

In our efforts to ensure your invoices are processed correctly and in a timely manner, we have defined the Graebel requirements for submission of invoices below. These instructions apply to all Graebel divisions with specific instructions provided as necessary.

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Figure 1 - Contacts | Details

ACTIVITY	ONLINE (VCP)*	EMAIL	DESCRIPTION
Banking Updates	Not Available	supplierdev@graebel.com	Bank account updates ensure prompt payment to the correct account.
Service Provider Contact Changes	Update and manage Contacts directly	supplierdev@graebel.com	Graebel will not be held responsible for misdirected communications if a change occurs but is not communicated.
Invoice Submittals (Sections 1, 2, 3)	Submit and view invoices (all) and purchase orders (GCS)	graebel.invoices@graebel.com	Timely and accurate invoice submittals help ensure timely payment
Corrections (Section 4)	Submit corrected invoices	graebel.invoices@graebel.com	When an invoice is found to contain incorrect or invalid charges, Graebel will reject said invoice and notify Service Provider of such rejection.
Refund / Credit Requests (Section 5)	Submit credit memo online	apinquiry@graebel.com	In the event Service Provider discovers a refund/credit is owed to Graebel
Payment Inquiries / Disputes (Section 6)	Check status online	apinquiry@graebel.com	When an invoice payment is found to be incorrect, Service Provider will notify Graebel of such
Statement Submittals (Section 6)	Available for online review – refer to Payment inquiries for any issues/concerns.	graebel.statements@graebel.com	Non-VCP users may submit statements for Graebel review and to address any issues.

*VCP = Graebel Vendor Collaboration Portal. Contact supplierdev@graebel.com for more information

Figure 2 –Graebel Divisions and Addresses

Invoices (付款通知) to be issued to the appropriate division and addresses indicated below. Refer to Section 3 – How to Submit an Invoice for more details.	
Graebel World Headquarters: • Graebel Commercial Services, Inc. (GCS) • Move Management, Inc. (MMI) • Graebel Movers International, Inc. (GMII) • MMI Ocean Services (MMIOS) • Graebel Relocation Services Worldwide (GRSW*)	16346 Airport Circle Aurora, Colorado 80011 United States of America
GMII Domestic China • Client Name (E.g. IBM China, CNH China) • c/o Graebel Movers International, Inc.	16346 Airport Circle Aurora, Colorado 80011 United States of America
Graebel Global Client Services Limited	Ground Floor, Building 3 Finnabair Crescent, Finnabair Industrial Estate Dundalk, Co. Louth Ireland. A91 XR61
Graebel EMEA Center, S.R.O.	The Flow Building, Vaclavske nam. 1061/47 Praha 1 11000 Czech Republic
Graebel APAC Service Center Pte. Ltd.	1 Raffles Quay, #20-11 South Tower Singapore 048583
Graebel (Shanghai) Relocation Services Co. Ltd.	2106A, 21/F ShuiOn Plaza, No. 333 Huai Hai Road Mid Huwang Pu District Shanghai, 200021 PRC
Graebel UK Centre Limited	22 Tudor Street London EC4Y 0AY, UK
Graebel Deutschland Relocation GmbH	Leopoldstrasse 23 Munich 80802
Graebel Relocation India Centre Private Limited	Level 11. The Executive Center, Prestige Trade Tower, 46 Palace Road, Bangalore 560001
Graebel Switzerland Centre GmbH	Regus - Office #12 Route de Crassier 7 1262 Eysins

