



*Following a number of successful invoice training sessions held in collaboration with our Preferred Supply Partners, CBRE has witnessed an exceptional reduction in invoicing errors and payment delays.*

*To continue educating and driving the programme throughout our supply chain, we are now mandating invoicing training sessions and expect all suppliers to make the necessary arrangements to attend.*

*This will ensure we continue to support you and your business as a valued partner of CBRE.*

*Thank you for your ongoing commitment.*

*Kerry-Anne Dilley  
Supply Chain Solutions Director*



# CBRE INVOICING & QUERIES

2020 V3



# CONTENTS

- Why are we holding the training sessions?
- The UK & Ireland entities
- How to invoice GWS & LFM (UK & Ireland)
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- The transition from Canon to Tradex and the benefits
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# WHY ARE WE HOLDING TRAINING SESSIONS?

## Historical overview

2019 Saw an increase in the volume of non-payment escalations from our suppliers.

A deep dive investigation highlighted a number of areas where we needed to provide additional support to our supply chain

This included;

- Communication around the invoicing procedure
- Clarify the invoicing process
- CBRE Entities
- Purchase Order (PO) formats
- Where to submit invoices
- Canon & Tradex



# CBRE GWS EMEA: AN OVERVIEW



## LOCAL FACILITIES MANAGEMENT

- *< \$15M*
- *One country or less than 4*
- *Full service locally (not normally Transactions)*
- *Or stand alone engineering*
- *Local platform country by country structure*



## DATA CENTRE SOLUTIONS

- *Single, multi or global country*
- *FM / Engineering / ICT*
- *Enterprise and standalone Data Centres*
- *Global platform*

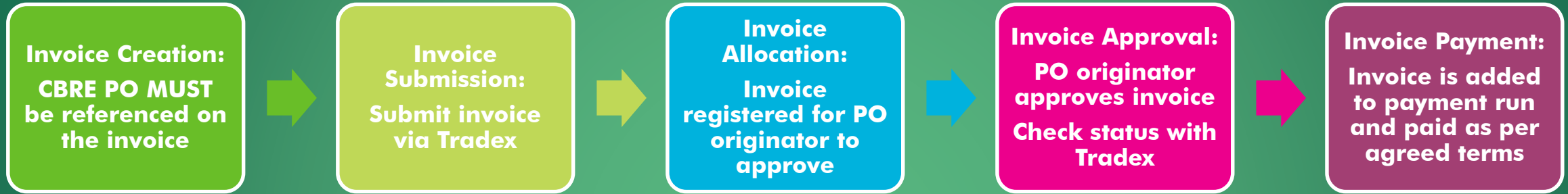


## ENTERPRISE ACCOUNTS

- *>\$15M*
- *Global / multi countries*
- *Full service FM/PJM/Transactions*
- *Global platform country by country structure*

# HOW TO INVOICE MANAGED SERVICES LIMITED (UK)

## LOCAL FACILITIES MANAGEMENT (LFM) & DATA CENTRE SOLUTIONS (DCS)

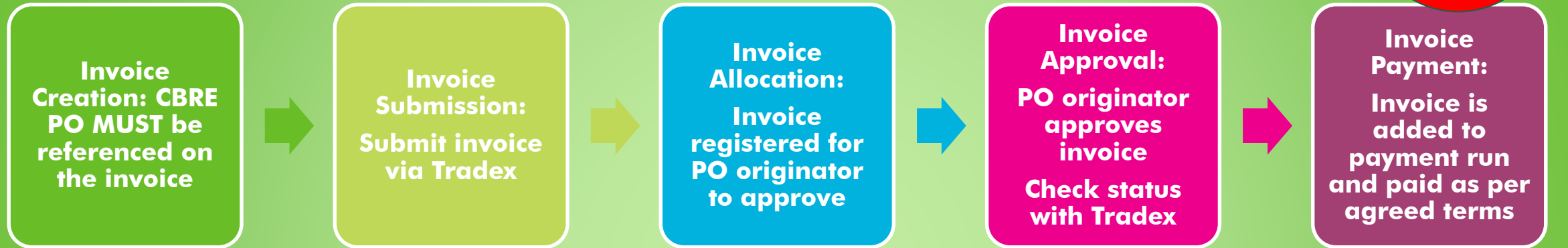


- This process is for all invoices that correspond with purchase orders, *D05POXXXXXXXX* (9 digits)
- The “invoice to” address is *CBRE Managed Services Ltd, 61 Southwark Street, London, SE1 0HL*
- The “deliver to” address is the contact address where your goods or services are to be supplied
- Invoices requirements; Suppliers name, address and VAT/Tax registration number; Delivery Date; Amount and full description of goods/services; Billing interval and period to which it relates; Net amount broken down by tax rates; VAT Amount; Invoice Date; Invoice number and valid PO number
- Queries should be submitted to the PO originator. For payment status, please review Tradex
- Only submit invoices once the services are complete. All service records must be received by the site teams to confirm works/services are complete
- Out of Hours Orders – where a PO is unobtainable due to the order being placed OOH, please take the CBRE representatives name and ensure you receive a PO by the following midday
- The payment term will be from the day your invoice is correctly received by CBRE, not the date you specified on your invoice

