



Supplier Invoicing Instruction Manual

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1. 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, from service providers to contractors and material suppliers. BGIS processes hundreds of thousands of supplier invoices annually and it is very important to us that our suppliers are paid on time. This document outlines the BGIS supplier invoicing requirements that our suppliers must comply with in order to ensure invoices are processed in a timely manner.

There are three main types of supplier invoices:

- 1) Contract or Purchase Order (PO) invoices for recurring services
- 2) Work Order (WO) invoices for on-demand services
- 3) Purchase Order (PO) invoices for Project services

Please refer the detailed invoicing instructions and requirements for each invoice type.

To avoid exception manual handling which may delay invoice payment, please carefully follow the invoicing requirements in the following sections.

2. GENERAL INVOICING REQUIREMENTS

Mandatory information to be provided on the invoice:

- 1) Supplier Name
- 2) Supplier Remit To Address including postal/zip code
- 3) Invoice Number
- 4) Invoice Date
- 5) Correct Bill To Name as listed in the [Bill To Listing](#) for the applicable Client
- 6) Service Location
- 7) Service Period
- 8) Service Description (matching with the Order description)
- 9) Authorized Order reference number (Work Order #, Purchase Order # or Contract #)
Note: Invoice(s) will be returned if a valid WO/PO/Contract number reference is not provided when applicable.
- 10) Tax with applicable tax code (example: HST, GST, QST, PST for Canadian invoices; US tax for US invoices).
- 11) Applicable tax registration number
- 12) Supplier Payment Terms / Invoice payment due date
- 13) Supplier Contact Information (telephone number, email address)

3. INVOICE SUBMISSION METHODS AND INQUIRIES



- **USE THE CORRECT BGIS INVOICE EMAIL ADDRESS** (refer to [Bill To Listing](#))
- **DO NOT SEND TO PERSONAL EMAILS**
- **ATTACH INVOICE IN EMAIL –DO NOT USE Multi-Tabs in Excel**
- **ONE INVOICE with all backup documents in ONE PDF ATTACHMENT (Please do not send multiple invoices in one PDF document)**
- **AVOID COLORED BACKGROUND**



- **DO NOT FAX OR MAIL INVOICES:**
IMAGE BECOMES DISTORTED and DATA cannot be RECOGNIZED

If you have been onboarded to BGIS Oracle Cloud Supplier Portal, please submit your invoices only through that portal. You will not need to email or mail your invoices to the designated inboxes as mentioned above.

GENERAL INQUIRIES

- Invoice Payment and EFT Inquiries:

CANADA	US
Payment.inquiry@bgis.com Toll Free 1 888 990 7889	USAP.paymentiquiry@bgis.com Toll Free 1 888 990 7889
SPECIFIC CLIENT ACCOUNT Inquiries	
Bell Canada / Bell US	Bell.paymentiquiry@bgis.com Toll Free 1-833-277-6409
TD Canada / TD US	TD.inquiry@bgis.com
PSPC (RP1)	PWGSCR1.invoice@bgis.com

- For **Purchase Order or Contract number inquiries**, please contact the BGIS Manager who engaged your service or

CANADA	US
Strategic Sourcing & Procurement at procurement@bgis.com	Strategic Sourcing US at StrategicSourcingUS@bgis.com

- For **password** to access the [Bill To Listing](#), please contact procurement@bgis.com

BILL TO LISTING

- Suppliers are required to email their invoice(s) to the **BGIS Client-specific email addresses** as provided in the **Bill To Listing**. For **password** to access the **Bill To Listing**, please contact procurement@bgis.com

Click here for the most up-to-date
Bill To Listing

If you have any questions with regards to invoice submission, please feel free to contact the payment inquiry mailbox listed in the General Inquiries section.

4. CONTRACT / PURCHASE ORDER FOR RECURRING SERVICES

Please reference the contract and/or recurring PO number when invoicing for recurring services.

There are two types of recurring services that are invoiced under a contract:

- 1) Fixed Price Recurring Services Contract
- 2) Variable Price Recurring Services Contract

Suppliers are required to submit individual invoices to BGIS for both fixed and variable price recurring services.

