	GENERAL DESCRIPTION	REQUIRED	
		WITHOUT A PO	FROM A PO
	<i>by providing a negative value in the quantity field only (not in the unit price or tax fields).</i>		from Default
Units	Units of measure (EA, FT, HR, KG, LT, PK, etc.) <i>*Note: PO and invoice units must match or will not be approved.</i>	Optional	Default *Leave
Rate	Product unit price or service rate	Yes	Default Leave
Discount (%)	Enter percentage	If applicable	Default Leave
Currency	Defaults from Invoice Header.	Default Leave	Default Leave
Taxes	Tax Type: Check the appropriate box that applies. Note: Refer to OpenInvoice training how to set up Tax information.	Yes	Yes
EP Eligible	Check box if applicable.	If applicable	N/A
Subledger/WO		N/A	Default
<p>Select <i>Add Line Item</i> to add more line items and repeat these steps for each line item. Click <i>Next</i> once all line items have been added. Required Attachments – refer to the Invoice Submission section of this guide for assistance.</p>			

NOTE: Invoices with Red Alerts cannot be submitted to the buyer; see [Compliance Alerts](#).

For more details review the [Canadian Natural OI Create Invoice](#) guides or [Open Invoice Online Help](#).

APPROVER CODES (SITES & DEPARTMENTS)

Get your Approver Code from your Canadian Natural representative. Use only **ONE** approver code on an invoice. Correct Approver Code entry ensures the invoice routes to the correct site/department and approvers to receive payment without a delay.

SITE	DEPARTMENT (Selection Required)	APPROVER CODE (starts with the following letter followed by 2-6 digits)
Bonnyville	AP Bonnyville	B
Brooks	AP Brooks	BR
Calgary	AP Calgary	A, C, CF, D, E, I, J, K, L, M, PR, SF, SN, T, X, Z
Calgary	AP Horizon	HO
CNUL – Albion	AP CNUL – Albion	U
Edson	AP Edson	Y
Fort St. John	AP Fort St. John	F
Grande Prairie	AP Grande Prairie	P
Jackfish	AP Jackfish	JF
Kirby	AP Kirby	KB
Lloydminster	AP Lloydminster	R
Medicine Hat	AP Medicine Hat	G
Red Deer	AP Red Deer	RD
Slave Lake	AP Slave Lake	N
St. Albert	AP St. Albert	S
Whitcourt	AP Whitcourt	WC
Wolf Lake	AP Wolf Lake	W

PURCHASE ORDER OIL SANDS APPROVER CODE	SITE	DEPARTMENT (Selection Required)
MX/* /HORIZON	Calgary	AP Horizon
MX/* /ALBIAN	CNUL – Albian	AP CNUL – Albian

TEST DATA & B2B INFO

Refer to **OpenInvoice Resource Center or Help-portal** in your OI account for further assistance.

TEST DATA

FIELD LABEL	VALUE
AFE/CC	12345678
Contract	1234567 for CNUL – Albian
<i>Oil Sands Serv PO</i>	1234568 for Calgary – AP Horizon
Obj/Sub	3100 545
Approver Code	L017
Price Book	TBD-needs to be specific to Supplier and Remit to Site

B2B REQUIREMENTS UNIQUE TO CANADIAN NATURAL

Refer to above tables for field content descriptions.

Enter a valid value for one of the two fields.
 AFE/CC:
 Or
 Contract: Service PO for Oil Sands sites Horizon and CNUL - Albian. If you have also been provided the AFE/CC you can enter both.