1. INVOICE REQUIREMENTS

- 1.1. All invoices (付款通知) for services or expenses must be submitted within a minimum number of days listed in the Agreement between Service Provider and Graebel after the date on which such service delivery was completed or such expenses were incurred.
 - 1.1.1. Invoices for services or expenses submitted more than the number of days listed in the Agreement between Service Provider and Graebel after the date on which such services were performed may not be paid by Graebel.
- 1.2. Graebel representatives will communicate specific requirements for services and/or products provided:
 - 1.2.1. Unless otherwise instructed, invoices, backup, and aging statements are to be submitted in English.
 - 1.2.2. Client specific invoicing instructions will be provided in writing at time of implementation and during service initiation.
 - 1.2.3. Graebel does not reimburse Service Provider for receiving bank fees or currency conversion loss.
 - 1.2.4. Frequency of services may impact the frequency/timing of invoices
 - 1.2.5. **China based Service Providers:**
 - 1.2.5.1. One currency, as agreed upon in the pricing matrix, per invoice. Currency for all China based Service Provider should be invoiced in CNY.
 - 1.2.5.2. Upon request by Graebel representative(s), China Service Providers are required to issue China VAT Fapiao and courier it to Graebel Shanghai.
 - 1.2.5.3. Graebel Shanghai will make payment in CNY to providers' local China bank account.
 - 1.2.6. **GRSW Only:** Due to the extended nature of delivering certain services, a prorated invoice may be submitted once service delivery is complete. Verify whether this is allowable for a specific service with your Graebel Relocation Consultant.
 - 1.2.7. **GMI Only:** Any final invoices submitted to graelbel.invoices@graelbel.com MUST also be emailed to the operational contact. If invoices are submitted through VCP no email copy of the invoice is required to the operational contact.
 - 1.2.8 **Service Providers Billing Graebel Global Client Services Ltd. (GGCSL):**
 - 1.2.8.1 GGCSL has its business establishment in Ireland. Our Irish VAT Registration Number is IE3432834QH.
 - 1.2.8.2 GGCSL expects that for the majority of services received from Service Providers, that the "place of supply" is Ireland and subject to the reverse charge by GGCSL. Please treat any services provided to GGCSL as an "export of services" and/or subject to the reverse charge by the recipient of the services in Ireland. Therefore, GGCSL does not expect local country VAT/GST to be ordinarily applied to Service Provider invoices.
 - 1.2.8.3 Service Providers should ensure that all invoices raised are compliant with local VAT/GST legislation and requirements. This will include but is not limited to Service Provider's full name, address, VAT/GST registration number and quote GGCSL's Irish VAT registration number and required narrative relating to an export of services and/or the reverse charge applying.
 - 1.2.9 **Service Providers Billing Graebel Relocation India Centre Private Limited (GRICPL)**
 - 1.2.9.1 Service providers should ensure that their PAN is provided on the invoice sent to GRICPL, for Income tax withholding purposes.
 - 1.2.9.2 If the suppliers are registered under the MSME Act, then the suppliers are required to furnish the MSME certificate.
 - 1.2.9.3 Services providers should clearly mention the nature of goods/ services supplied along with the value for such goods/ services. If multiple goods/ services are provided, then the value of each goods/service should be mentioned separately.
 - 1.2.9.4 Service providers should disclose GRICPL's GSTIN as 29AAICG0072H1ZM on the tax invoice and address as Level 11, Prestige Tower, 46 Palace Road, Bangalore, Bengaluru (Bangalore) Urban, Karnataka, 560001.
 - 1.2.9.5 Service providers should disclose the rate and amount of GST payable on the invoice (i.e. CGST, SGST and IGST) separately along with place of supply on the tax invoice in accordance with Central Goods and Services Tax Rules, 2017.
 - 1.2.9.6 Service providers should declare the said invoices in the GSTR-1 of the respective months within the due date so that GRICPL can claim input tax credit for such invoice.

1.3. Invoice Submittals:

- 1.3.1. Refer to Figure 2 (above) for Graebel Addresses dependent on Graebel business unit involved in transactions and Figure 5 (below) for Banking Information.
- 1.3.2. Do not mail – no hard copy required – submit via email or online (Section 3.0 below)
- 1.3.3. Graebel does not pay balances due from statements, complete individual invoices must be received.
- 1.3.4. Each invoice should be submitted as its own PDF file that includes the invoice and required supporting documentation.
- 1.3.5. Invoices must align with any approved estimate, plus any documented change order(s) and backup.
- 1.3.6. Invoices exceeding 14MB inbox size limit, please compress into a .zip file or send via separate email.
- 1.3.7. Invoices which are submitted properly and timely by Service Provider to Graebel shall be payable based on the net terms of your Service Provider Agreement.