**WE DO NOT ACCEPT INVOICES BY POST**

# HOW TO INVOICE CBRE GWS LIMITED (UK)

## ENTERPRISE ACCOUNTS

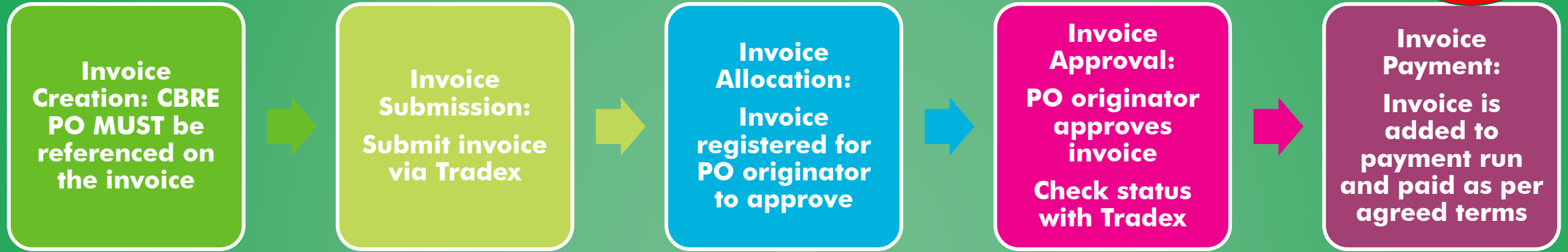


- This process is for all invoices that correspond with purchase orders, *GB1POXXXXXXXX* (9 digits)
- The “invoice to” address is *CBRE GWS Limited, 61 Southwark Street, London SE1 0HL*
- The “deliver to” address is the contact address where your goods or services are going to be supplied
- Invoices requirements; Suppliers name, address and VAT/Tax registration number; Delivery Date; Amount and full description of goods/services; Net amount broken down by tax rates; VAT Amount; Invoice Date; Invoice number and valid PO number
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# HOW TO INVOICE CBRE GWS (IRELAND) LIMITED

Consolidated legal entities: **CBRE MANAGED SERVICES (IRELAND) LIMITED, CBRE CORPORATE OUTSOURCING LIMITED** and **CBRE GWS LIMITED (IRISH BRANCH)**



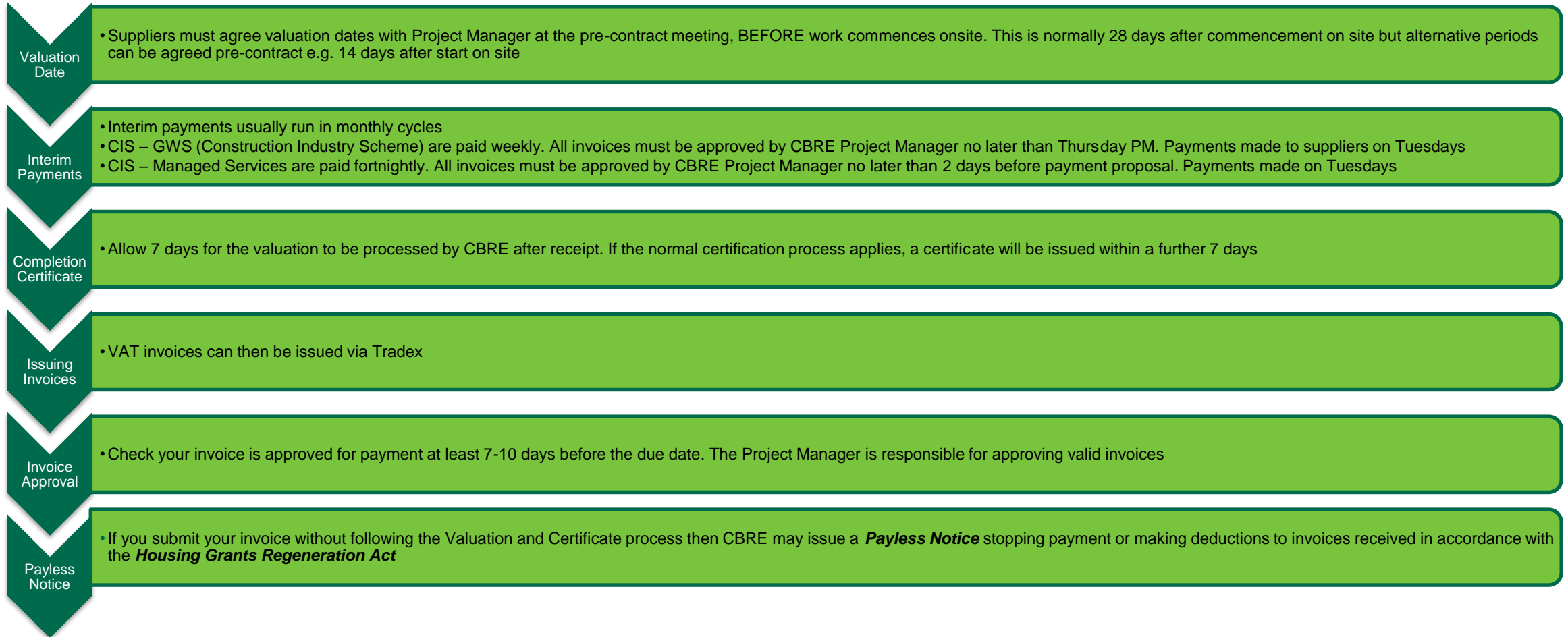
- This process is for all invoices that correspond with purchase orders, D10POXXXXXXXXX (9 digits)
- The “invoice to” address is *CBRE GWS (Ireland) Ltd, Connaught House, Number One Burlington Road, Dublin 4, D04 C5Y6, Ireland*
- The “deliver to” address is the contact address where your goods or services are going to be supplied
- Invoices requirements; Suppliers name, address and VAT/Tax registration number; Delivery Date; Amount and full description of goods/services; Net amount broken down by tax rates; VAT Amount; Invoice Date; Invoice number and valid PO number
- Queries should be submitted to the PO originator. For payment status please review Tradex
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- The payment term will be from the day your invoice is correctly received by CBRE, not the date you have specified on your invoice

