



# Supplier Invoices

## Instruction Manual

**Table of Contents**

- 1. OVERVIEW .....3**
- 2. GENERAL INVOICING REQUIREMENTS.....4**
- 3. INVOICE SUBMISSION METHODS .....5**
- 4. INVOICE MAILING and EMAIL ADDRESSES.....6**
- 5. CONTRACT INVOICE FOR RECURRING SERVICES .....7**
- 6. WORK ORDER INVOICE FOR DEMAND SERVICES .....8**
- 7. PROJECT INVOICE FOR PROJECT SERVICES.....9**
- 8. CONSOLIDATED INVOICE TEMPLATE .....10**
- 9. FREQUENTLY ASKED QUESTIONS.....11**

## **1. OVERVIEW**

As Canada's leading provider of management services for real estate portfolios, BLJC works with thousands of supplier partners across the country, from service providers to contractors and material suppliers. BLJC processes hundreds of thousands of supplier invoices annually and it is very important to us that our suppliers are paid on time.

This document outlines the BLJC's supplier invoicing requirements that our suppliers must comply with in order for their invoices are processed on time. There are three main types of supplier invoices including:

**1) Contract invoice for Recurring Services**

**2) Work Order invoice for On demand services**

**3) Purchase Order invoice for Project services**

See page 3 to 9 for detailed invoicing instructions and requirements for each invoice document type.


BLJC is implementing an automated invoice process solution that would shorten the invoice process cycle. It is very important that suppliers follow the invoicing requirements in order to avoid any exception manual handling that will delay the invoice payment.

This Supplier Invoices Instruction Manual can also be found on the BLJC's supplier website at <http://www.bljc.com/en/suppliers/>

## 2. GENERAL INVOICING REQUIREMENTS

### Mandatory information to be provided on the invoice:

- 1) **Supplier Name**
- 2) Supplier **Remit To Address** including postal/ zip code
- 3) Supplier **GST number** and **QST number** (if applicable)
- 4) **BLJC Client Specific Name**, i.e., CIBC c/o BLJC
- 5) **BLJC Address** with **correct PO Box** (see list of PO Boxes below)
- 6) **Building Service Address**
- 7) **Service Description** (matches Order description)
- 8) **Authorized Order reference number**, i.e., Work Order or Purchase Order or Contract Number
- 9) **Tax type**, e.g., GST, HST, PST, QST for Canadian invoices. US tax for US invoices.

| SAMPLE INVOICE  |   |
|---|---|
| <p><b>SUPPLIER NAME</b><br/>Same name as on the work order/<br/>purchase order/Contract</p>         | <br><b>INVOICE NUMBER:</b> 112299<br><b>INVOICE DATE:</b> 06/01/2011               |
| <p><b>REMIT TO ADDRESS</b><br/>'Remit To' on invoice<br/>Address where payment is<br/>mailed to</p> | <p><b>REMIT TO:</b><br/>456 CLEAN ST.<br/>TORONTO, ON<br/>L9K 7G2</p> <p><b>WO Number:</b> CIB1234567<br/> <b>PO Number:</b><br/> <b>Contract Number:</b></p>       |
| <p><b>SERVICE DESCRIPTION</b><br/>Matches Order description</p>                                     | <p><b>SERVICE DESCRIPTION</b></p> <p><b>GST/HST Registration #:</b> 1234567844<br/> <b>QST Registration #</b></p>   |
| <p><b>BILL TO</b><br/>Client name c/o BLJC</p>  | <p><b>SOLD TO/ BILL TO:</b><br/> <b>CLIENT NAME C/O BLJC</b><br/>           7400 Birchmount Road<br/>           PO BOX 4680<br/>           Markham, ON, L3R 4E6</p> |
| <p><b>PO BOX</b><br/>Client Specific PO Box</p>   |   |
| <p><b>SERVICE ADDRESS</b><br/>Address where service was<br/>performed</p>                           | <p><b>SERVICE ADDRESS/ SHIPTO:</b><br/>           789 CLIENT AVE., TORONTO<br/>           Bank Transit Number (if applicable)</p>                                   |
|   | <p><b>SUB TOTAL</b> \$100.00<br/> <b>HST</b> \$13.00<br/> <b>TOTAL INVOICE AMOUNT</b> \$113.00</p>  |

**INVOICE NUMBER**  
No duplicate #

**INVOICE DATE**  
Current Date (after work is completed)

**AUTHORIZED ORDER**  
WO# 3 alpha 7 numeric  
PO# 7 numeric  
Contract #

**SUPPLIER GST/HST #,  
QST #**

**TAX TYPE**  
HST, GST, QST, PST  
US State TAX

### 3. INVOICE SUBMISSION METHODS



- **USE CORRECT BLJC PO BOX** (see below for list)
- **DO NOT SEND THE SAME INVOICE TWICE** (e.g., hard copy and email)



