



Invoice Instructions

For timely payment of your Invoices

1. Introduction

FrieslandCampina's suppliers are a critical link in our vision to build a more sustainable future. We are committed to pay our suppliers accurately and on time. Invoices of suppliers that follow the below instructions can be processed and paid efficiently.

2. Invoice content requirements

Purchase Order (PO) Invoices

Suppliers must prepare invoices, based on the requester's PO, containing the following information:

- PO number (Contact your FrieslandCampina point of contact if you have questions about the PO that you should use on your invoices).
- Delivery date.
- PO line item number.
- Description of the product or service exactly as it appears on the FrieslandCampina PO.
- Unit of measure. Please ensure the Unit of Measure matches with the PO.
- Currency. Please ensure the Currency on the invoice is the same as the currency on the PO.
- Unit price.
- Item quantity.

Important to know:

- PO Supplier entity = Invoice Supplier. Make sure the invoice is sent from the same legal entity and VAT number as mentioned on the PO.
- One and only one PO per invoice should be used.

Non-Purchase Order Invoices

Suppliers submitting invoices for goods or services that fall into one of the exempted categories may invoice FrieslandCampina without a valid FrieslandCampina PO number.

Non-Purchase Order Invoices should contain the following information: Name and e-mail address of the FrieslandCampina employee requesting the product or service (e.g. John Smith, john.smith@frieslandcampina.com), Cost Center, Internal order or WBS. Ask your business contact for these details.

Important to know:

- Suppliers shall prepare a separate invoice for each shipment or service order
- Suppliers shall also provide such evidence as the Buyer may reasonably require in support of the invoice.

General requirements All Invoices

Regulatory and/or Compliance requirements:

- The document must be an invoice or a valid substitute (Note: Pro-Forma invoices, Purchase Orders, Statement of Accounts, Reminders, Letters, etc are not allowed for processing).
- The invoice/document must be readable.
- The invoice cannot be dated before the delivery of goods or services.
- The Invoice cannot not be a duplicate (double submission).



Invoice Instructions

For timely payment of your Invoices

Invoices should contain the following information:

- The correct and complete FrieslandCampina Company Name and VAT/Tax Registration Number (where locally required) must be stated on the invoice.
- Invoice date & number.
- Your complete/registered VAT/Tax ID Number.
- Your complete/registered bank details.
- VAT rate and VAT amount.
- Currency.
- Delivery address.
- Breakdown of the gross and net invoice values (Tax amount provided).
- Supplier's phone number and remit-to address.
- E-mail address where we can contact you if there are issues with the invoice.

3. Invoice submission method

3.1. XML

Suppliers issuing more than 100 invoices annually are requested to use XML invoice data transfer as the primary method. Any exceptions to this rule must receive approval from the Procurement Leadership.

The preferred method to send XML invoices should be via PEPPOL network, mandatory government portal (if applicable) or it can also be sent via email.

If sending via email, ensure that below is followed:

- Both PDF and XML files of each invoice are included in the same email or the XML contains an embedded PDF (preferred).
- In case of XML invoicing processed a government portal is not mandatory, XML invoices must be sent to invoices.xml@frieslandcampina.com.
- Multiple XML invoices can be included in one email, and each XML file will be processed as a separate invoice. Remember to include 1 PO per invoice conform RFC policy.
- Note that invoices in any other format or other types of information sent to this XML email will not be processed.

If you have questions regarding XML, please contact: e_invoice.helpdesk@frieslandcampina.com

3.2. Coupa Supplier Portal

Suppliers issuing less than 100 invoice annually are requested to use our Coupa Supplier Portal.

In case our Purchase Order starts with 32 or 47, you have the below 2 options to submit your invoice:

- PO Flip via the Coupa Supplier Portal
- PO Flip via the email (Supplier Actionable Notification)

If invoices are submitted via one of the above methods, suppliers should not send duplicate invoices via e-mail or XML.

In general: Do not use multiple methods for submitting the same invoice.

In order for invoices to be processed via one of the above preferred methods, please make sure to have registered according to the FrieslandCampina guidelines provided to you. If you have questions on how to register, please contact:

Procurement.SupplierOnboarding.EMEA@Frieslandcampina.com



Invoice Instructions

For timely payment of your Invoices

3.3. Invoicing alternatives

EDI and cXML are approved alternatives, however they must be validated by your Friesland Campina's contact and IT Department.

