# Invoicing manual EM+

March 2024
Q8 Engineering Service Desk

# Invoicing process

- Invoicing process
  1. Invoicing task per task
  2. Invoice multiple tasks at once - EDI
- Task status changes: when does the supplier have to invoice?
- Notification mails = source of information

# Invoicing process

**ATTENTION:**

- This concerns the insertion of costs, not your final invoice
- This does not concern the tasks for which you have sent a quote and thus for which you received a separate PO (Purchase Order). For these tasks you will receive a separate PO, **and** once the work(s) has been carried out, an "Allow to bill document" where you will find all the information you need to send your bill.

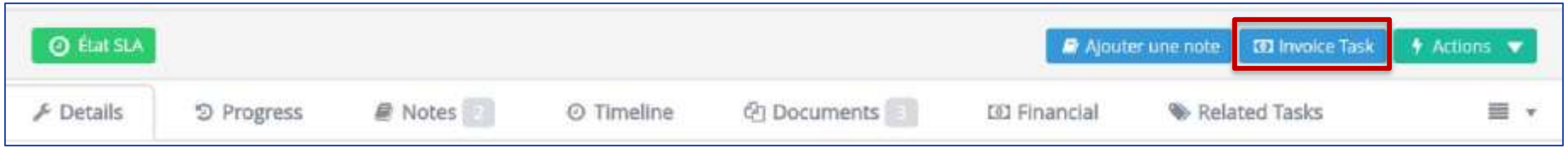
# 1. Invoicing an individual task

- In the task overview, you can see the tasks where you can insert the costs (i.e. the tasks on completed).

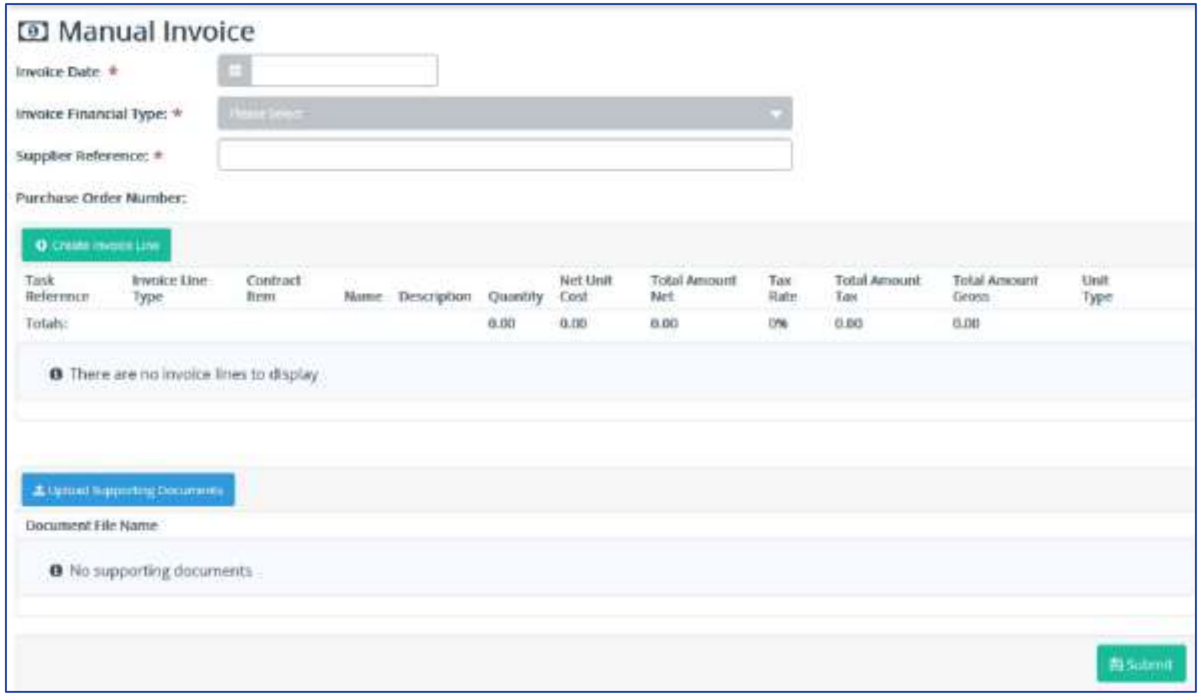
| Reference | Status | Matrix | Site | Site Identifier | SLA | Date Created | Last Status Change By | Date Complete Overdue | Type | Description | Status Type | Template Name | Date Response Overdue |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 273536 | Completed | Maintenance > Electrical > Electricity ... | Q8 Bertrange | 00LU300570 | Maintenance - 15 WD 5/7 | 21/12/2023 06:58 | System User | 12/01/2024 23:59 | Reactive Tasks | Boitier alimentation dérangement allume... | Closed | | |
| 273323 | Completed | Maintenance > Electrical > Lighting > I... | Q8 Vianden | 00LU300577 | Maintenance - 15 WD 5/7 | 18/12/2023 16:16 | System User | 09/01/2024 23:59 | Reactive Tasks | lumiere cassee au Panos. Veuillez inter... | Closed | | |
| 256210 | Completed | Maintenance > Electrical > Electricity ... | Q8 Pulvermuehl | 00LU300557 | Maintenance - 15 WD 5/7 | 07/06/2023 06:49 | System User | 28/06/2023 23:59 | Reactive Tasks | destruction du boitier électrique extér... | Closed | | |

