

Suppliers' guide to invoicing Land Securities Properties Limited and other Landsec companies

Invoice submission requirements:

- All invoices must be sent by post to **Accounts Payable Department, PO Box 74203, London SW1P 9SH**
- 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. 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:

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

- The only invoices not requiring purchase order numbers are:
 - Council tax rates
 - Utilities
 - Travel
 - Health & safety training
 - Recognition reward scheme
- 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.

You can find a [sample invoice](#) at the foot of this document. All invoices must include:

- The name of the Landsec representative who requested the goods/services; the representative will be required to validate receipt of the goods/services before your invoice can be processed for payment.
- The purchase order number provided by the representative at the time of placing the order.
- 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), and contact details for your finance team in the event of any queries relating to your invoice.
- Property name/property address where the goods/services were delivered.
- Invoice date.
- Invoice number.
- Your company's bank account details where payment should be sent: payee, bank, account number, sort code.
- Clear and detailed description of the goods/services which the invoice relates to.
- Dates that the period relates to if the charge relates to services.
- 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.

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:

Tim Ashby
Group General Counsel and Company Secretary
Land Securities Group PLC
100 Victoria Street
London SW1E 5JL

email: tim.ashby@landsec.com

We aim to:

- acknowledge complaints within five 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: landsec.com
Reg no: 00551412

Sample invoice

Jo Bloggs flowers Limited
 Summer Road
 London
 SW1X 5XX

Tel: 0208 000 0000
 Email: jobloggs@jobloggs.co.uk

VAT Reg No:000 0000 00
 Company Reg No:

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