BGIS>

Oracle Cloud

Supplier Portal User Guide

Contents

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Overview

In effort to enhance the billing, invoice and payment inquiry experience, BGIS is providing its suppliers and service providers with the BGIS Oracle Cloud Supplier Portal.

This web based portal enables transparency and timely information and can be used for:

- Submitting invoices with a Purchase Order or Work order
- Inquiring on Invoices or Payment Status
- Submitting a Credit Memo
- Managing Users of the portal
- Viewing Purchase Orders and Work Orders life cycle (Ordered, billed and remaining balance)

The BGIS Oracle Cloud Supplier Portal <u>cannot</u> be used for:

- Submiting invoices where no Work Order or Purchase Order was provided
- Invoicing Purchase Orders and Work Orders which begin with PM, BUS, and TDU.
- Updating your Company's information in BGIS records (ex: Company name, address, banking details)

Once you have been granted access to the BGIS Oracle Cloud Supplier Portal, you will have visibility to <u>all</u> clients you are currently servicing for BGIS.

Please note: The BGIS Oracle Cloud supplier portal does not replace Avetta, which is used for vendor compliance; nor RealSuite, the platform used to manage your work orders with BGIS.
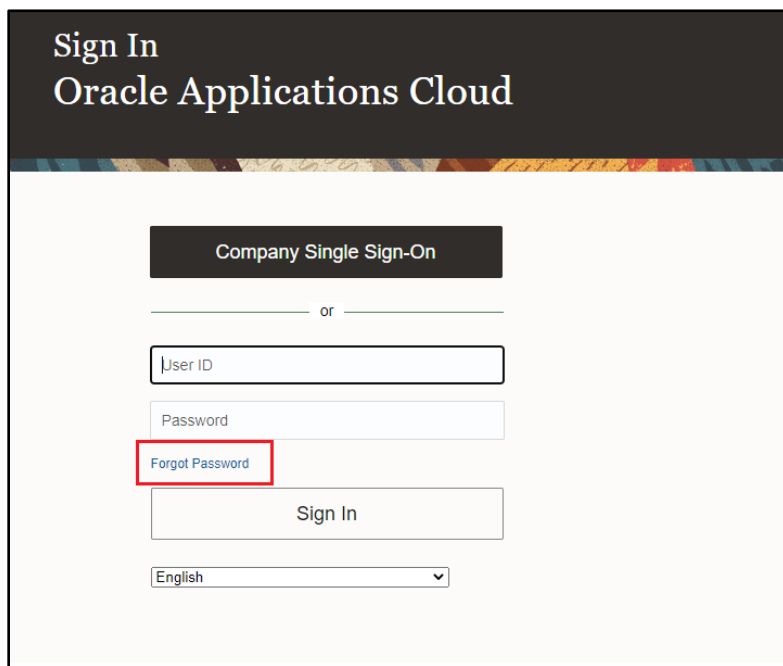
Getting Started

Logging in to the Supplier Portal

The supplier portal can be accessed through https://egzp.fa.ca2.oraclecloud.com/ and is optimized with the latests versions of Microsoft Edge or Chrome browsers.

Your **User ID** is the email address used when you requested access to the BGIS Oracle Cloud Supplier portal.

If you are logging into the portal for the first time, please select **Forgot Password** and follow the prompts to create your unique password.


During the process of resetting your password (contingent that you have been given access to the Oracle Cloud Supplier portal) you will receive an email notification to reset your password.

If an email is not received, please contact BGIS Portal Support team at portal.invoice@bgis.com for support.
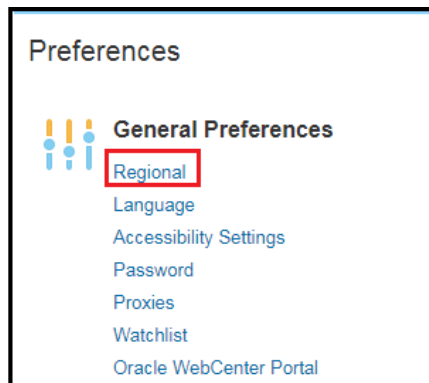
Setting Regional and Language Preferences

Once you have logged into the portal, please ensure to set up your General Preferences as shown below.
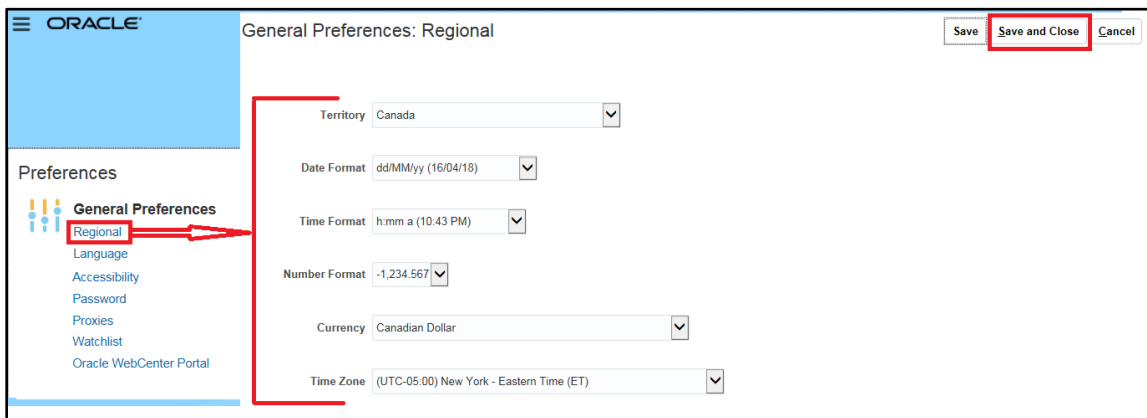
From the home page main screen, select the **Set Preference** icon.
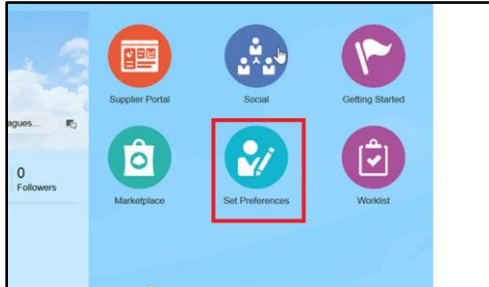
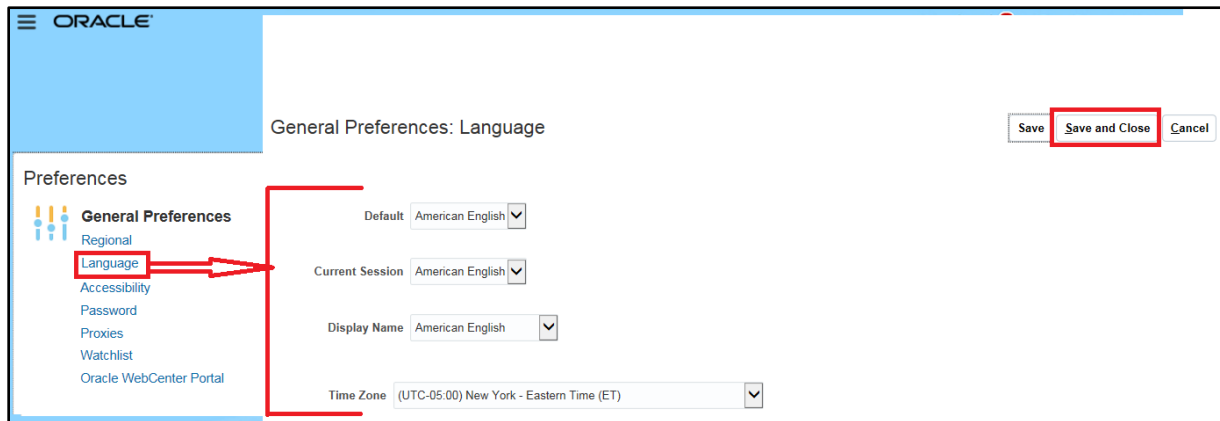Under **General preferences** tab, select **Regional** option.

Enter your **Region** and **Time Zone** details as outlined below, then select Save and Close.

The **Region and Time** will be updated and be your default setting during every login. Please ensure your **Date format** remains as dd/mm/yy.
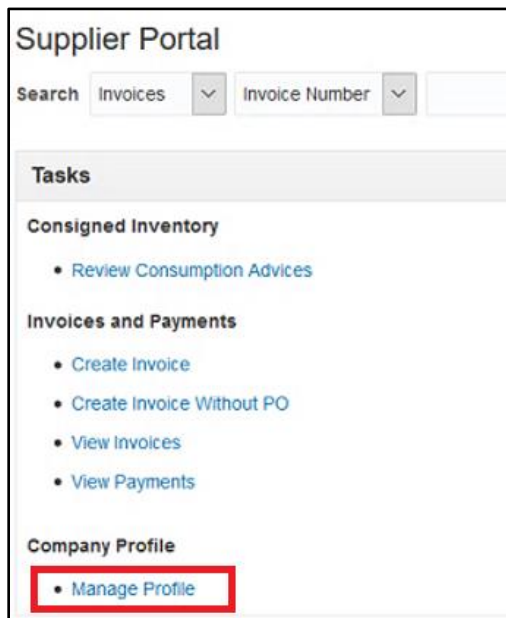
Select the **Language** option. Enter your Language details then select **Save and Close**.

