



Supplier Invoicing Instruction Manual

1. OVERVIEW 3

2. GENERAL INVOICING REQUIREMENTS 3

3. INVOICE SUBMISSION METHODS AND INQUIRIES 4

4. CONTRACT / PURCHASE ORDER FOR RECURRING SERVICES 9

5. WORK ORDER INVOICE FOR DEMAND SERVICES..... 10

6. PURCHASE ORDER INVOICE FOR PROJECTS..... 11

7. SUPPLIER QUALIFICATION..... 12

8. INVOICE PAYMENT – ELECTRONIC FUND TRANSFER (EFT) 13

9. FREQUENTLY ASKED QUESTIONS 14

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 to pages 3 to 11 for detailed invoicing instructions and requirements for each invoice type.

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

This Supplier Invoices Instruction Manual can be found on the BGIS supplier website at [BGIS Invoicing Instruction](#).

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 c/o Client Name ("Client Name c/o BGIS" if BGIS is acting as an agent for its clients)
- 6) Client Specific Post Office Box (see list of PO Boxes with Postal Codes further below)
- 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**
IMAGE BECOMES DISTORTED and **DATA** cannot be **RECOGNIZED**



- **DO NOT SEND TO PERSONAL EMAIL**
- **USE BGIS INVOICE EMAIL ADDRESS** (*Please see below for 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 Procurement general mailbox at procurement@bgis.com.
- **Supplier Qualification Program** – Please contact Comply Works Help Desk at **403-219-4792** or support@complyworks.com.
 - If you wish to contact a BGIS representative regarding your qualification, please contact Supply Chain Administration at SCA@bgis.com or **1-866-218-0280**.

INVOICE MAILING AND EMAIL ADDRESSES

Suppliers are required to email their invoice(s) to the BGIS client specific email addresses listed below.

For post office mail, please sends invoice to the BGIS specific PO Box and Postal Code listed below.

If you have any questions with regards to invoice submission, please feel free to contact the payment inquiry mailbox listed above

BGIS Client	Invoice Email Address	Bill To Name	Address		
AECOM Canada	aecom.invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o AECOM	PO Box 4800	Markham, ON	L3R 4E6
AECOM US	aecomUS.invoice@bgis.com	BGIS Global Integrated Solutions US LLC LP c/o AECOM			
Alberta Infrastructure	AIT.invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o Alberta Infrastructure	PO Box 3524	Markham, ON	L3R 0R4
Alberta Treasury Board	ATB.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o ATB	PO Box 3524	Markham, ON	L3R 0R4
Bank of Canada	BankofCanada.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o BOC	PO Box 3013	Markham, ON	L3R IS1
Bank of Montreal	BMO.invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o Bank of Montreal	PO Box 3546	Markham, ON	L3R 0Y7
Bank of Nova Scotia	Scotiabank.invoice@bgis.com	Bank of Nova Scotia Bank c/o BGIS	PO Box 3308	Markham, ON	L3R 5Z4
BC Hydro	AP.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o BC Hydro	PO Box 4800	Markham, ON	L3R 4E6
BCEHS	BCEHS.invoice@bgis.com	BGIS Workplace Solutions Inc. c/o BCEHS	PO Box 4803	Markham, ON	L3R 5B6
Bell Canada	Bell.invoice@bgis.com Bell.projectinvoice@bgis.com (for projects)	Bell Canada c/o BGIS O&M Solutions Inc.	PO Box 3521	Markham, ON	L3R 0N4
Bell MTS	Bell.invoice@bgis.com Bell.projectinvoice@bgis.com (for projects)	Bell Canada c/o BGIS	PO Box 3521	Markham, ON	L3R 0N4
Bell US	Bell.invoice@bgis.com Bell.projectinvoice@bgis.com (for projects)	BCE Nexxia Corp. c/o BGIS O&M Solutions Inc.	PO Box 3521	Markham, ON	L3R 0N4
BGIS Global Integrated Solutions Realty Inc. Canada Lands Canadian Tire Hydro Quebec Kung Man Lee	PropertyMgt.invoice@bgis.com	Client name c/o BGIS	PO Box 3550	Markham, ON	L3R 6A4
BGIS US	BGISUS.invoice@bgis.com	BGIS Global Integrated Solutions US LLC	210 South Hudson Street, Suite #380	Seattle, WA	98134
Canada Broadcasting Corporation	CBC.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o CBC (for O&M)	PO Box 4800	Markham, ON	L3R 4E6

