

# BGIS - Supplier Invoicing Instruction Manual

2023

# Table of Content

- Overview ..... 3**
- Invoice Submission and Payment Inquiries ..... 3**
- Payments and EFT/ACH set up..... 4**
- General Invoicing Requirements ..... 5**
- Work Order invoices..... 8**
- Purchase Order invoices ..... 8**
- Supplier Qualification ..... 9**

## Overview

As a leading provider of management services for real estate portfolios in North America, BGIS Global Integrated Solutions (“BGIS”) works with thousands of supplier partners across North America. BGIS processes hundreds of thousands of supplier invoices annually and it is important to us that our suppliers are paid on time.

This manual outlines BGIS’s invoicing requirements that supports timely payment of invoices and can be summarized as such:

- 1- Suppliers are required to use the BGIS Oracle Cloud Supplier portal for submitting their invoices and Inquiring on their payment status.
- 2- BGIS is phasing out payments through cheques and requires that all its Suppliers get paid by EFT/ACH
- 3- Work order and Purchase order management is critical to ensure billing is successful the first time

Please see the detailed sections below that address each of these three key points

## Invoice Submission and Payment Inquiries

To ensure all BGIS Suppliers are paid on time and invoices are submitted correctly the first time, BGIS requires that all its Suppliers submit their invoices using the BGIS Oracle cloud Supplier portal. The Supplier portal is available 24/7 and is used by thousands of BGIS Suppliers for **Invoicing and Payment Inquiry**.

To request access to the Supplier portal, please email us at [portal.invoice@bgis.com](mailto:portal.invoice@bgis.com) Access will be provided within 24 hours.

Upon approval of your request, you will be provided the training required to start using the portal. In addition, you can refer to below training videos and user guide

Video 1 – [Overview of the BGIS Oracle Cloud Supplier Portal](#)

Video 2 – [Invoice and Payment Inquiry using BGIS Oracle Cloud Supplier Portal](#)

Video 3 – [Submitting your invoices using BGIS Oracle Cloud Supplier Portal](#)

Video 4 – [Reviewing Purchase order and Work Order Life Cycle using BGIS Oracle Cloud Supplier Portal](#)

Video 5 - [Account Set up - Adding and inactivating users using BGIS Oracle Cloud Supplier Portal](#)

BGIS Oracle Cloud User guide - [BGIS Supplier Portal User Guide](#)

Please refrain from sending invoices or inquiries to personal emails and ensure all your invoices and inquiries are only submitted and reviewed through the Supplier portal.

The BGIS Oracle Cloud Supplier Portal cannot be used for:

- Submitting invoices where no Work Order or Purchase Order was provided
- Invoicing Purchase Orders and Work Orders which begin with PM, BUS, and TDU.

## Payments and EFT/ACH set up

BGIS is phasing out the use of cheques and requires that all its Suppliers are only paid through EFT/ACH. Payment of invoices by direct deposit eliminates the possibility of post office delivery disruptions or lost mail, and the threat of fraud, lost, or stolen cheques. In order to take advantage of BGIS direct deposit program, please complete the [EFT Form](#) along with a Void Cheque or bank letter then e-mail it to [eft@bgis.com](mailto:eft@bgis.com).

BGIS EFT/ACH consent form can also be found in our website at <https://www.bgis.com/suppliers-public-content> under the **Invoicing and Payment section**.

Payments are processed based on the receipt date of a compliant invoice (refer to invoice requirements below) and approved by BGIS. The BGIS payment runs are generated based on an established schedule. Payment will be issued only based on approved compliant invoices and per Supplier contractual payment term.

