

How to Invoice CBRE

You can submit an e-invoice directly against the received Purchase Order (PO) using the Coupa Supplier Portal or Supplier Actionable Notification (SAN).

You'll benefit from quick and easy electronic invoice submission and seamless processing for faster payments. Coupa is user friendly giving you 24/7 access to your invoice status and payment details in real-time.



Create an invoice in the **Coupa Supplier Portal**



Create invoice from your email **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 towards 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 log in 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.



Important Note

Suppliers issuing e-invoices through the IRBM portal must insert the Purchase Order (PO) number in the Bill Reference Number field. The Unique Identifier Number, Validation DateTime, Long UUID and Validation Link information must also be provided to CBRE.

QUESTIONS?

Learn more about [Coupa Supplier Portal](#) and [how to register](#). Log-in to Coupa [here](#).

Learn more about [SAN](#)

Not yet registered? Registering for Coupa is free and quick taking less than 5 minutes.

Registering for the Coupa Supplier Portal (CSP) is quick, easy and most importantly free!

- **Register here for the CSP.**
- Once you've registered, provide the primary contact name and email address you used (including a link to [your public profile](#)) to the APAC_ProcurementBuyerSupport@cbre.com
- It will only take a few minutes. Once the details have been provided, the CBRE Buyer Procurement Team will let you know once you have access to the Coupa Supplier Portal (CSP)

Invoice Submission

Electronic invoicing - CBRE's preferred invoicing channels.

IMPORTANT! Invoices created via our e-invoicing channels are available immediately for our AP Teams to process.

- Create invoices via the Coupa Supplier Portal – CSP (please see the guidelines on page 1). Take note of the following when creating invoices via CSP:
 - The invoice date is editable in the Coupa Supplier Portal. Please ensure that the invoice date entered matches the date on the invoice PDF when submitting your invoice.
 - If an invoice is disputed and requires correction, please select the 'Void' option to recreate the invoice with the same invoice number. Do not select the 'Correct Invoice' option.
 - A copy of the legal invoice must be attached in the 'Image Scan' field. Without this attachment, you will not be able to submit the invoice.
- Create invoices directly from the PO email notification, also known as SAN (please see the guidelines on page 1)

Exceptionally, suppliers can send PDF invoices via email to mailbox as detailed below.

- Please note that invoices submitted via email might be handled with delay.
- Repeatable invoice submission through via email is monitored and discouraged.

Emails should meet below standards:

- A single e-mail should contain 15 PDF files maximum (Size of attached files should not exceed 9 MB).
- Attached PDF is inserted as attachment not in the body of email.
- All invoices need to be submitted in PDF format; 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.

PO structure as below, the invoice must be sent to:

Legal Entity	PO structure	CSP	SAN	Invoicing mailbox
CBRE GWS SDN BHD	PO starts with YPMY	✓	✓	invoices+GWS_Malaysia@cbre.coupahost.com
CBRE GWS SDN BHD	PO starts with 3-letter client code	✓	✓	invoices+JDE@cbre.coupahost.com
NON-COUPA	Other PO formats	X	X	See instruction on specific request

CBRE Asia Pacific Business Services Sdn. Bhd.	PO starts with MYS Non PO	✓	✓	invoices+ADV_Malaysia@cbre.coupahost.com
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NOTE: Invoices not sent to the correct address will not be processed.

Above e-mail address is a no reply email address. Once your invoice is received it will be scanned and submitted for processing.

EXCEPTION: For POs with a different structure, see instruction in above table, in column PO structure in “Other PO formats” specific Purchase Order.

Invoice Requirements

Please be reminded of the expected CBRE invoice standards, to avoid invoice processing delays and rejections,

Key requirements that must be met for any supplier invoices submitted through canon to be processed and paid by our central Accounts Payable Team can be found below.

Invoice requirements

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

CBRE Legal Entity Name	CBRE Business Registration Number (BRN)	CBRE Tax Identification Number (TIN)
CBRE GWS SDN BHD	201501021940	C24007657050
CBRE Asia Pacific Business Services Sdn. Bhd.	201401023282	C24800679070

- **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.
- Important: Invoices without PO or with invalid PO will be rejected – **NO PO NO PAY POLICY (GWS)**

Note: 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.

Malaysia E-Invoicing Mandate

If you have registered for e-invoicing with IRBM, please attach your PDF with the following information: and if using Coupa add the additional 4 fields.

Suppliers are required to populate the 4 fields below based on the values in the e-invoice that has been cleared by IRBM.

CSP/ SAN field	IRBM Cleared e-Invoice field
Invoice Reference Number (IRN)	UUID
Signed QR Code	URL link of the e-invoice
Transaction UUID	End part of URL link
Transaction Notification Date	Validation Date & Time

Guide on how to populate information from MyInvois Portal into CSP

The screenshot shows the MyInvois Portal interface with an invoice form. The form includes the following fields and values:

- Invoice Reference Number (IRN):** WNXJBRPDHXBW9EFCNSRWC3J10
- Signed QR Code:** <https://preprod.myinvois.hasil.gov.my/WNXJBRPDHXBW9EFCNSRWC3J10/share/SW02DHETX9ACVRZDSNSRWC3J10pYEkT1721640969>
- Transaction UUID:** SW02DHETX9ACVRZDSNSRWC3J10pYEkT1721640969
- Transaction Notification Date:** 7/22/2024

Colored arrows indicate the mapping of data from the portal to the CSP fields:

- Red arrow:** Maps the Invoice Reference Number (IRN) to the CSP field.
- Green arrow:** Maps the Transaction UUID to the CSP field.
- Blue arrow:** Maps the Transaction Notification Date to the CSP field.

The portal also displays the Supplier Name (XYZ Printing), Total Payable Amount (RM 2,800.00), and Submission Date & Time (22/7/2024 3:06:09 PM).

Queries and Support

On submitted invoices, payment status, remittance advice and other queries, please contact our AP team

Email: **Depends on PO structure**

Legal Entity	PO	AP Service Desk
CBRE GWS SDN BHD	PO starts with YPMY	financeservicecentre.malaysia@cbre.com Title must indicate GWS MY
CBRE GWS SDN BHD	PO Starts with 3-letter client code	mybuyjde.apac.ap@cbre.com
CBRE Asia Pacific Business Services Sdn. Bhd	PO starts with MYS	BSO.Admin2@cbre.com

For queries related to Coupa Supplier Portal please contact our Coupa Support Team:
APAC_ProcurementBuyerSupport@cbre.com