



# Belgium SOP & Exceptions

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## Table of Versions

Sr. No.	Date	Version
1	03/07/2025	SAS-BEL-SOP-V1
2	08/07/2025	SAS-BEL-SOP-V2

# Belgium (590\_BE\_EUR)

## I. Job Sub-Tasks Aid – Invoicing Customer via Bechtle (Broker)

### A. Key points when setting up a contract for Bechtle

#### a) General Principles:

1. Never invoice the end-customer directly
2. Bechtle is always the contractual intermediary (broker)

### B. Step-by-Step Invoicing Protocol

#### a) Contract Set-up

1. Follow the standard procedure: PTC 1.1 Create Contract Process Job Aid (last update: April 2025)
2. Start Date Setup: Based on the QTM, but aligned with the agreed start date as defined in the project setup

Project Overview 590 CON Bechtle TAXUD PO4003550 QTM06...

[Overview](#) [Documents](#) [Financials](#) [Gantt Chart](#) [Additional Information](#)

Basic Information

Project Name	590 CON Bechtle TAXUD PO4003550 QTM06 Delivery Based Services Q1 2025(#TM) 07JAN2025 -19MAR2025
Project Manager	Clément, Alain
Project Status	Closed
Start Date	1/7/25
Finish Date	3/19/25
Project Description	Delivery Based Services Q1 2025
Project Type	Consulting

**Note:** Example contract (590000161) is already closed – screenshots used are for training purposes only.

**QUOTATION FOR WORKING DAYS ESTIMATE**

*To be filled in by the Contractor.*

PROFILE	PRICE/HOUR	NUMBER OF HOURS	LAST POSSIBLE DATE FOR EXECUTION	TOTAL PRICE
Delivery-based services	159,05	288	19/03/2025	45 806,40 EUR
Planned starting date of work:	Between 01/01/2025 and last signature date			
Planned delivery date for work	19/03/2025			
Date and Contractor's signature:	 Harmouchi (Signature) Date: 2025.01.06 16:33:42 +01'00'			

*To be filled in by the Commission.*

Date and signature denoting Commission's agreement:	PETRI Kanto	Qualified electronic signature KANTO PETRI Date: 2025-01-07 10:57:43 +01
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### b) Bechtle Order (Annex III)

1. Bechtle provides **Annex III** with the order information (e.g., 288 hours for Q1 2025).
2. The hourly rate must strictly follow the rate on the PO (e.g., €156.48/hour as per order no. 169-4003550).
3. The Project Manager / Coordinator attaches the PO to the project (documents section)  
Please copy the link to the contract documents section to be sure you use the correct PO for the daily rates)

