

## Invoice Instructions

for Motiva Enterprises LLC, Motiva Trading LLC and Motiva Chemicals LLC

### Invoice Document Requirements:

- Motiva Purchase Order number (for PO based invoices)
- Unique invoice number
- Invoice date
- Remit To information (e.g. "your" company information where payment is to be received)
- Bill To Company name (e.g. Motiva Enterprises)
- Ship To Location – if different from Bill To information
- Date of material shipment or service provided
- Invoice amount broken down by PO line item number and PO line item number indicated
- Description of the goods or services
- Quantity of goods and services being invoiced
- Price of each item or service with the tax listed separately
- Motiva Contact Name and Email Address (For non-PO invoices)
- Payment Terms per contract
- Do not forward to company personnel for payment or payment may be delayed/rejected

**Note: Invoices received without the above information will be returned for correction**

### How do Vendors submit invoices to Motiva?

- Submission Methods
  - **Ariba Network Suppliers:** send electronically via Ariba
  - **PDF Email:** Preferred Method for non-ARIBA Network Suppliers:  
Motiva Enterprises & Motiva Trading to: [API invoicing@Motiva.com](mailto:API invoicing@Motiva.com)  
Motiva Chemicals to: [MOTIVA-Chemicals-API invoicing@Motiva.com](mailto:MOTIVA-Chemicals-API invoicing@Motiva.com)
  - **Paper Invoice:**  
Motiva Enterprises LLC or Motiva Trading LLC or Motiva Chemicals LLC  
P.O. Box 470328  
Tulsa, OK 74147

**NOTE: ARIBA Network Supplier invoices submitted as Email or Paper will be rejected back to the supplier**

### Requirements for PDF Submissions

1. Invoices must be a legible PDF Format (No Excel or Word docs accepted) and no greater than 10 MB
2. One PDF invoice per attachment
3. Multiple individual PDFs can be submitted in a single email
4. Invoice should precede any supporting documentation
5. Cannot be password protected, zipped, or in a changeable format
6. Invoices should only be submitted once - duplicate submissions may create delays or rejections
7. PDF Mailbox is not monitored for inquiries and is only available for automating the receipt of invoices

### Invoice Inquiries:

- Motiva Enterprises & Motiva Trading to: [MOTIVA-Vendor-Helpdesk@motiva.com](mailto:MOTIVA-Vendor-Helpdesk@motiva.com)
- Motiva Chemicals to: [MOTIVA-Chemicals-VendorHelp@Motiva.com](mailto:MOTIVA-Chemicals-VendorHelp@Motiva.com)
- Phone: +1-800-573-4068