## General Invoicing Requirements

**Kindly ensure the below information is provided on your invoice:**

- 1) Supplier's legal Name
- 2) Correct Bill-to Name as listed on the Purchase Order or Workorder
- 3) Invoice Number and Invoice Date
- 4) Payment Terms as agreed to with BGIS
- 5) Service Location, Period and Description
- 6) WorkOrder number or Purchase Order number  
***Note:** You will not be able to submit your invoice through the portal unless you have a workorder or a purchase order from BGIS*
- 7) Tax with applicable tax code where applicable (example: HST, GST, QST, PST for Canadian invoices; US tax for US invoices).
- 8) Applicable tax registration number (where applicable)
- 9) Supplier Remit to Address including postal/zip code
- 10) Supplier Contact Information (telephone number, email address)

**Sample invoices:** The below is meant to serve as an example only and does not reflect the billing details for this specific Work order or Purchase order:

# Work Order Related Invoice

Your Company Name	INVOICE												
Street Address City, ST ZIP Code Phone [number] Fax [number]	<b>Invoice Date:</b> 4/16/2023 <b>Invoice #</b> 50023 <b>Service period:</b> 4/12/2023 <b>Purchase Order #</b> TKN71856679												
<b>Bill To:</b> BGIS Global Integrated Solutions Re: <i>Client's name</i>	<b>Service Location</b> Location where service took place												
<div style="border: 1px solid red; padding: 5px; display: inline-block;">                         This is found on your BGIS Work order                     </div>	<div style="border: 1px solid red; padding: 5px; display: inline-block;">                         Work Order Number Starts with letters                     </div>												
<div style="border: 1px solid red; padding: 5px; display: inline-block;">                         Description of service                     </div>	<div style="border: 1px solid red; padding: 5px; display: inline-block;">                         Location where service took place                     </div>												
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;">DESCRIPTION</th> <th style="width: 30%;">AMOUNT</th> </tr> </thead> <tbody> <tr> <td>Refrigerant</td> <td style="text-align: right;">\$ 570.00</td> </tr> <tr> <td>Coil Cleaner</td> <td style="text-align: right;">\$ 363.83</td> </tr> <tr> <td style="text-align: right;"><b>Subtotal</b></td> <td style="text-align: right;">\$ 933.83</td> </tr> <tr> <td style="text-align: right;"><b>HST/Sales Tax</b></td> <td style="text-align: right;">\$ 121.40</td> </tr> <tr> <td style="text-align: right;"><b>Total</b></td> <td style="text-align: right;">\$ 1,055.23</td> </tr> </tbody> </table>	DESCRIPTION	AMOUNT	Refrigerant	\$ 570.00	Coil Cleaner	\$ 363.83	<b>Subtotal</b>	\$ 933.83	<b>HST/Sales Tax</b>	\$ 121.40	<b>Total</b>	\$ 1,055.23	
DESCRIPTION	AMOUNT												
Refrigerant	\$ 570.00												
Coil Cleaner	\$ 363.83												
<b>Subtotal</b>	\$ 933.83												
<b>HST/Sales Tax</b>	\$ 121.40												
<b>Total</b>	\$ 1,055.23												
Make all payments to ...													
Tax Registration Number (where applicabile)													
Contact Information in case of questions relating to this invoice													

## Purchase Order Related Invoice

<b>Your Company Name</b>		<b>INVOICE</b>	
Street Address		<b>Invoice Date:</b> February 5, 2023	
City, ST ZIP Code		<b>Invoice #:</b> 50023	
Phone [number] Fax [number]		<b>Due Date:</b> April 6, 2023	
<b>Bill To:</b>		<b>Service period:</b> Jan 1 to Jan 31	
BGIS Global Integrated Solutions		<b>Purchase Order #</b> 12345678	
Re: <i>Client's name</i>			

  

DESCRIPTION	AMOUNT
Building 1 Address, City - Goods or Service Description	\$ 363.83
Building 2 Address, City - Goods or Service Description	\$ 254.87
Building 3 Address, City - Goods or Service Description	\$ 203.67
Building 4 Address, City - Goods or Service Description	\$ 35.00
<b>Subtotal</b>	<b>\$ 857.37</b>
<b>HST/Sales Tax</b>	<b>\$ 111.46</b>
<b>Total</b>	<b>\$ 968.83</b>

  

Make all payments to ...

Tax Registration Number (where applicabile)

Contact Information in case of questions relating to this invoice

**Note** - Invoices are required to be in PDF format and supporting documentation can either be in Excel or PDF.

## Work Order invoices

For on-demand services less than \$25K, Suppliers must have a **BGIS authorized Work Order (WO) number**.