The **Language** will be updated and become your default setting going forward.

Ensure you log out and back in to Oracle Cloud Supplier portal to see the changes.

Reviewing your company's profile

Select **Manage Profile** under **Company Profile** section as shown below.

Click on **Organization Details** to view details of your company and users.

You will be able to view but not update information listed in the highlighted tabs. Should you have questions or updates regarding name changes, addresses, and/or tax id, please contact SCA@bgis.com.

Payments: If you receive all your payments by Cheque from BGIS, please go to section below "Setting up your account on EFT/ACH" and follow the steps to switch to EFT/ACH.

Company Profile ⓘ

Last Change Request	526007		Requested By	SVP, Rieshanth
Request Status	Processed		Request Date	2/7/22

Organization Details | Tax Identifiers | Addresses | Contacts | Payments | Business Classifications | Products and Services

⊿ General

Company	Supplier Portal Vendor		Tax Organization Type	Corporation
Supplier Number	10001		Status	Active
Supplier Type	JANITORIAL		Attachments	None

⊿ Identification

D-U-N-S Number			National Insurance Number	
Customer Number			Corporate Web Site	
SIC				

⊿ Corporate Profile

Year Established			Chief Executive Title	
Mission Statement			Chief Executive Name	
			Principal Title	
			Principal Name	
Year Incorporated				

⊿ Financial Profile

Setting up your account on EFT/ACH

It is critical that you receive all your payments from BGIS as EFT only. If you receive your payments by cheque, please email the **EFT Concent Form** to EFT@bgis.com.
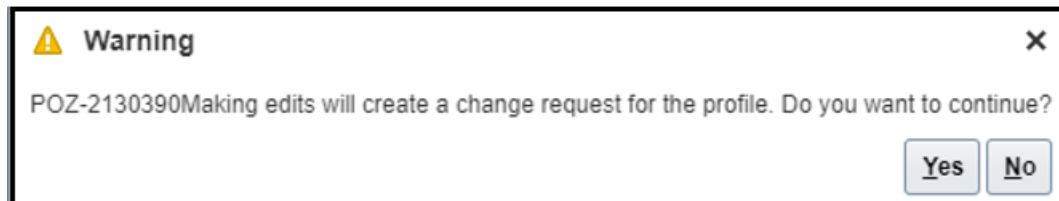
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Managing Users on the Portal

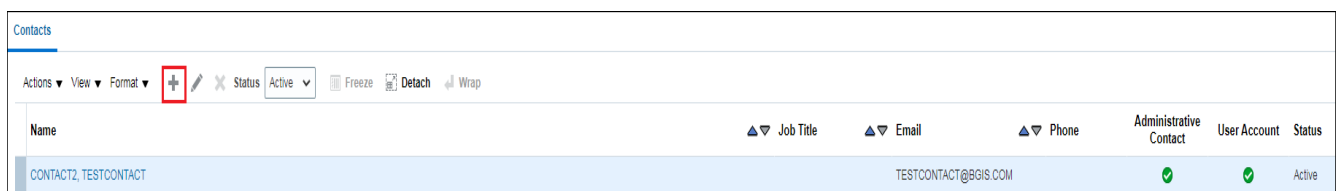## Creating Users on the Portal

Following from the section above, select the **Contacts** tab

Below warning appears when **Contact** tab is selected. Select **Yes** to start creating a new user.

Then, select the **+** icon to add a contact as shown below.

Please note there are two user types, *Administrative Contact* and *User Account*.

The Administrator user role's access enables addition, inactivation and reactivation of other users within your organization.

User Account provides access to submit and inquire invoice details as well as inquire work order and purchase order information.

Multiple individuals can be set up with these profiles as required.

Select OK to complete the request. The New contact's name is now added to the list of contacts.

Warning: Once your Addition/Change is complete, always ensure to select **Review changes** otherwise your profile will be locked. See section below "Unlocking Supplier Profile" to unlock your account should this occur.

Changes which have just been made will be visible in this **Review Changes** section.

Once you have reviewed the changes that were applied and no further updates are required, select **Submit.**

*Note: The **Submit** icon will only be available after you click on **Review Changes**.*

You will now receive a confirmation message that the profile change request was submitted. No further action needed from your end; the request will be automatically approved.

There is still the option to cancel the change request or edit it at this time before selecting **Done.**
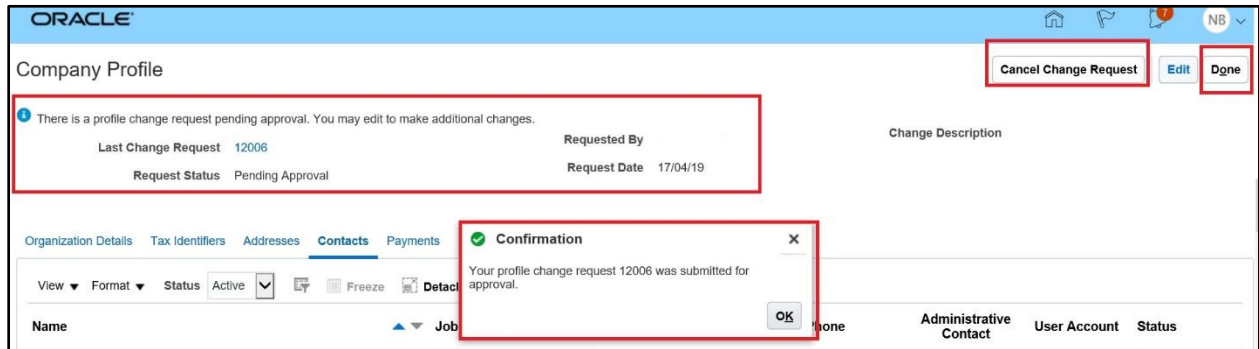
The above message stating "There is a profile change request pending approval. You may edit to make additional changes" appears, there will be no action required from your end as it will be automatically approved. Select done to go back to previous page.

Inactiving Users on the Portal

Users who have not logged into to BGIS Oracle Cloud Supplier Portal within 6 months will be automatically deactivated by BGIS.

However, should you need to deactivate a user, please complete the following steps:

From the **Manage** profile on your task menu. Select **Contacts** and then Select **Edit.**
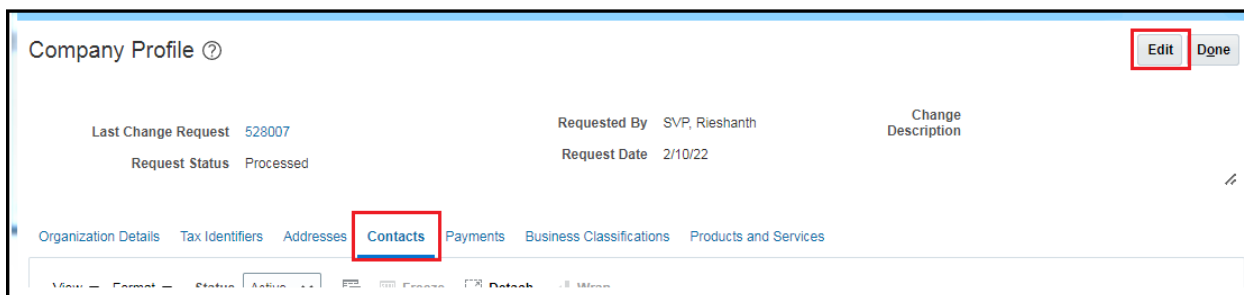
Click on the contact that you would like to inactivate and from the **Status** field, click on the drop-down menu and select **Inactive.**

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Once completed, please ensure to select **Review Changes** otherwise your profile will be locked. If you account is locked, please review section "Unlocking Supplier Profile" to unlock it.

Recently requested changes will only be visible in this **Review Changes** section. If the changes are captured correctly, select **Submit**.

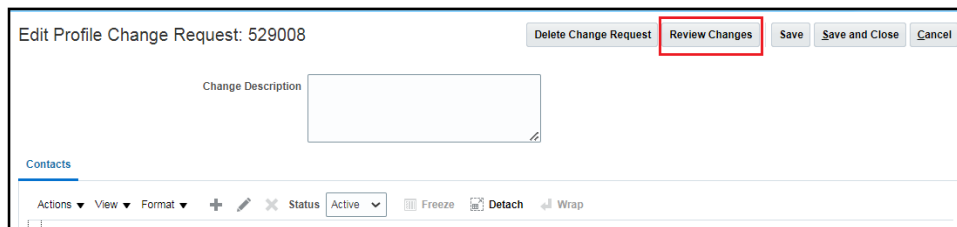A confirmation message that the profile change request was submitted for approval will pop up.

Select **Ok** and then **Done**.

