



# Invoicing

## Invoice submission requirements:

### Where to submit invoices/credit notes to

- All invoices and credit notes must be sent in pdf format (one invoice per pdf attachment) by email directly to [invoices@landsec.com](mailto:invoices@landsec.com) Please note that this is not a manned email address. Any potential queries should be directed to [accounts.payable@landsec.com](mailto:accounts.payable@landsec.com)
- Please do not submit any invoices to the person ordering the goods or service as this will delay payment.
- All invoices must show a current and valid purchase order issued at the time of placing the order for the goods/services. We at Landsec champion a 'No PO No Pay' principle) Invoices not showing a current and valid purchase order will be rejected back to the sender
- Landsec and associated companies' PO types with their prefixes:

SC	= Service Charge
NR	= Non-Recoverable
AMEX	= Major Works
CD	= Capital Deal
DEX	= Development Project
DR	= Direct Recoveries
GEN	= General Order
ISP	= IS Project
MO	= Managed Ops

The only invoices not requiring purchase order numbers are:

Council tax rates  
Utilities  
Travel  
Health & safety training

- The invoice must be addressed to the associated company as instructed on the purchase order at the time of placing the order for goods/services, incorrectly addressed invoices will be rejected back to the sender.
- Please note, Landsec is our brand name and not our legal entity name. All invoices should be addressed to the legal entity company as specified on the purchase order.



# Invoicing

## All invoices must include:

- Invoice date
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- Invoice number
- Delivery date of services or completion date
- Dates that the period relates to if the charge relates to services.
- Property name/property address where the goods/services were delivered
- Full legal name and address of the associated company that has requested the good/services.
- Full legal name of your company, company address, company number and VAT number (if applicable)
- Bank account details of where any payments should be paid to
- The purchase order number provided by the representative at the time of placing the order.
- Clear and detailed description of the goods/services which the invoice relates to.
- Clear split of labour and materials for all suppliers registered under the Construction Industry Scheme (CIS)

Failure to provide this information will lead to delays in your payment.

The company name noted on the invoice must match what is on our supplier portal (Proactis) – If this is not the same, the invoice will be rejected and the supplier will need to either amend the invoice or update the Proactis portal with the correct information.

You can check the latest information held via this link:

[Proactis - Supplier Network \(proactisp2p.com\)](http://proactisp2p.com)

## Landsec Payment Terms

Please note Landsec terms are 30 days payment from receipt of a valid invoice.



# Invoicing

- Suppliers who submit invoices directly to external project managers, cost consultants or managing agents (companies acting on behalf of Landsec) must follow the invoice submission process defined by the external project manager, cost consultant or managing agent.

## Complaints procedure

We aim to resolve any disagreements in a constructive manner. Any disagreements should be flagged with your usual contact at Landsec and escalated through their line manager. However, if you should have a complaint please contact, in writing: Alex Peeke Head of Legal and Property Records Land Securities Group PLC 100 Victoria Street London SW1E 5JL email: [alex.peeke@landsec.com](mailto:alex.peeke@landsec.com)

We aim to: acknowledge complaints within 5 working days of receipt. respond to complaints within 20 working days of initial receipt. In exceptional circumstances we may require additional time to investigate the complaint. If this is necessary, we will advise you within the initial 20-day period. We will endeavour to respond to your complaint within 30 working days of its initial receipt.

Land Securities Group PLC  
100 Victoria Street  
London SW1E 5JL

Tel no: +44 (0) 20 7413 9000  
Website: [www.landsec.com](http://www.landsec.com)  
Reg no: 00551412



# Invoicing

## Sample invoice

Jo Bloggs flowers Limited  
Summer Road  
London  
SW1X 5XX

Tel: 0208 000 0000  
Email: [jobloggs@jobloggs.co.uk](mailto:jobloggs@jobloggs.co.uk)

VAT Reg No:000 0000 00  
Company Reg No:

**Bank account Details:**  
Lloyds Bank  
City Office  
00-00-00  
00000000

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Land Securities Properties Limited Accounts Payable Department PO Box 74203 London SW1P 9SH	Invoice No	7329
	Invoice Date	31/03/2018
	Order No	SC22309
	Account Ref	LANDSEC01

Quantity	Description	Unit Price	Net Amt	VAT%	VAT
1	Service maintenance for lifts 1 & 2	1	100.00	20%	20.00
2	period of cover 1/1/18 – 31/03/18				

Delivered To: Josephine Brown Gunwharf Quays Management Office Portsmouth Hampshire PO1 3TZ	Total Net Amount	£100.00
	Carriage Net	£0
	Total Tax Amount	£20.00
	Invoice Total	£120.00



Invoicing guidance

# Invoicing