

# Invoice Instructions for Vestas Suppliers

To ensure prompt and timely settlement of your invoices, please read carefully the following requirements in English. If you wish to read the invoice instruction in other languages, please follow the links below:

Vestas is transitioning to fully digitalized procurement. This means that it may be required to submit a digital invoice created from our digital PO. This will be evident from the format and instructions included in our purchase order.

If local country requirements prohibit a digital or PDF invoice, a hardcopy invoice should be submitted instead.

Please see below the requirements and way to send your invoice according to the format used.

## PDF Invoices

### Vestas Invoicing Requirements

Please help us ensure smooth invoice processing by providing all mandatory content information in your invoice. Use the checklist below before sending your invoice to Vestas (please note that different requirements may apply by country) please refer to

#### **local mandatory requirements**

Invoices non-complying with mandatory Vestas Invoicing Requirements will be automatically returned. An email will be sent to you, copying your Vestas Contact person, enumerating reason(s) for rejection and resubmission guidelines.

# Invoice header

<b>Invoice information</b>	Mandatory/Comments
<b>The word "invoice "or "credit note "(or in local language)</b>	Mandatory
<b>Vestas Entity Name and Vat registration number (where applicable)</b>	<p>Mandatory</p> <p>For statutory and tax reasons, it is indispensable that the invoice address matches the Legal Entity name of the Vestas Entity supplying the Purchase Order</p>
<b>Billed Vestas address</b>	<p>Mandatory</p> <p>Vestas Billing company, your ordering company, Vat number (where applicable) should perfectly match as on the Vestas purchase order</p>
<b>Supplier's company name, address, VAT registration number (where applicable)</b>	<p>Mandatory,</p> <p>The name of the vendor indicated in the invoice should match perfectly what is indicated in the purchase order</p>
<b>Invoice issue date and invoice number</b>	Mandatory
<b>Supplier's bank details (including IBAN/SWIFT)</b>	Highly recommended
<b>Invoice due date according to the agreed Payment Terms</b>	Mandatory

# Invoice body

**Invoice information**

Mandatory/Comments

**Purchase Order reference number**

Mandatory for purchases requiring Purchase Orders.

Vestas cannot pay invoices until it is matched against our Purchase Order (PO)

Your invoice must include the complete SAP PO number, exactly as it appears on the 10-digits purchase order (starting with 45,42,43, 47 series) provided by your Vestas contact person related to this invoice.

**Freight Order reference number**

Mandatory for Transport purchases requiring Freight Orders

Vestas cannot pay invoices until it is matched against our Freight Order (FO)

Your invoice must include the complete SAP FO number, exactly as it appears on the 10-digits purchase order (starting with 7100,7200,7300,7500,7600, 7700,7800, 7900 & 9000 series) provided by your Vestas contact person related to this invoice.

**Description of supplied goods/services amount and price (matching PO line description)**

Mandatory

**Vestas material numbers indicated on the purchase order**

Mandatory

**Invoice currency (international abbreviation, e.g. USD, EUR)** Mandatory

**Invoice total (net, taxes, and gross)** Mandatory

## Local Mandatory Requirements

### Country & Comments

<b>Invoice dated after the 25th of each month</b>	<b>Bolivia and Dominican Republic LOCAL VENDORS ONLY</b>
	Please be advised that for tax reporting purposes only invoice or credit note dating up to the to 25TH of each month can be accepted

**HRK/Euro Guidelines** Croatia

According to the Law on the introduction of the Euro as the official currency in the Republic of Croatia please note that all business events that relates to 2022 and prior should be invoiced in Croatian Kuna

**Missing date of supply**

Germany

Invoice does not include a date of supply which is a mandatory invoice requirement from a German VAT point of view

**Incorrect VAT rate 16%**

As a consequence of the VAT rates changes in Germany for the supply of goods/services performed during the period 1 July until 31 December 2020, the temporary VAT rate of 16% should be indicated on the invoice

**Incorrect VAT rate 19%**

As a consequence of the VAT rates changes in Germany, for the supply of goods/services performed during the period 1 July until 31 December 2020, the temporary VAT rate of 19% should be indicated on the invoice

**Invoices dated prior to current fiscal year**

Greece

Please be advised that for tax reporting purposes, only invoice/credit note issued on the current year are processed

India

**No signature**

Invoice must have your signature,  
digital signature or your authorized  
representative signature

