

citizenM's Invoicing Guidelines

Dear Supplier/Partner,

All you need to know about a smooth payment process at citizenM is contained in the invoicing guidelines and the No PO, No Pay guidelines.

citizenM wants to continue to make our payment process as efficient and seamless as possible. In order to help you and citizenM, we have put together these guidelines when sending invoices or credit notes to citizenM entities.

As a general rule, only once the ordered goods are delivered or the services are provided, you as a supplier will send your invoice.

Submitting invoices

At citizenM, the most effective way to receive invoices is in the following in order of preference;

1. via an e-invoicing platform (PEPPOL, SDI, NEMS, etc); or
2. at invoices@citizenm.com in UBL or XML format; or
3. at invoices@citizenm.com in PDF format.

*Please note that hard copy/paper invoices are not accepted unless regulatory and/or legal requirements prevail

Preferred payment instructions (i.e. payment methods and bank details).

The general (citizenM) rule: bank charges are always shared, unless we specifically agree that citizenM will carry the cost. This should be stated in the contract (and then marked up in the invoice as such). It is a market practice that bank costs are shared simply between citizenM and the supplier because citizenM cannot influence the charges of the supplier's bank.

*Please note that payments in the EU are always shared as this is the law.

Requirements for an invoice

Any invoice that does not meet the below criteria and requirements, will be returned to you for correction and will result in a delay in payments. This will not mean that we have defaulted on our payment obligations. Payment terms will be calculated from the date a valid invoice is received in our system.

Required information	Detailed description invoice
Purchase Order (PO) number	Refer to an unique citizenM Purchase Order number (example: cM1234). Only invoices received with a PO number will be processed. If not, this will result in a delay in the payment process.
Entity	Be addressed to a citizenM entity (same entity as on the provided Purchase Order (PO) for the product or service), more specifically: one of our legal entities ending with LLC, LTD, BV, SAS, SCI, etc. Invoices addressed to "citizenM" or "citizenM hotels" will not be processed.

Supplier's identification	Have the information by which we can identify your company. E.g. your company name, address, contact person, website, phone number, if applicable commercial/company registry registration number. VAT/GST number or Tax ID number and full name and address.
Per line item	The line items on the invoice need to match 100% with the line items stated on the PO.
Nett amount and amount payable	State the invoice amount excluding VAT and state the amount due including VAT. (Please note this amount needs to be the same or less than the provided PO amount.)
Currency	State the currency (which needs to be the same currency as provided on the PO).
Requested information	Detailed description invoice
Requisitioner / business owner	State the name of the citizenM requisitioner/business owner/contact on the PO.
Delivery products or services	State the hotel or other citizenM delivery address to which the products were delivered, at which the services were performed or in relation to which the products and/or services were provided.
Date of delivery	The date on which the supply of goods or services was made or completed.
Invoice number	A sequential number from the supplier, based on one or more series, which uniquely identifies the invoice (no special characters).
Invoice date	The date of issuing the invoice (needs to be after the PO creation date).
Bank details	Include payment information on your invoice (needs to match the payment information provided during the supplier registration).
Due date	The date of when the invoice must be paid.
Invoice description	Have an adequate description of what we purchased from you. (The description needs to identify the volume and the nature of the products and/or services that we purchased. Contracted goods / services must also contain the period / reference to a framework agreement.)
VAT	State the VAT amount and percentage.

Requirements for a credit note

Required information	Detailed description Credit Note
PO number	PO should be mentioned on the first page of the credit note.
Heading document	The document should be headed 'Credit Note'.
Issue date	Date of issuing the credit note.
Invoice reference	Reference is stated with the number and date of the original (debit) invoice the credit note relates to.
Description	Description of why this credit note is being issued.

*Please note that we may offset a credit note with other debit invoice(s).

*Please note that every invoice must be 1 single document. You are not meeting our invoice requirements if you are sending multiple invoices as 1 document. The document will be rejected and 1 single document per invoice must be delivered.

*Please note that this list is not exhaustive and please include any other information that current and future laws or regulations require you to put on an invoice. As every country has -on top of these requirements - its own local regulations related to invoices. Please reach out to finance for more information.

*Please direct any questions about invoices and invoice status to finance@citizenm.com.