



Welcome to Suncor Energy's *Pay My Bills* website.

QUICK START

Browser requirements:

We strongly recommend you upgrade your browser to one of the following browsers for the best user experience on our site. Older browser versions will not be able to access all of the content on our site.

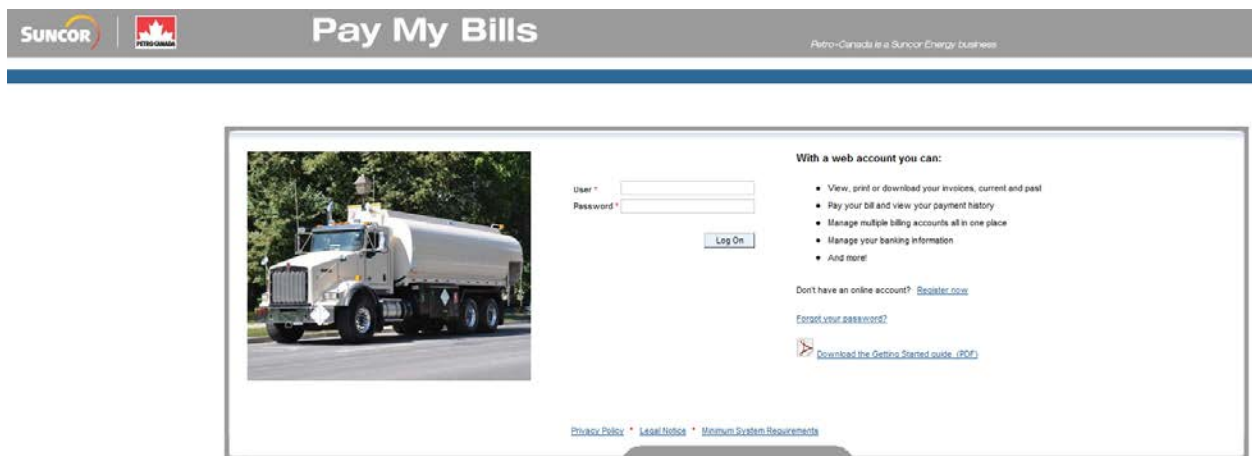
*Microsoft Internet Explorer 8 or above
Mozilla Firefox ESR 24 or above
Apple Safari 5.0 or above on Mac OS X*

Please note that Javascript and Cookies must also be enabled.

This document is designed to help you get started. It also describes the functionality and options available to you.

Once you have completed the registration form to access *Pay My Bills*, you will receive from Suncor, a user-id and password and be directed to the logon page.

<https://paymybills.petro-canada.ca/>



If you are first-time user, you will be prompted to change your password.

Change Password

Old Password *

New Password *

Confirm Password *

Change Cancel

With a web account you can:

- View, print or download your invoices, current and past
- Pay your bill and view your payment history
- Manage multiple billing accounts all in one place
- Manage your banking information
- And more!

Don't have an online account? [Register now](#)

[Privacy Policy](#) • [Legal Notice](#)

Once inside the tool, you will be presented with the following functional tabs. Based on the level of access assigned to you, the function within each of the tabs could differ between users (See section on *User Access Levels*).



If there are multiple accounts assigned to you, you will first be presented a list of accounts to select or search from. You can go back to your list of accounts at anytime by clicking *Switch Account*.



Open Bills tab

- View all outstanding open invoices and credit memos

Up-to 50 items displayed per page ◀ Page 1 ▼ From 3 ▶

List of Open Bills

1. Select all bills that you would like to pay:

Find Bills

- Select invoice(s) to be paid either individually or you can use the *select all* button

Select All Deselect All Download Selected Entries

- Pay invoice(s) (Pre-requirement: add bank information under *Bank Data*)
If you have multiple bank accounts set-up under *Bank Data*, click the drop down button to display the list of accounts and select the bank account to be debited.

- 2.2. Select the payment method you want to use. You are paying with

BANK 1 ✓

- 2.2. Select the payment method you want to use. You are paying with

BANK 1
 BANK 2

- 3.3. Choose *Continue* to check and confirm your payment.

Continue

- Create inquiries/ view invoice in PDF/ view invoice in XML
- Download selected items in CSV, XML or PDF format



Find Bills

Search for Bills:

Hide Search

Display All Bills

Text in Bill Description:

Due Date: (Day/ Month/ Year) / / To / /

Bill Amount: To

Open Amount: To

Find

Paid Bills tab

- Search* for, view, and download processed invoices (Archives)
- Search* for, view, and download in-process invoices (scheduled for payment)
- Search Period criteria based on invoice due date (not invoice issue date or payment date)

Status: In Process
Period: Last 30 Days

- Action
- Cancel pending payment for specific invoice(s)
 - Download selected items in CSV, XML or PDF format
 - Payments are processed nightly

Payments tab

- Search for, view, and download processed payments (Archives)
- Search for, view, and download in-process payments (scheduled for payment)
- Search Period criteria based on payment date

Status: In Process
Period: Last 30 Days

- Action
- Cancel pending payment(s)
 - Download selected items in CSV

Contacts tab

- Display your customer information on file with Suncor, if the information is incorrect or has changed, please make sure to contact us.

