

# SUPPLIER GUIDELINE

## Invoices for accounting purposes

### 1. Introduction

In order to ensure the fastest possible invoice verification and consequently payment, it is necessary that invoices, credit memos and delivery notes are correctly issued and contain all required information.

This guideline defines these requirements. The following information for invoices also applies analogously to credit notes. Stadler Rail Service Deutschland GmbH reserves the right to make adjustments at any time. Invoices which are not issued in accordance with this Guideline may be subject to delays in payment or to rejection of the invoice.

### 2. Legal requirements

Each supplier is responsible for issuing invoices in accordance with applicable laws and regulations in the respective country of the supplier.

### 3. Deliveries to Stadler Rail Service Deutschland GmbH

Please refer to the applicable standards and guidelines for all necessary information regarding deliveries to Stadler Rail Service Deutschland GmbH.

### 4. Invoices for Stadler Rail Service Deutschland GmbH

#### 4.1 General

The invoice recipient is always the ordering company.

Deliveries to a warehouse outside of Germany (e.g. Austria or Poland) must always include the country-specific VAT ID of Stadler Rail Service Deutschland GmbH.

The standard procedure for the order process at Stadler Rail Service Deutschland GmbH requires the supplier to be provided with a 10-digit order number. This must then be listed on all documents, order confirmations, invoices, credit memos, delivery notes.

Stadler Rail Service Deutschland GmbH reserves the right to reject all documents without an order number.

To assign delivery documents to invoices, the delivery note number must also be listed on the invoice.

#### 4.2 Article details

In order to avoid delays in the processing of invoices and thus in the timely settlement, it is mandatory to provide our SAP / material number (STAP ID). The supplier article numbers can also be specified. Each order item may also only be listed once on an invoice.

#### 4.3 Unit of quantity

The purchase order quantity unit listed in the order must be specified for the quantity delivered. This can be, for example, pieces or hours.

#### 4.4 Prices and discounts

The prices and currencies of the invoice must match the currently valid price and the currency at the time of the order.

The invoice lines must show the value after deducting all invoice-related discounts.

**For example:**

quantity	unit	Net price/unit	discount	total net value
2	piece	10,00	10%	EUR 18,00

As a rule, a cash discount must be disclosed separately. However, it is sufficient to specify the agreed payment terms.

## 4.5 Document flow

A continuous flow of vouchers must always be guaranteed, i.e. there must be a separate delivery note and a separate invoice for each order.

**Invoices for which more than one Stadler-order number is invoiced cannot be processed and return to the supplier unposted.**

EVERY delivery note and EVERY invoice must contain the Stadler-order number.

If, in exceptional cases, an order is not placed via the system, the Stadler-order number can be omitted. In these cases, Stadler must include the requester on the invoice.

The invoice must also contain a valid VAT ID and tax number of the supplier. In order to ensure payment, we ask that IBAN and BIC be listed. In addition, the regulations of Section 14 of the UstG regarding the formal correctness of the incoming invoices apply.

This principle also applies to centrally triggered orders which are delivered directly to the respective branches. Group invoices for deliveries of merchandise are not permitted.

Each invoice must be issued in analogy to our order. Invoice lines must also be listed in accordance with our order lines, i.e. invoice line 1 always calculates order line 1, invoice line 2 calculates order line 2.

Order lines not delivered should be listed on the invoice with invoice quantity 0. If freight or additional costs have been agreed, these costs must be listed on the goods invoice as a separate invoice item.

## 4.6 Special features for invoices issued by non-EU suppliers

Supplier Invoices from non-EU countries (so-called third countries) to the European Union or from the European Union to third countries are subject to special customs and foreign trade conditions.

## 5. Subsequent and Backlog Deliveries

No subsequent or backlog deliveries are permitted.

Undelivered goods are ordered by the acceptance points or the central warehouse accordingly, which results in a new order number being generated, which in turn requires a separate invoice.

Substitute items must also not be delivered if another ordered item is not available.

We reserve the right to refuse to accept such articles or to arrange for a return.

## 6. Other services

Invoices for other services are based on orders that may not have a Stadler-order number. These invoices must contain the e-mail address of the purchaser/requestor.

Stadler Rail Service Deutschland GmbH reserves the right to reject invoices without specifying the e-mail address.

If the order is placed with a 10-digit order number, the same requirements apply as described in chapter 4.

## 7. Master data

### 7.1 Supplier master data

Before the first invoice is issued, each new supplier must provide Stadler Rail Service Deutschland GmbH with its relevant master data using a supplier master sheet. Together with the signed master sheet, we request the sending of a copy of invoice or a business letter form in unchangeable format (e.g. PDF), which includes at least the company name, address, VAT ID (or tax number if no VAT ID exists) and the bank account to be used. International transfers are made on a shared cost basis. The supplier shall bear all costs incurred by the bank he uses or by an intermediate bank.

To make it easier to contact us, please provide us with an e-mail address for the accounts receivable department. This means that notifications and/or credit notes/debit notes can be sent electronically.

### 7.2 Article master data

Changes to the article master data must be coordinated with the known contacts without delay and confirmed. Master data changes for orders that are still open are not permitted.

## 8. Invoice despatch and addresses

### 8.1 Invoices by e-mail

We expect that **all** invoices will be sent by e-mail as PDF attachments to:

*Rechnungseingang.DE@stadlerrail.com*

are shipped.

Please note that only invoices/credit notes may be sent to this e-mail address. Other correspondence is neither forwarded nor processed via this address.

Formats other than PDF (e.g. .zip, .docx, .xlsx, .tif) cannot be processed.

<b>PDF Requirements:</b>	Colour:	- Colour scheme
	Pixels:	- min. 300 dpi
	Content:	- each PDF file contains an invoice - multiple PDF attachments are permitted per e-mail - files must not be password-protected

We kindly ask you to include all attachments such as delivery notes, performance records, fire protections/ -certificates, guarantee copies, exemption certificates, records of any kind, etc. in the initial PDF file of the invoice itself. Each additional PDF file of the e-mail is recognised by the system as a separate invoice and the corresponding attachments lose their reference to the original invoice.

If you send the invoice electronically, please stop sending the hardcopy immediately.

### 8.2 Invoices as hardcopy

If, exceptionally, electronic shipping is not possible, the paper invoice must be sent in single hardcopy to the following postal address of the respective company without exception:

*Stadler Rail Service Deutschland GmbH  
Hertzstr. 63a  
13158 Berlin  
Germany*

**This applies exclusively to the sending of the invoice, the invoice address itself must remain the company headquarters of the corresponding Stadler company.**

## 8.3 Payment reminders / dunning letters

Please send payment reminders in PDF format to the following e-mail address:

*TeamService.DE@stadlerrail.com*

Please refrain from sending reminders in paper form as this may result in a more time-consuming workload, which in turn may result in late payment.

## 9. Payment follow-up processes

### 9.1 Requests for payments

Unpaid invoices must be requested via the e-mail addresses listed below and sent again only on request.

For payments made directly by Stadler Rail Service Deutschland GmbH, please contact:

*TeamService.DE@stadlerrail.com*

### 9.2 Debit notes/credit notes

If debit notes are issued on our part, we do not expect credit notes from you. Instead, we expect corresponding identical bookings from you.

If you have an alert, please send it to the following email address:

*Avise.DE@stadlerrail.com*