# 1. Invoicing an individual task

- In the task, click on "invoice task".

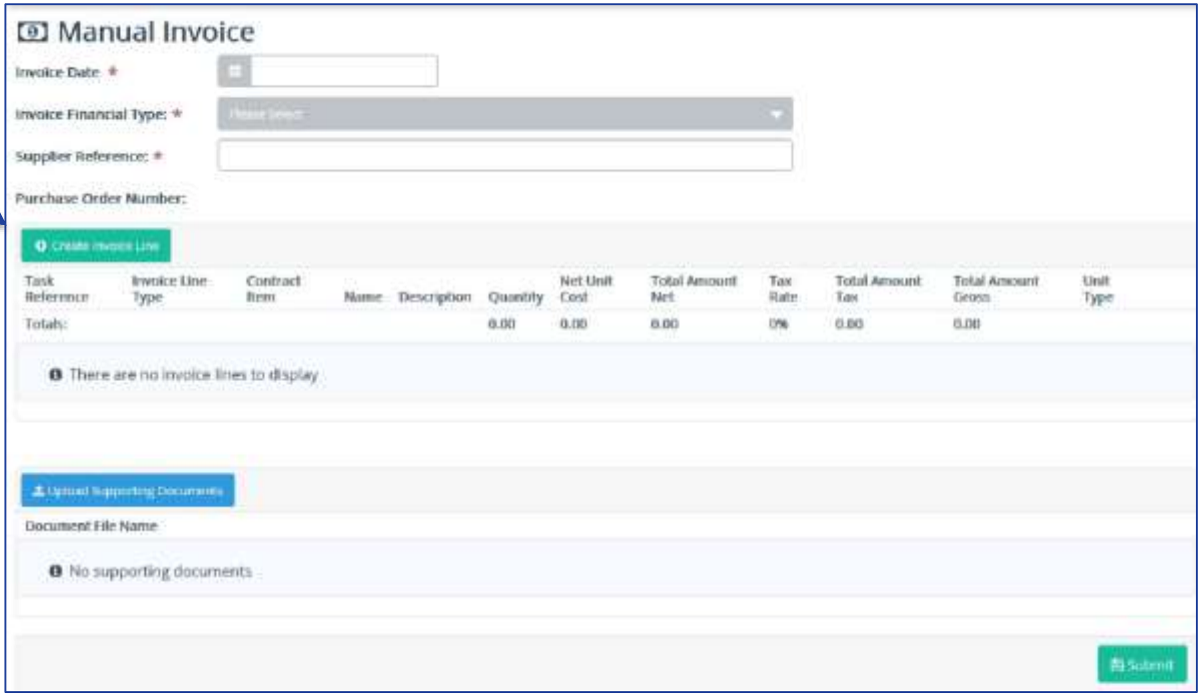



- You'll see the screen below:



