How to Invoice CBRE

You can submit an e-invoice directly against the received Purchase Order (PO) using the Coupa Supplier Portal or Supplier Actionable Notification (SAN).

You'll benefit from quick and easy electronic invoice submission and seamless processing for faster payments. Coupa is user friendly giving you 24/7 access to your invoice status and payment details in real-time.

	Create an invoice in the **Coupa Supplier Portal**	Create invoice from your email **SAN**
1	Open the email from CBRE with the received PO.	Open the email from CBRE with the received PO.
2	**Log in** to the Coupa Supplier Portal.	Select **Create Invoice.**
3	Select **Purchase Orders** to see all purchase orders raised towards your company.	Insert data in required fields on the invoice.
4	Click the **Action Button** and **Flip** PO to invoice.	Submit your invoice by clicking **Submit.**
	Your invoice is sent to CBRE. To access and download your compliant invoice **log in to Coupa**.	
5	Once the invoice is created, you can track the payment status in the Coupa Supplier Portal.	You will receive confirmation of payment once your invoice is paid.

QUESTIONS?

Learn more about **Coupa Supplier Portal**

Log-in to Coupa **here.**

Start your Coupa **registration**

Learn more about **SAN**

Not yet registered?

Registering for the Coupa Supplier Portal (CSP) is quick, easy and most importantly free!

- **Register here for the CSP.**
- Once you've registered, provide the primary contact name and email address you used (including a link to **your public profile**) to the **Procurement Buyers team**.
- It will only take a few minutes. Once the details have been provided, the CBRE NAM Procurement Buyer Support Team will let you know once you have access to the Coupa Supplier Portal (CSP)

Invoice Submission

Electronic invoicing - CBRE's preferred invoicing channels.

IMPORTANT! Invoices created via our e-invoicing channels are available immediately for our AP Teams to process.

- Create invoices via the Coupa Supplier Portal – CSP (please see the guidelines on page 1)
- Create invoices directly from the PO email notification, also known as SAN (please see the guidelines on page 1)

Exceptionally, suppliers can send PDF invoices to the Z+M mailbox:

Suppliers registered to submit invoices with Coupa Supplier Portal cannot send invoices via the Z+M mailbox.

Please note that invoices submitted through Z+M mailbox might be handled with delay.

Repeatable invoice submission through Z+M mailbox is monitored and discouraged.

Emails and Invoices must meet below standards:

- Do not invoice before the services are rendered.
- Do not invoice for services that exceed the PO amount or have not been pre-approved by CBRE before services are delivered.
- Only **one** PO number can be used on an invoice.
- Ideally, invoice no later than 30 days net from work completion.
- Do not combine multiple invoices in one file. Each invoice needs to be submitted in a separate file.
- A single e-mail should contain no more than 15 PDF files. (Size of attached files should not exceed 9 MB).
- All invoices need to be submitted in PDF format; supported PDF versions are: 1.3, 1.4, 1.5, 1.6 and 1.7 compliant files, including PDF/A (PDF/A-1, PDF/A-2, PDF/A-3) & PDF/X (PDF/X-1a:2001, PDF/X-1a:2003).
- Attached PDF is inserted as attachment, and not in the body of email.
- PDF must not be password protected or contain security settings that restrict access to the data contained in the PDF file; PDF must have print option available.
- Active dynamic content, XFA form data content, mark-ups, comments and "sticky notes" in PDF will not be rendered.
- Character Restrictions: to avoid rejections from the banking platform, invoices must adhere to the following character restrictions. Invoices should be comprised solely of letters, digits, spaces, slashes, hyphens and full stops. The use of any other special characters is strictly prohibited, as their inclusion will result in payment delays:

▪ Ampersand (&)	▪ En and em dashes (–,—)	▪ Plus sign (+)
▪ Apostrophe (')	▪ Degree symbol (°)	▪ Question mark (?)
▪ Asterisk (*)	▪ Exclamation mark (!)	▪ Quotation marks (" ")
▪ Colon (:)	▪ Numero sign (N°, n°)	▪ Semicolon (;)
▪ Comma (,)	▪ Parentheses ( )	▪ Tilde (~)

Additional Requirements for CSP Users:

- Ensure that the tax amount is not included in the net amount field.
- Invoice requirements (e.g. PO number, Legal Entity name, Tax registration number) remain unchanged.
- Other financial and non-financial documents (statements, orders, reminders, flyers) will be forwarded to Finance Service Desk team.

PO Structure

Below is CBRE Managed Services Inc's PO structure and invoicing instructions, by PO structure type

PO structure	CSP	SAN	Invoicing mailbox
12USPXXXXXXX	✓	✓	CBREManagedServicesAPInvoices-USA@dcprague.com
Other PO Formats	X	X	See instruction on specific Purchase Order

NOTE: Invoices not sent to the correct address will not be processed. Above e-mail address is a no reply email address. Once your invoice is received it will be scanned and submitted for processing.

EXCEPTION: For POs with a different structure, see instruction in above table, in column PO structure in "Other PO formats" specific Purchase Order.

