

## Guideline- Supplier Invoicing Process

Dear Supplier, in order to assist supplier invoicing and improve payments to our suppliers, CBRE has simplified our AP Processes. Please see below a reminder of the key requirements that must be met for any supplier invoices to be processed and paid by our central Accounts Payable Team.

### Invoice requirements:

Your invoice will only be further processed for payment if the below invoice restrictions/requirements have been met:

- ✓ Invoice must be issued stating the correct CBRE GWS legal entity, tax number and Purchase Order ("PO") number:

**South Africa**

**CBRE legal entity name:** CBRE GWS Facilities Management (Pty) Ltd.

**CBRE VAT/tax number:** 4720209867

**Please Note:** that this is also applicable to invoices relating to the legacy Johnson Controls GWS division. The process for CBRE Managed Services Limited is unchanged.

**PO** - The invoice must have a valid applicable CBRE PO Number. Contact your operations SPOC should you not have a purchase order reference as invoices containing either no PO or the incorrect PO number will not be paid.

**Invoice Update** - Invoice is to contain; description "INVOICE", the correct price and where the invoice is being re-submitted, insert amended invoice date

1. <b>Supplier</b> - Name and address & VAT/Tax registration number	5. Net amounts broken down by tax rates
2. <b>Customer (CBRE)</b> - Name and address of customer & VAT/Tax registration number	6. VAT Amounts
3. Delivery date	7. Invoice date
4. Amount and description of services	8. Invoice number & PO number

### Sample Invoice

CBRE GWS Facilities Management (Pty) Ltd. 1st Floor East, Building 13 Woodlands Office Park, Woodlands Avenue, Woodmead Johannesburg 2196 4720209867		Heritage Gardens 72 Viljoenstreet Krugersdorp,1739 7236878 07		
INVOICE No. 123456 PO 620524978		Johannesburg, 23.05.2017		
<b>Date</b>	<b>Units</b>	<b>Description</b>	<b>Price (ZAR)</b>	<b>Total Price</b>
20.05.2017	3	Software	75	225
21.05.2017	1	IT support	150	150
<b>Total Net</b>				<b>375</b>
<b>VAT 20%</b>				<b>75</b>
<b>Total Price</b>				<b>450 ZAR</b>

- ✓ Invoices should be submitted by e-mail and meet the below standards:
  - **Invoice is to be issued to one clearly stated CBRE GWS entity**
  - **A single e-mail should contain 15 PDF files maximum** (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)
    - Including PDF/X (PDF/X-1a:2001, PDF/X-1a:2003)
  
- ✓ **Attached PDF is inserted as attachment not in the body of email**
  - PDF must not be password protected
  - PDF must not contain security settings that restrict access to the data contained in the PDF file, PDF must have print option available
  - Active dynamic content in PDF will not be rendered
  - XFA form data content in PDF may not be rendered
  - Mark-ups, comments and “sticky notes” in the PDF will not be rendered
  - Do not combine multiple invoices in one document. Each invoice needs to be submitted in a separate file
  - Invoice requirements (e.g. PO number, Legal Entity name, Tax registration number) remain unchanged
  - Other financial documents (statements, orders) will not be forwarded to appropriate AP sub-departments

### **Where to Send Invoices:**

All invoices must be sent by email to the Accounts Payable Invoice team as detailed below. Invoices not sent to the correct address will not be processed

#### **South Africa;**

[CBRE-GWS-SA-APInvoices@canon-europe.com](mailto:CBRE-GWS-SA-APInvoices@canon-europe.com)

Please note this e-mail address is a no-reply email address. Once your invoice is received it will be scanned and submitted for processing

### **Queries and Support:**

Should you have any queries on submitted invoices and/or payment status, remittance advice, etc. Then please contact our AP Helpdesk team which is available from Monday to Friday, 9AM – 5PM CET:

**South Africa;** [CBRE-GWS-SA-Resolution@cbre.com](mailto:CBRE-GWS-SA-Resolution@cbre.com)

Phone: 00 421 233 056 083

Thank you in advance for your support.