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# PROJECT PAYMENT PROCESS

## Summary of key topic areas





# TRADEX: THE BENEFITS



**LOCAL  
FACILITIES  
MANAGEMENT**



**DATA CENTRE  
SOLUTIONS**



**ENTERPRISE  
ACCOUNTS**

CBRE has made it faster, cost effective and environmentally friendly for you to submit your invoices through the free web based tool, Tradex. The platform, run by Causeway, provides greater visibility of your invoices life-cycle and accessible information at your fingertips.

## **Additional benefits include;**

- ✓ Self-Service System
- ✓ Submit invoices and credit notes quickly online
- ✓ Monitor and view the status of invoices submitted through Tradex, in real-time
- ✓ View payment due dates
- ✓ Access payment date and reference information, once paid
- ✓ Statement reconciliation **COMING SOON!**
- ✓ Easy to use, intuitive tool
- ✓ Training materials available online through Tradex [HTTP://HELP.CAUSEWAY.COM/TRADEX\\_PORTAL/#T=INTRODUCTION.HTM](http://help.causeway.com/tradex_portal/#T=INTRODUCTION.HTM)

If you haven't registered already, please register here [HTTP://WWW.CAUSEWAY.COM/CBRE-TRADEX-REGISTRATION](http://www.causeway.com/cbre-tradex-registration)

# AP TEAM: TOP 5 QUERIES ANSWERED

The AP Team will aim to respond within 5 working days. However, this can take up to 2 weeks dependant on volume. **Please do not send duplicate queries during this time.**

## 1. COMMON REASONS FOR INVOICE REJECTION

- Invalid PO
- Delivery address
- Wrong Entity invoiced
- Invoicing training guidance not followed
- Incorrect invoices are automatically rejected

## 4. INVOICE PAYMENT DATES

- Payments are made when invoices are processed by the relevant site team
- We a payment run on a Tuesday
- Payments should reach your account within 3 working days

## 2. REMITTANCE ADVICE

- The quickest way to view your invoice status is through Tradex
- Automated remittances are emailed to the address specified by the supplier in either mySUPPLIER or the setup form
- To request a remittance email the address below, subject 'Vendor – Company Name – Remittance Request'
- To amend your email for remittance please update mySUPPLIER and also send an email to the address below

### QUERIES

**UK: [CBRE-GWS-UK-RESOLUTION@CBRE.COM](mailto:CBRE-GWS-UK-RESOLUTION@CBRE.COM)**

**+44 800 098 8046**

**IRELAND: [CBRE-GWS-IR-RESOLUTION@CBRE.COM](mailto:CBRE-GWS-IR-RESOLUTION@CBRE.COM)**

**+353 180 081 7391**

## 3. BANK DETAILS UPDATE

- Update your mySUPPLIER profile, Inc. your bank details on the signed letter headed paper
- E-mail the updated signed letter headed paper with subject 'BANK DETAILS'
- The team will be in contact to verify your bank details
- [MySUPPLIER Link](#)

## 5. SUBMITTING INVOICES

- Please **DO NOT DUPLICATE** invoice submission
- Please ensure you use the correct entity when submitting through Tradex
- Please submit invoices inline with the previous slides

# THANK YOU.

Gracias. 謝謝. Salamat. धन्यवाद. Obrigado. شکرا.  
Спасибо. 감사합니다. ধন্যবাদ. Danke. ありがとう. Merci.

**CBRE** *Build on  
Advantage*



toward *a greener  
tomorrow*

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