1.4. Service Provider Invoices (付款通知) must include:

- 1.4.1. Service Provider's legal name as noted on W-9/W-8, corporate address and remit to address and /or banking details if electronic payment is required. (refer to Figure 1 for updates)
- 1.4.2. Invoice Number.
 - 1.4.2.1. Must be unique to each invoice generated including revisions.
 - 1.4.2.2. May not be an exact match to the Graebel reference#/PO#.
- 1.4.3. Invoice Date.
- 1.4.4. Transferee or Project Name,
- 1.4.5. Graebel's Client Name,
- 1.4.6. Date(s) of service(s) performed,
- 1.4.7. Graebel reference (GMII, GRSW, MMI/MMIOS) or Purchase Order ID (GCS),
 - 1.4.7.1. Include all characters provided (i.e. 'PO00010003').
 - 1.4.7.2. Invoices without a Reference#/PO# will not be processed and will be returned via email, allowing the Service Provider two (2) business days to correct and resubmit.
 - 1.4.7.3. Do not include multiple Reference#/PO# on a single invoice.
 - 1.4.7.4. When a Transferee or Project has more than one (1) shipment, the Graebel representative must provide individual reference and/or PO #'s for each.
 - 1.4.7.5. If you do not receive a reference or PO# from your Graebel representative, please follow up before issuing an invoice.
- 1.4.8. Total Invoice Amount.
 - 1.4.8.1. All services and total amount billed must be listed in the same currency on the invoice and must equal the total.
- 1.4.9. Itemized description of service(s) and cost breakdown of each charge.
- 1.4.10. Storage Invoice Requirements.
 - 1.4.10.1. GMII / MMI / MMIOS, GMII Domestic China**
 - 1.4.10.1.1. Storage invoices must include actual net and gross weight, and dates for the period for which storage charges are being invoiced;
 - 1.4.10.1.2. Charges for Storage-in-transit (SIT) and Perm Storage must be based on actual net weight;
 - 1.4.10.1.3. SIT invoices must be submitted every 30 days from the start of SIT until shipment delivery;
 - 1.4.10.1.4. Permanent storage invoices must be submitted quarterly, in advance, based on the calendar year.

2. INVOICE BACKUP DOCUMENTATION REQUIREMENTS

- 2.1. Service Provider must include the following documentation.
 - 2.1.1. Backup will be signed or initialed if required, and dated by the Client, owner of the goods, or a designated representative of owner as a condition of payment of invoiced charges, in sufficient detail as to provide proof of Services performed.
- 2.2. Weight Tickets may be used to determine the invoiced weight.
 - 2.2.1. Weight tickets must be stamped (handwritten weights on tickets will not be accepted) and shall contain all required information as defined by country standards.
 - 2.2.2. Weight tickets must be obtained at certified scales, if applicable.
- 2.3. Service Provider agrees to provide the following documentation upon delivery including, but not limited to:
 - 2.3.1. Bill of Lading/Shipper's Receipt.
 - 2.3.2. Inventory Report: Any Inventory forms such as warehouse withdrawal reports or "Bingo sheets" used for check-off purposes at final delivery (If applicable).
 - 2.3.3. Delivery Receipt.
 - 2.3.4. All Additional Services Performed forms.
 - 2.3.5. Any other receipts or documentation to support payment for services performed.
 - 2.3.6. Third Party invoices and supporting Order for Service /Receipt signed by transferee or authorized account contact.
 - 2.3.7. Per Diem and demurrage invoices must specify dates and include back up documentation,
 - 2.3.8. Duties, taxes, port, customs fees, etc. must be evidenced by back up documentation,
 - 2.3.9. Any documentation referenced in a Graebel Purchase Order.
- 2.4. All backup documentation must include:
 - 2.4.1. Graebel reference # or Purchase Order ID
 - 2.4.2. Graebel Client's name
 - 2.4.3. Date(s) of services rendered
 - 2.4.4. City and state where services occurred
- 2.5. For China based Service Providers:
 - 2.5.1. Fapiao (发票) needs to be issued to Graebel Shanghai once the invoice is issued. Refer to attached document for the Fapiao Issuance Instructions:

Figure 3 - Fapiao Issuance Instructions



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VAT Fapiao Collectic

- 2.5.2. When courier out the Fapiao, attach a physical copy of Invoice (付款通知). Alternatively, before courier out the Fapiao, an email notification needs to be sent to fapiaocollection@graebel.com. Email must include:
 - i. A copy of Invoice / Debit Note (付款通知)
 - ii. The courier company name and tracking number

3. HOW TO SUBMIT INVOICES

3.1. Vendor Collaboration Portal (VCP) users

The Graebel Vendor Collaboration Portal (VCP) provides Service Providers the ability to manage bid invitations, purchase orders, and invoicing in an online environment. For more information about VCP access, contact: supplierdev@graebel.com.