<p><b>Bechtle N.V.</b> Peerderbaan 207 3910 Pelt Belgium SAS Institute nv Hertenbergstraat 6 3080 Tervuren</p> <p>Delivery Address European Commission DG TAXUD Taxation and Custom union Rue Joseph II 79 1049 Brussels</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Product</th> <th style="text-align: center;">Reference No.</th> <th style="text-align: center;">Quantity</th> <th style="text-align: center;">Unit</th> <th style="text-align: center;">Unit Price</th> <th style="text-align: center;">Net Amount</th> </tr> </thead> <tbody> <tr> <td>DLAUF Delivery based Services Order No.: 2039081</td> <td></td> <td>864</td> <td>STD</td> <td>156,48</td> <td>135.198,72</td> </tr> <tr> <td>DLAUF Advisory Services Order No.: 2039081</td> <td></td> <td>288</td> <td>STD</td> <td>201,93</td> <td>58.155,84</td> </tr> <tr> <td>DLAUF Budget envelope for future QTM Order No.: 2039081</td> <td></td> <td>1.144</td> <td>STD</td> <td>156,48</td> <td>179.013,12</td> </tr> <tr> <td>DLAUF Budget envelope (KT) Order No.: 2039081</td> <td></td> <td>1</td> <td>STK</td> <td>20.000,00</td> <td>20.000,00</td> </tr> </tbody> </table>	Product	Reference No.	Quantity	Unit	Unit Price	Net Amount	DLAUF Delivery based Services Order No.: 2039081		864	STD	156,48	135.198,72	DLAUF Advisory Services Order No.: 2039081		288	STD	201,93	58.155,84	DLAUF Budget envelope for future QTM Order No.: 2039081		1.144	STD	156,48	179.013,12	DLAUF Budget envelope (KT) Order No.: 2039081		1	STK	20.000,00	20.000,00	<p>All tools Edit Convert E-Sign Find text</p> <p>At least one signature requires validating.</p> <p><b>ANNEC III</b> <b>"QUOTED TIME &amp; MEANS" FORM</b> <b>FOR SPECIFIC CONTRACT N° 1034295 UNDER FRAMEWORK CONTR</b> <b>Task (and Sub-task) Number 06</b></p> <p><i>Original document - duly signed - to be attached to the inv</i></p> <p><b>REQUEST AND DESCRIPTION OF WORK</b> <i>To be filled in by the Commission.</i></p> <p>Title: SAS Consultancy // QTM06 Date of request: 12/12/2024 Responsible person at Commission: Mrs. Kanto Petri Expected results: Delivery Based Services Q1 2025 → 288 hours (36 days)</p> <p><b>QUOTATION FOR WORKING DAYS ESTIMATE</b> <i>To be filled in by the Contractor.</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">PROFILE</th> <th style="text-align: center;">PRICE/HOUR</th> <th style="text-align: center;">NUMBER OF HOURS</th> <th style="text-align: center;">LAST POSSIBLE DATE FOR EXECUTION</th> </tr> </thead> <tbody> <tr> <td>Delivery-based services</td> <td>156,48</td> <td>288</td> <td>19/03/2025</td> </tr> </tbody> </table> <p>Planned starting date of work: Between 01/01/2025 and la Planned delivery date for work 19/03/2025 Date and Contractor's signature: </p> <p><i>To be filled in by the Commission.</i></p>	PROFILE	PRICE/HOUR	NUMBER OF HOURS	LAST POSSIBLE DATE FOR EXECUTION	Delivery-based services	156,48	288	19/03/2025
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### c) In FUSION Billing Precaution

1. In the section **BILLING – LABOR T&M BILL PLAN**, include a comment to prevent premature invoicing:  

*[DO NOT SEND – INVOICING BASED ON QTM6 REQUEST 07/01/2025–03/19/2025]*
2. This prevents invoicing before **signed acceptance** is received.

Overview

Access and manage your invoices, invoice distributions, and exceptions encountered during invoice generation. Review the details and take the necessary corrective action to successfully create invoices.

Business Unit	<input type="text" value="590_BE_EUR"/>	From Date	<input type="text" value="m/d/y"/>													
Billing Type	External	To Date	<input type="text" value="7/2/25"/>													
<b>Items Requiring Attention</b> <b>Invoice Processing Status</b> <a href="#">Exceptions (0)</a> <a href="#">Draft Invoices (9)</a> <a href="#">Submitted Invoices (0)</a> <a href="#">Released Invoices (636)</a>																
Actions ▾ View ▾ <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Number</th> <th style="width: 20%;">Contract Number</th> <th style="width: 20%;">Bill-to Customer</th> <th style="width: 20%;">Amount in Invoice Currency</th> <th style="width: 20%;">Tax Amount in Invoice Currency</th> <th style="width: 10%;">Billing Instructions</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>590000171</td> <td>Bechtle NV</td> <td>57.076,11 EUR</td> <td>11.985,98 EUR</td> <td></td> </tr> </tbody> </table>					Number	Contract Number	Bill-to Customer	Amount in Invoice Currency	Tax Amount in Invoice Currency	Billing Instructions	1	590000171	Bechtle NV	57.076,11 EUR	11.985,98 EUR	
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### d) After Acceptance

1. Once the **Project Manager (PM)** has sent the report and received the **signed acceptance (Annex IV)** (see example bellow)
2. You can proceed with invoicing.