Profile change requests are approved by BGIS and no further action is required on your end.
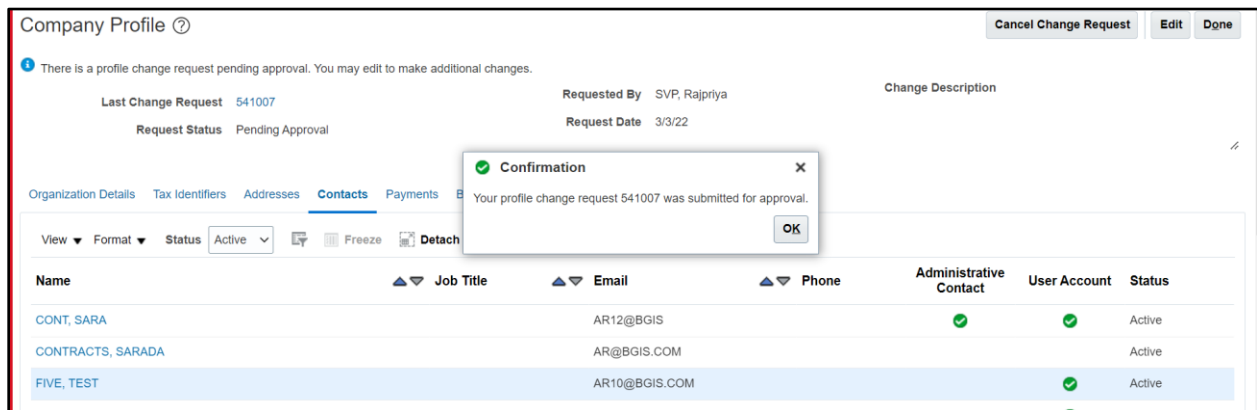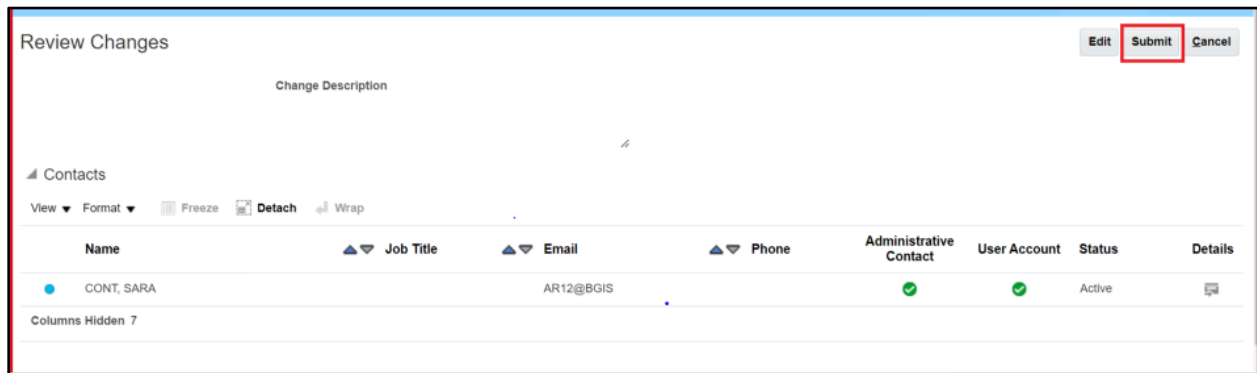
There is still the option to cancel the change request or edit it at this time before selecting **Done.**

You can click on **Delete Change Request** to undo the changes you made.
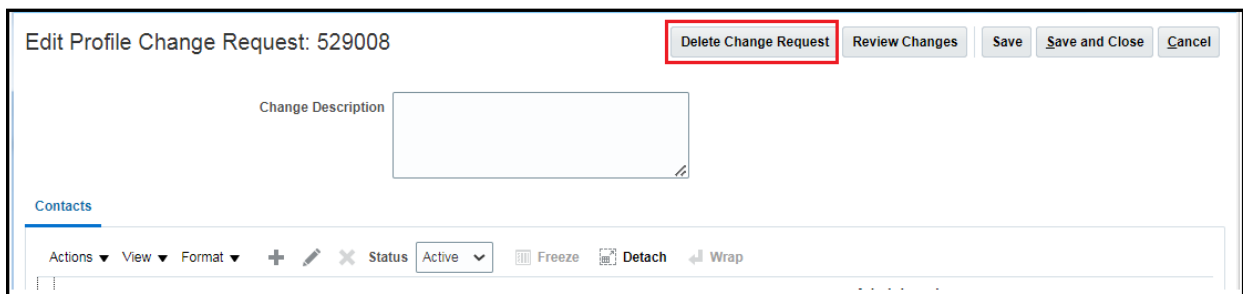
Reactivating Users that were previously inactive

Should you need to reactivate a user, the following will guide on the necessary steps:

From the **Manage** profile on your task menu. Select **Contacts** and then Select **Edit**

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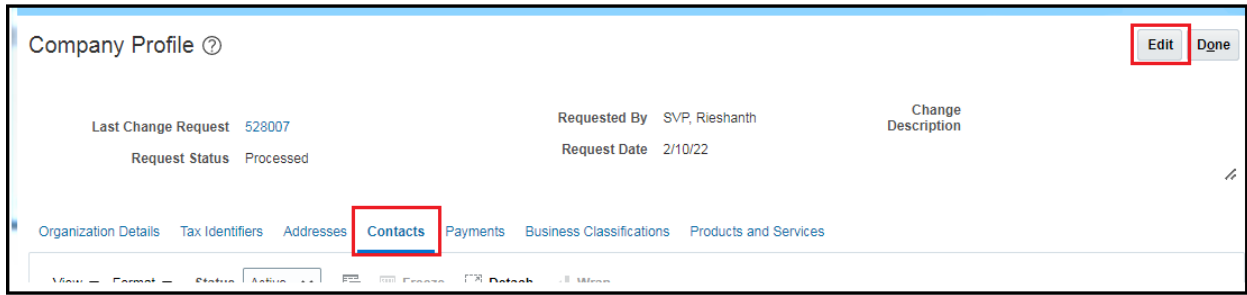
Click on the contact that you would like to re-activate and from the **Status** field, click on the drop-down menu and select **active.**
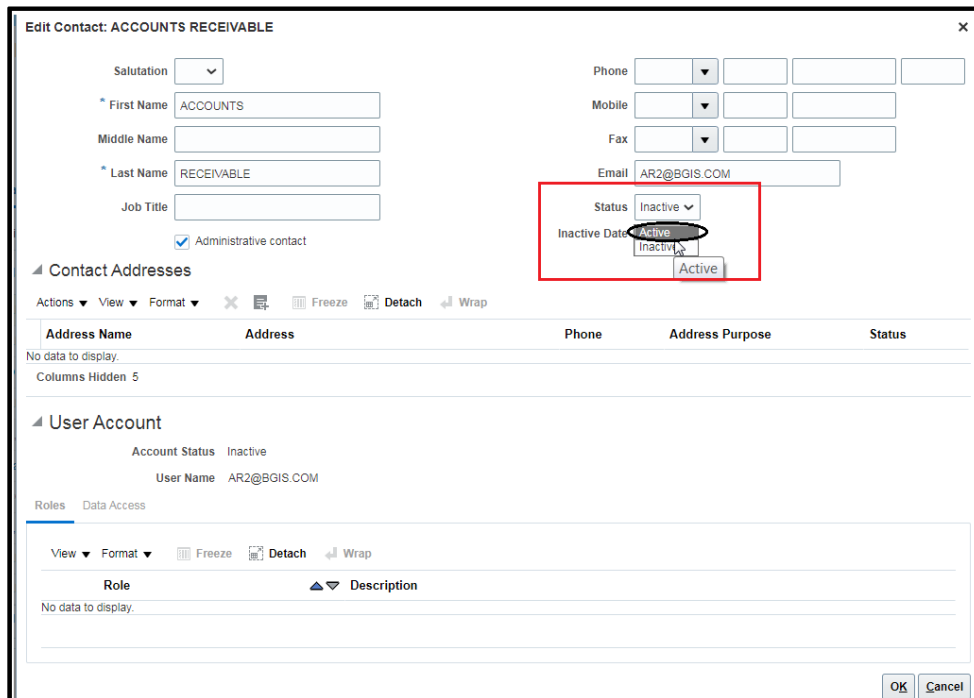
Once completed, please ensure to select **Review Changes** otherwise your profile will be locked.

Recently requested changes only will be visible in this **Review Changes** section. If the changes are captured correctly, select **Submit**. A confirmation message that the profile change request was submitted for approval will pop up. Select **Ok** and then **Done**.

You still have an option to cancel the change request or edit it at this point of time before clicking on Done.

You can click on **Delete Change Request** to undo the changes you made
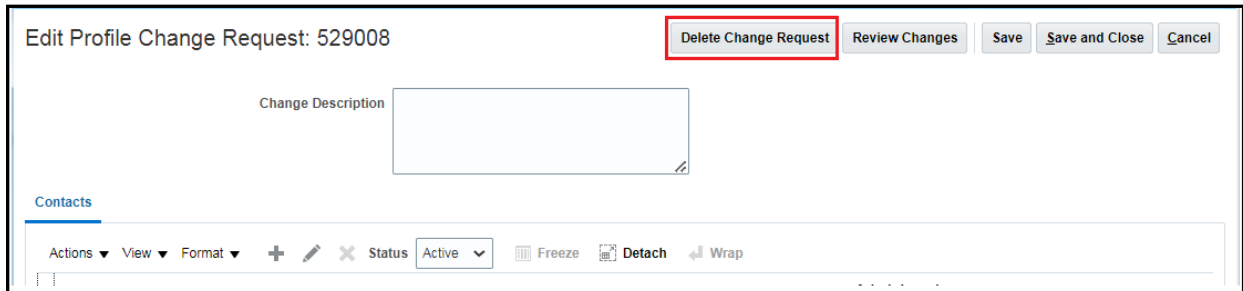
Unlocking Supplier Profile

If draft changes are not completed by clicking Submit, then your profile will be locked. When your profile is locked, no invoices can be submitted until the profile is unlocked.