INVOICE SUBMISSION REQUIREMENTS:

- Invoices are required in PDF format
- On-Demand Services should be billed on a separate invoice with the Work Order number referenced on the invoice (see instruction below).
- Supplier must be setup in BGIS system
- **Invoice will be returned to the supplier for any of the following reasons:**
 - Contract or PO number not referenced on the invoice where applicable;
 - Pricing does not match the scope and pricing as per the executed contract or PO.

5. WORK ORDER INVOICE FOR DEMAND SERVICES

For all on-demand services, Suppliers must have a **BGIS authorized Work Order (WO) number**.

Work Order Invoices

- WO number must be referenced on the invoice.
Invoice(s) will be returned if the WO number is not referenced on the invoice where applicable.
- WO must be in '**Complete**' status.
*The invoice will be rejected if the status is not 'Complete'. Please access RealSuite and update WO status when the work is completed.
If you do not have RealSuite access, please submit a request to the BGIS Operations Centre at fmsharedservices@bgis.com.*
- WO must be in '**Invoiceable**'. Please contact the Facility Manager if your WO is Invoiceable but the WO dispatch message says it is **Not Invoiceable**.
- WO can only be billed ONCE, after the work is completed and status updated to 'Complete' in RealSuite
- Quote must be provided and approved by BGIS if greater than \$500 pretax.
- You are encouraged to submit batched invoices by FMZ (Facility Management Zone / Region) with up to 25 WOs on a weekly frequency

6. PURCHASE ORDER INVOICE

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 must match PO amount**
- **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.

7. SUPPLIER QUALIFICATION

Vendor Qualification Requirements for Facilities Management Service Providers

For information on Supplier Qualification, please visit the Vendor Qualification Requirements section of the Supplier Portal .

In order to be paid, before invoicing, suppliers must be set up in the BGIS system.

Suppliers who set up as Occasional and are not Qualified with ComplyWorks in Canada or Avetta in the U.S. 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 Insurance if required. Invoice(s) will be returned to the suppliers who are not qualified if the proper qualification document is not provided.

8. INVOICE PAYMENT

Payments are made based on the **receipt date** of your correct invoice.

The BGIS payment procedures include two monthly cheque/check runs. Cheque/Check runs are scheduled on the 15th and last day of each month. **Payments are issued on the next scheduled cheque/check run after the invoice receipt date has reached net payment terms.**

Electronic Fund Transfer is recommended for all payments to Suppliers. Payment of invoices by direct deposit will benefit your organization by eliminating the time spent depositing payments, eliminating 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 our direct deposit program, please complete and mail the consent form with an attached void cheque/check.

To access the BGIS Electronic Transfer Form please visit the Invoicing & Payment Guidelines section of the Supplier Portal.

9. FREQUENTLY ASKED QUESTIONS

Q Where should I send my invoices and?

A *By Email:* BGIS client specific invoice email address as listed in the [Bill To Listing](#).

If you have been onboarded to BGIS Oracle Cloud Supplier Portal, please submit your invoices only through that portal. You will not need to email or mail your invoices to the designated inboxes as mentioned above.

Q How can I get access to the Bill To Listing?

A The Bill To listing is password protected. For password to access the [Bill To Listing](#), please contact procurement@bgis.com confirming that you are a registered BGIS service provider.

Q Who do I contact for if I have an inquiry about my invoice status?

A

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

Q Who do I contact if I do not know my contract reference number?

A

CANADA	US
Strategic Sourcing & Procurement at procurement@bgis.com	Strategic Sourcing US at StrategicSourcingUS@bgis.com

Q If BGIS requests extra work, how do I invoice?

A All out of scope work that is not part of a Master Services Agreement requires a Work Order (WO) or Purchase Order (PO) and it must be invoiced separately. WO or PO number must be referenced on the invoice.

Q What is meant by Work Order ‘Complete’ status?

A After the work is completed, the WO status needs to be updated to ‘Complete’ status and this can be done via access to RealSuite. Or call the BGIS or Telephony Interactive Voice Response.

Q What is meant by ‘Invoiceable’ work order?

A Every WO will be flagged as ‘Invoiceable’ or ‘Not Invoiceable’. ‘Invoiceable’ means that BGIS is expecting an invoice from the supplier to be paid under the WO. A WO can be ‘Not Invoiceable’

for example if there is an existing contract for PM services and there are no additional charges incurred for the work completed under the WO request. Another example is for warranty service on an equipment which would not be invoiceable.