- 3.1.1. Go to: <https://graebel-production.operations.dynamics.com>
- 3.1.2. Select the Service Provider Invoice workspace
- 3.1.3. Click "New Invoice w/ Purchase Order" (GCS) Or "New Invoice" (all other divisions)
- 3.1.4. Add any Notes or attachments
- 3.1.5. Repeat above steps for each individual invoice
- 3.1.6. Skip to Section 4.

3.2. Email Submittal for all other Service Providers

For those Service Providers not setup in the Vendor Collaboration Portal (VCP) or specific exceptions, please follow these guidelines for invoice submittal. Invoices should be submitted via one process or the other, not both.

- 3.2.1. The Graebel Service Provider Transmittal form (attached Excel log) is required with submittals.



Transmittal Log
(1).xlsm

- 3.2.1.1. Revised or non-Graebel forms will not be accepted.
- 3.2.1.2. The Graebel transmittal form (Figure 4 below) requires completion of:
 - 3.2.1.2.1. Transferee or Project name
 - 3.2.1.2.2. Service Provider Invoice #
 - 3.2.1.2.3. Service Provider Invoice Amount
 - 3.2.1.2.4. Graebel Reference # / Purchase Order (PO) #
 - 3.2.1.2.5. Last Service Date
 - 3.2.1.2.6. Service Provider Invoice Date
 - 3.2.1.2.7. Service Provider Name
 - 3.2.1.2.8. Client Name
- 3.2.2. Each invoice is submitted on an individual line in the transmittal log and should be included in a single email with the transmittal.
- 3.2.3. Complete all columns accurately and completely for each invoice submitted for payment.
 - 3.2.3.1. The first row is a control total for number of invoices and total amount. It is used to ensure accuracy of the information entered in the form, so please do not modify this row.
- 3.2.4. Email invoices to graebel.invoices@graebel.com
 - 3.2.4.1. Email Subject line should include: a) Service Provider Name; and b) Total Number of Invoices.

Figure 4 - Graebel Transmittal Form (used by non-VCP users) and Purchase order (example)

GRAEBEL®		PURCHASE ORDER				
Graebel Commercial Services, Inc. 16346 Airport Circle Aurora, CO 80011 USA		Purchase ID: PO00010003 RFQ number: Project ID: P0010171 Currency: USD Payment term: N45 Approval status: Confirmed Vendor reference: Document: JC - AETNA PHOENIX 4750 ECC FURNITURE SWAP				
Vendor:						
Invoice Registry Transmittal Log						
Transferee/Project Name	Supplier Invoice #	Supplier Invoice Amount	Graebel Reference#/PO#	Last Service Date	Supplier Invoice Date	Supplier Name
Control Totals (do not enter into this row)	1	16,336.38				
JC - AETNA PHOENIX 4750 ECC (sample)	12343ASBDD	16,336.38	PO00010003	8/20/2019	8/22/2019	<<Your Company name here>>

4. INVOICE CORRECTIONS

- 4.1. Graebel will audit all invoices submitted by the Service Provider.
 - 4.1.1. When an invoice is found to contain incorrect or invalid charges, Graebel will reject said invoice and notify Service Provider of such rejection.
 - 4.1.2. VCP Users will see Invoice rejections as On Hold / Reason = "Rejected".
- 4.2. Service Provider agrees to submit a corrected invoice within the time specific in the Agreement between Service Provide and Graebel.
 - 4.2.1. Corrected invoices received in excess of the date specified in the agreement may be subject to non-payment.
 - 4.2.2. Service Provider may request in writing an extension for invoice submission prior to the corrected invoice submission due date.
 - 4.2.3. Graebel shall approve or deny extension, as it deems reasonable.
- 4.3. Corrected Invoice Requirements
 - 4.3.1. Rejected invoices must be re-submitted.
 - 4.3.2. The revised invoice shall contain a new invoice number.
 - 4.3.3. When submitting a corrected invoice reference the original invoice number (i.e. 1234) on the corrected invoice (i.e. 1234A).
 - 4.3.4. The invoice date for corrected invoice(s) shall be the date that the corrected invoice was issued.
 - 4.3.5. Graebel will allow only one (1) corrected invoice.
 - 4.3.6. E-mail corrected invoice to graebel.invoices@graebel.com.
 - 4.3.6.1. Email subject line should include: a) Service Provider Name; and b) "Revised Invoice".