If the "Delete Change Request" button is available in your company profile as shown below, this confirms that your profile locked.
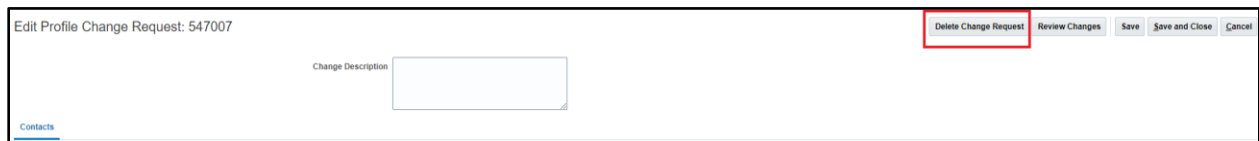
To unlock your profile, you can either delete your change request by click "Delete Change Request" or Reviewing Changes and submitting your change request. Once you have completed that, your profile will be unlocked, and you can continue invoicing.

Receiving Notifications for returned invoices

Invoices not are not compliant with BGIS's invoicing guidelines and requirements will be returned. Common reasons are: incorrect bill to name, invalid invoice number (e.g. special characters), incomplete information (e.g. service description) and approver rejection.

All returned invoices will be communicated to the ACCOUNTS RECEIVABLE contact set up in your company profile.

Please see below for instructions on setting up/updating the ACCOUNTS RECEIVABLE contacts.

Using the Add Contact feature add a designated ACCOUNTS RECEIVEABLE contact email to the company profile.

Ensure the contact is marked as "ACCOUNTS" in the first name and "RECEIVABLE" in the last name. Please ensure ACCOUNTS RECEIVABLE is entered exactly as shown in capital letters.

Please note Oracle Cloud Supplier Portal only allows for an email to be set up once. If your email is to be also used as the notification email for invoice rejections, simply change the User first name to ACCOUNTS and the last name to RECEIVABLE.

Submitting an invoice

Using the home page, select the **Supplier Portal** icon
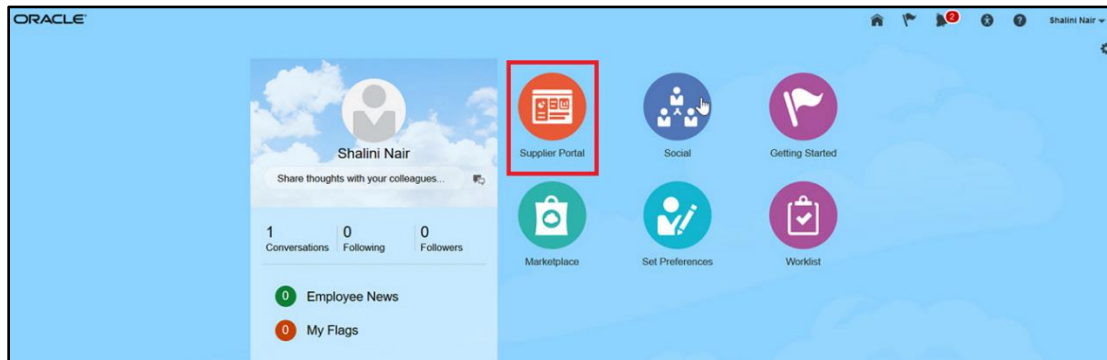
Then select **Create Invoice** under **Invoices and Payments** section
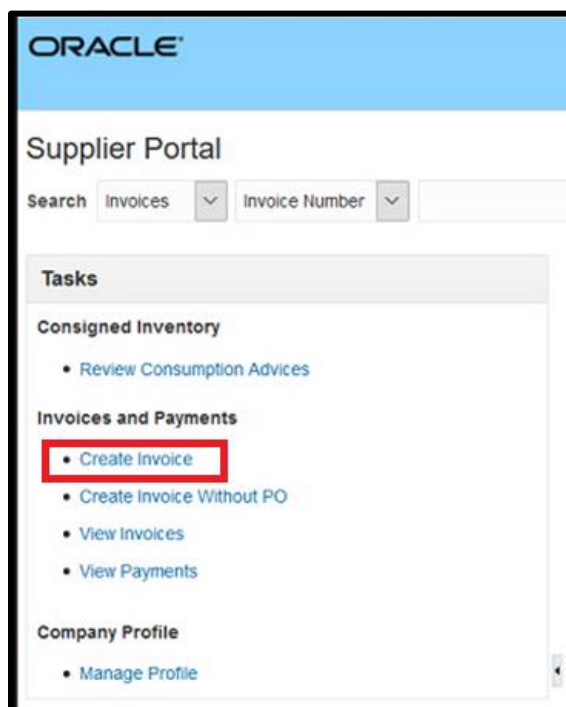
A new screen will open and enable you to input header level information relating to your invoice. The following steps will guide the completion of these elements. Only the highlighed sections will need to be populated.

Entering invoice header information

- Using **Identifying Purchase Order** field, select or type the Purchase Order or Work order number which you are submitting an invoice for. In Oracle Cloud, Work Orders and Purchase Orders are referred to as Purchase Order.

  Please note: Only approved Purchase Orders and Work Orders which have been marked Invoiceable and Complete in RealSuite are available for invoicing.

- The **Supplier site** and corresponding address autopopulate from the Purchase Order or Work Order. You will not be able to change the supplier paysite. Kindly ensure you have submitted your EFT request form to ensure all your payments are electronic as detailed in this guide.

- Using the **Number** field, enter the **Invoice Number** of your submission. Please note the invoice number must be alphanumeric with no special characters or spaces and all capital letters. (e.g. INV1234). If your invoice numbers contains "-" such as INV-1234, please remove the "-" and enter it as INV1234. All invoices with non alphanumeric characters will be rejected and sent back for revision.

- Using the **Date** field, enter the **Invoice Date** which you are submitting. This is not the invoice submission date, but is the date on the invoice copy.

  Please note future dated invoices are not be accepted. Invoices are to be submitted once the service has been completed.

- Using the **Type** field, Always keep as default **Invoice** unless you are submitting a Credit Memo. In this case, please change the Type to **Credit Memo.**

- Using the Attachment field, select the **+** sign beside **Attachments link.**

The screen below appears. Please keep the defaults as they appear on your screen:

The attachment **Type** should remain as the deafult selection **File.**

The **Category** should remain as the **From Supplier.**
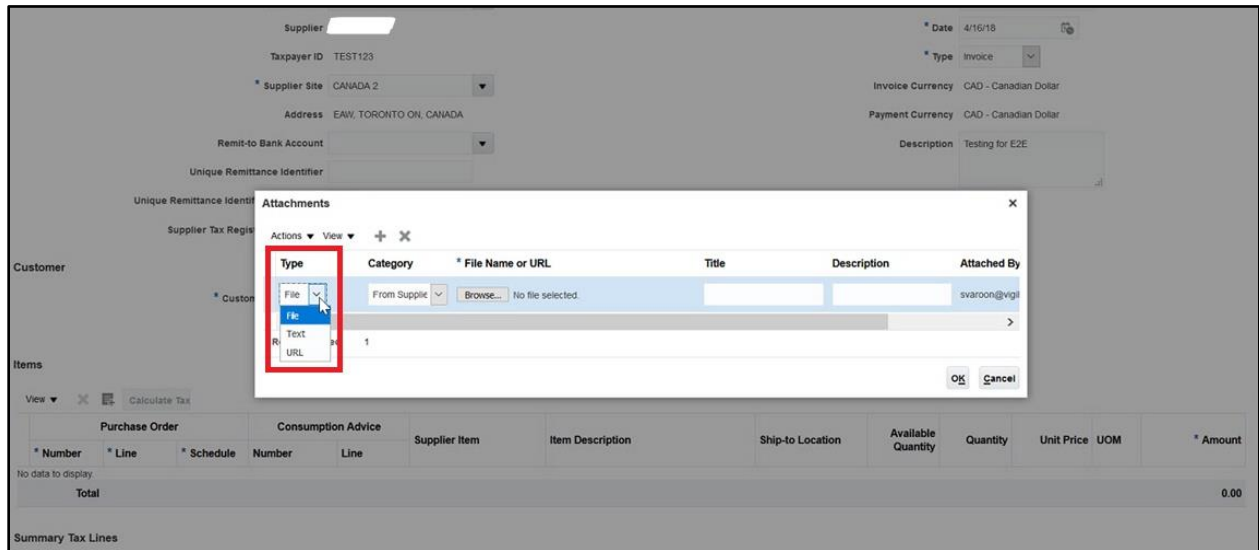
Select **Choose File** to upload the invoice from a folder
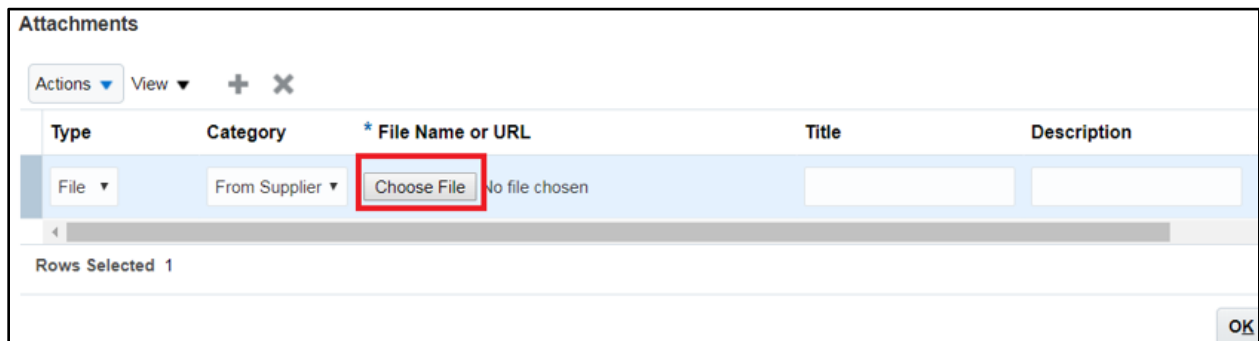
The invoice attachment will appear under **File Name or URL** tab and will auto populate the **Title** with the same file name.