AFE/CC:

Contract:

Oils Sands Service PO
 Additional Data 1:

Additional Data 2:

Obj/Sub/N/A:

SCREEN FIELD LABEL	PIDX TAG	SUPPLIER LINK FIELD	FORMAT
InvoiceProperties - Header Fields Mapping			
DUNS Number/ Customer Code	PartnerInformation.PartnerIdentifier partnerIdentifierIndicator="DUNSNumber" DUNSNUMBER = 209137967	209137967	Text (Case sensitive)
Remit To Departments (list above):	InvoiceProperties.PartnerInformation.ContactInformation.ContactName Example: <pidx:ContactInformation contactInformationIndicator="BuyerDepartment"> <pidx:ContactName>AP Calgary</pidx:ContactName> </pidx:ContactInformation></pidx:ContactInformation>	Customer Code	
Header Level Description	InvoiceProperties.Comment Refer to above table for field content description	Invoice Description	Max 2000 Characters

SCREEN FIELD LABEL	PIDX TAG	SUPPLIER LINK FIELD	FORMAT
Price Book**	ReferenceInformation.referenceInformationIndicator= "ContractNumber" ReferenceNumber	Contract Number	Text (Case sensitive)
**Coming Soon- Price Book = Contract Number (CTRO##### or Legacy Number)			
InvoiceDetails – Invoice Line Item Mapping			
AFE/CC* OR	ReferenceInformation.AFENumber	AFE	Text
Contract* Oil Sands Serv PO	ReferenceInformation.CostCenter	Cost Center	Text
Obj/Sub	ReferenceInformation.Operator GeneralLedgerCode	GL Code	Major.Minor eg. XXXX.XXX
Approver Code	ReferenceInformation.JobNumber	WO Number	Text
Work Order	ReferenceInformation.CustomerAccountingReference	Asset Number	Text
Service Date	ServiceDateTime.ServicePeriodEnd	Service Date To	YYYY-MM-DDTHH:MM:SS
Tickets	FieldTicketInformation.FieldTicketNumber	Field Ticket Number	Only one FT number supported
Invoice from a PO for Oil Sands sites Horizon and CNUL – Albian - Stock, Standard, LEM, Repair PO's.			
PO Number	PurchaseOrderInformation.PurchaseOrderNumber	PO Number	Text
PO Line	PurchaseOrderLineItemNumber	PO Line	Text

INVOICE SUBMISSION

For Further assistance, refer to **Canadian Natural OI Create an Invoice from PO/without PO Submission Guidelines** guides for descriptive details or go to the [OpenInvoice Online Help](#) section of this guide. Once the invoice header and detailed line items are complete, attach the appropriate supporting documents before submitting the invoice.

SUPPORTING DOCUMENTS AND ATTACHMENTS

Refer to **OpenInvoice Resource Center or Help-portal – Adding Attachments and Submitting an Invoice** for further assistance.

For an **Invoice WITHOUT A PO** your company invoice and any tickets, work orders, proof of purchase/delivery/receipt, signed backup (signed field stamp), time sheets, 3rd party invoices are **required attachments**.

For an **Invoice FROM A PO** any tickets, work orders, proof of purchase, signed backup (signed field stamp), time sheets, 3rd party invoices are **required attachments**. We **strongly recommend** you also attach your company invoice (in case of disputes).

- When Invoicing for CNUL – Albian – address to Canadian Natural Upgrading Limited (CNUL) – Do not include a reference to CNRL/Canadian Natural Resources Limited
- Set colour of attachments to black and white, not grey scale
- Maximum file size is 6 MB

- Allowed file formats: gif, jpeg/pjpeg, png, tiff (big endian, little endian), pdf, dwg (autocad), xls (MS Excel inc. 2007), doc (MS Word inc. 2007), and txt (plaintext)

Refer to **OpenInvoice Resource Center or Help-portal – Adding Attachments and Submitting an Invoice** for further details.

ERRORS AND ALERTS PRESENTED ON AN INVOICE

Errors may be detected when a mandatory field (yellow fields are required) is left blank.

Alerts Presented on an Invoice

The following alerts are presented on an invoice:

- Price book, purchase order, duplicate ticket, and ticket compliance alerts

The compliance alerts are displayed on the invoice **Summary** tab and the invoice **Quick Edit** tabs.

The Duplicate Ticket alert appears when the referenced ticket number has already been referenced on another invoice. For descriptions of the compliance alerts, refer to [Price Book Compliance Alerts](#) and [Purchase Order Compliance Alerts](#).

Compliance alerts are evaluated on all unapproved invoices. Once invoices are approved, the alert statuses are maintained and no longer evaluated. For example, a green alert at the time of the invoice's approval will remain as a green alert after the invoice is approved and will never change.

