



28 November 2019

Contractor Brief – Invoicing Procedure

This Contractor Brief describes the invoicing procedure for all contractors providing maintenance services for the following brands:

- mycar

Please ensure that the following procedures are adhered to before submitting any maintenance invoice for payment. An invoice checklist is attached to this Brief to assist you in ensuring that your invoices meet our requirements so that they can be processed and paid in a timely manner.

1. Invoice Billing Address

All invoices including relevant paperwork are to be **emailed** to Accounts.Payable@city-holdings.com.au as per the below criteria in this section. Please ensure each invoice and associated paperwork are emailed to us as one file (ie one invoice + supporting paperwork for this invoice).

Invoices from City FM contractors:

Purchase Orders issued by City Integrated Maintenance Services (Aus) Pty Ltd and City Integrated Maintenance Services (QLD) Pty Ltd

City Integrated Maintenance Services (Aus) Pty Ltd

Accounts Payable Department

10 Nexus Court, Mulgrave, Victoria 3170

Invoices are not to be addressed to a particular person and use only the above addresses

2. Invoicing Requirements (Reactive Maintenance & Project/Quoted Works):

- a. **Tax compliant invoice:** The invoice should state “Tax Invoice” and include the Company being invoiced, the name of your Company, Your Company ABN number, invoice date, net amount being charged, GST amount and total amount of invoice. In the event of doubt please refer to your accountant for requirements of a tax compliant invoice.
- b. **Valid work order number issued by the City Maintenance Helpdesk:** This must be quoted on every invoice submitted for payment. Any invoice without a valid work order number will be rejected as non-compliant and returned unprocessed.
- c. **Vendor Number:** Your contractor vendor number must be quoted next to the business name. For your reference, vendor numbers are seven digits and typically start with “6”, “7” or “C”. If unsure of your vendor number refer to your previous remittances. If your company has been issued multiple vendor numbers (for servicing different brands) please ensure the appropriate maintenance invoicing vendor number is quoted.
- d. **One invoice per work order:** Partial invoices will not be accepted. Any multiple invoices for one work order will be rejected and returned. In addition, a credit note and relating reissued invoice on a work order will also be rejected and returned.
- e. **Price Breakdown:** All invoices, including invoices for quoted works, must include a breakdown for labour and materials, and each component must be totaled on the invoice. The invoice will be rejected and sent back to obtain the break-down of labour and materials, which may result in a delay in payment.
- f. **Supporting Documents:** All submitted invoices must be accompanied by the corresponding service sheet, store stamp, and the Facilities Log Book sheet (Target only), unless the work order states “FLB not required” and/or contractor has received other authorisation (signature and name clearly written) from Coles.
- g. **Store Stamp Alternative:** If your service sheets are in electronic form (i.e. your technicians use electronic devices such as tablets or PDAs in the field) we will accept an electronic signature of the store team member who is signing off that the work has been completed in lieu of a store stamp. Any electronic signature must be accompanied by clearly legible first and last name and position title of the person signing. Failure to include this detail may result in the invoice being rejected.
- h. **Upgrade Authorization:** For any repairs that will exceed \$500.00 (ex GST) an upgrade authorization must be obtained from One Stop Shop (between 8am and 6pm Mon – Fri on 1800 040 585) or from City Maintenance Help Desk (on 1300 620 358 at all other times) **prior to the work being undertaken**. The Asset Tag number (if available) for the piece of equipment under repair must also be reported. Any invoice received for work that does not have an approved upgrade will be rejected.
- i. **Quoted Works:** Where works are quoted a copy of the approved quotation showing a breakdown of labour and materials must be attached to the invoice.
- j. **Sub-contractors:** Your sub-contractors must not invoice City Intergraded Maintenance services directly for works performed; it is the principal contractor’s responsibility to pay their subcontractors. Sub-contractor invoices must be submitted as an attachment to the principal contractor’s invoice and any agreed mark-up stated on the invoice.
- k. **Work Completion and Closedown:** All contractors must close down their jobs using City FM’s closedown web portal when works have been completed, and prior to submitting an invoice for payment. For further information, please contact the Closedown Team at 1300 483 913 or via the web portal <https://jobclosedown.cityholdings.com.au>.