Select OK to proceed. The invoice copy is now attached.

Attachments

Actions ▼   View ▼   ✚   ✖

Type	Category	* File Name or URL	Title	Description
File ▼	From Supplier ▼	TESTINVOICE21.pdf Update...	TESTINVOICE21.pdf	

Rows Selected 1

If you uploaded the incorrect invoice copy and need to delete the attachment, simply click on 'X' button.

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Create Invoice   Submit   Cancel

* Identifying PO	CAN0000034 ▼		* Number	27896
Supplier			* Date	📅
Taxpayer ID	TEST123		* Type	Invoice ▼
* Supplier Site	CANADA ▼		Invoice Currency	CAD - Canadian Dollar
Address	EAW, TORONTO ON, CANADA		Payment Currency	CAD - Canadian Dollar
Remit-to Bank Account	▼		Description	
Unique Remittance Identifier				
Unique Remittance Identifier Check Digit			Attachments	27896.txt ✖
Supplier Tax Registration Number	▼			

If your invoice covers multiple locations/building and need to include additional documentation, this can also be attached in your submission.

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Matching line level details

Now that you have completed the invoice information above, you will need to match the invoice to the corresponding lines on the Purchase Order or Work Order.

Click on **Select and Add** icon highlighted below

The lines of the **Purchase Order** or **Work Order** you had entered on the **Create Invoice** screen will become available for matching:

- By clicking on the row, select the line which matches the item description, service period, building ID and address you are invoicing.
- Then select **Apply** and **OK** to return to the main screen.

Note: If the Purchase Order has multiple lines, use the search bar to narrow the line selection for the invoice being matched.

The amount remaining on the selected line will appear under Amount. You will then type the amount (pretax) being billed as per the invoice.

Please note the invoice amount cannot exceed the ordered or balance line amount. If the amount entered exceeds the line amount, an error message prompt will appear.

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Once the line is matched you **cannot** rematch that line again. If an update is required, the line should be cancelled prior to matching again.

Canceling a Matched Line

Once a line is matched it can be cancelled by selecting the line you would like to cancel and clicking cancel line.

Once the line is canceled, the fields will be greyed out and the amount will be $0.

Note: If you are matching an invoice to a **Contract Purchase Order**, we recommend submission of invoices by FMZ. To search the item line by FMZ, enter the FMZ in the search bar.

Select the purchase order lines which match the item description, building ID and address of the service you have provided. The select **Apply** and **OK**

Calculating Canadian Taxes

Once you have matched the lines, you will need to Calculate Tax on the invoice.

Select **Calculate Tax** from the Invoice Action button to populate the tax amounts.
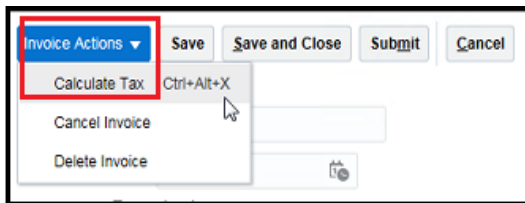
Taxes will auto populate based on the ship to location of the Purchase Order

Note: HST, GST and QST should not be overwritten. However, PST can be updated as per service applicability. If the invoice is submitted with incorrect taxes, it will be rejected for resubmission.

To change the PST tax amount, update the tax percentage and then click on Calculate Tax button one more time. The changes will be reapplied on the invoice total. Please note if your invoices are tax exempt follow the same steps and zero out the tax percentage

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Calculating US Taxes

If you are submitting a US Invoice, please follow the same steps under **Submitting an invoice** section. The notable difference is once the tax is populated after using **Calculate Tax**, you will need to update the tax amount to the total tax amount referenced on your invoice.

Once you confirmed the details of your invoice, Select **Submit.**

After submission, a confirmation message appears that the invoice is submitted.

Once invoice is submitted you cannot cancel or edit the entry including attachments. Should you need to cancel or make updates to the invoice, please contact us at portal.invoice@bgis.com.

If your invoice is not ready to be submitted and requires revision, select **Cancel** to delete the invoice entry or click **Save and Close** to save as a draft entry and return for revision and submission.

If you have additional invoices to submit select **Create Another**. Otherwise, select **Done** to return to the previous screen.

Frieght and Miscellaneous Charges

If you have charges such as freight and other miscellaneous expense which are not reflected as part of the Purchase Order or Work Order, **do not** add them using **Freight and Miscellaneous options**. Please contact the Manager who engaged your service for support to update the Purchase Order or Work order accordingly prior to invoice submission.

Both Freight and Miscellaneous are marked as **DO NOT USE** and use of these types will result in rejection of your invoice.


Exception Purchase Orders that include a tax line

Most of the Purchase Orders issued by BGIS are pretax. However, there are few exceptions where the tax is included as a line on the Purchase Order. In these cases, please match the invoice and tax to the Purchase Order lines accordingly and ensure you zero out the calculated tax amount.
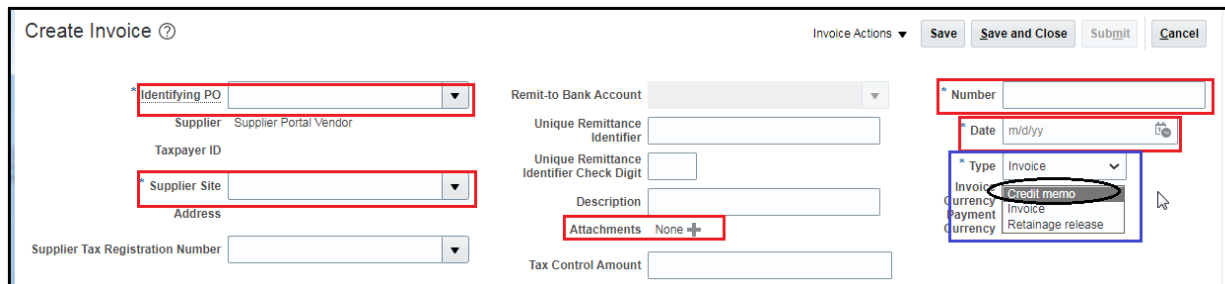
Matching a Credit Memo to a Purchase Order

Select **Create Invoice** under **Invoices and Payments** tab and proceed to enter all the fields highlighted below.
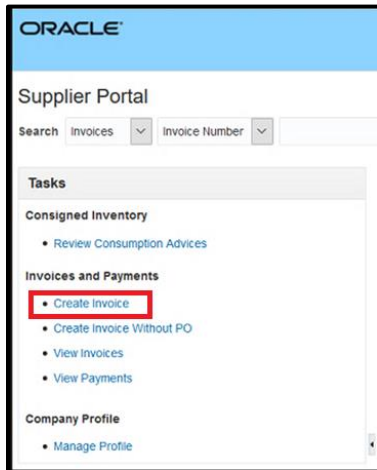
All the details remain the same as described in section **Submitting an invoice** except for **Type**.

Ensure to select **Credit Memo** under Type (highlighted in blue).

Click on **Select and Add** icon highlighted below

The Purchase Order you have entered on the **Create Invoice** screen appears automatically.