The following errors were detected:

- ✘ Department is required.
- ✘ Invoice Number is required.

PRICE BOOK COMPLIANCE ALERTS

Canadian Natural Compliance Rule: OI invoice Price Book number must match the Price Book number on the selected Purchase Order (PO). You will receive this Red Alert and unable to submit the Invoice

- If selected Price Book is different from the one specified with the PO, and/or
- if currency on the Invoice does not match the Price Book currency.

The following errors were detected:

✘ Invoice price book does not match the price book on the selected purchase order.

Summary		Quick Edit								
Alert	Item	PO	Service Date From	Service Date To	Part #	Description	Qty	Units		
!	Item currency (GBP) does not match the price book currency (CAD).									
Code	Description	Date From	Date To	Currency	Adj. Rate	Units	Qualifier	Qty Threshold		
PRODUCT	Product			GBP						

Canadian Natural is not utilizing the Price Book Catalogue or Pricing at this time.

Alert	Item	PO	Service Date From	Service Date To	Part #	Description				
i	Item is covered by the price book, but is not priced.									
Code	Description	Date From	Date To	Currency	Adj. Rate	Units	Qualifier	Qty Threshold		
PRODUCT	Product			CAD						



Excerpt from OpenInvoice help-portal

Price Book Compliance Alerts

Price Book compliance alerts notify the buyer and supplier when an invoice or ticket is not in compliance with the price book it references. Alerts are categorized by severity: red, yellow, or blue. By default, red is the most severe, blue is the second most severe, and yellow is the least severe. The buyer has the option to enable an Enverus-controlled preference that will modify alert severity so that yellow takes priority over blue; if the preference is enabled, red is most severe, yellow is second most severe, and blue is least severe. An invoice/ticket that is compliant with the referenced price book will have a green alert. Click the alert icon to display a message with details about the alert condition.

Excerpt from OpenInvoice help-portal

Purchase Order Compliance Alerts

Purchase order compliance alerts notify both the buyer and supplier when an invoice or ticket is not in compliance with the referenced purchase order line. The alerts are categorized by severity—red or yellow—with red being the most severe and yellow being the least severe. An invoice or ticket that is compliant with the referenced purchase order line will have a green alert.

Buyers have the ability to specify whether each purchase order line will tolerate a variance in price and/or over-fulfillment. If a purchase order line has been flagged as being tolerant, then the Amount Over-fulfillment, Quantity Over-fulfillment, and Price/Currency Mismatch (resulting from a rate mismatch) alerts presented on an invoice or ticket will be yellow instead of red. If the Price/Currency Mismatch results from a currency mismatch, the severity will always be red.

Alert Name	Alert	Description
Purchase Order Compliant		The invoice line or ticket refers to a purchase order and all of the details on the invoice or ticket match the details on the purchase order.
Amount Over-fulfillment	 	The total dollar value of all invoice lines or tickets referring to the purchase order line is greater than the dollar amount of the purchase order line.
Quantity Over-fulfillment	 	The total quantity of all detail/itemized invoice lines or tickets referring to the detailed purchase order line is greater than the quantity of the purchase order line. Does not apply to unitemized image invoices or limit PO lines.
Price/Currency Mismatch		Either the rate or the currency of a detail/itemized invoice line or ticket is different than the rate or currency of the referenced detailed purchase order line. Does not apply to unitemized image invoices or limit PO lines.
Unit of Measure Mismatch		The unit of measure of a detail/itemized invoice line or ticket is different than the unit of measure of the referenced detail purchase order line. Does not apply to unitemized image invoices or limit PO lines.
Product/Service Mismatch		The supplier part # / item ID of a detailed invoice line or ticket is different than supplier part # / item ID of the referenced detailed purchase order line. Does not apply to image invoices or limit PO lines.
Requisitioner Mismatch		The requisitioner on an invoice line or ticket is different than the requisitioner on the referenced purchase order.
Price Book Mismatch		The price book on a detailed invoice or ticket is different than the price book on the referenced purchase order. Does not apply to image invoices.

