



Supplier Invoicing Instruction Manual

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1. OVERVIEW

As Canada's leading provider of management services for real estate portfolios, **BGIS Global Integrated Solutions Canada LP "BGIS"** works with thousands of supplier partners across the country, 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 invoices for Recurring Services

2) Work Order invoices for On Demand services

3) Purchase Order invoices for Project services

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

It is very important that suppliers follow the invoicing requirements in order to avoid exception manual handling which may delay invoice payment.

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) Bill to: BGIS re. Client Name ("Client Name c/o BGIS" if BGIS is acting as an agent for its clients)
- 6) Client Specific Post Office Box (refer to [Bill To Listing](#))
- 7) Service Location
- 8) Service Period
- 9) Service Description (matching with the Order description)
- 10) 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.

- 11) Tax with applicable tax code (example: HST, GST, QST, PST for Canadian invoices. US tax for US invoices).
- 12) Applicable tax registration number
- 13) Supplier Payment Terms / Invoice payment due date
- 14) Supplier Contact Information (telephone number, email address)

3. INVOICE SUBMISSION METHODS AND INQUIRIES



- **USE CORRECT BGIS Post Office Box** (*Please see below for listing*)
- **DO NOT SEND THE SAME INVOICE TWICE** (e.g., hard copy and email)



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



- **DO NOT SEND TO PERSONAL EMAILS**
- **USE BGIS INVOICE EMAIL ADDRESS** (refer to [Bill To Listing](#))
- **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**

GENERAL INQUIRIES

- **Invoice Payment and EFT Inquiries :**
 - Payment.inquiry@bgis.com | Toll Free 1 888 990 7889
 - **Bell Payment Inquiry:** Bell.paymentinquiry@bgis.com | Toll Free 1-833-277-6409
 - **TD Payment Inquiry:** TD.inquiry@bgis.com
 - **PSPC (RP1) Payment Inquiry:** PPWGSCR1.paymentinquiry@bgis.com
- **Procurement** - If Purchase Order or Contract number is unknown, please contact the BGIS Manager who engaged your service or the Procurement general mailbox at procurement@bgis.com.
- For any vendor setup and vendor qualification inquiries, please contact BGIS Sourcing Governance Team at SCA@bgis.com

INVOICE MAILING AND EMAIL ADDRESSES

Suppliers are required to email their invoice(s) to the BGIS client specific email addresses as provided in the [Bill To Listing](#).

For post office mail, please sends invoice to the BGIS specific PO Box and Postal Code as provided in the [Bill To Listing](#).

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 above

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** and
- 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:

- Invoice in both PDF format and Excel
- On Demand Services should be billed on a separate invoice with the Work Order number referenced on the invoice (see instruction below).
- **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 purchase order.

5. WORK ORDER INVOICE FOR DEMAND SERVICES

For all demand services, Suppliers must have a **BGIS authorized work order number**.

Single Work Order Invoice

- Work order number must be referenced on the invoice. *Invoice(s) will be returned if the Work Order number is not referenced on the invoice where applicable.*
- Work order must be in '**Complete**' status. *The invoice will be rejected if the status is not 'Complete'.* Please access Real Suite and update work order status when the work is completed. If you do not have Real Suite access, please contact the BGIS Operations Centre.
- Work order must be in '**Invoiceable**'. Please contact the Facility Manager if your work order is Invoiceable but the WO dispatch message says it is **Not Invoiceable**.
- Quote must be provided and approved over the threshold, e.g., \$500 pre tax.

6. PURCHASE ORDER INVOICE FOR PROJECTS

For all project related services, suppliers must have a **BGIS purchase order number**.

- **Purchase order number must be referenced on the invoice.** *Invoice(s) will be returned if the Purchase Order number is not referenced on the invoice.*
- **One Purchase Order** per Invoice
- **Service Description matches Purchase Order Description**
- **Invoice amount must match Purchase Order amount.**
- **The following Mandatory Documentation to be provided with project invoice:**

Project Invoices – Mandatory Documentation

WSIB Clearance Certificate

Valid Workers Compensation Certificate from the operating province. Providing the Contractor's Legal Name, Address, Classification unit and description, Clearance Certificate Number and Validity period.

Plus: Additional Mandatory Documentation for CCDC

Certificate of Payment

Deliverables have been met as per project specifications.

Statutory Declaration

Progress payment distribution by contractor to be made prior to payment when required as a condition for either second and subsequent progress payments or release of holdback.

7. SUPPLIER QUALIFICATION

All suppliers providing services on site must be qualified in Comply Works unless the supplier is engaged on specific projects only and are qualified through the Project process. Comply Works is BGIS's supplier qualification service provider. For more information on Comply Works, please go to www.Complyworks.com or contact the Supplier Chain Administration team at SCA@bgis.com.

Suppliers who are not qualified are required to submit **the Workers Compensation Clearance Certificate with their invoice**. Suppliers may also be required to provide other documents such as Insurance if required. The invoice(s) will be returned to the suppliers who are not qualified if the proper qualification document is not provided.

8. INVOICE PAYMENT – ELECTRONIC FUND TRANSFER (EFT)

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 mails, 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.

The consent form can be found on our supplier website in the Invoicing & Payment (Supplier Portal) section.

9. **FREQUENTLY ASKED QUESTIONS**

Q Where should I send my invoices and who do I contact for invoice inquiries?

A *By Mail:* BGIS mailing address with client specific PO Box as listed in the [Bill To Listing](#)
By Email: BGIS client specific invoice email address as listed in the [Bill To Listing](#)

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

Q Payment.inquiry@bgis.com | Toll Free 1 888 990 7889

Bell Payment Inquiry: [Bell.paymentinquiry@bgis.com](mailto:bell.paymentinquiry@bgis.com) | Toll Free 1-833-277-6409

TD Payment Inquiry: TD.inquiry@bgis.com

PSPC (RP1) Payment Inquiry: PPWGSCR1.paymentinquiry@bgis.com

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

A Please email procurement@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 or purchase order and it must be invoiced separately. Work order or Purchase Order number should be referenced on the invoice.

Q What is meant by work order 'complete' status?

A After the work is completed, the work order 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 work order will be flagged as invoiceable or not invoiceable. Invoiceable means that BGIS is expecting an invoice from the supplier to be paid under the work order. A work order can be non 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 work order request. Another example is for warranty service on an equipment which would not be invoiceable.