Select the Purchase Order lines you are providing a credit for, then select **Apply** and **OK.**

Once the matching is complete, you can edit this matched amount as per the credit note

Then calculate taxes as shown in the **Calculating Taxes** section and select **Submit** once you have reviewed your details.
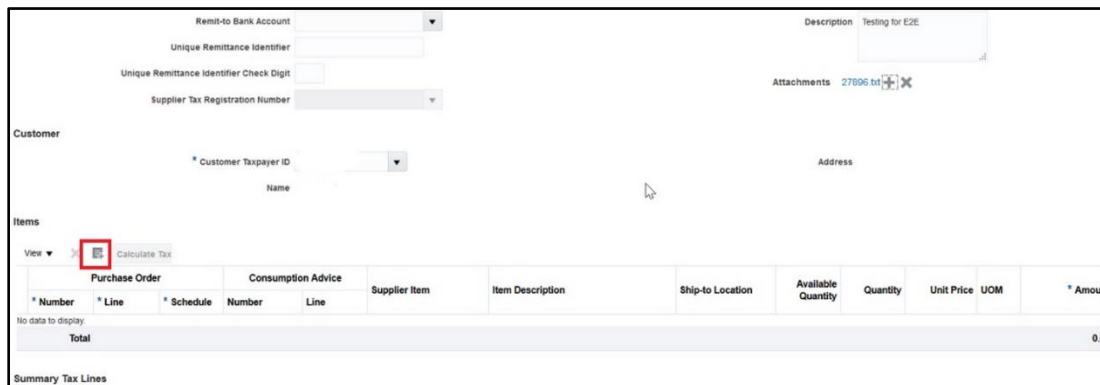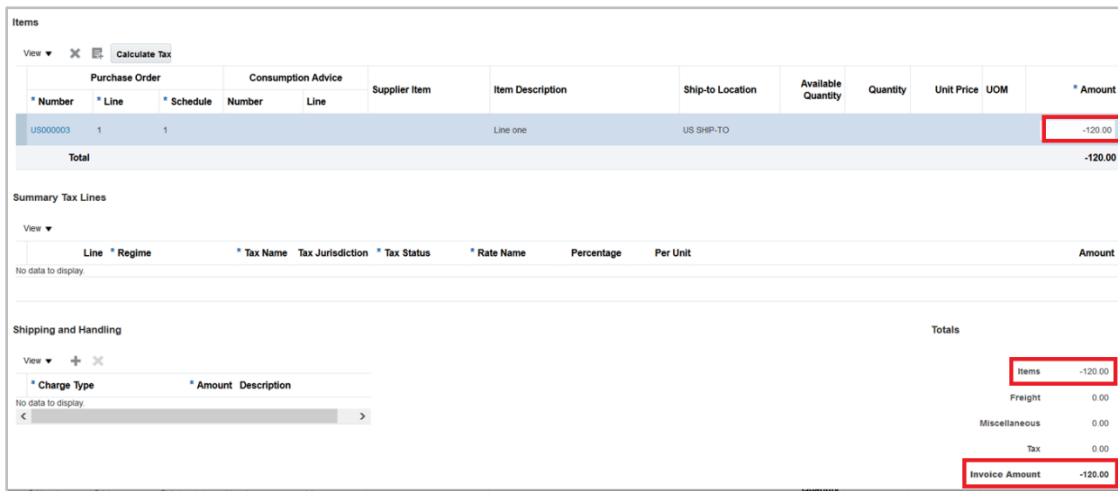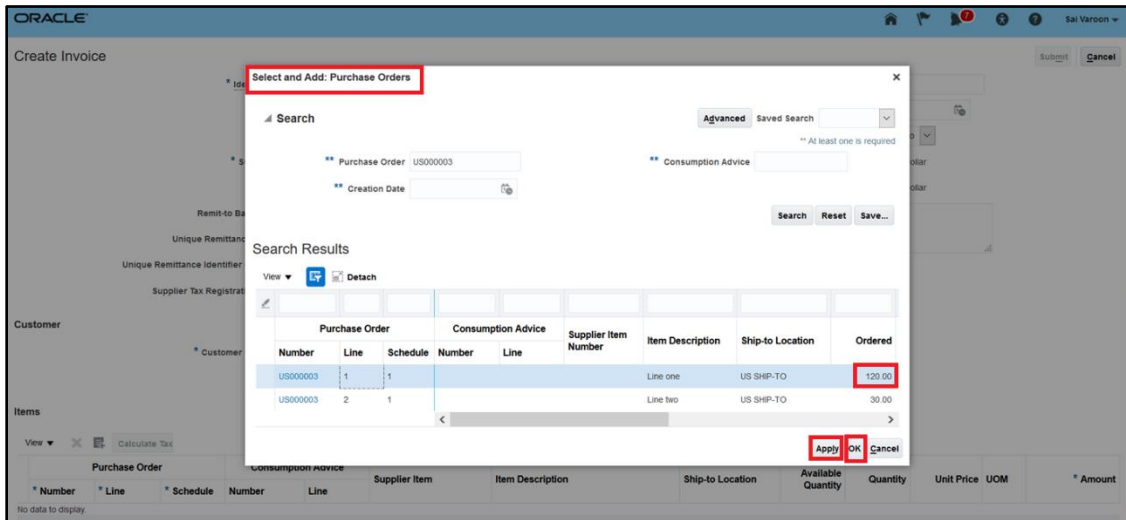
**Note:** If you are submitting a Credit Memo for a Purchase Order or Work Order which have been closed, please send your Credit Memo to portal.invoice@bgis.com with the following details and we will process on your behalf.

- Purchase Order or Work Order number the credit is for
- Building/Service details to ensure we apply the credit to the right location
- Amount to be credited

Invoice and Payment Inquiry

You can now review the status of your invoices and payment details at your own convenience.

Select the **Supplier Portal** icon from the Home Page and Navigate to **View Invoices**
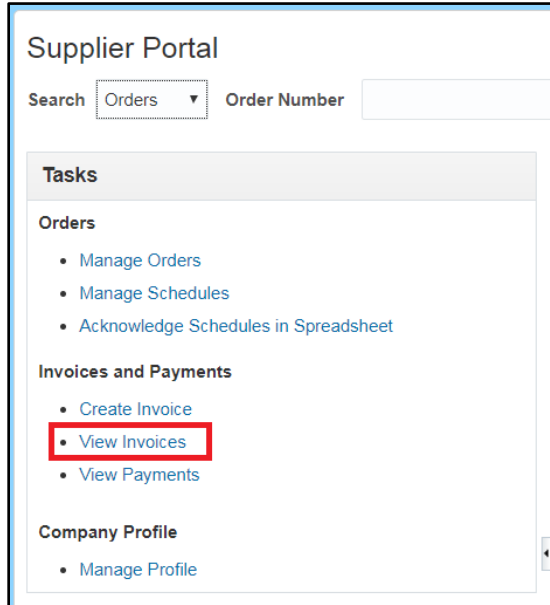
Invoice Inquiry

Enter the Invoice number in the Invoice Number field or the partial invoice number. All the invoices which start with this number will be populated. For example, if your invoices start with 710, you can enter 710% under invoice number field to get a full listing of all invoices starting with 710. This can act as your statement of account with BGIS.

The status of each invoice will appear under Invoice Status header field.

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If you do not see Invoice Status on the header, you can add it by navigating to **View** drop down, select **Columns** and then Select **Invoice Status**. This is a onetime setup addition. Going forward Invoice Status will be visible in your search

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Description of Invoice Statuses

In process - Invoices that were submitted but not yet reviewed by BGIS AP. Our cycle time for reviewing submitted invoices is up to 10 days from submission date

Approved - Invoices that were approved by the Manager and either paid or waiting to be paid as per payment terms.

- You can Check for the payment information after the due date of the invoice by reviewing the attachments of the invoice. All the details of the payment will be available in the attachment.
- If there are multiple invoices paid on the same payment number a comment will display as shown in the screenshot below.
- If only one invoice is paid, the comment section will be blank.

Incomplete - Invoices that were entered and saved as draft but have not been submitted yet. Warning: Please review these invoices and either submit or cancel them at your end depending on the required action. Invoices should not remain in Incomplete status beyond 5 business days.

On hold - These invoices are on exception and require collaboration with other departments to validate the data before processing. For further detail of invoice on hold, click on the On-Hold hyper link under Invoice Status header. No action required from your end.

Rejected - These are invoices that were processed already, and PM did not approve them. These will be cancelled, and vendor will be notified.

Cancelled -Invoices that were cancelled due to incorrect submission or manager rejected the invoice. The reason for cancellation will be attached under Attachments section. Based on the cancellation reason, you will need to resubmit the invoice once it is corrected. Please ensure when submitting a revised invoice to use a **distinct invoice number** which is different from the original rejected submission. The revised invoices must be submitted with the original invoice number including "REV"as suffix.

Invoices with Cancelled status contain an attachment that describes the reason of invoice cancelation. You can review the rejection reason and resubmit accordingly.

Payment Inquiry

- You can check for the payment information after the due date of the invoice by reviewing the attachments of the invoice. All the details of the payment will be available in the attachment including payment method.
- If there are multiple invoices paid on the same payment number a comment will display as shown in the screen below.
- If only one invoice is paid, the comment section will be blank.

