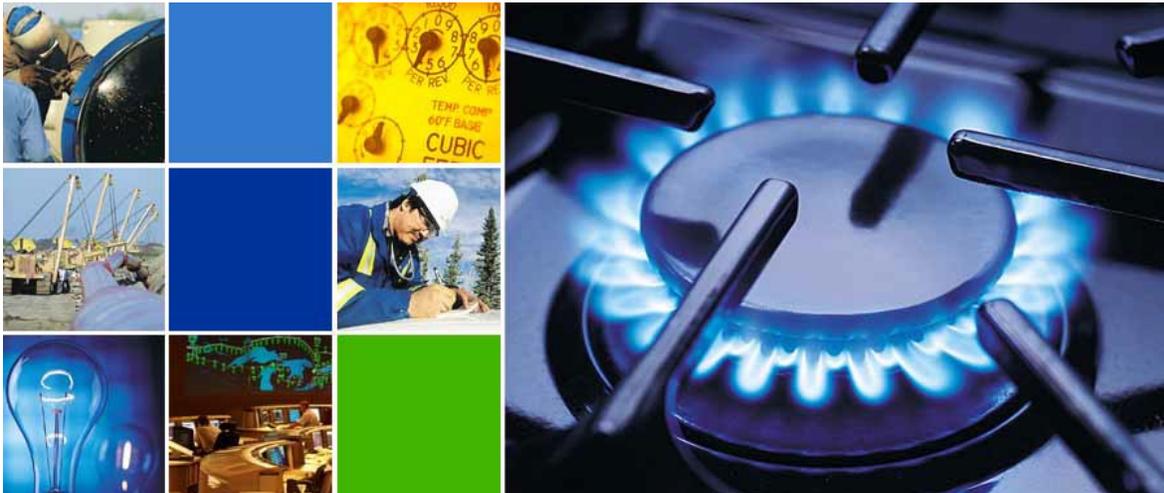


# NGTL System Invoice Management

User Guide



## Before you begin...

- You must have a User Name & Password.
- Your company Administrator must have assigned you permission to view and download invoices.

## Log In

1. Go to [www.tccustomerexpress.com/index.html](http://www.tccustomerexpress.com/index.html)  
Click on the 'Pipelines' tab and select 'NGTL' link

TC Energy | Customer Express

Customer Express Home Capacity Pricing & Tolls Services & Tariffs

Customer Express - Your one stop source for commercial information on our Canadian pipelines

What's New

- ▶ Canadian Mainline GCTS Nominations training now available
- ▶ Introducing TC Energy
- ▶ North Bay Junction Long Term Fixed Price
- ▶ Mainline 2018 to 2020 Interim Tolls
- ▶ NGTL System 2018 Annual Plan
- ▶ TransCanada To Proceed With \$655 million Saddle West Natural Gas Project
- ▶ Customer Witness Inspection

Tools Pipelines

Canadian Systems

- ▶ NGTL
- ▶ Canadian Mainline
- ▶ Foothills
- ▶ Great Lakes Pipeline Canada

2. Select 'Customer Activities'.

CUSTOMER EXPRESS HOME CAPACITY PRICING & TOLLS SERVICES & TARIFFS

Customer Express Home > Pipelines > NGTL System

Pipelines

Canada

NGTL System

- ▶ Customer Activities
- ▶ Informational Postings
- ▶ Service Offerings
- ▶ Regulatory Information
- ▶ Industry Committee
- ▶ Contacts
- ▶ Site Map

Canadian Mainline

Foothills System

Trans-Quebec and Maritimes Pipeline

USA

ANR Pipeline Company (ANR)

Bison Pipeline

Gas Transmission Northwest System

NGTL System

Linepack: 453.8 E6  
Updated: August 4, 2011

System Operations

- ▶ [NGTL Current System Report](#)
- ▶ [Capacity Bulletin Board](#)
- ▶ [Customer Activities](#)
- ▶ [Flowing Gas - Month End](#)
- ▶ [Gas Day Summary Report](#)
- ▶ [Notices - All / Critical / Non-Critical](#)
- ▶ [Open Season](#)
- ▶ [Short Term Operation Plan \(STOP\)](#)
- ▶ [TransCanada's NrG Highway](#)

\* Requires User Id and Password

3. Enter your User Name and Password, then 'Sign In'.

TransCanada  
In business to deliver

User Name:

Password:

