

## What's New for Husky Energy Inc. Suppliers

Husky Energy is upgrading its enterprise business system. As part of this upgrade, Husky Energy is using a new number system for cost objects such as:

- item descriptions,
- G/L codes,
- cost centers,
- vendor numbers, etc.

Your Husky representative requesting goods and/or services will begin using the new numbers after June 22.

Additionally, Advanced Shipment Notification (ASN) is no longer supported.

Cortex Desktop has been updated to reflect and accommodate these changes. New Network and Network Activity fields have been added to the Cost Objects area of the Invoice form.

### Frequently Asked Questions

#### **What does it mean when you say Husky will create our Invoices? How will we know what has been invoiced and paid?**

If you have submitted an SES (service ticket) to Husky prior to June 22<sup>nd</sup> at midnight, Husky will automatically create an Invoice on your behalf.

Payments will be paid as per regular terms. Detailed information on what has been paid with reference numbers will be sent out via email.

If Husky creates an Invoice on your behalf, you will see an accepted status for the related service receipt and you will not be able create an Invoice for that service receipt.

#### **Will I still have access to enter Husky Invoices via Cortex during the outage?**

From June 22<sup>nd</sup> at midnight until July 1<sup>st</sup> you will not be able to enter Husky Invoices in Cortex Desktop. Once the system is reactivated, you can enter your Husky Invoices. Further communications will be issued when the system goes live.

#### **Will I have access to view my Cortex Desktop during the outage?**

You will have access to Cortex Desktop during the outage but will not be able to transact with Husky. For more information regarding Cortex operations during the cut-off period please contact Cortex for specific details.

- [support@cortex.net](mailto:support@cortex.net)
- [www.cortex.net](http://www.cortex.net)
- 1-866-716-6272 opt 1

**Will I receive a Purchase Order during the outage?**

If you have been asked to perform emergency work during the outage, Husky does have a manual process to send a Purchase Order to cover the work. Any work, outside of emergencies, will have PO's issued before or after the outage.

**Is the Cortex Desktop changing its appearance?**

Network and Network Activity options have been added to the Cost Objects area of the Invoice form. For details, refer to your *Husky Energy Inc. Services Supplier Guide* available on [www.cortex.net](http://www.cortex.net).

**When can I start to enter my Husky service tickets into Cortex Desktop?**

All entries can start July 2<sup>nd</sup>.

**How do I ensure my Husky SES is approved and paid before the outage?**

Communications have been sent to the internal Husky staff to ensure they approve their SES's timely.

**I hear that Husky's coding is changing. How do I receive proper coding to send my Invoices?**

Please contact your Husky business representative to obtain proper coding.

**I see a message telling me to contact Husky because my PO has been closed and I can't transact against it.**

This PO is no longer active and requires a new PO to be created.

**My PO says "old" in Cortex Desktop and I can't transact against it.**

This PO is no longer active and will disappear from Cortex Desktop in the following weeks. You are no longer able to transact with this PO.

**I submitted a service receipt prior to the outage but it has not been accepted by Husky.**

Are you an integrated supplier?

**If yes:** When did you submit? If it was after June 22<sup>nd</sup> at midnight then your service receipt was deleted as per our communications. Please resubmit the service receipt.

**If no:** Contact Husky to determine if the SES exists in the new SAP system. If the SES does not exist, please resubmit the service receipt.

- [vendor.relations@huskyenergy.com](mailto:vendor.relations@huskyenergy.com)
- 403-750-5069

**I can't access Cortex to enter any service receipts.**

Please contact Cortex for support.

- [support@cortex.net](mailto:support@cortex.net)
- 1-866-716-6272 opt 1