

Global Invoicing Guidelines for Solenis suppliers

(Vendors Managed Outside Coupa Portal)

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1. Purpose & Applicability

This document outlines the global billing and invoice submission guidelines for Solenis vendors who do not use the Coupa platform. It provides the required standards and submission channels to ensure timely and accurate invoice processing.

These guidelines apply to all vendors submitting invoices via:

- Region-specific email addresses (PDF submission)
- Physical mail (only if mandated by local regulations)

2. How to Submit Invoices

A. Email Submission (PDF Format Only)

- Submit invoices as PDF attachments to the designated regional email addresses (*Country-specific invoice submission addresses*)
- Use the PO number and invoice number in the email subject line wherever possible.
- Attach only one invoice per PDF; however, you may include multiple PDF invoices in a single email.
- Do not submit Scanned images, Word documents, or Handwritten copies as invoice submissions.
- The total size of all attachments in a single email must not exceed 25 MB, in line with standard Outlook limits.

B. Physical Invoice (Only if Required)

- Submit physical invoices to the local mailing address specified in the relevant regional annexure; these will be scanned by the designated team and forwarded to the appropriate AP email address, with scans accepted only in PDF format
- Include all relevant supporting documents, such as goods received notes, delivery challans, proofs of delivery, packing lists, timesheets, approval emails, and tax certificates, ensuring a clear and well-organized invoice packet so that AP can quickly match, verify, and post the invoice without follow-up for missing details.
- Mention the PO number and vendor code on the envelope, where applicable.

C. Country-specific electronic invoice format

- If country regulations require a specific format or submission method for electronic invoicing, all applicable local laws and regulations must be strictly followed.
- Solenis will accept electronic invoices that are submitted in full compliance with the country-specific legal and regulatory requirements.

3. Mandatory Invoice Information

All invoices must include:

- Valid Purchase Order (Purchase order) Number
- Supplier Legal Name and Address
- Invoice Number (unique)
- Invoice Date
- Solenis Legal Entity Name
- Ship-to Address (as per Purchase order or contract)
- Invoice Currency
- Tax Registration Numbers (Supplier and Solenis)
- Line-Item Details (Description, Unit of Measure, Quantity, Unit Price)
- Total Tax Breakdown
- Gross Invoice Value
- Payment Terms (as per Purchase order /contract)
- Remit-to Address
- Bank Details
- Attachments (delivery notes, tax certificates, etc.)

4. Invoicing Without PO (Exceptional Cases)

Solenis maintains a "No Purchase order, No Pay" policy. Invoices that do not include a valid Purchase order will be returned to the vendor and will not be processed for payment, except where a pre-approved exception applies.

Such invoices must:

- Refer a valid contract or internal transaction number
- Be pre-approved by the designated Solenis contact
- Include approver name and email address for validation

This method should only be used if explicitly communicated by the Solenis procurement or finance team.

5. Common Rejection Reasons

- Missing or invalid Purchase order Number
- Incorrect Solenis legal entity or remit-to address
- Unsupported format (e.g., non-accepted file type such as image-only scans, Word/Excel/ZIP files, or files that are corrupted or not machine-readable)"
- Mismatched quantity or pricing details
- Incomplete tax or bank details
- Missing mandatory documents where relevant (Goods received note / delivery challan / proof of delivery/Packing list, timesheets, approval emails, tax certificates etc)

6. Re-submission of Rejected Invoices

- Rejected invoices must not be amended and re-used; instead, cancel the original invoice and issue a new, corrected invoice.
- The new invoice should reference the original invoice number and the reason for resubmission
- Payment processing timelines reset with corrected submission

7. Invoice Status & Payment Tracking

Vendors are encouraged to track invoice and payment status through the Vendor Inquiry Portal, where available. Alternatively, vendors may contact the regional Helpdesk mailbox (*Country-specific query submission addresses*) to raise a ticket for invoice-related queries.

8. Help & Support

- For region-specific contacts and requirements, please refer to the relevant regional annexure (*Country-specific query submission addresses*)

9. Regional Annexures

Refer to the Regional Annexures section for country-specific information, as each annexure provides:

- Solenis legal entities and corresponding tax registration numbers for that country/region
- Country-specific invoice submission email IDs
- Country-specific query helpdesk email IDs