Invoice Requirements for Z+M

Below requirements are only applicable to invoices submitted through Z+M.

To avoid invoice processing delays and rejections, please use the Preferred e-invoicing channels. (guidelines on page 1)

Key requirements that must be met for any supplier invoices submitted through canon to be processed and paid by our central Accounts Payable Team can be found below.

Invoice requirements

- **CBRE legal entity name** – invoice must be issued to CBRE to the correct legal entity and tax number:

CBRE Legal Entity Name	CBRE Tax Number
CBRE Managed Services Inc 2100 McKinney Ave, Suite 900 Dallas, TX 75201 United States	99-0372017

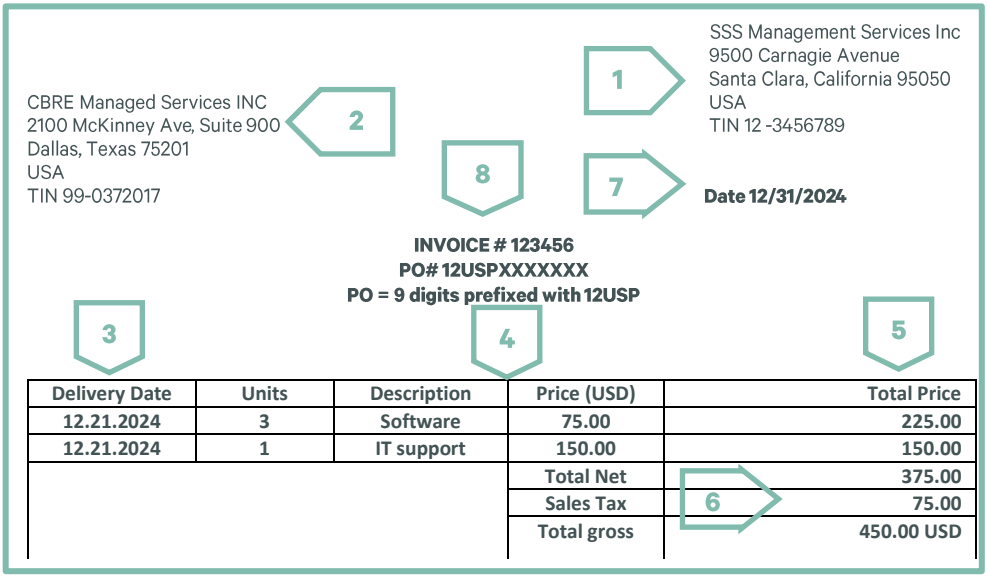
- **Purchase Order (PO)** – The invoice must have a valid and applicable CBRE PO Number. If you do not have a purchase order, please contact your operations point of contact. Only one PO number per invoice.
  Important: Invoices without PO or with invalid PO will be rejected – **NO PO, NO PAY POLICY**

Note: Any invoices sent to CBRE that do not meet CBRE standards will be rejected by CBRE and will not be available for view in our accounting system.

Sample Invoice

1. Supplier - Name, Address, & Tax registration number	5. Net amounts broken down by tax rates
2. Customer (CBRE) – Name, Address, & Tax Registration Number	6. Tax Amounts
3. Delivery Date	7. Invoice date
4. Amount and description of services	8. Invoice number and PO number

Sample Invoice



SSS Management Services Inc
9500 Carnagie Avenue
Santa Clara, California 95050
USA
TIN 12 -3456789

1

CBRE Managed Services INC
2100 McKinney Ave, Suite 900
Dallas, Texas 75201
USA
TIN 99-0372017

2

8

7

Date 12/31/2024

INVOICE # 123456
PO# 12USPXXXXXXX
PO = 9 digits prefixed with 12USP

3 4 5

Delivery Date	Units	Description	Price (USD)	Total Price
12.21.2024	3	Software	75.00	225.00
12.21.2024	1	IT support	150.00	150.00
			Total Net	375.00
			Sales Tax	75.00
			Total gross	450.00 USD

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Sales Tax Validation

- Each PO will show resale status and include a resale certificate.
- PO lines will be marked with a **"Yes**" if they are eligible for resale, and **"No"** if not.
- **Do not** include sales on PO lines marked as resale eligible (**"Yes**).
- If your invoice includes both resale and non-resale items, submit separate invoices:
    - One for resale items (no tax)
    - One for non-resale items (with tax)
- Invoices that incorrectly include sales tax on resale-flagged PO lines will be blocked from processing.

Line No.	Material/Service	Item #	Proj ID	WO #	Need by Date	Qty	UOM	RESALE	Unit Cost	Line Cost
								Yes		

Queries and Support

On submitted invoices, payment status, remittance advice and other queries, please contact our AP Resolution team who are available from Monday to Friday, 9AM – 5PM CET:

- Email: **CBRE-GWS-USA-Resolution@cbre.com**

For queries related to Coupa Supplier Portal please contact our Procurement Team:

- **GWSNAM_Procurementbuyersupport@cbre.com**