3. When sending the draft invoice to the PM for approval, **attach the signed acceptance**. In the draft: click “Show more”, delete billing instructions, and add attachments

#### Edit Invoice 1

Edit invoice lines or the line details, and make necessary adjustments and corrections before releasing and approving the invoice.

[Invoice](#) [Contract](#)

##### ▲ Invoice Header

Currency = Euro | Amounts in Invoice Currency

Number 1

Status Draft

Bill-to Customer Bechtle NV

Contract Number 590000171

\* Date 6/10/2025

Bill-Through Date 5/31/25

Invoice Type Standard invoice

Receivables Number

Credited Invoice Number

Taxation Country Belgium

Tax Amount 11,985.98

Invoice Amount 57,076.11

Paid Amount 0.00

Unpaid Amount 0.00

[Recalculate Extensions](#)

[Preview](#)

[View](#)

Document Subtype

Invoice Comment

**DELETE THE BILLING INSTRUCTIONS**

Billing Instructions

DO NOT SEND INVOICING BASED  
ON QTM5 REQUEST  
01/03/2025-30/09/2025

Credit Memo Reason

Attachments None

Notes

Additional Information

Show Less

##### ▲ Invoice Lines

e) Example of Signed Acceptance ANNEX IV

 Ref. Ares(2025)3795548 - 12/05/2025  
With qualified electronic signature(s)

ANNEX IV

"QUOTED TIME & MEANS" CERTIFICATE OF CONFORMITY / Dispatch advice  
(Service Receipt)

FOR SPECIFIC CONTRACT N° 1034295 UNDER FRAMEWORK CONTRACT N° DI/07720

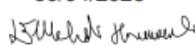
Task Number 06

*Original document - duly signed - to be attached to the invoice*

*Invoicing period: from 07/01/2025 till 19/03/2025*

RECEIPT OF WORK

*To be filled in by the Contractor and DG TAXUD.*

	Contractor	DG TAXUD
Date of last delivery of invoicing period	19/03/2025	
Person responsible for checking (in block capitals)	EL MEHDI HARMOUCHI	LAPLUME Pascal
Comments	QTM06 fully completed – 288 units used <b>Total price: 45 806.40</b>	
Date and signature	30/04/2025 	

ACCEPTANCE AND VALIDATION OF WORK

*To be filled in by DG TAXUD.*

Official responsible for acceptance (in block capitals): OIA (*)	HORAN Colin	
Date and signature		Qualified electronic signature by: KANTO
Official responsible for final validation (in block capitals): OVA (*)	PETRI Kanto	PETRI
Date and signature		Date 2025-05-08 17:28:33 UTC

FYI: Invoice Approval 1 for Contract 590000162 (73545.6)



Gabriela Casteels <efwg.fa.sender@workflow.email.us-ashburn-1.ocs.oraclecloud.com>  
To Gabriela Casteels

Retention Policy EX-3YR-DELETE (3 years)

Expires 12/06/2028



Invoice Number 1 for Contract 590000162.pdf  
57 KB



QTM08\_Annex IV\_1034295 sBth.pdf  
379 KB

#### **EXTERNAL**

Access this task in the [Workspace Application](#)

Project Contract Invoice Approval Notification

### **Invoice Approval for Contract 590000162**

Task Number : 39190889

You must approve invoices in sequential order. If you attempt to approve an invoice out of order, it isn't processed state.

