

Invoice instructions

When supplying goods or services to Vos Logistics, the invoice you issue to us must comply with the instructions defined in this document. Only that way we can process and pay your invoices in a structured and efficient way. Not complying with these instructions will lead to refusal of your invoice and impact the handling and thus payment of your invoice.

GUIDELINES

- ✓ The invoice address is communicated by the specific Vos Logistics company to whom you provide your goods or service. If no invoice address was communicated, please ask for it. The correct invoice address as communicated, must be on the invoice.
- ✓ Your own company information must at the very least contain: 'Company name', 'Company address', your VAT number and your IBAN bank account number.
- ✓ We only consider digital invoices via e-mail. The e-mail address for invoicing is communicated to you and always starts with 'invoices' For example: *invoices.vsol.023@voslogistics.com*. This e-mail address is only used to receive invoices.
- ✓ Any invoice and other related documentation always needs to be in PDF format.
- ✓ An attachment may only contain one invoice. Multiple invoices in the same e-mail are only accepted as separate attachments.
- ✓ One invoice with separate supporting document files is accepted. Note that the invoice must be the first attachment.
- ✓ When submitting multiple invoices and supporting documents:
 - Option 1: save each invoice and its corresponding attachment(s) into a combined PDF file per invoice. Your e-mail is allowed to contain multiple invoices.
 - Option 2: send each e-invoice with its corresponding attachments in a separate email.
- ✓ Only send an invoice once.
- ✓ ZIP files (or any other file formats) will not be considered.

QUESTIONS AND COMMUNICATION

Your invoices are carefully handled by our Shared Service Centre, which is located outside of the Netherlands. Therefore, please communicate in English. For any questions, disputes, or other communication related to invoicing, please contact our Shared Service Center. Their e-mail address is communicated to you by the specific Vos Logistics company to whom you provide your goods or service. It always starts with 'creditors'. For example: *creditors.vsol.023@voslogistics.com*.