BGIS Client	Invoice Email Address	Bill To Name	Address		
		Canada Broadcasting Corporation c/o BGIS (for projects)			
Canada Mortgage and Housing Corporation	AP.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o CMHC	PO Box 4800	Markham, ON	L3R 4E6
CIBC	CIBC.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o CIBC (for O&M) CIBC c/o BGIS (for Projects, Security)	PO Box 4810	Markham, ON	L3R 5W8
EPCOR	Epcor.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o EPCOR	PO Box 4800	Markham, ON	L3R 4E6
GI Partners	GIPartners.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o GI Partners	PO Box 4800	Markham, ON	L3R 4E6
Hydro One	HydroOne.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o Hydro One	PO Box 4806	Markham, ON	L3R 5N3
Imperial Oil Limited	AP.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o Imperial Oil Limited	PO Box 4800	Markham, ON	L3R 4E6
Infrastructure Ontario	IO.ProjectInvoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o Infrastructure Ontario (for Projects)	PO Box 4800	Markham, ON	L3R 4E6
Lower Mainland Facilities Management (Formerly Health Shared Services BC)	LmfmlInvoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o LMFM (for O&M) Lower Mainland Facilities Management c/o BGIS (for Projects)	PO Box 4800	Markham, ON	L3R 4E6
P3	P3.invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o P3	PO Box 4811	Markham, ON	L3R 5A8
PUROLATOR	Purolator.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o Purolator	PO Box 4801	Markham, ON	L3R 9Y8
PWGSC	PWGSC.invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o PWGSC	PO Box 4802	Markham, ON	L3R 2Z7
ROGERS	Rogers.Invoice@bgis.com Rogers.ProjectInvoice@bgis.com (for Projects)	BGIS Global Integrated Solutions Canada LP c/o Rogers Rogers Communications Canada Inc. c/o BGIS (for projects)	PO Box 4025	Markham, ON	L3R 2W3
RP1	PWGSCR1.invoice@Bgis.com	BGIS Global Integrated Solutions Canada LP c/o RP1	PO Box 4870	Markham, ON	L3R 5N5
SAIT	SAIT.invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o SAIT	PO Box 4800	Markham, ON	L3R 4E6
Schlumberger Canada	Schlumberger.invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o Schlumberger Technology Corporation	PO Box 4800	Markham, ON	L3R 4E6
Schlumberger US	SchlumbergerUS.invoice@bgis.com	BGIS GLOBAL INTEGRATED SOLUTIONS US LLC c/o Schlumberger Technology Corporation			
SHELL	Shell.Retail.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o Shell Retail	PO Box 3785	Markham, ON	L3R 5S9
SSBC	SSBC.Invoice@bgis.com	BGIS Workplace Solutions Inc. c/o SSBC	PO Box 3750	Markham, ON	L3R 5J5
TD CANADA	TDC.Invoice@bgis.com	The Toronto-Dominion Bank c/o BGIS	PO Box 6011	Markham, ON	L3R 0W5

BGIS Client	Invoice Email Address	Bill To Name	Address		
TD US	TDU.Invoice@bgis.com	TD Bank Attn: BGIS/CBRE c/o Purolator International	2 Jericho Plaza STE 204	Jericho, NY	11753
TELUS	Telus.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o TELUS	PO Box 4850	Markham, ON	L3R 6H7
OTHER CANADIAN CLIENTS	AP.Invoice@bgis.com	BGIS Global Integrated Solutions Canada LP c/o Client Name	PO Box 4800	Markham, ON	L3R 4E6
OTHER US CLIENTS	BGISUS.invoice@bgis.com	BGIS Global Integrated Solutions US LLC			

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:
 - 1) Contract or PO number not referenced on the invoice where applicable.
 - 2) 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 at [BGIS Invoicing Instruction](#).

9. FREQUENTLY ASKED QUESTIONS

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

By Mail: BGIS mailing address with client specific PO Box, see section 3 above for listing

By Email: BGIS client specific invoice email address, see section 3 above for listing

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

Please email payment.inquiry@bgis.com or PWGSCR1.paymentinquiry@bgis.com (for PWGSC RP1 only) or APIquiry.Campbellton@bgis.com

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

Please email procurement@bgis.com.

Q If BGIS requests for extra work, how do I invoice?

All out of scope work that is not part of a Master Services Agreement requires a work order or purchase order. 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?

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?

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.