

City Facilities Management AUS – Contractor Brief Invoicing Procedures



Process Area: Finance & Commercial

This Schedule has four Sections:

Section 1 – Invoicing Billing Address

Section 2 – Invoicing Requirements (Reactive Maintenance, Project & Quoted Works)

Section 3 – Invoicing Requirements (Planned Preventative Maintenance)

Section 4 – Payment Terms

Section 5 – Invoicing Checklist

Section 1: Invoicing Billing Address

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

- Coles Supermarket
- Coles Express
- Coles Liquor
- Coles Logistics
- Coles Office Support
- Target
- Australian Red Cross Lifeblood

1.1 Please ensure that the following procedures are adhered to before submitting any maintenance invoice for payment. An invoice checklist is details within Section 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.

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

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

1.4 Billing Address - Invoices from City FM Contractors with purchase Orders issued by City Facilities Management (Aus) Pty Ltd or City Facilities Management (Qld) Pty Ltd

City Facilities Management (Aus) Pty Ltd
Accounts Payable Department
10 Nexus Court, Mulgrave, Victoria 3170

1.5 Invoices are not to be addressed to a particular person and use only the above billing address listed

1.6 Billing Address - Invoices from Coles Group Contractors with purchase Orders issued by City Facilities Management (Aus) Pty Ltd

Brand name (i.e Coles Supermarket, Coles Express etc)
C/O City Facilities Management
Accounts Payable Department
10 Nexus Court, Mulgrave, Victoria 3170

1.7 Billing Address - Invoices from Coles Group Contractors with purchase Orders issued by Coles Group Pty Ltd for Capital Works

Capital works invoices are processed within Coles Group and not by City FM. Please send invoices to:

Coles Supermarket, Coles Express	Coles Liquor Group	Coles Logistics (Distribution Centres)	Coles Office Support
PURCHASING TEAM L3 Module 1 800 Toorak Road Tooronga VIC 3146	COLES LIQUOR L3 Module 5 800 Toorak Road Tooronga VIC 3146	COLES LOGISTICS L1 Module 2 800 Toorak Road Tooronga VIC 3146	COLES OFFICE SUPPORT L1 Module 5 800 Toorak Road Tooronga VIC 3146

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

- I. **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 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
- II. **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
- III. **Vendor Number - (For invoices sent to Accounts Payable directly):** Your contractor vendor number must be quoted next to the business name. For your reference, vendor numbers are five digits and typically start with “C” example 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
- IV. **One invoice per valid 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
- V. **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.
- VI. **Supporting Documents** – All submitted invoices must be accompanied by a corresponding service sheet as mentioned under point VII. The service sheets would detail the work completed and would contain a store signature. The information required on a service sheet is as follows:

VI.1 Job Number – This information is detailed in your Work Order

VI.2 Site Address & Site Number – This information is detailed in your Work Order

VI.3 Time on site - Attendance on site, time work commenced, and the time work was completed

VI.4 Travel time – Time spent travelling to/from site

VI.5 Technician name - Name of person who completed work on site

VI.6 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 of the service sheet to be provided to City FM

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	

Store Stamp (If Applicable):

I hereby state that the service described above has been carried out and explained to my complete satisfaction by the Service Contractor.

Store Representative Full Name:

Store Representative Signature:

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.

- VII. **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 store 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 Members full name, title, date and time of the information being captured.
- VIII. **Upgrade Authorization** - 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**. Invoices 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.
- IX. **Warranty Jobs** – Where warranty works are deemed chargeable, these invoices will should be emailed directly to accounts.payable@city-holdings.com.au
- X. **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.
- XI. **Sub-contractors** - Your sub-contractors must **not** invoice City Facilities Management (Aus) Pty Ltd 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 detailed on the invoice.
- XII. **Work Completion and 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 please contact the Closedown Team as per following depending on brand:

Coles Supermarket, Liquor & Express	Coles Logistics (All jobs for this brand should be closed down via Smart pads on site, otherwise using the portal)	Coles Office Support	Red Cross	Target
1300 483 913 Closedown@city-holdings.com.au	1300 620 358 ColesLogisticsFM@city-holdings.com.au	03 9829 6999 Office.support@coles.com.au	1300 882 340 ARCBS@cityfm.com.au	1800 007 637 Target.FacilitiesMaintenance@city-holdings.com.au

- XIII. **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.
- XIV. **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

Section 3: Invoicing Requirements (Planned Preventative Maintenance)

All single invoices including relevant paperwork can be submitted using the Subcontractor Portal as per below criteria in this section otherwise you can still email the Accounts email address.

All consolidated invoices including relevant paperwork are to be emailed to accounts.payable@city-holdings.com.au as per the below criteria.

For any Assets/PPM related enquiries these can directed to assets@city-holdings.com.au.

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:

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.

A. Single Planned and 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

B. Consolidated Planned and Preventative Maintenance Invoicing:

If there is more than one PPM schedule for the month, **City Facilities Management 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 with the following:

- **City Facilities Management Services (Aus) 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 the **City Facilities Management Services (Aus) 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).
- Invoice 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 containing the information described in the sample below along the submission of invoice for payment:

Invoice Number	Store Name	Store Number	State	PPM Ref	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	\$ -	\$ -	\$ -
00043198	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	\$ -	\$ -	\$ -
00043198	Albany	6947X	WA	1225562	Calibration Certification	10/09/2020	\$ -	\$ -	\$ -
00043198	Bunbury	6968X	WA	1225666	Calibration Certification	08/09/2020	\$ -	\$ -	\$ -
00043198	Northam (PAD)	2128X	WA	1226146	Calibration Certification	16/09/2020	\$ -	\$ -	\$ -
00043198	Boulder	6963X	WA	1225634	Calibration Certification	15/09/2020	\$ -	\$ -	\$ -

Section 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).

Section 5: Invoicing Checklist

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

Documents to attach:

- Tax Compliant Invoice
- Service sheets with store 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: i.e Coles Supermarket
- 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