**SIGN IN**

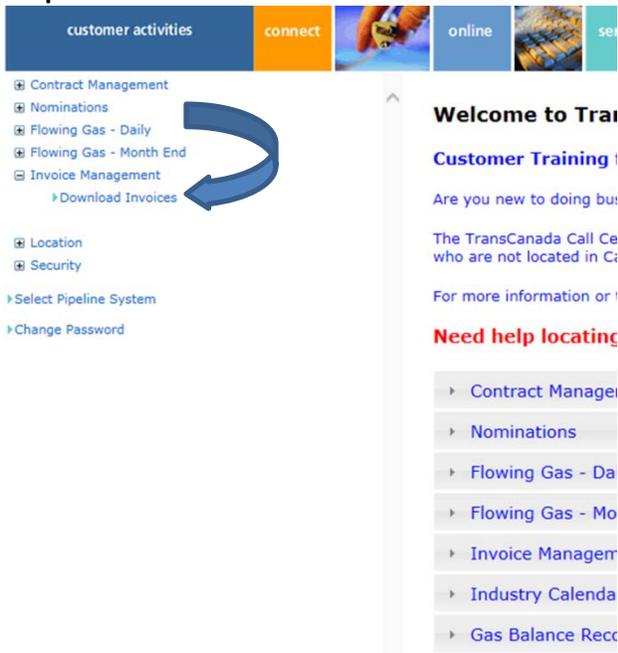
Attention: for security reasons, when you finish working with the site, please make sure you do one of the following:  
• Use the Logout button, to log out of the site, or.  
• Close all browser windows, including applications that were opened in a new window.

You are accessing this site from a computer running Windows NT 0

This site is for authorized users

## View & Download Invoices

1. To access your invoices select 'Invoice Management' on the left hand navigation menu, then select 'Download Invoices' from the dropdown.



2. Select criteria from the dropdowns to display an invoice or report:

### a. Customer

This dropdown list will be limited to those customers for which you have access, and which have at least one invoice within the last 14 billing periods. This includes:

- Invoices for your own company
- Invoices for the customers that you are currently Invoice Agent for (if you cease to be an agent for a customer, you will no longer be able to access any of that customer's invoices)
- Invoices for customers that have amalgamated for which you previously had access

Choose the desired customer from the list. The other selection lists will be refreshed with information specific to the customer you have chosen.

### b. Invoice Period

Once a customer is chosen, the 'Invoice Period' dropdown is populated with the most recent invoice available for that customer. Up to 13 prior invoice periods are also available in the dropdown.

### c. Invoice or Report

This dropdown list will be limited to the items that are available for the selected invoice period. NGTL offers the following:

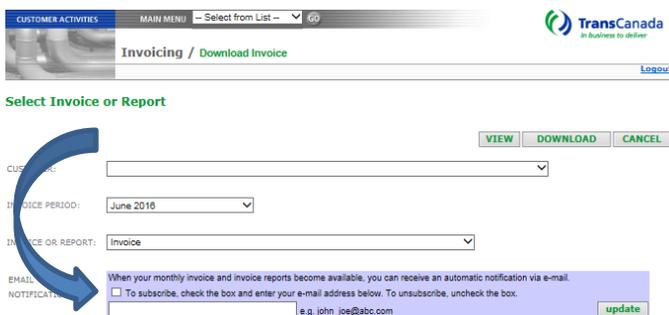
- Invoice: PDF invoice
- Detail of Receipt Demand Charges: excel report of receipt demand charges.
- Detail of Receipt Commodity Charges: excel report of receipt commodity charges.
- Detail of Delivery Demand Charges: excel report of delivery demand charges.
- Detail of Delivery Commodity Charges: excel report of delivery commodity charges
- Detail of CO2 Report: PDF of CO2 charges which includes quantities and stations.

### 3. Select either 'View' or 'Download'

For invoices 'View' will open a PDF version of the invoice, and 'Download' will open a dialogue box to download the PDF file. For reports 'View' and 'Download' will both open a dialogue box to open or save the MS Excel file.

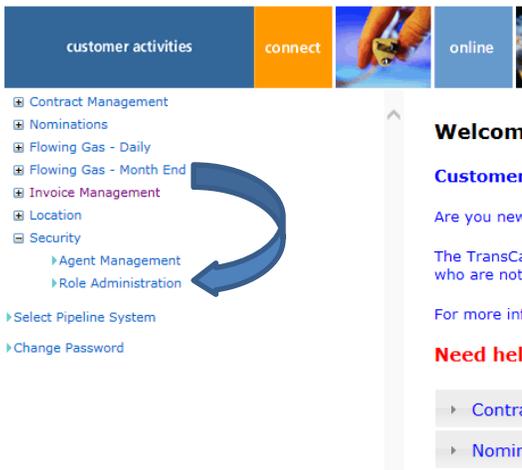
## Sign Up for Invoice Notifications

On the 'Download Invoices' page, you can sign up to receive an email notification when your invoice is available each month – simply **enter your email address, check off subscribe and select 'Update'**.



## Administer Access

If you have been set up as an administrator for your company, you will have the ability to grant or deny access to other users. To do this, **select 'Role Administration' from the 'Security' dropdown on the navigation menu.**



Enter your User Name and Password again for security reasons. You will be redirected to the 'User Administration' website.

- **Create New User:** select 'New', then complete the User Detail fields, select 'Enabled', and 'Save'. The system will create a default password for the new user.
- **Add/Remove Access:** In the 'Roles' area, highlight a Role and use the arrows to move it to from the 'Unassigned' area to the 'Assigned' area, or vice versa, then 'Save'.

