

Being a
proximus
Supplier

Working together
for greater efficiency

Invoicing Charter



Suppliers
respect the
Invoice Charter



Proximus pledges
to reduce
administration
time and improve
the quality of
invoice processing.



Greater
efficiency for
Proximus and
its suppliers

Proximus distributes this charter for all suppliers delivering goods and services to Proximus and his affiliates.

This document aims to facilitate administrative exchanges between Proximus and its suppliers leading to reduced payment times and improved quality.

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We encourage you to read this document attentively and to follow the required procedures. Should you have any further questions, please contact your usual Buyer or Proximus Accounting.

Table of Contents

- Deliveries.....3
 - Delivery conditions3
 - Delivery Location by Products.....3
- Invoicing4
 - Invoicing4
 - Obligatory Option 1 for sending the invoices:5
 - Option 2 for sending the invoices:5



Deliveries



Delivery conditions

To ensure that the delivery process runs smoothly, flawlessly and safely, the delivery requirements must be strictly complied with.

This is in the interests of both Proximus and the supplier. Goods delivered in the correct way will be received correctly, which in turn means that your invoices can be paid correctly - and on time.

The Proximus employees in charge of receiving goods will check if your deliveries meet the delivery requirements. In case of a non-compliance, the receiving process and our ability to process goods will be slowed down.

Any delivery that does not conform to these requirements may be refused which will have an impact on our evaluation of the service you provide.

Any material must be delivered packaged in accordance with the applicable regulations. The packaging must provide sufficient protection to withstand reasonable dry, unheated environmental conditions and normal handling during loading, unloading, storage and forwarding.

The type the manufacturing number. The manufacturing date (or week) and the Proximus stock number must be indicated clearly on each unit, including on any prototypes. For material that exists in different versions (e.g. software version in an EPROM), each version must be clearly identifiable, i.e. it must feature a new identification number, version number or tag on the EPROM. If requested by Proximus, the supplier should include bar codes (EAN 13) on the packaging.

The supplier must comply with all the relevant European Community Directives on packaging

Delivery Location by Products

Please refer to the specific manual on our Supplier Portal at www.proximus.com/suppliers.

Invoicing



Invoicing

The supplier may only invoice after issuance of a good receipt or a service entry, if not otherwise stipulated in a separate supplier agreement.

Invoices will be paid at agreed terms and/or in accordance with Proximus' General Terms.

Invoices shall be provided in accordance with Belgian Law.

Invoices need to bear the following information:

- ✘ Purchase Order number (= PO number) and/or Cost Centre number (= CC number);
- ✘ Full name, address and VAT number of Supplier and Proximus;
- ✘ Issuance date of the invoice, date of delivery;
- ✘ Description. Quantities and corresponding values of the invoiced items;
- ✘ Each invoice can only refer to one Purchase Order;
- ✘ Proximus does not accept partial invoices unless otherwise agreed.

✘ Invoices lacking the information mentioned here above shall not be processed, rejected and returned!

✘ Invoices with following faults shall not be processed, rejected and returned!

- ✘ incorrect invoice;
- ✘ supplier VAT number is different from VAT number on PO;
- ✘ incorrect or missing PO number;
- ✘ quantity different from PO;
- ✘ additional ITEM which is not on the PO;
- ✘ PO or ITEMS are obsolete / have been deleted;
- ✘ PO is already invoiced;
- ✘ when the Goods-Receipt or Service-Receipt has been refused;
- ✘ when price difference exceeds internal thresholds.

✘ Defaulting invoices need to be replaced by a new invoice and the credit note for the defaulting invoice shall stay with the accounting of the supplier.

For questions and information about invoicing please refer to: apc.helpdesk@proximus.com.

Obligatory Option 1 for sending the invoices:



By e-mail in **PDF-format**:

This facility is subject to the following rules:

- ✂ Only invoices, debit and credit notes may be sent;
- ✂ Invoice = 1 PDF-file (annex included if any);
- ✂ One e-mail can contain more than one PDF-invoice, but may not contain more than 1MB per e-mail;
- ✂ The PDF-invoice may not consist of more than 10 pages;
- ✂ The PDF-invoice for a **Purchase Order number** (=PO) beginning with **75** has to be sent to APC.PDF.TEL.invoices@proximus.com;
- ✂ The PDF-invoice for VAT No. **BE 0202.239.951** (= **Proximus**) has to be sent to APC.PDF.BGC.invoices@proximus.com;
- ✂ The PDF-invoice for VAT No. **BE 0875.092.626** (= **SIA-Skynet !motions Activities**) has to be sent to APC.PDF.SIA.invoices@proximus.com;
- ✂ The PDF-invoice for VAT No. **BE 0477.931.965** (= **IMMO-ConnectImmo**) has to be sent to APC.PDF.IMMO.invoices@proximus.com;
- ✂ The e-mail may only be sent once;
- ✂ Do not sent a paper copy;

All other documents and questions (such as statements and/or requests for information) must be addressed to apc.helpdesk@proximus.com.

Option 2 for sending the invoices:

By regular mail as paper invoice:

An invoice resulting from a **PO** beginning with **75** has to be sent to:

Proximus
BP 10999
1140 Evere Haacht

Any other invoice for Proximus has to be sent to:

Proximus
BP 10600
1140 Evere Haacht