- WO number must be referenced on the invoice. Only 1 WO per invoice is allowed.
- WO must be in 'Complete' status in RealSuite. Please access RealSuite/RealMobile and update WO status when the work is completed. If you do not have RealSuite access or are unable to change the status of the WO, please email [fmsharedservices@bgis.com](mailto:fmsharedservices@bgis.com)
- WO must be 'Invoiceable'. Please contact the Facility Manager if the WO received was non-invoiceable on the dispatch message, but that work should be 'Invoiceable' and not covered under a contract/purchase order.
- WO can only be billed ONCE. After submission of an invoice against a work order, it will then be closed, and no further invoices can be processed against it.
- If the cost of work will exceed the NTE amount noted on the WO, a Quote must be provided and approved by BGIS **prior** to completing the WO.

## Purchase Order invoices

For all Non-Project related services, BGIS provides monthly release PO for fixed recurring work and standard POs for all other type of work/services. When submitting an invoice relating to such services, please ensure:

- PO number must be referenced on the invoice. Without a PO, the invoice will be returned; also you will not be able to submit your invoice through the portal;
- Only one PO can be referenced per Invoice;
- Service description must match PO description;
- Invoice amount cannot exceed the PO amount and must be in-line with agreed to pricing; and
- Backup of detailed service location when invoice spans multiple locations;

For all project related services, Suppliers must have a **BGIS Purchase Order (PO) number**.

- PO number must be referenced on the invoice. Invoice(s) will be returned if the PO number is not referenced on the invoice ;
- Only one PO can be referenced per Invoice;
- Service description must match PO description;
- Invoice amount cannot exceed the PO amount and must be in-line with agreed to pricing; and



- The following Mandatory Documentation to be provided with invoices:
  - **CANADA** - Valid Worker’s Compensation Insurance as required under Applicable Laws, providing the Contractor’s Legal Name, Address, Classification unit and description, Clearance Certificate Number and Validity period.
  - **US** - If required under Applicable Laws, Worker’s Compensation Insurance in the amount sufficient to comply with Applicable Laws in the location Deliverables are provided with limits no less than one million dollars (\$1,000,000) per occurrence.
  - **For Projects - Additional Mandatory Documentation as required per contract:**
    - **Certificate of Payment** – Progress payment distribution by contractor to be made prior payment when required as a condition for either second and subsequent progress payments or release of holdback.
    - **Statutory Declaration** – Deliverables have been met as per project specifications.

## Supplier Qualification

In order to be paid, for non-project related service, Suppliers are required to be qualified with BGIS third-party compliance monitoring service (Avetta), in alignment with the requirements of the applicable BGIS General Terms and Conditions or BGIS Agreement with the Supplier.

Suppliers are who set up as ‘Occasional’ and are not qualified with BGIS third-party compliance monitoring service (Avetta) are **required to submit their Workers Compensation Clearance Certificate with each invoice they submit**. Suppliers may also be required to provide other documents such as General Liability Insurance certificate. Invoice(s) will be returned to the Suppliers who are not qualified if the proper qualification document(s) is not provided.

The following emails and toll-free numbers are only to be used when in extenuating cases where Suppliers cannot review their invoices and payment status through the BGIS Oracle Cloud Supplier portal. The turnaround time is 2 to 3 business days.

CANADA	US
<a href="mailto:Payment.inquiry@bgis.com">Payment.inquiry@bgis.com</a> Toll Free 1 888 990 7889	<a href="mailto:USAP.paymentinquiry@bgis.com">USAP.paymentinquiry@bgis.com</a> Toll Free 1 888 990 7889
SPECIFIC CLIENT ACCOUNT Inquiries	
Bell Canada / Bell US	<a href="mailto:Bell.paymentinquiry@bgis.com">Bell.paymentinquiry@bgis.com</a> Toll Free 1-833-277-6409
TD Canada / TD US	<a href="mailto:TD.inquiry@bgis.com">TD.inquiry@bgis.com</a>
PSPC (RP1)	<a href="mailto:PWGSCR1.invoice@bgis.com">PWGSCR1.invoice@bgis.com</a>