#### **Contents**

Invoice Number 1

Contract Number 590000162

Bill-to Customer Bechtle NV

Invoice Type Standard invoice

Date 6/11/25

Invoice Amount in Invoice Currency 73.545,60 EUR

Tax Amount in Invoice Currency 15.444,58 EUR

Bill from Date 1/1/25

Bill-Through Date 4/30/25

**From:** Alain Clément <[alain.clement@sas.com](mailto:alain.clement@sas.com)>  
**Sent:** Thursday, 16 January 2025 12:54  
**To:** Gabriela Casteels <[Gabriela.Casteels@sas.com](mailto:Gabriela.Casteels@sas.com)>  
**Cc:** Peggy Van Bael <[peggy.van.bael@sas.com](mailto:peggy.van.bael@sas.com)>; Aldert Nagel <[Aldert.Nagel@sas.com](mailto:Aldert.Nagel@sas.com)>  
**Subject:** FW: Approved Annex IV - QTM01 and QTM02

Hi Gabriela,

We received the signatures for the acceptance of:

- [REDACTED]
  - QTM01: Delivery Services 2024Q3
  - **45.066,24 €**
- [REDACTED]
  - QTM02: Advisory Services 2024Q3
  - **19.385,28 €**

Can you please send the according invoices?

Thanks,  
Alain.

**From:** [group-p.brussels@bechtle.com](mailto:group-p.brussels@bechtle.com) <[group-p.brussels@bechtle.com](mailto:group-p.brussels@bechtle.com)>  
**Sent:** Thursday, 16 January 2025 09:46  
**To:** Alain Clément <[alain.clement@sas.com](mailto:alain.clement@sas.com)>  
**Cc:** Pawel Andre <[Pawel.Andre@sas.com](mailto:Pawel.Andre@sas.com)>  
**Subject:** Approved Annex IV - QTM01 and QTM02

#### **EXTERNAL**

Dear Alain,

Please find attached the fully signed annexes IV for QTM01 and QTM02.

**f) Final Step**

1. After the PM approves and the **Project Owner releases** the invoice:
  - You will receive a copy of the invoice.
  - Forward it to Bechtle:  
 group-p.brussels@bechtle.com

RE: SAS BE Projects Invoice 60000587.pdf



Gabriela Casteels

To  group-p.brussels@bechtle.com

Cc  AR Invoice Belgium;  Alain Clément;  Project Office Mailbox

Retention Policy EX-3YR-DELETE (3 years)



Hello Mehdi,

The invoice refers to the SPECIFIC CONTRACT N° 1034295 UNDER FRAMEWORK CONTRACT N° DI/07720, ref PO4003550.

Best regards,

Gabriela

**g) ⚠ Important**

1. If Annex IV is not included with the invoice:
  - Bechtle will suspend the invoice.
  - It will remain on hold until the signed acceptance is re-sent.

**EXTERNAL**

Dear SAS Team,

Thanks for the invoice.

Can you please clarify to which case / contract this document refers?

Is it the 1034295 / 4003550 ?

In case yes, please provide us with the Annex III and Annex IV fully signed to motivate your invoice.

Until that moment, your invoice is suspended.

Thanks,  
Mehdi

**El Mehdi Harmouchi**

Service Specialist  
Bechtle NV  
Square de Meeûs 35, BE-1000 Brüssel

Mobile: +32 472 181565

Phone: +32 278 601 05

E-Mail: [elmehdi.harmouchi@bechtle.com](mailto:elmehdi.harmouchi@bechtle.com)

Video/Chat: [MS Teams](#)

Web: [bechtle.com](http://bechtle.com)

DSGVO/GDPR: [Privacy Policy Art. 13,14](#)



\*\*\*Process End\*\*\*



## Escalation Matrix

Name	Level	Email Address	Landline/Phone Number
Bhaswar Banerjee	Level 1	bhaswar.banerjee@sas.com	N/A
Agnieszka Bartuzi	Level 2	agnieszka.bartuzi@sas.com	+48 22 560 45 83
Beata Kienorow-Gulan	Level 2	beata.kienorow-gulan@sas.com	+48 22 560 45 69