

New Resale Validation - CBRE Invoicing- Supplier

Frequently Asked Questions

1. What is the purpose of the new Resale Validation feature?

The Resale Validation feature aims to enhance the accuracy of sales tax processing on Accounts Payable invoices and expedite the identification of resale-eligible purchases. It thereby streamlines workflows, reduces manual corrections, and ensures compliance with tax validation requirements.

2. When will the Resale Validation feature be implemented?

The feature will go live on August 8, 2025.

3. Which entities are affected by these changes? The changes apply to the following entities:

- GWS US 12010, POs starting 12USP
- GWS US 10185, POs starting 10LS
- GWS US 12090, POs starting US12000
- GWS US 12402, POs starting 12DUS
- TT PJM GWS US 10432, POs starting USPJM
- TT PJM GWS US 10433, POs starting USPJM

4. How will I know the resale status of a Purchase Orders?

The resale flag is displayed on each line as Resale Yes or Resale No. All open POs will be updated to reflect the resale status. Beginning the week of August 11, these will be visible in Coupa and sent to you as a PO Change/Revision so that you can submit invoices accordingly. No action is required in response to these PO change notifications.

If you use Coupa Supplier Portal (CSP) or Supplier Actionable Notification (SAN), you will get real-time alerts for any issues so you can address them promptly. Click [here](#) to access our training guides.

5. What if my invoice contains both resale 'Yes' and resale 'No' lines?

If there is a combination of Resale 'Yes' and Resale 'No' on the purchase order, you will have to create two separate invoices. Reference the Create an Invoice – Resale Tax job aid [here](#).

- a. InvoiceA should include all resale 'Yes' PO lines or items.
- b. InvoiceB should include all resale 'No' PO lines or items and apply header tax as appropriate.

6. What happens if I'm unable to submit an invoice?

Invoices cannot be submitted if they include sales tax on a Purchase Order line that is flagged as eligible for resale. Remove the tax from the invoice and try to resubmit the invoice. Reference the Create an Invoice – Resale Tax job aid [here](#).

7. How will I be notified that an invoice has been disputed or voided?

If an invoice is disputed, a notification will be sent to the email on file. If you use CSP (Coupa Supplier Portal) and have notifications enabled, you will also receive the dispute notification there.

8. Where can I find the CBRE resale certificate?

You can find a link to the current resale certificate at the bottom of every purchase order and in the email notification you have received with the purchase order details.

9. What if I need additional support or have questions?

For any additional questions or support, you can reach out to the PO Requester noted on your purchase order.

10. How should I submit my invoices now?

You can find a new job aid titled [Create an Invoice – Resale Tax](#) available on the [CBRE Supplier Training Portal](#)

11. Can I uncheck the resale box if taxes should be paid?

No. If you manually uncheck the resale box, the invoice may be submitted, but it will be disputed and returned to you for correction.