PURCHASE ORDER (PO) COMPLIANCE ALERTS

Canadian Natural Compliance Rule: Suppliers cannot submit invoices from a PO containing a Red Alert.











Cannot submit invoice with red Purchase Order compliance alerts. Please review the alert condition and make the necessary corrections.

For example, if the PO invoice has currency type different from the PO Line item currency:

Purchase Order Compliance Alerts

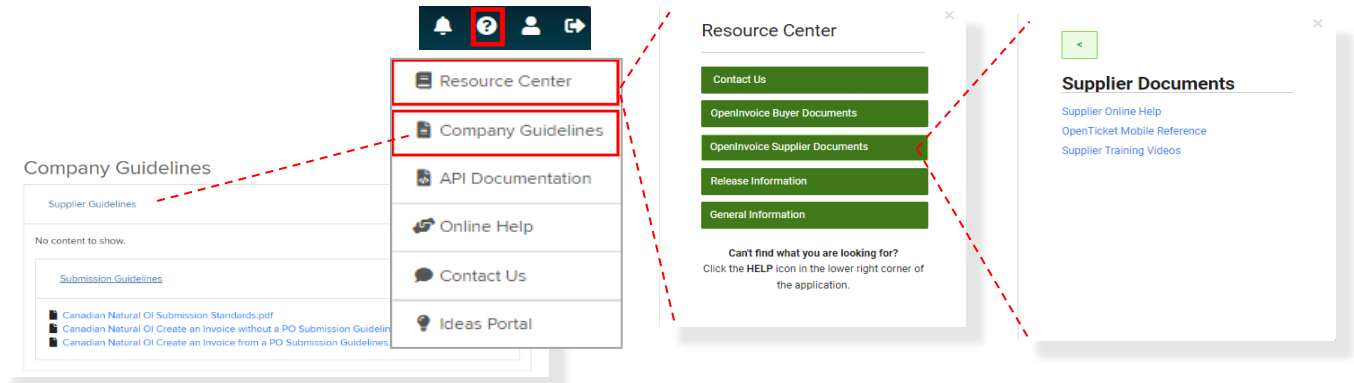
Purchase order compliance alerts notify both the buyer and supplier when an invoice or ticket is not in compliance with the referenced purchase order line. The alerts are categorized by severity—red or yellow—with red being the most severe and yellow being the least severe. An invoice or ticket that is compliant with the referenced purchase order line will have a green alert.

Buyers have the ability to specify whether each purchase order line will tolerate a variance in price and/or over-fulfillment. If a purchase order line has been flagged as being tolerant, then the Amount Over-fulfillment, Quantity Over-fulfillment, and Price/Currency Mismatch (resulting from a rate mismatch) alerts presented on an invoice or ticket will be yellow instead of red. If the Price/Currency Mismatch results from a currency mismatch, the severity will always be red.

Alert Name	Alert	Description
Purchase Order Compliant		The invoice line or ticket refers to a purchase order and all of the details on the invoice or ticket match the details on the purchase order.
Amount Over-fulfillment	 	The total dollar value of all invoice lines or tickets referring to the purchase order line is greater than the dollar amount of the purchase order line.
Quantity Over-fulfillment	 	The total quantity of all detail/itemized invoice lines or tickets referring to the detailed purchase order line is greater than the quantity of the purchase order line. Does not apply to unitemized image invoices or limit PO lines.
Price/Currency Mismatch		Either the rate or the currency of a detail/itemized invoice line or ticket is different than the rate or currency of the referenced detailed purchase order line. Does not apply to unitemized image invoices or limit PO lines.
Unit of Measure Mismatch		The unit of measure of a detail/itemized invoice line or ticket is different than the unit of measure of the referenced detail purchase order line. Does not apply to unitemized image invoices or limit PO lines.
Product/Service Mismatch		The supplier part # / item ID of a detailed invoice line or ticket is different than supplier part # / item ID of the referenced detailed purchase order line. Does not apply to image invoices or limit PO lines.
Requisitioner Mismatch		The requisitioner on an invoice line or ticket is different than the requisitioner on the referenced purchase order.
Price Book Mismatch		The price book on a detailed invoice or ticket is different than the price book on the referenced purchase order. Does not apply to image invoices.

