

## ACCOUNTS PAYABLE CHARTER

### Guidelines for third party vendors

#### Vendor set up and ordering process

- **New vendors** must provide as a minimum the following information: official name, full address, bank details, VAT ID number as stated on vendor's letter-headed paper. In addition, new vendors need to supply at least one contact name and his/her email address. Without this information, vendors will not be set up and no purchase order can be raised nor payment made.
- Formal **Purchase Orders** (PO) will be sent to you for all orders placed by us. The PO number has to be quoted on your invoices.
- All PO's make reference to our **General Terms and Conditions of Purchase** which are binding for any order we place. The General Terms and Conditions of Purchase are available on this website [General Terms and conditions of purchase.pdf](#). Any deviation from these needs to be approved in writing by an authorised signatory in order to be legally binding. The explicit or tacit acceptance of a PO implies the acceptance of the General Terms and Conditions of Purchase.

#### Invoicing

- Invoices must be sent to the attention of "**SSC Accounting**" without exception to ensure a prompt treatment.
- Vendors should submit their invoices **timely** to allow for review and approval.
- Invoices must clearly make reference to the communicated **PO number**. A **separate invoice** is required for each PO issued to you. Invoices which relate to multiple PO's will be returned to you unprocessed.
- Invoices must clearly follow the **PO structure** and allocate each invoiced item to the cost centre or WBS number provided on the PO.
- Vendors who make **multiple shipments** under one PO must only submit one invoice per month. This invoice must provide a breakdown by cost centre.
- Invoices must meet the **minimum legal requirements** for invoices as defined in the European Union pursuant to Council Directive 2006/112/CE. Invoices which do not meet this standard will be returned to the vendor unprocessed.
- **Pro forma invoices** will not be accepted.
- **E billing** is not accepted unless explicitly approved by the Company.

## Payments

- All invoices require **approval** before payment. It is the responsibility of the vendor to ensure the invoice is compliant with legal requirements and the instructions contained in these guidelines.
- The Company pays all compliant invoices **on time**. The expectation is that vendors who at the same time are customers also pay on time.

## Vendor queries

- Vendor queries relating to **accounting issues**, e.g. formal invoice requirements, breakdown by cost centre, etc. will be addressed by the RTL Shared Service Center (SSC). The A/P service within the SSC will not take phone calls or receive visitors outside the official opening hours. These are from Mon to Fri from 13:00 till the end of business.
- Vendor queries relating to **business issues** (quantity and quality of supplies, price, etc.) need to be directed to the PO creator. On no account will the SSC intervene.

## Other

- All **communication** should be in English.
- Under certain conditions, the Company may agree to payment by **direct debit** under the condition that no debit is made prior to the receipt of the invoice. It is understood that direct debit agreements can be cancelled at any time and without notice.
- Vendors are discouraged from sending **monthly statements**.
- In certain intervals, often in connection with an ongoing audit, the Company will contact vendors to **confirm open balances**. The expectation is that confirmations are issued the vendors timely and in the suggested format.
- It is understood that vendors are solely responsible for complying with relevant tax and legal requirements. On no account will the Company be held responsible for any non-compliance.