

City Integrated Maintenance Services Invoicing Procedure – Contractor Brief



Procedure No: FIN-PR-001

Process Area: Finance & Commercial

1 Purpose

To outline the contractor invoicing procedures for City Integrated Maintenance Services (CIMS).

2 Scope

This contractor brief describes the invoicing procedure for all contractors providing maintenance services for the following brands:

- mycar
- Bunnings
- Goodstart
- Guzman y Gomez

3 Procedures

Please ensure that the following procedures are adhered to before submitting any maintenance invoice for payment. An invoice checklist is detailed in Section 3.5 of this procedure to assist you in ensuring that your invoices meet our requirements so that they can be processed and paid in a timely manner.

All invoices, including relevant paperwork, should be lodged using the Subcontractor Portal as per the below criteria.

Any other invoice and payment enquiries can be emailed to: accounts.payable@city-holdings.com.au.

This procedure contains five sections:

- 3.1 – Invoicing Billing Address
- 3.2 – Invoicing Requirements (Reactive Maintenance, Project & Quoted Works)
- 3.3 – Invoicing Requirements (Planned Preventative Maintenance)
- 3.4 – Payment Terms
- 3.5 – Invoicing Checklist

3.1 Invoicing Billing Address

1. Billing address for invoices from City contractors with purchase orders issued by City Integrated Maintenance Services Pty Ltd or City Integrated Maintenance Services (Qld) Pty Ltd:
[City Integrated Maintenance Services Pty Ltd](#)
Accounts Payable Department
10 Nexus Court, Mulgrave Victoria 3170
2. Invoices are not to be addressed to a particular person and are to use the above billing address.

3.2 Invoicing Requirements (Reactive Maintenance, Project & Quoted Works)

- 1. Tax compliant invoice (for invoices sent to Accounts Payable directly):** The invoice should state “Tax Invoice” and include the company being invoiced, the name of your company, your company ABN, invoice date, net amount being charged, GST amount and total amount of invoice. In the event of doubt, please refer to your accountant for the requirements of a tax compliant invoice.
- 2. Valid work order number issued by the City 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.
- 3. Vendor number (for invoices sent to Accounts Payable directly):** Your contractor vendor number must be quoted next to your company name. For your reference, vendor numbers are five digits and typically start with “C” (e.g. C00001). 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.
- 4. 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 related reissued invoice on a work order will also be rejected and returned.
- 5. Price breakdown:** All invoices, including invoices for quoted works, must include a breakdown for labour and materials, and each component must be totalled 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.
- 6. Supporting documents:** All submitted invoices must be accompanied by a corresponding service sheet as mentioned under point (7) below. The service sheets should detail the work completed and contain a site signature. The information required on a service sheet is as follows:
 - a) Job Number:** This information is detailed in your work order
 - b) Site Address & Site Number:** This information is detailed in your work order
 - c) Time on Site:** Attendance on site, the time work was commenced, and the time work was completed
 - d) Travel Time:** Time spent travelling to/from site
 - e) Technician Name:** Name of person who completed work on site
 - f) Description of Works & Fault-Finding Details:** Detailed description of works including fault finding information

Example of Service Sheet

Please note the example below provides for the minimum requirements to be provided to City.

SERVICE SHEET EXAMPLE

Business Details

Service Dates	
Job Number	
Quotation ref (if applicable)	
Brand	
Address	
Site Name & Number	

Work Order Details	
Works Completed & Fault Information	
Labour Time	
Travel Time	
Date & Time Checked In	
Date & Time Checked Out	
Contractor Company Name	
Service Technician's Name	
Service Technician's Signature	
Additional Information	

<p>Store Stamp (If Applicable):</p> 	<p>I hereby state that the service described above has been carried out and explained to my complete satisfaction by the Service Contractor.</p> <p>Store Representative Full Name:</p> <p>_____</p> <p>Store Representative Signature:</p> <p>_____</p>
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Note: Please ensure this is attached to your Tax Invoice (after signed by Store Representative). Failure to attach a signed service sheet will result in your invoice being rejected.

7. Work completion evidence: Once the contractor has completed the works assigned to them, prior to leaving site it is the responsibility of the contractor who has delivered the service to obtain a sign off from an authorised team member on site. This can be a physical signature or, 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 site team member who is signing off that the work has been completed. In the event that you have a “No Touch Policy”, you will need to obtain the team member’s full name, title, date and time of the information being captured.