# 1. Invoicing an individual task

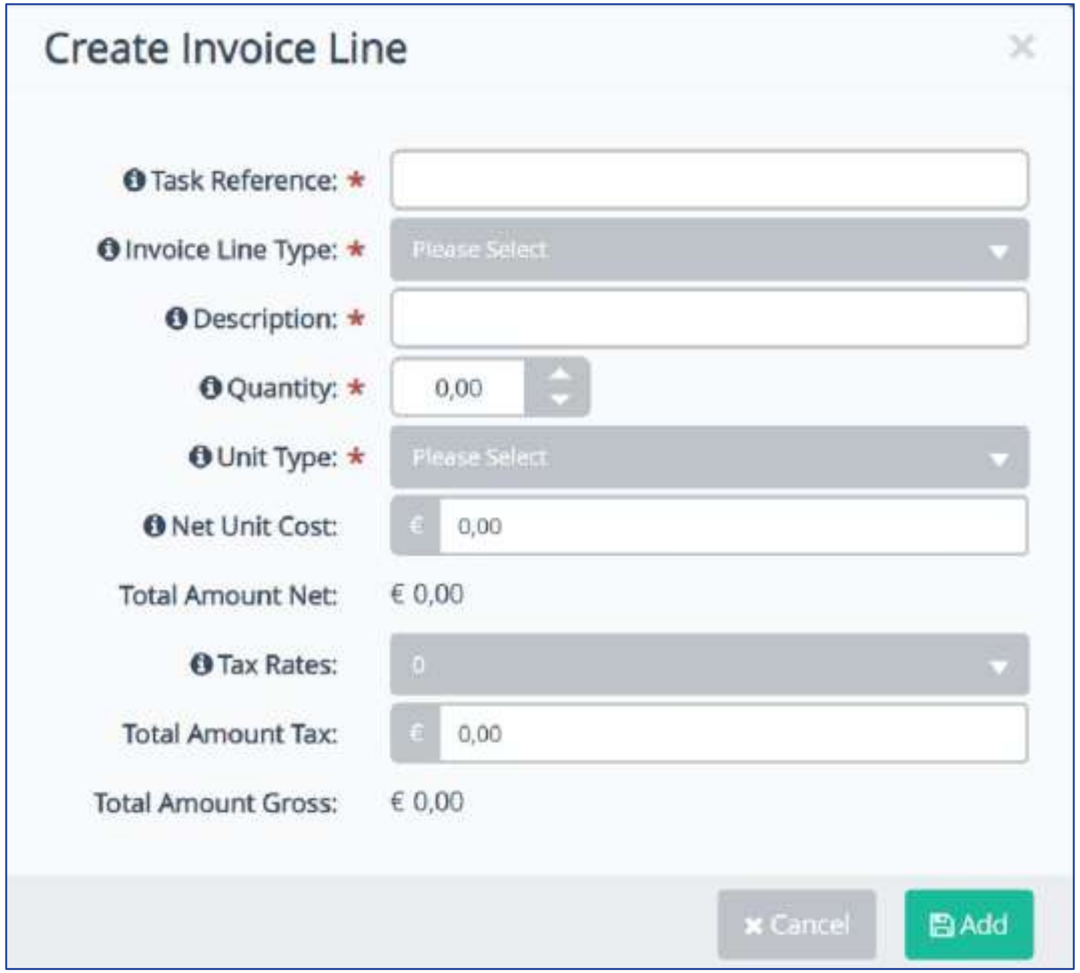
- **Invoice date:** pro forma invoice insertion date (= today)
- **Invoice financial type:** “opex”
- **Supplier reference:** your unique reference or pro forma number. Preferably use the task number preceded by your company initials.
- p.e: Supplier 'Burger King’; task: 201500
    - Supplier reference: **BK201500**



# 1. Invoicing an individual task

Select "create invoice line", the following screen appears:

- **Task Reference:** Task number, already filled in automatically
- **Invoice line type:**
  - Labor (in hours)
  - Materials
  - Travel
  - Other
- **Description:** description of materials, technician, work carried out, ...
- **Quantity:** number of working hours, parts,
- **Unit Type:** must be selected:
  - Piece (price per piece)
  - Hour (price per hour)
- **Net unit cost:** price per hour/piece/…
- **Tax:** taxes are always 0, when taxes are due, our Taxes department will calculate them.