**No GST Number**

Invoice submitted must have GST number

**Incorrect Irish VAT rate 23%**

Ireland

Due to VAT rates changed in Ireland during the period 1 September 2020 until 28th February 2021, the temporary VAT rate of 23% should be indicated on the invoice

**No ETR**

Kenya

Invoice submitted must have ETR (Electronic Tax Register) number or receipt on the invoice

**No NINEA/COFI Numbers**

Senegal

Senegal invoice must indicate below information for VAT Claiming purposes

NINEA Eiffage Energia Senegal;  
0063150572G2

RCCM Eiffage Energia Senegal; SN DKR  
2017 E 8685

NINEA Vestas Senegal SARL;  
61523762A2

RCCM Vestas Senegal SARL; SN DKR  
2016 B 26887

**Incomplete or Incorrect Vestas  
Legal entity and address**

South Africa

For statutory and tax reasons,  
full and complete Vestas' legal  
entity name and address shall be  
presented on the invoice

**Complete billing details:**

Vestas Southern Africa Pty. Ltd.

1st Floor, 61 Katherine Street,  
Sandton, Johannesburg, South  
Africa 2196

VAT registration  
number:  
ZA4920261130

**GUI Copy**

Taiwan

All local invoices should have GUI  
attached together with the invoices.

This is part of legal requirements of  
the Government



## Hard copy

Taiwan

Vestas Taiwan Office Address

6F.-1, No. 100, Songren Rd.

**Xinyi District.**

Taipei City 11073

Taiwan (R.O.C.)

Recipient: Wan-Chun (Ivy) Tsai (SSC onshore support)

China

请将纸质发票及相关单据寄送到如下地

址：天津市经济技术开发区新兴路9号维

斯塔斯风力技术（中国）有限公司行政办

公楼 财务部 邮编：300462

Foreign service-related invoices  
Without local involvement

Taiwan

On foreign service-related invoices without Local Involvement (involvement of any local citizen / Vestas Taiwan entity) an *affidavit* is required that needs to be sent to Vestas mailbox together with the invoice copy.

E-invoices

China

- Send E-invoice by both PDF format and XML format to our share mailbox:  
FINGFASPNEAExternalInvoices@vestas.com
- Input: Vendor code and "E- invoice" in the subject line of the email.
- Copy the following email addresses in sending the invoice copies:  
yqzng@vestas.com &

## Submit, resubmit or cancel your invoice

### Resubmitting your amended invoice

- Please get in touch with the Vestas Contact person in your purchase order then resubmit invoice by replying to rejection email
- Do NOT send credit note to cancel the invoice since your incorrect invoice was not registered in the system

## Submitting your invoice and payment schedule

### **Invoice submission for suppliers who are not using Ariba**

Please adhere to the following guidelines for invoice submission:

- Vestas requires that all invoices to be sent as single invoice or credit note only. This ensures increased automation in invoice processing
- Vestas requires that all invoices to be sent with single purchase orders only
- Invoice or local language equivalent. English language should preferably be used in all invoices
- PDF format - ZIP files and password protected files will not be processed
- do not send our Accounts Payable proforma invoices
- do not include other documentation (e.g. conditions of sale) between invoice pages in a pdf

Where to submit your invoice?

Please send your invoice or credit note to the mailbox shown on the Vestas purchase order. A full list of e-mail addresses for each Vestas ordering company with the payment schedule can be viewed [here](#). See where to send your invoice

Note: The required information for submitting your invoice is also stated in the Purchase Order that Vestas has issued to you

## Modify, Cancel or Delete an invoice

It is not possible to simply delete an invoice registered in Vestas's system.

Credit notes should be issued when there is a need to cancel all or part of an invoice that has already been recorded

Please send your credit note to the mailbox shown on the Vestas purchase order, make sure to clearly state at the top that the document is a credit note, not an invoice.

When submitting a credit note/credit memo please ensure to send a full credit note providing the original invoice number, purchase order and reason for your credit note submission.

Modification or cancellation due to an error or omission is also possible. A new invoice can be issued to replace the previous one. The new document must nevertheless clearly mention the cancellation of the replaced document.

## In case of issues

### **Check payment status**

You can check the statuses of your invoices and payments using the invoice status portal

#### **What are the Key features of the Vestas Invoice Status Portal?**

- View real-time invoice status information
- Search invoice and payment amount
- Retrieve payment date
- Review your information in the Vestas records
- Find knowledge base articles and hot topics to get answers to your questions
- Create a ticket if you need further assistance from the Vestas finance support team
- Submit invoices to Vestas

#### **How many users from my company can access this?**

You have an unlimited number of users that can use the portal.

