

## INVOICE REQUIREMENTS:

- All invoices must include a clear breakdown showing # techs, hourly rate, labor, materials, freight and sales tax, if applicable. “Lump Sum” or “As Quoted” invoices will immediately be rejected. **This is a tax authority requirement** and must be strictly adhered to.
- All invoices must have a bill to address of BOSS Facility Services, Inc. 60 Adams Avenue Suite 109 Hauppauge, NY 11788.
- Boss Facility Services (BOSS) is not exempt from sales tax. Unless you are provided with a Resale Certificate by BOSS for a specific state (administered to vendors in CA, CT, FL, IL, MA, MO, MS, NJ, NY, RI, TX, and VT), you must include sales tax as required by the local tax regulations. BOSS is a facility service management company NOT a general contractor. Please consult your CPA if you are unsure if your services are taxable.
- All work completion/billing documents (invoice, sign off sheet, and completion photos) must be submitted within seven (7) business days of the work completion date to ensure we are able to consistently meet the clients’ deadlines. Please contact [billingsupport@bossfacilityservices.com](mailto:billingsupport@bossfacilityservices.com) to request an extension. The last thing anyone wants is to lose payment for all our hard work because we missed a deadline.
- Submit only one invoice per work order. Our system will not accommodate progress billings.
- **All billing documents must be uploaded to our vendor portal** at <https://boss.facilit.fm/Vendor>. Please contact [vendorcompliance@bossfacilityservices.com](mailto:vendorcompliance@bossfacilityservices.com) should you have questions or need assistance in using the portal.

## SIGN OFF AND IVR REQUIREMENTS:

- You are provided with a Boss sign off sheet with every work order. The information on the form is important to ensuring your call is billed properly. If your field techs use a company/electronic sign off document, please have your office upload the Boss sign off sheet AND your company sign off together with the invoice to our vendor portal.
- BOSS will provide an IVR phone number and PIN on every work order (found on the sign off sheet), which your technicians MUST use to call in/out. To avoid rejections, your sign off sheet in/out time must agree to the IVR in/out times. If the tech is unable to access the IVR system, they are required to contact a BOSS representative to call in/out, note it on the sign off sheet and have the site manager sign off on it. If the IVR is not utilized, there may be issues with processing your invoice, up to and including non-payment for work performed.
- Please be sure to note every site visit, whether you charge for the time or not. Your sign off sheets are the equivalent of a “job book” and are considered legal documents in the event of an insurance/legal claim.

## OTHER NOTEWORTHY REQUIREMENTS:

- We cannot issue any payments unless we have a valid W9 on file.
- You must have a valid insurance certificate on file covering the service dates. If we don’t have a valid certificate when payment is issued you will be back charged 20% for absence of Workers Compensation and/or 10% for absence of General Liability.
- We make every attempt to contact you at least one week before the scheduled payment date to give you an opportunity to submit a certificate. Once the check is cut, you will not be reimbursed.

**Note:** All compliance documents should be submitted directly through the vendor portal.

**If you have questions pertaining to the information outlined above, please contact Vendor Compliance @ [vendorcompliance@bossfacilityservices.com](mailto:vendorcompliance@bossfacilityservices.com).**