Work Order and Purchase Order Inquiry

Select the **Supplier Portal** icon from the Home Page and Navigate to **Manage Orders**
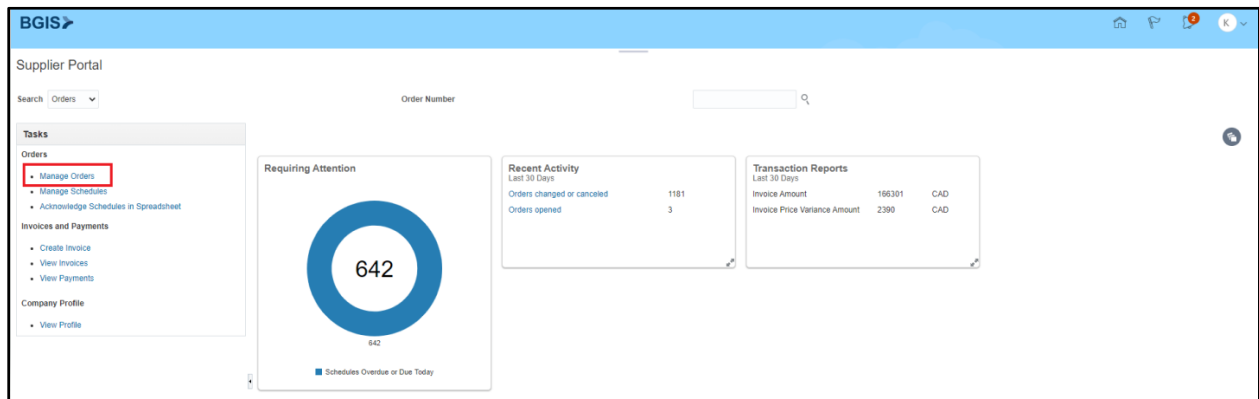
Using the search criteria, you can narrow down or expand on the results.
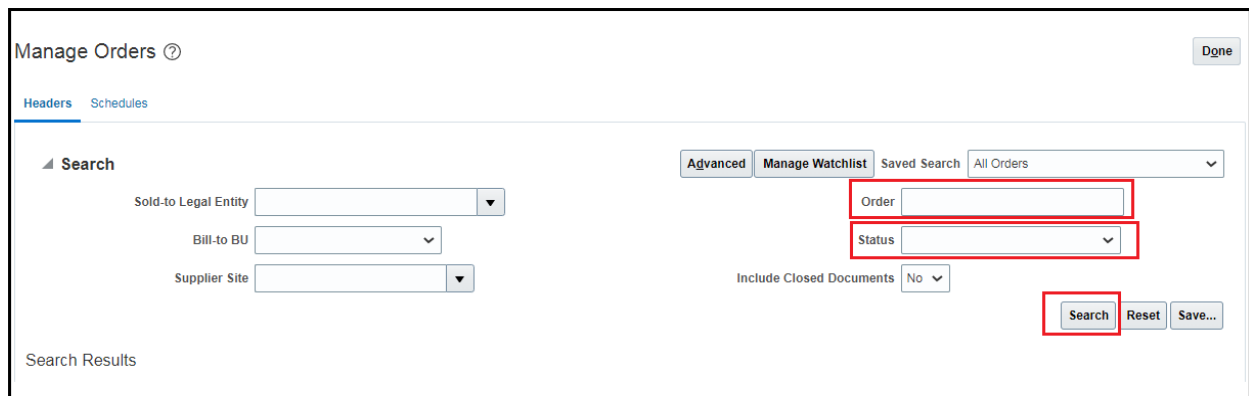
Using the **Order** field, enter Work Order or Purchase Order you are inquiring on

From the **Status** field – you can select the status of the order you are searching for. Refer to the following section for Status descriptions:

Closed for Receiving – Work Order or Purchase Order is available for invoicing.

Canceled – Work Order or Purchase has been canceled. Please contact the Manager who engaged your service if any questions.

Closed & Finally Closed – Work Order or Purchase Order is closed and is not available for billing.

Pending Change/Approval – Purchase Order requires approval in Cloud/Change order in progress. Please wait for status to update to **Closed for Receiving** for invoice submission.

Once search criteria are inputted, select **Search.**

A list of all applicable Purchase Orders and Work Orders will appear under **Search Results.**
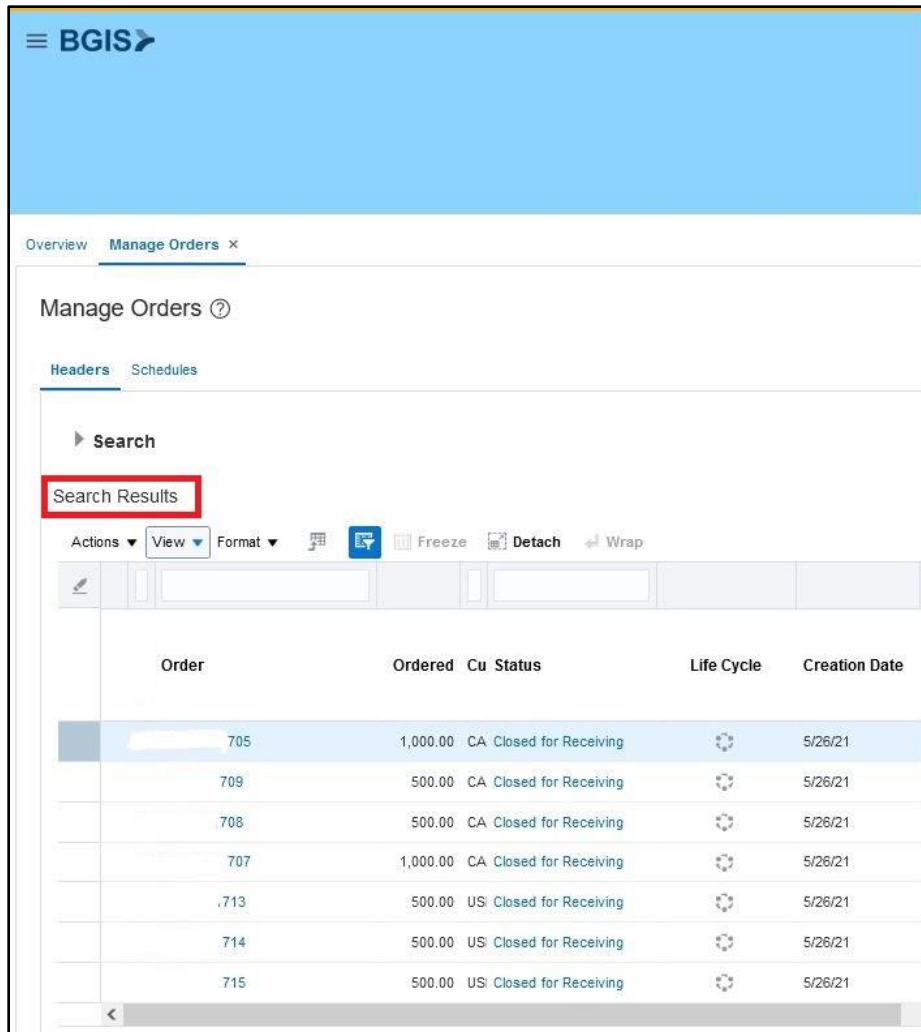
You can review more details relating to the order by clicking on the **Order Number**. If a Purchase Order contains many lines, all lines will be visible.

Line	Item	Description	Quantity	UOM	Base Price	Price	Ordered	Status	TEST ID	ENTER CLIENT WO NUMBER	ENTER BLJC WO NUMBER	Quote Amount	WO Historic Amount	WO Historic Count
1		11/2020			547.73	547.73	547.73	Closed						
2		11/2020			1,136.03	1,136.03	1,136.03	Closed						
3		11/2020			438.18	438.18	438.18	Closed for...						
4		11/2020			365.15	365.15	365.15	Closed for...						
5		11/2020			462.53	462.53	462.53	Closed for...						
6		11/2020			547.73	547.73	547.73	Closed for...						
7		11/2020			417.90	417.90	417.90	Closed for...						
8		11/2020			547.73	547.73	547.73	Closed for...						
9		11/2020			614.27	614.27	614.27	Closed for...						
10		11/2020			535.56	535.56	535.56	Closed for...						

Also, you can view the number of invoices processed against this Purchase Order by clicking on **View Details** under **Order Life Cycle** tab.
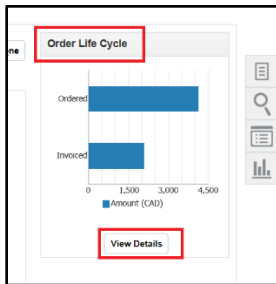
The Purchase Order details along with the list of number of invoices will open in another tab. Scroll down to see the list of invoices processed with this Purchase Order.

