A black background with a black square

Description automatically generated with medium confidence

**Belgium SOP & Exceptions**

Table of Contents

[I. Job Sub-Tasks Aid – Invoicing Customer via Bechtle (Broker) 1](#_Toc202874806)

[A. Key points when setting up a contract for Bechtle 1](#_Toc202874807)

[a) General Principles: 1](#_Toc202874808)

[B. Step-by-Step Invoicing Protocol 1](#_Toc202874809)

[a) Contract Set-up 1](#_Toc202874810)

[b) Bechtle Order (Annex III) 2](#_Toc202874811)

[c) In FUSION Billing Precaution 2](#_Toc202874812)

[d) After Acceptance 2](#_Toc202874813)

[e) Example of Signed Acceptance ANNEX IV 4](#_Toc202874814)

[f) Final Step 6](#_Toc202874815)

[g) ⚠️ Important 6](#_Toc202874816)

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)

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

## Key points when setting up a contract for Bechtle

### General Principles:

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

## Step-by-Step Invoicing Protocol

### Contract Set-up

1. Follow the standard procedure: [PTC 1.1 Create Contract Process Job Aid](https://sasoffice365.sharepoint.com/:b:/r/sites/Finance/Document%20Library%20%20Project%20Accounting/PTC%20Processes%20%26%20Guidance/1.1%20New%20Contract%20(Finance%20Only)/PTC%201.1%20Create%20Contract%20Job%20Aid.pdf?csf=1&web=1&e=dQKH5h) (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

**A close-up of a computer screen

AI-generated content may be incorrect.**

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

A document with text and numbers

AI-generated content may be incorrect.

### 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)

A screenshot of a computer screen

AI-generated content may be incorrect.

### 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*]

1. This prevents invoicing before **signed acceptance** is received.A screenshot of a computer

   AI-generated content may be incorrect.

### 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

A screenshot of a computer

AI-generated content may be incorrect.

### Example of Signed Acceptance ANNEX IV

A document with red text and numbers

AI-generated content may be incorrect.

A screenshot of a computer screen

AI-generated content may be incorrect.A screenshot of a email

AI-generated content may be incorrect.

### 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

A screenshot of a computer

AI-generated content may be incorrect.

### ⚠️ 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.

A screenshot of a computer

AI-generated content may be incorrect.

\*\*\*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 |