PDF invoices should only be sent out as a last resort and must be approved by your Friesland Campina contact. Below, are the general rules to invoice us in PDF:

- Invoices can be e-mailed to the e-mail address as quoted on the Purchase Order. Usage of the correct e-mail address is critical as it determines in what entity the invoice is booked.
- Invoices are to be attached as PDF files and one PDF is to contain one invoice. Attachments (if applicable) should be included in the invoice PDF.
- There can be multiple PDF invoices included in one e-mail and each of the PDF files will be processed as one invoice.
- Sending invoices in any other format is not allowed and these documents will not be processed.
- The first page of the PDF attachment should be the first page of the invoice.
- Only invoices should be delivered to the invoicing e-mail address. Any other information is discarded.

4. Rejection

Supplier Invoices that do not comply with the above requirements will be rejected

FrieslandCampina wants to pay her suppliers in accordance with agreed terms. We greatly appreciate your cooperation in adhering to these requirements as it will help us to process your invoice faster. Non-compliance with these rules may result in invoice rejection or delayed payment as well as additional communication and coordination between our companies.

The following examples lead to delays:

- Sending the same invoice multiple times.
- Sending an invoice to an e-mail address other than the e-mail address that was quoted on the PO.
- Faxing an invoice or sending it by regular mail as opposed to e-mailing the invoice.
- E-mailing a single PDF file with multiple invoices embedded (the invoices after the first will not be processed).
- E-mailing a ZIP file invoice or similarly unreadable format.
- Not including a PO number or a FrieslandCampina contact's e-mail on the invoice.

5. We are here to help you

For general Accounts Payable questions, contact FrieslandCampina Accounts Payable teams (email addresses below). For specific PO questions, you should contact your FrieslandCampina Buyer or FrieslandCampina Field Representative directly.

Entity	Email address
PT Kievit (Salatiga)	FSSCKL.AP.ProcessingID_Kievit@frieslandcampina.com
PT Frisian Flag Indonesia	FSSCKL.AP.ProcessingID_FFI@frieslandcampina.com
Dutch Lady Milk Industries	FSSCKL.AP.ProcessingMY@frieslandcampina.com
FC Ingredients North America	APUSA@frieslandcampina.com
FC Romania	RO.AP@frieslandcampina.com
FC Russia	RU.AP@frieslandcampina.com
FC Belgium (3520,7511)	BE.AP@frieslandcampina.com
FC France (3530, 3540)	FR.AP@frieslandcampina.com
FC Italy (3550)	IT.AP@frieslandcampina.com
FC Spain (3560)	ES.AP@frieslandcampina.com
FC Denmark (7509)	DK.AP@frieslandcampina.com
FC Sweden (7508)	SE.AP@frieslandcampina.com
FC France Cheese (3650)	FR.AP@frieslandcampina.com
FC UK (3820)	UK.AP@frieslandcampina.com
FC Germany GmbH (3330,3670)	DE.AP@frieslandcampina.com
FC Middle East (3170,3180,5170,5180)	ME.AP@frieslandcampina.com
FSSC Hungary (7140)	HU.AP@frieslandcampina.com">HU.AP@frieslandcampina.com
FC Netherlands	FSSC.Support.AP@frieslandcampina.com



Invoice Instructions

For timely payment of your Invoices

APPENDIX A: DETAILED GUIDELINES

1. Use the correct FrieslandCampina Company Name (Legal Entity)

Invoices should be electronically submitted through FrieslandCampina's approved means (e-invoicing, e-mail) after the delivery has been completed and confirmed acceptable.

Invoices should be billed to the correct FrieslandCampina entity. This means that the (1) Correct Legal Entity Name, (2) Entity Address and (3) the specific VAT Registration number should be used, for the invoice not to be rejected.

Incorrect Address Listing	Correct Address Listing
FrieslandCampina	FrieslandCampina Nutrifeed BV
Lage Landstraat 7	Lage Landstraat 7
5462 GJ Veghel	5462 GJ Veghel
	VAT Nr: NL812540359B01

2. Make sure that the invoice is legible and readable:

- It is important that the invoice is legible and includes complete and correct attachment(s). Overwritten invoice details are not acceptable and will be rejected.
- Handwritten invoices are not accepted as these may cause errors & inefficiencies in the process.
- Send your invoices through the appropriate transmission channel – Do NOT send invoices twice.
- If you have signed-up for an electronic invoicing agreement with FrieslandCampina, you are only allowed to submit invoices exclusively via the Coupa or Basware platform.
- Submitting hardcopy invoices will be rejected automatically by our mailroom team.