2022

To review invoices processed for a **specific purchase order line**, follow below steps:

Click on the Purchase order number to open the details. To view details for a specific Purchase order line, select the Schedules tab.
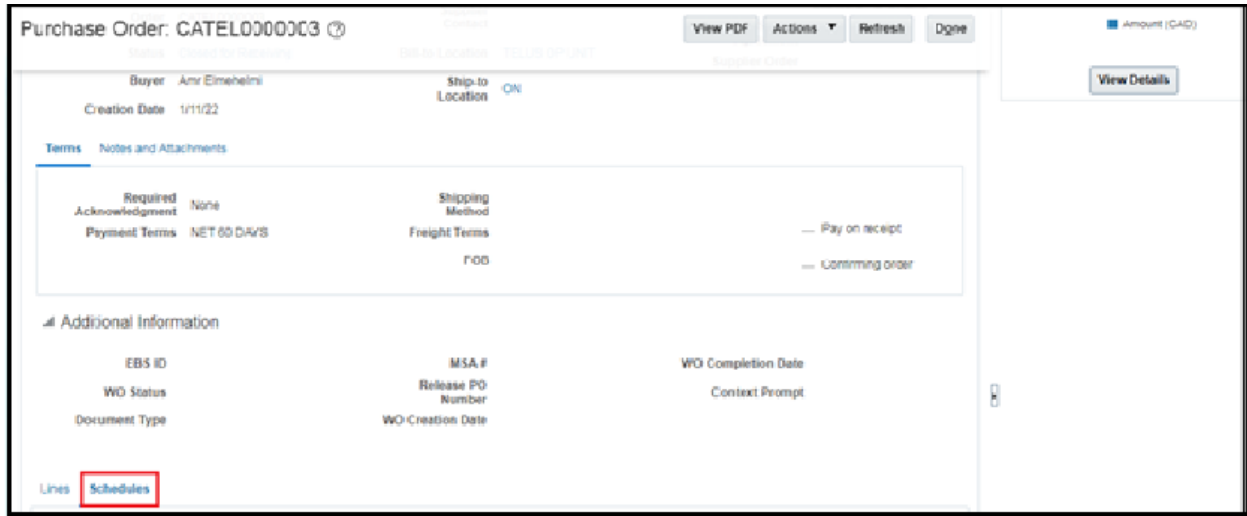
Select the Purchase Order line that you would like to review and click on **life cycle** to get a full listing of all the invoices processed under that line.

2022
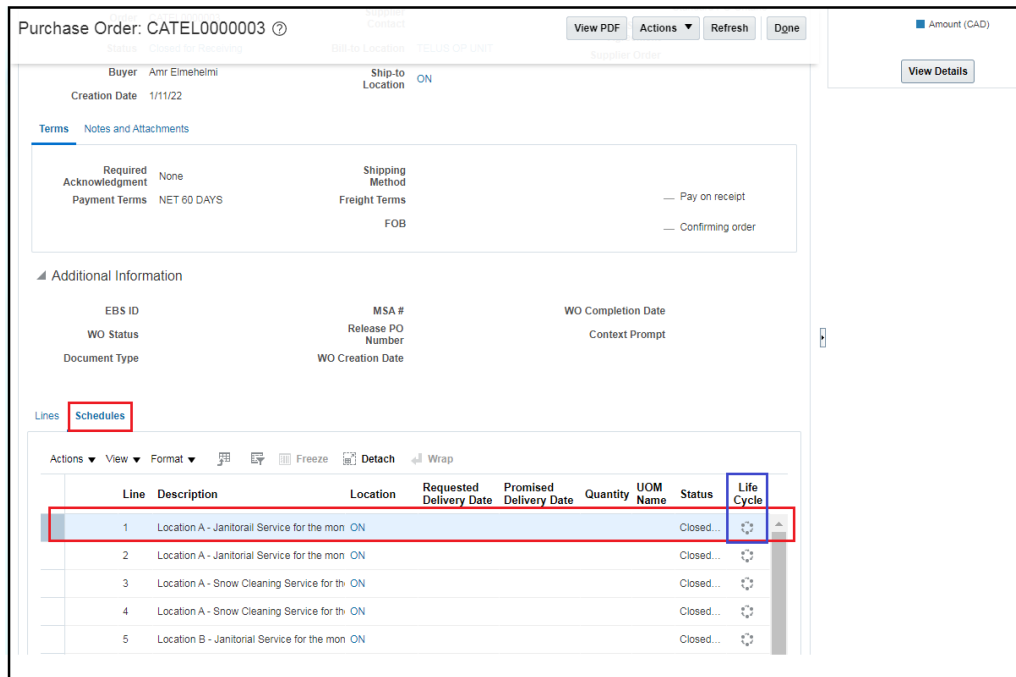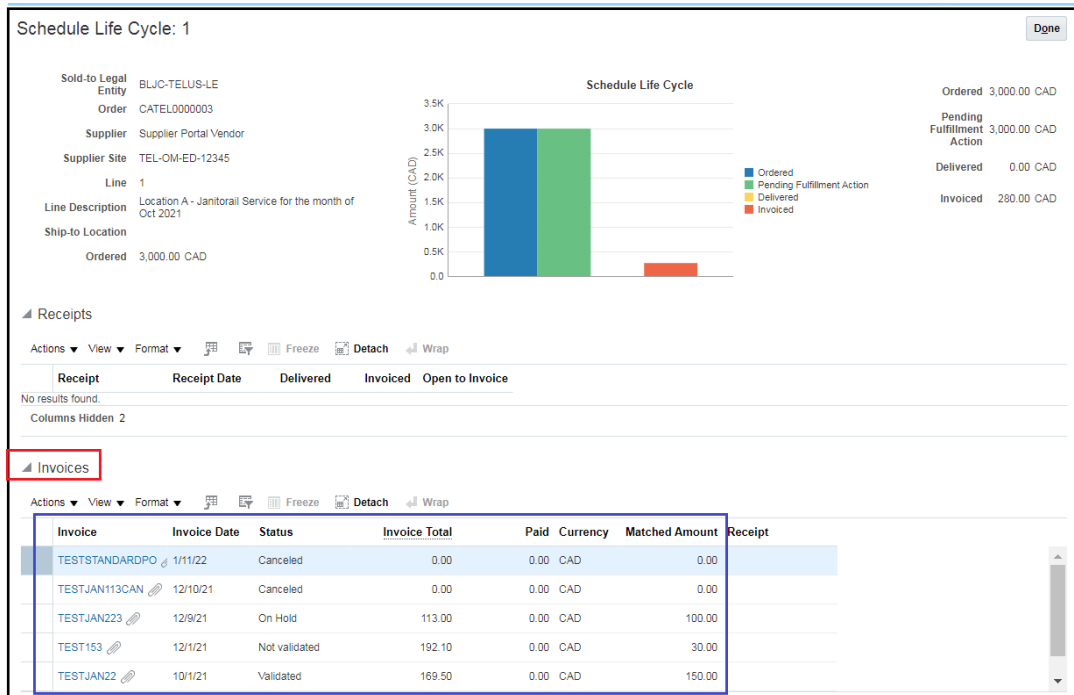
To view further details, click on the hyperlink of the invoice number.

Details of amount, line number (if more than one line used) with the description, taxes will appear under **lines**. You can also view payment status – click on payment tab. A copy of the payment details will be added as an attachment.

To view more lines, click on Done to take you to the previous screen.

Frequently Asked Questions

My Work Order not Visible in Oracle Cloud Portal, what do I do?

- Check if your Work Order is marked Complete, Invoicable, and Quote approved (when above threshold) in RealSuite®. Allow for 24 to 48 hours for changes to interface.
- If your Work Order is not Invoicable or Quote not yet approved in RealSuite® please contact the facility manager indicated on your Work Order.
- If your Work Order is marked Complete, Invoiceble and Quote approved (when above threshold) in the past 48 hours and still not visible in Oracle Cloud Supplier portal, please contact us at portal.invoice@bgis.com
- If a Work Order has already been used for invoicing, the same order will no longer be available for billing. Please contact the facility manager who engaged your services to review further.

  If you do not have access to RealSuite®, please submit a request to fmsharedservices@bgis.com

My purchase order has insufficent funds, what do I do?

Using the steps described in section "Work Order and Purchase Order Inquiry", review the invoices submitted against the Purchase order lines.

If an invoice was previously applied to the incorrect purchase order line, please contact portal.invoice@bgis.com for support

If an invoice contains charges that were not part of the original quote or contract, please reach out the person who provided you the purchase order.

Do I still need to send the invoices to my BGIS contact or designated inbox once I have been onboarded to the portal?

Unless you need to review certain elements of your invoice with your facility manager, property service coordinator or your contact in BGIS, please do not submit your invoices to the designated email inboxes nor your BGIS contact as you have been granted access to use the portal to submit your invoices.

Also, please ensure you shut down any automatic messages that are sent from your accounting softwares to out email inboxes to avoid duplicate invoices and delaying invoice process and payments.

Change in Supplier Name and New Supplier Number

If your company name has changed and you have your new Supplier Number, contact portal.invoice@bgis.com to move your account to the new supplier number.

General Invoicing Requirements

In order to avoid delays in payment, it is important that the invoice includes the following mandatory information

1) Supplier's full name and address
2) Invoice number and invoice date
3) Payment Terms / Invoice payment due date
4) Bill to Name as listed on the Purchase Order or Work order
5) Order reference number (Work Order #, Purchase Order # or Monthly Purchase Order Release #)
6) Service location covered by the invoice (Please list all locations if more than one)
7) Service Period and description (matching with the Order description)
8) Supplier Remit to Address including postal/zip code
9) Tax with applicable tax code (example: HST, GST, QST, PST for Canadian invoices; US tax for US invoices).
10) Supplier's tax registration number
11) Supplier Contact Information (telephone number, email address)

Contact Information

For any additional questions relating to training, this guide or Oracle Cloud specific please contact Portal.Invoice@bgis.com.

If you have inquiries relating to Work Orders, please contact the Facility Manager who engaged your service. Their name/contact is found on the Work Order you would have received from BGIS.

If you have inquiries relating to Purchase Orders, please contact the individual who provided you with the Purchase Order.