



Improving Invoice Payments

Dear Valued Suppliers and Service Partners

We want to bring to your attention invoicing issues which are impacting our ability to pay you in an accurate and timely matter.

Firstly, we have identified situations where payment to you cannot be made due to invoicing practices in your control - common issues include:

- invoice amounts don't match the Purchase Order (PO) or Work Order (WO) values;
- WO's are not marked as "Complete" in the RealSuite System;
- invoices don't reference the proper PO or WO numbers.

In addition to the delay in issuing payments to you, these errors cause additional rework and require effort on all sides to remediate. Your diligence in ensuring the above elements are corrected will help us make payments to you faster and reduce administration for both organizations.

Secondly, we have implemented system changes to ensure payments are made to you in accordance with the specific terms of our commercial contract – specifically payments made based on the receipt date of your correct invoice. We remind you that the BGIS invoicing requirements, with additional instructions, videos and support materials can be found on the supplier section of our website www.bgis.com. We encourage you to review this material to help facilitate the processing of your invoices.

Thirdly, did you know that the new **BGIS Supplier Portal** allows you to view the status of your invoices, streamline your invoice submission, and reduce invoice rejections which will get you paid faster?

For access to the **BGIS Supplier Portal** please send a request to bgisvm.Program@bgis.com including your supplier name, number and contact details and our dedicated BGIS Vendor Management Program administrators will assist.

Thank you for being a partner to BGIS and supporting the delivery of services to our clients. Should you have any questions please contact us at procurement@bgis.com

Peter Papagiannis
Chief Operating Officer
BGIS