3. Know and indicate your Purchase Order number on the face of the invoice

With the implementation of a No PO, No Pay policy, and the aim of achieving 100% P.O. compliance, most FrieslandCampina purchases require a Purchase Order (PO), which is typically transmitted to your sales department per e-mail or fax.

If you have not received it, please approach your contact person in FrieslandCampina. PO numbers are required for us to process your invoice, therefore please make sure to consider the following:

- The Purchase Order is indeed listed for the purchase you are invoicing.
- The FrieslandCampina entity, which issued the Purchase Order, should match the FrieslandCampina entity indicated on your invoice.
- Purchase Order numbers should use the correct format (see below sample) as validation of invoices is partially automated.

How to quote the PO number

Incorrect	Correct
4500123954/10 (PO line item added)	4500123954 (PO line item in separate field)
4700000123458 (more than 10 digits)	4700123458 (exactly 10 digits)
4800458923	PO numbers always start with 30, 31, 32, 45 or 47

On our Purchase Order you can find all necessary details, including the correct PO Number and correct FrieslandCampina entity.



Invoice Instructions

For timely payment of your Invoices

State the PO Line Item number and delivery note on each invoice line:

- Line Item: A Purchase Order (PO) may have multiple line items which are numbered as 10, 20, 30, and so on; stating both PO and Line Item number for each invoice line allows us to post your invoice much faster (in some cases even automatically on receipt). It will be beneficial if PO line items on the invoice follow the same split as the Good Receipts.
- Delivery Note (where applicable): If you provide goods or services to FrieslandCampina, the delivery note is a critical piece of information that will allow us to match your invoice to the appropriate goods receipt recorded on the PO.
- Be sure to check the purchase order information (unit of measurement, currency, and quantity).
- Unit of Measurement: If the PO is issued in kilograms, use kilograms as the unit for your invoice. Using a different Unit of Measure would create unnecessary discrepancies and your invoice would require additional processing and approval before it could be released.
- Currency: Please make sure the currency of your invoice matches the currency used in the PO. Otherwise an incorrect payment might be made due to exchange rates.
- Quantity: The quantity on the invoice should not be higher than that stated on the Purchase Order. Otherwise, it will create a discrepancy that has to be coordinated with different parties for resolution.
- If a material number has been provided, please include it on the face of the invoice.

4. Know your contact person at FrieslandCampina

Invoices submitted should always bear the name and e-mail address of the contact person you work with at FrieslandCampina. This is especially critical for invoices that cannot be processed using Purchase Orders. Absence of this results in delays or errors in processing.

Include and indicate your VAT Registration (Tax ID) Information: If the data stated on the invoice does not match our vendor master data records, your invoice will be put on hold for investigation. Therefore if your company's name, address or VAT registration number has changed, please notify us and include a copy of the invoice with a completed vendor update form so that we can update our database before your invoices reach due date.

Please ensure the invoice amount is correct and the breakdown of the total invoice amount is provided. Incorrectly calculated invoices, like VAT or the total amount, will require further coordination and may result in delays to the process. Correct tax rate should also be reflected on the face of the invoice.

5. Other key information requirements that enables timely payment

Include the bank details where you expect the payment to be made to. For any change or request to add bank details, please send us a notice together with a copy of the invoice and a completely filled out vendor update form.

Cost Center or Work Breakdown Schedule (WBS): In the limited circumstances that the invoice could not be processed using Purchase Orders, kindly seek assistance from your contact person at FrieslandCampina and ask them to provide you with a Cost Center OR WBS element number. Once provided, please ensure to indicate this information together with the e-mail address and name of your Contact person on the face of the invoice.



FrieslandCampina 

Invoice Instructions

For timely payment of your Invoices

6. What if my invoice was rejected?

A rejection message together with a copy of the rejected invoice will be sent to you via e-mail. A rejected, non-compliant invoice, will not be processed for payment. Therefore it is necessary to send a new, correct document using the correct submission method. Should you have any questions regarding rejections, please feel free to contact us.