#### **How do I get Access?**

Review the to see the steps and learn how to get support if needed

Please have the following information ready:

- Your company name
- Your company vendor number starting with 5 and is 6 digits long which can found in Vestas issued Purchase orders. If you do not know your vendor number, please connect with your Vestas contact person
- Your company email. This should match your email record in your records with Vestas. If you are unsure of what email domain you have in our records, please connect with your Vestas contact person

Once you have reviewed the process, you are now ready to register through this page: [https://vestasprod.service-now.com/supplier\\_invoice\\_portal](https://vestasprod.service-now.com/supplier_invoice_portal)

**Access to the portal is free and does not change your invoice submission process nor affect your agreed payment terms with us.**

# Need help

## Account Payable queries

Below is the list of categories to consider when you need to reach out to our Vestas Finance Support team:

- Need Payment Breakdown/Remittance Advice/Proof of Payment
- Want to submit Statement of account or reminder letters
- Balance Confirmation

Please reach out to our Vestas finance support team

The Vestas finance support team is available to help you with your Accounts Payable queries, you may send your queries through our ticketing system by sending email to [financescsap@vestas.com](mailto:financescsap@vestas.com).

If you do contact us this way, you will receive an automatic response with a ticket number and will be in touch with you if we need any information from you.

We aim to resolve queries within 5 working days

You can also reach out Vestas Finance Support Team by calling directly below Accounts Payable hotlines

<b>Country</b>	<b>Phone Number</b>
Australia	+61 386987063
China	+86 1059232090
Denmark	+45 97305900
Germany	+49 48419717752
India	+91 4466088188
New Zealand	+64 63504372
Philippines	+63 27845770
Singapore	+65 63036531
South Korea	+82 220218202
Spain	+34 913628350
Sweden	+46 40376065
United Kingdom	+44 1925857126
USA	+1 3036555540
USA	+1 5033277600

## Vendor Master Maintenance and Change of Information

### 1. Change in bank information

The following supporting documents are required for change in bank information.

Supplier-initiated (through Ariba)	Non ariba registered suppliers
<b>Provide at least 1 document that can show the Bank information:</b> <ul style="list-style-type: none"><li>• Company details in a Company Letterhead</li><li>• Voided Cheque</li><li>• Bank Statement</li><li>• Quotation</li><li>• Invoice</li><li>• Online Banking Screen shot Document</li></ul>	<b>Provide at least 1 document that can show the Bank information:</b> <ul style="list-style-type: none"><li>• Signed or Stamped Company details in a Company Letterhead</li><li>• Signed or Stamped Bank Statement</li><li>• Signed or Stamped Bank Certificate/Letter Voided Cheque</li><li>• Quotation</li><li>• Invoice</li><li>• Online Banking Screenshot Document</li></ul>

### 2. Change in Name, Address, Email

Please coordinate with your Vestas contact or buyer providing the following supporting documents are required for change in vendor name, address or email (general communication and remittance):

**Name:** Company Letterhead/Profile stating the new name (signature not required), information of VAT/Tax Details, whether current or new VAT/Tax

**Address:** Email from supplier or Company Letterhead stating the new address

### 3. Change in Vestas Information (Incoterms, Payment Terms, Currency)

Please get in touch with the Vestas Contact Person or Buyer indicating the reason and requested payment term. Once negotiation is finalized, a ticket will be raised in the ARIBA system by the Vestas contact person and depending on the requested changes, approval may be required. Once approved, processing time is 5 business days and will reflect in the system immediately

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## Payment Terms Calculator

To enable our suppliers to further understand and explore the calculation of Vestas Standard Payment Terms, we are introducing the Vestas Standard Payment Terms Calculator

Use the link below to download the tool and get started

If you have any questions regarding the tool, kindly reach out to [email@vestas.com](mailto:email@vestas.com)



# Digital invoices through Ariba Network and hardcopy invoices

## Digital invoices through Ariba Network

### **Mandatory requirements**

Please send the invoice to POs received via Ariba through your Ariba account. Please make sure you only send us an invoice for the delivered quantity. If your invoice does not comply with these requirements, it will be rejected and returned to you, or the payment delayed.

Your invoice must indicate:

- an invoice number (reference)
- date of issue
- Tax or VAT rate (%) and your company's Tax or VAT registration number
- date of delivery
- quantity invoiced per line

All other details will be copied directly from the Vestas PO and it's not possible to update by the supplier.