- 8. Upgrade authorisation:** For any repairs that will exceed \$500 (exc. GST) an upgrade authorisation can be lodged within the Subcontractor Portal. For all urgent/onsite upgrade requests, please contact One Stop Shop (between 7am and 6pm Mon-Fri on 1800 040 585, Australian Eastern Standard Time) **prior to the work being undertaken**. An invoice received for work that does not have an approved upgrade will be rejected. Any additional upgrades relating to the same job can be emailed to onestopshop@city-holdings.com.au for review. Contractors should not proceed with any additional works unless they have confirmation of approval from One Stop Shop, usually issued in the form of a purchase order.
- 7. Warranty jobs:** Where warranty works are deemed chargeable, these invoices should be emailed directly to: accounts.payable@city-holdings.com.au.
- 8. Quoted works:** Where works are quoted a copy of the approved quotation showing a breakdown of labour and materials must be uploaded with the invoice submitted.
- 9. Subcontractors:** Your subcontractors must **not** invoice City Integrated Management Services Pty Ltd for works performed; it is the principal contractor’s responsibility to pay their subcontractors. Subcontractor invoices must be submitted as an attachment to the principal contractor’s invoice and any agreed mark-up detailed on the invoice.
- 10. Work completion & closedown:** All contractors must closedown their jobs using City’s Subcontractor Portal when works have been completed and prior to submitting an invoice for payment. For further information, please visit the web portal <https://jobclosedown.cityholdings.com.au> or contact the Closedown Team as per following (depending on brand):

mycar 1300 995 222 mycar@cityfm.com.au	Bunnings Australia 1300 810 123 Bunnings@cityfm.com.au
Goodstart 1300 069 349 goodstart@city-holdings.com.au	Guzman y Gomez 1300 877 911 gyg@city-holdings.com.au

- 11. Rejected invoices:** Must be re-submitted through the portal or emailed to accounts.payable@city-holdings.com.au. City will not retain copies of rejected invoices.
- 12. Enquiries:** For enquiries on overdue payments please check the status of your invoice on the Subcontractor Portal; if you still need clarification please email the Accounts Payable Team at accounts.payable@city-holdings.com.au.

3.3 Invoicing Requirements (Planned Preventative Maintenance)

1. All single invoices, including relevant paperwork, can be submitted using the Subcontractor Portal as per the below criteria or emailed to accounts.payable@city-holdings.com.au.
2. All consolidated invoices, including relevant paperwork, are to be emailed to accounts.payable@city-holdings.com.au as per the below criteria.
3. For any Assets/Planned Preventative Maintenance (PPM) related enquiries, please [email: assetsppm@cityfm.com.au](mailto:assetsppm@cityfm.com.au).
4. Contractors carrying out PPM works must comply with the same invoicing procedures described in Section 3.2 above. In addition, the following PPM specific requirements must be adhered to:

a) Valid PPM reference number(s) issued by the Assets 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 non-compliant and returned unprocessed.

b) Single Planned & Preventative Maintenance Invoicing:

- Valid Purchase Order will with be issued for the PPM reference
- One invoice per PPM reference
- Invoice including relevant paperwork are to be lodged using the Subcontractor Portal

c) Consolidated Planned & Preventative Maintenance Invoicing:

If there is more than one PPM schedule for the month, City Integrated Maintenance Services Pty Ltd Ltd will issue the purchase orders based on the PPM jobs scheduled for the month. You will be required to submit your invoices as follows:

- City Integrated Maintenance Services Pty Ltd will be issue one purchase order per month for all PPM services to be carried out in the States and Territories.
- Invoices should be addressed to City Integrated Maintenance Services Pty Ltd and must reference the relevant purchase order numbers on invoice.
- You must submit one monthly invoice for all work carried out in that month after the work has been completed.
- All other requirements outlined must be met as well (PPM jobs closed, service records supplied, PPM reference numbers used only once).
- Invoices, including all relevant paperwork, are to be emailed to: accounts.payable@city-holdings.com.au.
- Contractors must also provide the copy (Excel or equivalent spreadsheet) in breakdown for multiple locations that contain the information described in the sample below, along with the submission of invoice for payment:

Invoice Number	Site Name	Site Number	State	PPM Ref Number	PPM Type	Service Date	GST Exclusive	GST	Total
00043198	Dunsborough	2012X	WA	1225794	Calibration Certification	09/09/2020	\$-	\$-	\$-
00043198	Margaret River	2013X	WA	1226036	Calibration Certification	09/09/2020	\$-	\$-	\$-
00043198	Vasse	2138X	WA	1226347	Calibration Certification	09/09/2020	\$-	\$-	\$-
0043198	Busselton	2010X	WA	1225680	Calibration Certification	09/09/2020	\$-	\$-	\$-
00043198	Collie	2011X	WA	1225742	Calibration Certification	08/09/2020	\$-	\$-	\$-
00043198	Bunbury Gateway	2014X	WA	1225668	Calibration Certification	08/09/2020	\$-	\$-	\$-

3.4 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).

3.5 Invoicing Checklist

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

Documents to attach:

- Tax compliant invoice
- Service sheets with site signature
- 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: Bunnings
- 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
- Subcontractor's charge and agreed mark-up (if job was subcontracted)
- Electronic upload for PPM work

4 Definitions & Abbreviations

Definition/Abbreviation	Explanation
ABN	Australian Business Number
EOM	End of Month
GST	Goods and Services Tax
PDA	Personal Digital Assistant
PPM	Planned Preventative Maintenance

5 Document Control

Approval

	Title	Name
Administrator	Accounts Payable Supervisor	Kim Tan
Approver	General Manager – Financial Control	Joe Kerrigan

Electronic approval maintained on file

Document History

The following table lists the changes made to this document:

Version	Date	Amended By	Brief summary of changes
1	29/01/2021	S.Patterson	Initial release on new template
2	15/09/2021	Kim Tan	Adding Guzman y Gomez