Bank Data tab

- Display your bank information on file with Suncor
- Edit/Add/Delete new bank information (if access allows)

Delete

Adding Canadian bank info:

- Branch# is the Institution code ie. 004 is TD, Transit# is your branch#.

Country	Bank Number	Account Number	Account Holder	Account Description	Delete
New entry Canada <input type="button" value="v"/>	Branch# Transit#				
<input type="button" value="Save"/> <input type="button" value="Back"/>					

Adding US bank info

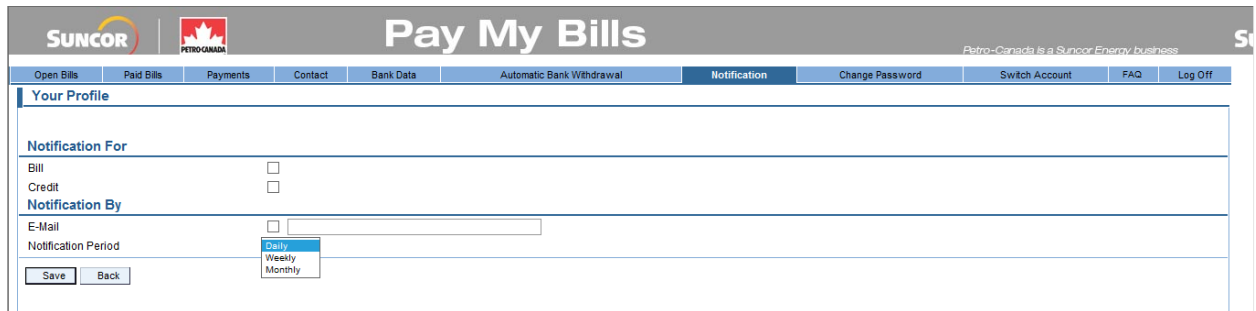
New entry USA <input type="button" value="v"/>					
<input type="button" value="Save"/> <input type="button" value="Back"/>					

Automatic Bank Withdrawal tab

- Download the authorization form to allow automatic recurring bank payments

Notification tab

- Setup the frequency for email notification of new invoices or credit memos. To ensure notifications are delivered successfully please make sure to provide a valid email address



The screenshot shows the 'Pay My Bills' interface with the 'Notification' tab selected. The page header includes the Suncor and Petro-Canada logos, the title 'Pay My Bills', and the text 'Petro-Canada is a Suncor Energy business'. A navigation bar contains links for 'Open Bills', 'Paid Bills', 'Payments', 'Contact', 'Bank Data', 'Automatic Bank Withdrawal', 'Notification', 'Change Password', 'Switch Account', 'FAQ', and 'Log Off'. The main content area is titled 'Your Profile' and contains a 'Notification For' section with checkboxes for 'Bill' and 'Credit'. Below this is a 'Notification By' section with an 'E-Mail' checkbox and an empty text input field. The 'Notification Period' section has a dropdown menu with options 'Daily', 'Weekly', and 'Monthly'. At the bottom are 'Save' and 'Back' buttons.

Change password tab

- You can change your password at anytime
- For your security you will be prompted to change your password every 3 months

FAQ tab

- View Frequently Asked Questions for more details on Pay My Bills

Log off tab

- Securely Log out of Suncor's internet site

User Access Levels

Your user account will have a level of access assigned as authorized by your manager. Access levels* can be changed with authorization only. Please refer to the Internet Service Agreement.

	DISPLAY	PAY BILLS	MANAGE BANK DATA	FULL ACCESS
OPEN BILLS				
Display	X	X	X	X
Download	X	X	X	X
Search	X	X	X	X
Create Inquiry		X	X	X
Pay		X		X
PAID BILLS				
Display	X	X	X	X
Download	X	X	X	X
Search	X	X	X	X
Cancel payment		X	X	X
PAYMENTS				
Display	X	X	X	X
Download	X	X	X	X
Search	X	X	X	X
Cancel payment		X	X	X
BANK DATA				
Display	X	X	X	X
Add/Edit			X	X
Delete			X	X
CONTACT	X	X	X	X
NOTIFICATION	X	X	X	X
ABW	X	X	X	X
FAQ	X	X	X	X
CHANGE PASSWORD	X	X	X	X
LOG OFF	X	X	X	X

*Access levels may not be available depending on your account, please contact your credit account manager for more details.