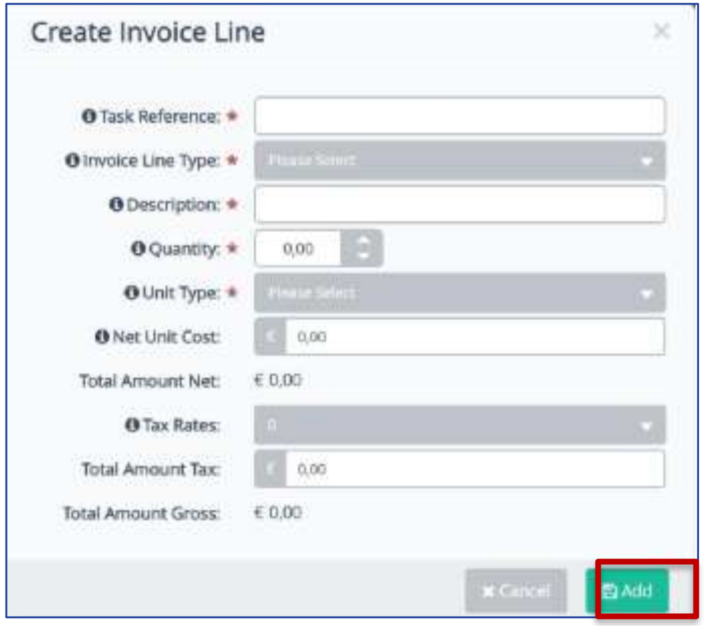


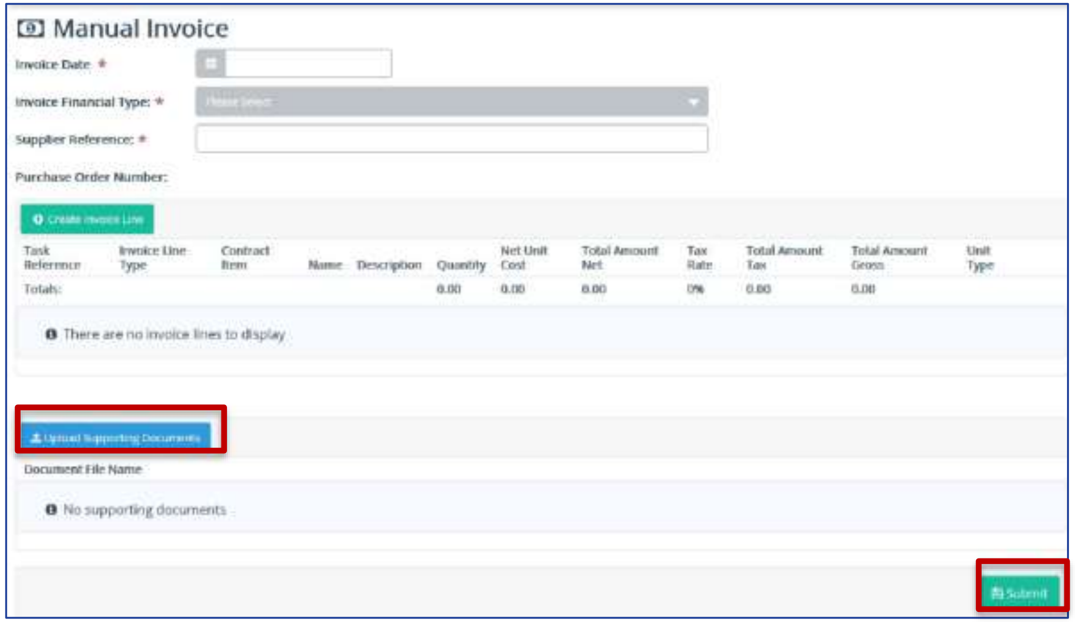
# 1. Invoicing an individual task

When a cost has been inserted, press "add" and repeat these steps for all the parts of the task you wish to invoice.

When everything is inserted, you add the necessary documentation via: "upload supporting documents".
= work orders which justify the pro forma and which have not yet been uploaded to the tasks.

Once everything has been inserted, press "submit".