OPENINVOICE ONLINE HELP

For OpenInvoice assistance, click the **Help** button in the upper right corner of the OpenInvoice window. The **Help** button (?) opens the **Resource Center** containing sections for OpenInvoice Contact Us, Announcements, etc. The **OpenInvoice Documents** area contains user guides, training videos, and integration schemas. Review the dashboard training video as well as the creating and managing invoices videos for further assistance. This Canadian Natural document is available in the **Supplier Guidelines** link of the Resource Center of OI.



SUPPORT CONTACT LIST

CONTACT	AREA OF ASSISTANCE	CONTACT INFORMATION
CANADIAN NATURAL		
Accounts Payable	Invoice Submission Assistance Invoice Inquiries; Coding Inquiries	APanalyst@cnrl.com
OI Support	Guidelines and Requirements General OpenInvoice Inquiries	APonboarding@cnrl.com
Supply Chain Management	Purchase Order Terms & Conditions	Your Canadian Natural supply chain representative
LEM Support	LEM Invoicing and Discrepancies	LEM.support@cnrl.com Phone: 780-828-3304
ENVERUS		
OpenInvoice	Access to your OpenInvoice account including password resets	openinvoicesupport@enverus.com Phone: 1-866-627-3287 Monday-Friday 7 AM to 5 PM

FAQS

PURCHASE ORDER (PO) QUESTIONS

Q.	I was issued a Service (SERV) purchase order (PO) for Horizon or CNUL - Albian; where do I enter this number?
A.	Create an Invoice and enter or select a valid value in the Line Item field Contract:
Q.	I was issued a purchase order (PO) number for a Thermal Site; where do I enter this number?
A.	Create an Invoice and enter it in the Invoice Header Description field. Thermal Sites: Kirby, Jackfish, Wolf Lake, Peace River (remit to St. Albert)
Q.	Have all purchase orders in OpenInvoice already been accepted?
A.	Purchase orders available in OpenInvoice are auto-accepted and based on acceptance of the terms prior to releasing the PO to OpenInvoice.
Q.	Standard, Stock or Repair, LEM PO is not available when I search for the PO
A.	The PO may not be approved yet. Contact your Canadian Natural Buyer in Supply Chain Management for assistance. The Service PO will be available under the Create Invoice>Line Item field Contract.
Q.	Whom do I contact if there is a discrepancy on the PO?
A.	Contact your Canadian Natural Buyer in Supply Chain Management for assistance. Issues such as your Buyer may have updated the PO (PO change order) and did not let the warehouse receive and un-receive the lines.
Q.	I was not provided an approver code or AFE#
A.	Standard, Stock or Repair, LEM PO - The details will be populated based on the PO details. Service and Thermal PO, contact your Canadian Natural Buyer in Supply Chain Management for assistance.

OTHER QUESTIONS

Q.	Am I required to attach backup documentation?
A.	See Supporting Documents and Attachments section for required attachments.
Q.	I was not provided an approver code or AFE/Cost Center
A.	Contact your Canadian Natural representative.
Q.	What if the AFE/CC is not available to select?
A.	Contact your Canadian Natural representative. Only approved AFE are available for Invoicing. If the AFE is new ensure it has been approved.
Q.	How do I identify that the Invoice is applicable to the Builders Lien Act
A.	Enter "PPCLA" in the Invoice Description. This will allow the invoice to be selected for special handling.
Q.	Whom do I contact about payment inquiries?
A.	Contact They will be able to advise you the status of your invoice routing and approval for payment.

PRICE BOOK/CONTRACT QUESTIONS

Q.	Whom do I contact if there is a discrepancy on the Price Book (Contract) referenced on the PO?
A.	Contact your Canadian Natural Buyer in Supply Chain Management for assistance.
Q.	Whom do I contact if the Price Book (Contract) is not in my selection for the remit to site?
A.	Contact your Canadian Natural Buyer in Supply Chain Management for assistance. Contracts are limited to the remit to Site. Ensure you are remitting the invoice to the correct Contract Site.