- **DO NOT FAX**  
IMAGE GETS DISTORTED AND DATA RECOGNITION



- **DO NOT USE PERSONAL EMAIL**
- **USE BLJC CLIENT SPECIFIC INVOICE EMAIL ADDRESS**  
(see below for list)
- **ATTACH INVOICE in EMAIL** - DO NOT USE Multi-Tabs in Excel
- **ONE INVOICE ATTACHMENT PER EMAIL**
- **AVOID COLORED BACKGROUND**
- **USE BLJC STANDARD CONSOLIDATED INVOICE TEMPLATE**  
(for Work Order and Contract Recurring Variable)

#### GENERAL INQUIRIES

- **Specific Invoice Inquiries** – Please use Invoice Email Address (see below for list)
- **Contract Reference Number** – If contact # is not known, please contact BLJC Procurement at [www.procurement@bljc.com](mailto:www.procurement@bljc.com)
- **Supplier Qualification Program** – Please contact Help Desk (403) 219 4792, [support@complyworks.com](mailto:support@complyworks.com)

#### 4. INVOICE MAILING and EMAIL ADDRESSES

- ❖ Suppliers are required to email their invoice at the BLJC client specific email address listed below.
- ❖ For post office mail, please ensure the BLJC client specific PO Box is in the mailing address.

| BLJC Client                         | Email Address  | Post Office Mailing Address               | PO BOX |
|-------------------------------------|--|---|--------|
| CIBC                                | <a href="mailto:CIBC.Invoice@bljc.com">CIBC.Invoice@bljc.com</a>           | 7400 Birchmount Road Markham, On L3R 4E6  | 4810   |
| CPC                                 | <a href="mailto:CPC.Invoice@bljc.com">CPC.Invoice@bljc.com</a>             | 7400 Birchmount Road Markham, On L3R 4E6  | 4830   |
| SHELL                               | <a href="mailto:Shell.Invoice@bljc.com">Shell.Invoice@bljc.com</a>         | 7400 Birchmount Road Markham, On L3R 5S9  | 3785   |
| SSBC                                | <a href="mailto:SSBC.Invoice@bljc.com">SSBC.Invoice@bljc.com</a>           | 3318 Oak Street # 21 Victoria, BC V8X 1R1 |        |
| TORONTO DOMINION BANK CANADA        | <a href="mailto:TDC.Invoice@bljc.com">TDC.Invoice@bljc.com</a>             | 7400 Birchmount Road Markham, On L3R 0W5  | 6011   |
| TORONTO DOMINION BANK UNITED STATES | <a href="mailto:TDU.Invoice@bljc.com">TDU.Invoice@bljc.com</a>             | 380 Smith Street Farmindale Mass 11735    |        |
| TELUS                               | <a href="mailto:Telus.Invoice@bljc.com">Telus.Invoice@bljc.com</a>         | 7400 Birchmount Road ,Markham, On L3R 6H7 | 4850   |
| PUROLATOR                           | <a href="mailto:Purolator.Invoice@bljc.com">Purolator.Invoice@bljc.com</a> | 7400 Birchmount Road Markham, On L3R 4E6  | 4801   |
| ROGERS                              | <a href="mailto:Rogers.Invoice@bljc.com">Rogers.Invoice@bljc.com</a>       | 7400 Birchmount Road Markham On L3R 2W3   | 4025   |
| ALL OTHER INVOICES                  | <a href="mailto:AP.Invoice@bljc.com">AP.Invoice@bljc.com</a>               | 7400 Birchmount Road Markham, On L3R 4E6  | 4800   |

## 5. CONTRACT INVOICE FOR RECURRING SERVICES

Please reference your contract number when invoicing for recurring variable services under a contract. If you do not know your contract number(s), please email [www.procurement@bljc.com](mailto:www.procurement@bljc.com)

There are two types of recurring services that are invoiced under a contract: 1) **Fixed Price Recurring Services Contract** and 2) **Variable Recurring Services Contract**.

### **1)Fixed Price Recurring Services Contract**

BLJC will self-generate the supplier invoice for all recurring services that are under a fixed price recurring services contract.

- BLJC will self-generate the invoice according to the fixed scope and fixed pricing as stipulated in the contract. **Attention: Do NOT to submit an invoice** for recurring services that are under a fixed price contract. Your invoice will be rejected and will not be processed.
- A monthly **Invoice Advice** with your contract number reference number and invoice item details will be emailed to you for payment reference.