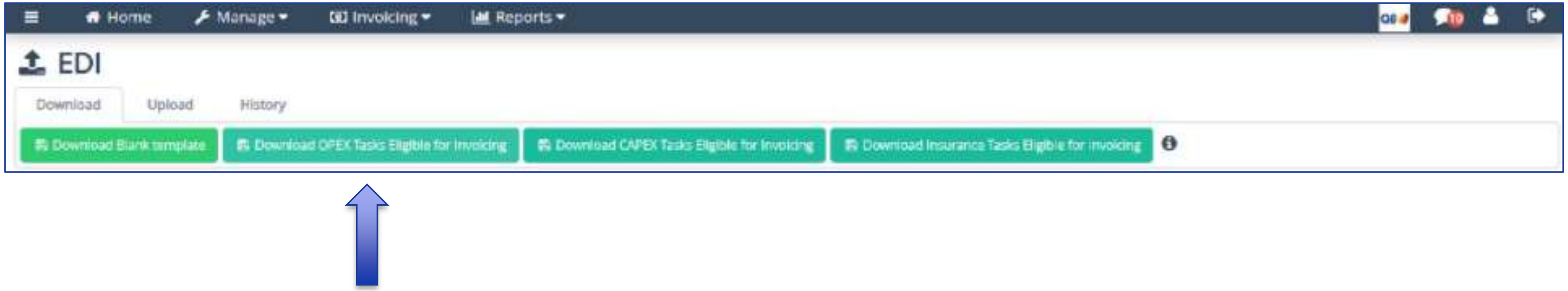



# 2. Invoice multiple tasks at once – DOCUMENT EDI

- Click on "**invoicing**" and then on "**EDI**".


- Click on "Download Opex task Eligible for invoicing"

= Download Opex tasks that can be invoiced



# 2. Invoice multiple tasks at once – DOCUMENT EDI

An Excel file will open, showing completed tasks that can be invoiced.

- **Line Type:** you need to insert the objects below (when you select a cell, you'll receive the following options):
  - Materials
  - Labor (in hours)
  - Travel
  - Others
- **Unit Type:** You can choose between:
  - Each (price per piece/set/package)
  - Hour (price per hour)
- **Name**
- **Description**
- **Unit cost:** price per piece/price per hour
- **Quantity:** Number of hours, pieces, …

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Reference | Task Reference | Site | Site Identifier | Line Type | Unit Type | Name | Description | Unit cost | Quantity | Total Net | Total Tax | Total Gross |
| 2 | | 246057 | OUDENAARDE - DEINZESTR 106985 | 00BE106985 | | | | | 0.00 | 1.00 | 0.00 | 0.00 | 0.00 |

## 2. Invoice multiple tasks at once – DOCUMENT EDI

- To have a correct detail of the things you invoice, we ask you to separate the hours of work - travel - parts. To do this, copy the line of the task you wish to invoice, and insert it by right-clicking on "insert copied cells" where you wish to add a line.

- **ATTENTION!** each job requires a unique "**supplier reference**" number (preferably use the job number preceded by your company initials), this must be done in column A. Each **TASK** has a unique number.

- Lines that you are not going to bill directly must be removed (you can't load lines that cost 0.00 euro).

