

How to Invoice CBRE Managed Services Ltd

From July 2023, CBRE Managed Services Ltd have adopted a new Procure-to-Pay solution in the UK, Coupa. Tradex will no longer be an available route to invoice CBRE and will be replaced with the Coupa Supplier Portal, our preferred invoicing channel.

If you're not yet registered, [register here for the Coupa Supplier Portal \(CSP\)](#) it is quick, easy and free!

- Once you are registered, provide the primary contact name, email address and [public profile link](#) used to register with to the [CBRE Resolution Team](#).
- When you provide your details, the Resolution Team will inform you once you are connected to CBRE.



IMPORTANT! There will be a new PO structure format in Coupa – the new format will be: **50UKPXXXXXX**

Invoice Submission

Suppliers Registered to the Coupa Supplier Portal (CSP)

There will be two routes available for invoicing for suppliers who have registered to the Coupa Supplier Portal. Invoices created via CBRE's e-invoicing channel, Coupa are available immediately for our AP Teams to process.

1. Create invoices via the Coupa Supplier Portal (CSP)
2. Create invoices directly from the PO email notification, also known as SAN

	 Coupa Supplier Portal (CSP)	 Supplier Actionable Notification (SAN)
1	Open the email from CBRE with the received PO	Open the email from CBRE with the received PO
2	Log in to the Coupa Supplier Portal	Select Create Invoice
3	Select Purchase Orders to see all purchase orders raised to your company	Insert data in required fields on the invoice
4	Click the Action Button and Flip PO to invoice	Submit your invoice by clicking Submit
Your invoice is sent to CBRE. To access and download your compliant invoice Login to Coupa		
5	Once the invoice is created, you can track the payment status in the Coupa Supplier Portal	You will receive confirmation of payment once your invoice is paid
QUESTIONS? <ul style="list-style-type: none"> ▪ Learn more about invoicing via the Coupa Supplier Portal and how to register ▪ Login to Coupa here ▪ Learn more about Supplier Actionable Notification (SAN) 		

Suppliers Not Yet Registered to the Coupa Supplier Portal (CSP)

Invoicing via the CSP is CBRE's preferred route for all suppliers however, as an exception there will be two routes available for suppliers who have not yet registered to the Coupa Supplier Portal.

1. Create invoices directly from the PO email notification, also known as Supplier Actionable Notice (SAN)
2. Submit emails to the Z + M mailbox

Please note invoices submitted through Z+M mailbox may be handled with delay. Repeated invoice submission through Z + M mailbox is monitored and discouraged.



Supplier Actionable Notification (SAN)

1

Open the email from CBRE with the received PO

2

Select **Create Invoice**

3

Insert data in required fields on the invoice

4

Submit your invoice by clicking **Submit**

Your invoice is sent to CBRE

5

You will receive confirmation of payment once your invoice is paid

QUESTIONS?

- Learn more about [Coupa Supplier Portal](#) and [how to register](#)
- Learn more about [Supplier Actionable Notification \(SAN\)](#)

Z + M Mailbox

To submit invoices to CBRE Managed Services Ltd via the Z + M mailbox please check the requirements and standards below and send to CBREManagedServicesAPinvoices-UK@dcprague.com

Considerations:

- Invoices submitted to an incorrect mailbox will not be processed
- The Z +M mailbox is a no reply email address
- Once your invoice is received and as long as it has been submitted in line with the requirements and mailbox standards, the invoice will be scanned and submitted for processing
- Any invoices sent to CBRE that do not meet CBRE standards will be rejected by CBRE and will not be available for view in our accounting system
- To avoid invoice processing delays and rejections, please register to Coupa to use CBRE's newly introduced e-invoicing channel

Z + M requirements:









To ensure invoices are processed and paid by our Central Accounts Payable Team, please ensure you follow the below requirements:

- **CBRE legal entity name** – the invoice must be issued to the correct CBRE legal entity and tax number:

CBRE Legal Entity Name	CBRE VAT/Tax Number
CBRE Managed Services Ltd	GB853936883

- **Purchase Order (PO)** – the invoice must have a valid and applicable CBRE PO Number. If you do not have a purchase order, please contact your operations point of contact. Invoices without a PO reference or with an invalid PO reference will be rejected – **NO PO NO PAY POLICY**.
- **Invoice fields to include / Invoice example:**

1. Supplier - Name and address & VAT/Tax registration number	5. Net amounts broken down by tax rates
2. Customer (CBRE) - Name and address of customer & VAT/Tax registration number	6. Vat amounts
3. Delivery Date	7. Invoice date
4. Amount and description of services	8. Invoice number and PO number

CBRE Managed Services Ltd 61 Southwark Street, London, SE1 OHL UK GB853936883		 SSS Management Services Ltd 3 Market Close, Poole, Dorset, BH15 1NQ UK GB 723 687807																														
		 Date. 10/07/2023																														
	INVOICE # 123456 PO# 50UKPXXXXXX PO = 7 digits prefixed with 50UKP																															
																																
																																
		<table><tr><th>Date</th><th>Units</th><th>Description</th><th>Price (GBP)</th><th>Total Price</th></tr><tr><td>12.06.2023</td><td>3</td><td>Software</td><td>75</td><td>225</td></tr><tr><td>12.06.2023</td><td>1</td><td>IT Support</td><td>150</td><td>150</td></tr><tr><td></td><td></td><td>Total Net</td><td></td><td>375</td></tr><tr><td></td><td></td><td>VAT 20%</td><td></td><td>75</td></tr><tr><td></td><td></td><td>Total gross</td><td></td><td>450 GBP</td></tr></table>	Date	Units	Description	Price (GBP)	Total Price	12.06.2023	3	Software	75	225	12.06.2023	1	IT Support	150	150			Total Net		375			VAT 20%		75			Total gross		450 GBP
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Z + M mailbox standards:

- A single e-mail should contain 20 PDF files maximum (size of attached files should not exceed 25 MB).
- PDF must be inserted as an attachment only and not in the body of email.
- All invoices need to be submitted in PDF format only; supported PDF versions are: 1.3, 1.4, 1.5, 1.6 and 1.7 compliant files, including PDF/A (PDF/A-1, PDF/A-2, PDF/A-3) & PDF/X (PDF/X-1a:2001, PDF/X-1a:2003).
- PDF must not be password protected or contain security settings that restrict access to the data contained in the PDF file; PDF must have print option available.
- Active dynamic content, XFA form data content, mark-ups, comments and “sticky notes” in PDF will not be rendered.
- Do not combine multiple invoices in one document, each invoice needs to be submitted in a separate file.
- Invoice requirements (e.g. PO number, Legal Entity name, Tax registration number) remain unchanged.
- Other financial and non-financial documents (statements, orders, reminders, flyers) will be forwarded to CBRE AP Helpdesk.

IMPORTANT! Please be aware if you receive a PO not in a Coupa structure format, as indicated on the first page of these guidelines, see the invoice instruction provided on the specific purchase order.

Queries and Support

On submitted invoices, payment status, remittance advice, Coupa Supplier Portal and other queries, please contact our AP Resolution team who are available from Monday to Friday, 8AM – 4PM CET:

- Email: CBRE-GWS-UK-Resolution@cbre.com
- Call: +44 800 098 8046

Once suppliers are registered to the Coupa Supplier Portal and linked to CBRE you are able to view submitted invoices and payment status within the Coupa Supplier Portal.

For Training Guides visit the [CBRE Coupa Training Portal](#) where you can view short eLearning videos and quick guides on invoicing CBRE.