5. REFUNDS / CREDITS

- 5.1. Refunds/Credits
 - 5.1.1. Upon reviewing Service Provider request, if it is determined that a refund/credit is owed to Graebel, Graebel Audit will provide additional instruction for submitting a refund payment or credit memo.
 - 5.1.2. In the event Service Provider discovers a refund/credit is owed to Graebel, please contact Graebel Accounts Payable at apinquiry@graebel.com.
 - 5.1.3. When submitting a request for review, please include the following information:
 - 5.1.3.1. Original Invoice Number
 - 5.1.3.2. Project Name
 - 5.1.3.3. Date(s) of Service(s) Performed
 - 5.1.3.4. Graebel reference # or Purchase Order #
 - 5.1.3.5. Itemized description and cost breakdown of each service requiring a refund/credit

Figure 5 - Refunds Due Graebel

Graebel Division	Address	ABA Routing Number	SWIFT Code	Beneficiary Acct. Number	Beneficiary Name
GCS GMII MMI	BMO Harris Bank 311 W. Monroe Chicago, IL 60606 United States of America	071-000-288	HATRUS44	274-900-0	Graebel Companies, Inc.
GRSW	BMO Harris Bank 311 W. Monroe Chicago, IL 60606 United States of America	071-000-288	HATRUS44	275-063-6	Graebel Relocation Services Worldwide, Inc.
GMII Domestic China ***Any credit due should be refunded within the same tax year.	葛雷博商务咨询服务（上海）有限公司 汇丰银行上海分行 HSBC Shanghai Branch 上海市淮海中路 333 号瑞安广场 21 楼 2106A 室 2106A, 21/F, ShuiOn Plaza, No. 333 Huai Hai Zhong Road, Huang Pu District, Shanghai, 200021		HSBCCNSH	088172515001	葛雷博商务咨询服务（上海）有限公司 Graebel (Shanghai) Relocation Service Co., Ltd.***

5.2. Credit memos

5.2.1. Submit within thirty (30) days of validation following the invoice submission guidelines noted above.

5.2.2. Credit Memos must include:

- 5.2.2.1. Service Provider legal name as noted on W-9/W-8, corporate and remit to addresses
- 5.2.2.2. Project Name
- 5.2.2.3. Date(s) of service(s) performed
- 5.2.2.4. Graebel PO ID
- 5.2.2.5. Total invoice amount
- 5.2.2.6. Itemized description of service(s) and cost breakdown of each service being credited
- 5.2.2.7. Unique Invoice Number
- 5.2.2.8. Invoice Date

5.2.3. Credit memos may be submitted via VCP against a Purchase Order negative lines.

6. MONTHLY AGING REPORTS / STATEMENTS / INQUIRIES

6.1. Statements for review

6.1.1. Vendor Collaboration Portal (VCP) users should first review online invoices.

6.1.1.1. Submit a statement should any discrepancies occur.

6.1.2. Service Providers may submit aging reports/statements (via Excel format) once per month on or before the 15th of each month.

6.1.2.1. Including data listed below will help to expedite the review.

6.1.2.2. Failure to submit a monthly statement will subject any discrepancies to non-payment.

6.1.2.3. Email to graelbel.statements@graelbel.com

6.1.2.3.1. Email Subject Line should include: a) Service Provider Name; b) "Aging"; and c) month / year.

Figure 6 - Monthly Aging Report / Statement (example)

Service Provider Name	Graebel Reference#/PO#	Invoice#	Transferee / Project Name	Invoice date	Days outstanding	Amount owed
ABC Service Provider	PO00010103	MM12356	Main Street Restack	10/16/2019	47	3,250.11
ABC Service Provider	R1234567	MM13466	JOE SMITH	10/16/2019	47	1,200.03
					TOTAL	4,450.14

6.2. Payment Inquiries.

6.2.1. Email apinquiry@graebel.com with all detail.

6.2.1.1. Email Subject Line should include: a) Service Provider Name; and b) "*Payment Inquiry*".

6.3. Payment Disputes.

6.3.1. Disputed payment must be communicated within three (3) days of payment receipt.

6.3.2. Email details to apinquiry@graebel.com.

6.3.2.1. Email Subject Line should include: a) Service Provider Name; b) "*Dispute*"; c) Invoice Number; and d) Transferee or Project Name.

Invoices received outside of the stated parameters in this instruction document may not be eligible for payment.

We thank you in advance for your assistance and cooperation to make these processes successful.