

# IMPORTANT REMINDERS FOR SUPPLIERS OF HYDRO-QUÉBEC, SOCIÉTÉ D'ÉNERGIE DE LA BAIE JAMES AND THE HYDRO-QUÉBEC PENSION FUND

Hydro-Québec would like to remind you of certain key procedures designed to ensure that your invoices are processed efficiently. These details concern you directly, since you are required to comply with these conditions when preparing your invoices.

You have access to a one-stop service for processing and following up on your invoices.

## PROCESSING YOUR INVOICES

(Certain exceptions apply. See box at the end of this document.)

You must follow these steps when invoicing a good or service acquired by Hydro-Québec, Société d'énergie de la Baie James (SEBJ) or the Hydro-Québec Pension Fund:

- ▶ 1. Address the invoice to Hydro-Québec, SEBJ or the Hydro-Québec Pension Fund. Any other wording will result in your invoice being rejected.
- ▶ 2. Under the Reference field of your invoice, indicate one of the following items of information that will have been provided to you by Hydro-Québec, SEBJ or the Hydro-Québec Pension Fund:
  - the order number:
    - series of 10 numbers beginning with 45 or
    - series of 7 numbers beginning with 9 (for deliveries to our vehicle maintenance shops only)
  - OR
  - the alphanumeric reference (2 letters followed by 4 numbers)

If you were given additional information to include on the invoice, enter it as a note. This will simplify the processing of your invoice.

- ▶ 3. E-mail your invoice directly to Accounts Payable. The invoice and related supporting documents must be included in the same file.



**IMPORTANT:** To be processed, the invoice must be sent according to the guidelines indicated in the Invoicing and payment section of [www.hydroquebec.com/suppliers](http://www.hydroquebec.com/suppliers). The e-mail address where you can send your invoices is on our Web site.

When e-mailing your invoices, remember that each invoice, including supporting documents, must be a separate file, but that a single e-mail may contain several attachments, in PDF or TIFF file format only.

## PAYMENT

If the payment is to be made in Canadian dollars in a Canadian financial institution, your company must register to have your invoices paid by electronic transfer in the Invoicing and payment section of [www.hydroquebec.com/suppliers](http://www.hydroquebec.com/suppliers).

The information provided will be verified by a Hydro-Québec, SEBJ or Hydro-Québec Pension Fund representative, who will inform you of the start date of the electronic transfers.

Payments in other currencies or in non-Canadian financial institutions will be made by cheque and mailed.

## CONFIDENTIAL INFORMATION

We remind you that the *Hydro-Québec Supplier Code of Conduct* stipulates that suppliers must protect confidential information, including data, intellectual property rights and information systems that you hold or have access to. The *Code of Conduct* is available at [www.hydroquebec.com/suppliers](http://www.hydroquebec.com/suppliers).

## CONTACT US

(Certain exceptions apply. See box at the end of this document.)

If a payment has been pending for more than 30 days, **do not resend us the invoice or account statement**. Instead, submit an online request for information in the Invoicing and payment section of [www.hydroquebec.com/suppliers](http://www.hydroquebec.com/suppliers).

Please note that only requests regarding invoices issued since at least 30 days will be processed.

**IMPORTANT:** The 30-day payment term is calculated as of the date the invoice is received at our offices or the date the goods are delivered or services provided, whichever is later.

Visit our Web site regularly to stay informed of any changes in our procedures.

### EXCEPTION:

If you have not received an order or reference number or if you have received special instructions, you must follow these steps:

1. Send the original invoice by mail to the individual or unit at Hydro-Québec, SEBJ or the Hydro-Québec Pension Fund that issued the order;
2. Contact that individual directly if you have any questions regarding your invoice.