### **2)Variable Recurring Services Contract**

Supplier is required to submit an invoice to BLJC for variable price recurring services contract.

#### Invoice Process and Requirements:

- Please use the BLJC's standard invoice excel template for recurring services under variable contract. See appendix One below for an image of the template. The standard invoice excel template is posted onto the BLJC Supplier portal at <http://www.bljc.com/en/suppliers/>
- Please reference your contract number on the invoice.
- Reference the Building ID on the invoice is not required but would assist in expediting the invoice process. If you do not know the building IDs, please contact the Shared Services Centre.
- Email the invoice using the standard excel template. One invoice attachment per Email.
- Demand Services should be billed on a separate invoice and the Work Order # must be referenced on the invoice.

## 6. WORK ORDER INVOICE FOR DEMAND SERVICES

For all BLJC Demand Services, Suppliers must have a **BLJC authorized work order number**. If the service relates to a project, an authorized purchase order number must be obtained, see section 5 below for the invoice process requirements for purchase order invoice.

### Single Work Order Invoice

- Work order number must be referenced on the invoice.
- Work order must be in '**Complete**' status. The invoice will be rejected if the status is not 'Complete'. Please use one of the following options to notify BLJC that the work order is complete

#### Method 1

Access RealSuite and update WO status



#### Method 2

Call BLJC Operations Centre and ask Customer Service Representative to update WO status



#### Method 3 – Available Fall 2011

Use Telephony Interactive Voice Response

Call direct supplier line and enter WO number and Supplier ID  
WO status will be updated automatically.



### For multiple Work Order Invoice

- Please use the BLJC's standard Consolidated Invoice excel template for invoicing multiple work orders. See section 8 below for an image of the template. The standard template is posted onto the BLJC Supplier website at <http://www.bljc.com/en/suppliers/>
- One Province per invoice
- Email the consolidated invoice using the standard template. One invoice attachment per Email.

## 7. PROJECT INVOICE FOR PROJECT SERVICES

For all project related services, suppliers must have a **BLJC authorized purchase order number**.

- **Purchase order number must be referenced on the invoice**
- **One PO** per Invoice
- **If Multiple PO on invoice** (exception basis and agreed by BLJC)
  - **Must be from same BLJC Project Manager**
  - **One Province**
- **Service Description matches PO Description**
- **The following Mandatory Documentation to be provided with project invoice:**

### Project Invoices – Mandatory Documentation

#### **WSIB Clearance Certificate**

*Valid Workers Compensation Certificate from the operating province. Providing the Contractor's Legal Name, Address, Classification unit and description, Clearance Certificate Number and Validity period.*

### Plus: Additional Mandatory Documentation for CCDC

#### **Certificate of Payment**

*Deliverables have been met as per project specifications.*

#### **Statutory Declaration**

*Progress payment distribution by contractor to be made prior to payment when required as a condition for either second and subsequent progress payments or release of holdback.*



## 9. FREQUENTLY ASKED QUESTIONS

**Q Where should I send my invoices and who do I contact for invoice inquiries?**

**By Mail:** BLJC mailing address with client specific PO Box, see section 4 above for listing

**By Email:** BLJC client specific invoice email address, see section 4 above for listing

**Q Who do I contact for other general AP inquiries (non invoice related)?**

Please call **905-943-4188**

**Q Who do I contact if I don't know my contract reference number?**

Please Email [procurement@bljc.com](mailto:procurement@bljc.com)

**Q If BLJC requests for extra work, how do I invoice?**

All non recurring extra work requires a work order and must be billed separately. Work order number must be referenced on the invoice.

For extra work that is recurring, a signed contract or authorized Service Level Change Form must be in place before performing the service.

**IMPORTANT NOTE:** For Fixed Price Contract BLJC will **self generate the invoice** with the new scope/ price as per the signed contract.

**Q Can we bill for more than one work order on an invoice?**

Yes you can. You will need to use BLJC's standard consolidated invoice excel template which can be downloaded from the BLJC Supplier website, [www.bljc.com/en/suppliers/](http://www.bljc.com/en/suppliers/). Using BLJC's standard template will ensure all required information is provided and avoid payment delays. **IMPORTANT:** only one province per invoice.

**Q What is meant by work order 'complete' status?**

After the work is completed, the work order status needs to be changed to 'Complete' status and this can be done via access to RealSuite, or Call the BLJC Operations Center, or Telephony Interactive Voice Response (available in Fall 2011). If the work order is not in 'Complete' status, invoice will be rejected.