How can I submit invoices through Tradeshift?
A: The Tradeshift (TS) supplier landing page (SLP) is a great place to start. It is located at http://tradeshift.com/supplier/cbre/. The SLP will walk you through the manual options (web portal user interface where you can flip your PO into an invoice or document uploader) and automated options (TS supports a wide range of formats).

What do I do if I don’t have a valid PO number?
A: Your CBRE PO number should be valid, so if it does not work, you should contact the local FM that issued the CBRE PO to you. It is possible the PO was cancelled or has already been used, so your local FM contact should be able to look up the PO in CBRE’s JDE or PeopleSoft operating system.

If a PO number is not mandatory, what reference needs to be quoted on the invoice to ensure it is paid promptly and where in the Tradeshift interface file does it need to be quoted?
A: If you are not required to bill CBRE using a PO number, then you will be required to list a location ID (the building number that is part of the billbox number). A CBRE location ID basically represents the CBRE location where the work was performed. The location is used to assign Facility Manager (FM) responsibility if there are questions about your invoice. If you assign the incorrect location ID, an FM not familiar with your invoice will be assigned. This FM will not be able to approve your invoice for payment.

The location ID was also a piece of data in the old CBRE billbox number (BB#). It was generally identified in this format -- xx-xxxxx-xxxxx -- as the 3rd string of characters. The location ID is a required field when creating an invoice. Remember, the location ID is just the third string of numbers from the CBRE billbox number.

Does deleting my invoice on the Tradeshift portal void my invoice?
A: No, deleting an invoice that has already been sent does not void the invoice. If you need to void the transaction, submit a credit memo to CBRE. You can find further instructions on creating a credit memo on the Tradeshift support site: https://support.tradeshift.com/entries/21740732

How long will it take to receive my payment on my invoice?
A: While your invoice will be received by CBRE quicker through the use of TS, the actual funding by the CBRE client will remain the same. The different CBRE client accounts vary, so it depends on how long it takes for the client to fund the invoice. Once the invoice is funded, payment can be issued by CBRE.

What do I do if I need some assistance submitting my invoices?
A: Contact your local FM for assistance. If they cannot answer your question, they can reach out for additional support at CBRE accounting centers. Your issue could also be TS related, so if you believe the issue is with the TS platform, please contact TS by using the Get Help tab in TS. Here you can view questions already answered by TS as well as ask your specific question and receive a response back from TS, usually within the same day.
How can I check the status of the invoices that I have submitted?
A: Go to the Documents tab in TS. From here, you can type in your invoice number or the CBRE PO number to see the status of your invoice. Your invoice may be rejected, received, approved or paid. If paid, you can view the check information.

Can I still send paper invoices?
A: Not quite. You can still generate your own paper invoice, but you can no longer mail it to CBRE. Just scan or save your invoice as a PDF and then email your PDFs directly to Tradeshift, which automatically converts your invoices to digital data. TS will then send you an email letting you know your electronic invoice is in TS. You will then validate your own information on your invoice and click “send” if everything looks correct.

Is there a limit to the number of invoices that I can submit per day?
A: There is no limit and there are no costs.

What can I do if the PO number that I have quoted is no longer valid?
A: Your CBRE PO number should be valid, so if it does not work, you should contact the local FM that issued the CBRE PO to you. It is possible the PO was cancelled or has already been used, so your local FM contact should be able to lookup the PO in CBRE’s operating system.

Will anyone contact me if there is an issue with an invoice?
A: Yes. If it is PO related, the FM who created the PO will contact you. If your invoice is non-PO, then the FM responsible for the cost center will contact you.

What happens if I do not provide the correct information on an invoice?
A: Your invoice will not be accepted by TS. For example, you must provide a valid PO or cost center depending on if you are PO or non-PO. You must provide a description of what you are invoicing. If you submitted your invoice to CBRE, then you could either issue a credit memo if the invoice was paid or delete the invoice if it is unpaid.

What should I do if I do not have the required information to submit the invoice?
A: Contact the local FM that issued the CBRE PO to you or who is responsible for the cost center.
How do I change my address?
A: You can change your address in the TS settings at any time. However, if you need to change the address that the CBRE check is being delivered to, then you should contact your local CBRE FM contact who will need to process a CBRE vendor address change through our internal vendor maintenance process.

How do I change bank details?
A: CBRE uses Paymode to process your payments and checks. If you would like to change from receiving checks to receiving electronic funds transfer, just go to http://www.paymode.com/cbre or call Paymode at 866-252-7366. It only takes 10 minutes. It is simple, safe and so much faster than waiting for checks through the mail. Here are just a few benefits:

  • Is easy to enroll and easy to use
  • Enables better control and predictability of cash flow
  • Works with any bank
  • Fits your existing systems and banking practices
  • Utilizes state-of-the-art security
  • Includes unlimited digital remittance capabilities
  • Notifies you electronically when payments are received
  • Provides dedicated customer support

Do I need to add payment information to the invoice?
A: No. If you are not signed up to receive electronic payments through Paymode, CBRE will issue you a check to the address on record in CBRE’s operating system.

My invoice status is displayed as Accepted. What does this mean?
A: CBRE has accepted your invoice and it should be going through the client funding process before CBRE can issue payment.

Can freight be added if it is not part of the Purchase Order?
A: Generally CBRE will not put freight on the PO. You may add freight to your invoice.

I am “flipping a PO” to create an invoice. What changes can I make?
A: You can change anything you want. Keep in mind, if you add lines or increase quantity, CBRE may need to review your changes before accepting your invoice. CBRE may also need to revise the PO if the increases are warranted.

Can I submit one invoice with multiple purchase order numbers?
A: No. The PO number is listed at the header so the lines should also be for the same PO. Do not include multiple PO references on the same invoice.