- a. **Rejected invoices must be re-submitted.** City will not retain copies of rejected invoices.
- b. **Enquiries:** For enquiries on overdue payments please contact the Accounts Payable team on Accounts.Payable@city-holdings.com.au

3. Invoicing Requirements (Planned Preventive Maintenance):

All invoices including relevant paperwork are to be emailed to Accounts.Payable@city-holdings.com.au as per the below criteria in this section.

Contractors carrying out Planned Preventive Maintenance works must comply with the same invoicing procedures described in Section 2 above. In addition, the following PPM specific requirements must be adhered to:

- a. **Valid PPM Reference Number(s) issued by City FM Asset Team:** A PPM Reference number must be included with submitted invoices. Any invoice without a valid PPM Reference/work order number will be rejected as noncompliant and returned unprocessed.
- b. **Valid Purchase Order for multiple PPMs.**
 - If there is more than one PPM schedule for the month, City FM will issue purchase orders based on the PPM jobs scheduled for the month.
 - **City Integrated Maintenance Services (QLD) Pty Ltd** will issue one purchase order per month for all PPM services to be carried out in Queensland and **City Integrated Maintenance Services (AUS) Pty Ltd** will issue one purchase order per month for all PPM services to be carried out in other States and Territories.
 - **Invoices** should be addressed to the City Integrated Maintenance Services issuing the purchase order – either City Integrated Maintenance Services (AUS) Pty Ltd or City Integrated Maintenance Services (QLD) Pty Ltd.
 - Consolidated invoices must reference the relevant purchase order numbers
- c. **Consolidated Planned and Preventative Maintenance Invoicing.** If you are invoicing multiple PPM jobs per month you will be required to submit your invoices with the following:
 - You must submit one monthly invoice for all work carried out in that month after the work has been completed.
 - If you are carrying out works in Queensland as well as other states you need to submit two invoices, one for the work carried out in Queensland and one for the work carried out in the rest of the country.
 - All other requirements outlined above must be met as well (jobs closed down, service records supplied, PPM job numbers used only once).
- c. **Electronic Upload:** Contractors invoicing for multiple locations must provide an electronic copy (excel or equivalent spreadsheet) containing the information described in the sample below:

		Invoice #						12345	
		CONTRACTOR NAME	ABC Contracting						
Invoice Number	Store Name	Store Number	State	PPM Ref	PPM Type	Service Date	GST Exclusive	GST	Total
9997	Chatswood	1834	QLD	173892	Gutter Clean	20/04/2011	223.76	24.86	248.62

4. Payment Terms

Invoices received from the Contractor that fully meet City’s terms and conditions will be settled as per standard terms of payment, being at the end of the month following the invoice date month (30 days EOM).

INVOICE CHECKLIST

(Ensure all items are ticked before invoice is sent to City for processing)

Documents to attach:

- _____ Tax Compliant Invoice
- _____ Service docket with store stamp
- _____ Facilities Log Book Form (FLB) (*Target only*)
- _____ Approved Quotation – if quoted works
- _____ Subcontractor's invoice – if sub-contracted
- _____ Proof of delivery if supply of goods or other assets

Invoice information:

- _____ Invoice date
- _____ Invoice clearly states brand: mycar
- _____ Invoice states which site was work completed at
- _____ Invoice was printed on your company stationery
- _____ Invoice states your ABN number
- _____ Invoice states your vendor number allocated by City Integrated Maintenance Services
- _____ Invoice clearly quotes work order or PPM reference number where applicable and the work order number has not been previously used on another invoice
- _____ Labour breakdown and total
- _____ Materials breakdown and total
- _____ Total chargeable amount – GST Exclusive (i.e. total of labour and material)
- _____ GST amount
- _____ Total Invoice amount

Other information:

- _____ Times in and out stated on service docket
- _____ Sub-contractor's charge and agreed mark-up (if job was sub-contracted)
- _____ Electronic Upload for PPM work

Before sending invoice for payment:

_____ **If total chargeable amount is over \$500.00.**

Has upgrade been approved for the invoiced value?

_____ **Work is completed.**

Has the job been closed down? If not go to the closedown web portal at <https://jobclosedown.cityholdings.com.au> or ring 1300 483 913

_____ **Store stamped/Electronic Signature or Proof of delivery (POD) attached**

Does the store stamp (if applicable) or POD match the repair or delivery address and store number? If there is an electronic signature, is it accompanied by the first and last name and position title of the signatory? If not, go back to the store and obtain a correct store stamp from the store manager.

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