# 2. Invoice multiple tasks at once – DOCUMENT EDI

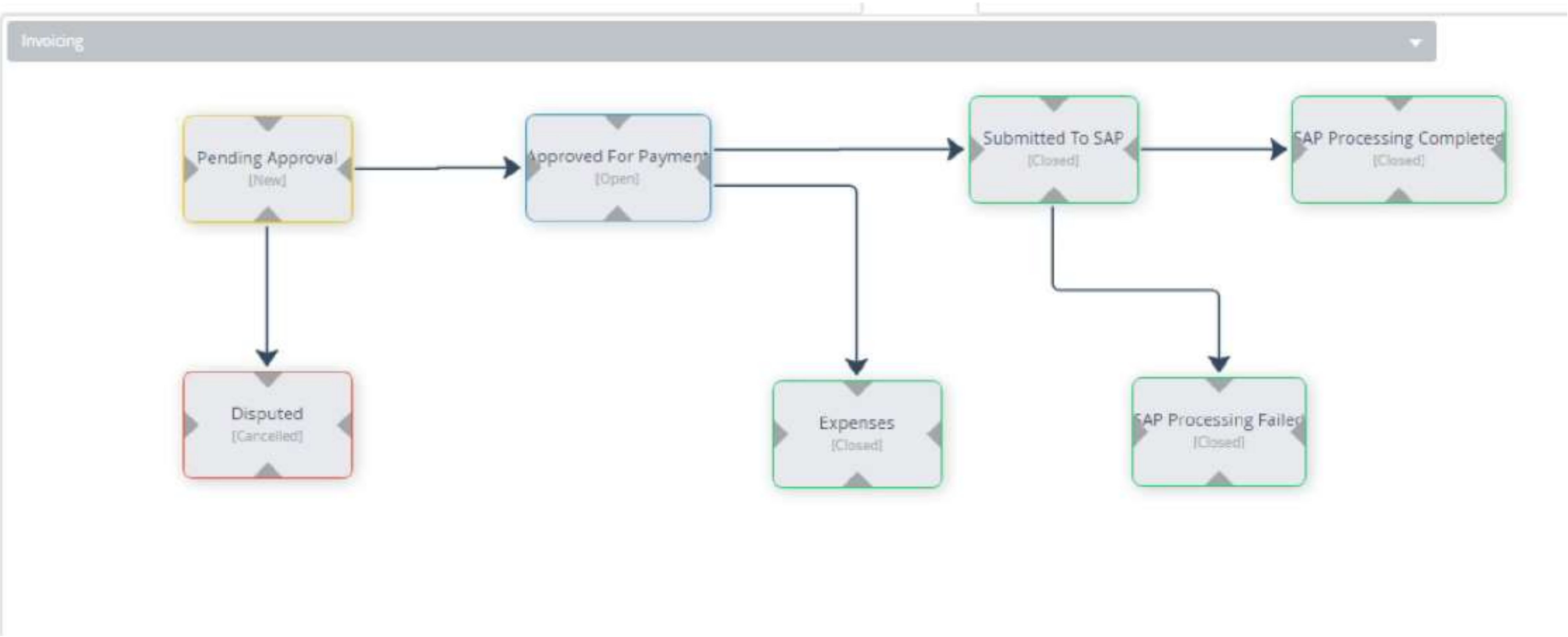
- Once the costs have been inserted, save the file on your computer and load it into the “**EDI upload**”: 2nd tab “Upload" EM+
- **Invoice date:** Date of today
- **Financial type:** Always **OPEX**
- **EDI file:** the file you made must be downloaded here
- **Supporting documents:** work orders that apply to the tasks in the file, but have not yet been inserted, should be uploaded here
- Next, you click on “**create invoice**”
- If all costs have been entered correctly, your pro forma will be visible in "History":
  - **Succeeded**: Everything is correct
  - **Failed**: if it wasn't done correctly. You can open the EDI file again and see in column “O” the error messages why it didn't work.

# Change of task statuses

- **Pending approval:** to be processed by Q8
- **Disputed:** costs not accepted by Q8, the user who placed the costs will receive an e-mail with the reason why it was not accepted.
- **Approved for payment:** Accepted by Q8, the system sends all the information overnight to our accounting system so that a budget can be set aside to pay the invoice, and your invoice is processed automatically. If an invoice remains at the same status, this means that an increase in your annual budget is required.
- **Expenses:** no Blanket PO, will be invoiced separately: You must send the invoice to accountspayableinvoices@q8.com and mention: **Your unique reference - invoice ID and/or job number - total job cost and GL code**
- **Submitted to SAP:** Blanket PO: night-time status between 'approved for payment' and 'SAP processing completed' until EM+ receives the reaction from the accounting system.

!

- **SAP Processing Completed:** An annual budget is set for the PO and will appear at the end of the month on the PO for tasks to be invoiced.
- --> now you can send your invoice by e-mail!


Invoicing
Pending Approval
[New]
Approved For Payment
[Open]
Submitted To SAP
[Closed]
SAP Processing Completed
[Closed]
Disputed
[Cancelled]
Expenses
[Closed]
SAP Processing Failed
[Closed]

Financial - 275833 - eM+ - Urgent - Techniche - Work - Microsoft Edge

https://emplus.urgtech.com/Incident/Maintenance/FinancialBySessionTenant/5a68ba07-b94a-433b-97f5-7cc35838f2d6

# Task 275833 (Cancelled)

Details | Progress | Notes 1 | Timeline | Documents | Financial | Related Tasks | Child Tasks

There have been no quotes supplied for this job.

The incident has been Cancelled, and as such no further changes to this section are permitted.

The current details are:

- **Chargeability**: Chargeable
- **Budget Code**: 7332100000
- **Accrual Value**: 0,00 €
- **Purchase Order Number**:

# When to invoice?

To see which tasks can be invoiced, go to "Invoicing" > "all invoices" > status "**SAP Processing Completed**".


You will receive a monthly report of the tasks that can be invoiced. It is very important to mention the following on your invoices:

→ **PO number - invoice ID (reference) and/or job number - total job cost**

# What do we expect from you?

- Active use of the **EM+** website and/or app
- Update tasks with **statuses**
- Communicate through **notes** in the task
- Carry out tasks within the contractual/**SLA** timeframe
- **Close** tasks on time

# Thank you for your attention.