Any extra delivery costs not included on the PO (such as packing, freight, etc.) must be communicated to the Vestas Buyer before submitting your invoice. Failure to do so may result in a delay in processing your invoice and payment.

Credit memos must relate to invoices already submitted via Ariba. The credit memo shall indicate a credit memo number (reference) and the reason for the credit.

## **Submitting your invoice**

Only submit invoices related to Ariba POs via the Ariba Network. If you also send the invoice as a PDF copy by e-mail to our invoice mailboxes, it will be returned to you and will not be processed for payment.

## **Invoice Status**

All changes to the status of your invoice can be viewed in real-time in Ariba. You can also set up e-mail notifications for all invoice status changes using Ariba.

## **In case of issues**

### **Payments & bank details**

Please ensure your company's payment details are up-to-date in your Vestas Ariba account.

If the payment date falls on a non-working day, the following working day will be effective.

# Hardcopy invoices

## **Mandatory requirements**

Please refer to that section for PDF invoices.

## **Submitting your invoice**

Please send you invoice or credit note to the postal address shown on the Vestas purchase order. A full list of postal addresses depending on the Vestas ordering company can be viewed [here](#).

To ensure that your invoice can be processed efficiently, please ensure that it complies with the following rules

- do not send our Accounts Payable proforma invoices
- do not include other documentation (e.g. conditions of sale) between invoice pages in a pdf.

## **In case of issues**

Before contacting us please check that

- your invoice status in the Vestas Supplier Invoice Status Portal >
- all goods or services on the invoice are delivered
- the invoice been sent to the correct mailbox complies to this instruction

Please use the Supplier Invoice Status Portal to raise any queries regarding invoice and payments instead of sending an e-mail to us directly.

## **Payments & bank details**

Please notify us of any changes to your company's payment details to your Vestas contact person well in advance of the actual change. If the payment date falls on a non-working day, the following working day will be effective.

A Payment Terms Calculator is available for you to explore the different standard payment terms of Vestas. Download the calculator below.

## Supplier Quality Manual

Vestas' mission is to deliver best-in-class wind energy solutions and to set the pace in our industry to the benefit of our customers and our planet. We set ambitious targets, and suppliers to Vestas have a key role in ensuring that we achieve these goals. Along with a strong focus on safety and sustainability, it is crucial that quality is built into our entire value chain and always prioritized to prevent any compromise on performance or reliability.

To support this mission, we have developed the Vestas Supplier Quality Manual. The purpose of this manual is to define a common framework of quality requirements and best practices which must be in place to ensure a successful and professional relationship between Vestas and its suppliers.

# Frequently Asked Questions

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## What is the service level agreement of Vestas Finance Support team?

We aim to resolve queries within 5 working days and will be in touch with you if we need any information from you.

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## How to re-open the ticket if not satisfied/resolve the issue

Simply reply to the email response within 5 days after receipt. Otherwise, the ticket will automatically close and you will need to create new ticket.

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## What to do if you cannot access our supplier invoice status portal?

You may raise a ticket via [financescsap@vestas.com](mailto:financescsap@vestas.com)

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## How to resolve an invoice that was rejected?

Please ensure that you request a formal Purchase Order from your Vestas contact.

Get in touch with the Vestas contact person in your Purchase Orders, you should get a response within 3 days then:

- resend document by replying to all using invoice rejection email
- attach the revised invoice/s

**DO NOT** send credit note to cancel the invoice since your incorrect invoice was not registered in the system

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## I don't know which Vestas entity I am invoicing or delivering to?

This should be indicated on the PO, if you did not get a PO please ask your Vestas contact who placed the order with you.

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## I did not receive a purchase order. Who do I need to contact?

Please ask with your Vestas Contact Person who placed the order. Vestas strongly recommends to NOT provide any goods or services to Vestas without any Purchase Order Document unless or until of any emergency.

Remember NO PO- NO WORK-NO PAY

## How to check your payment terms in Vestas system?

The agreed term of payment is indicated in the Contract but is not available in the Vestas ARIBA system. Should you have questions or need to confirm your payment term with us, please contact the Vestas contact person.

## How to amend payment terms?

To request for a new payment term set-up with us, please get in touch with the Vestas Contact Person or Buyer indicating the reason and requested payment term. Once negotiation is finalized, a ticket will be raised in the ARIBA system by the Vestas contact person and depending on the requested Payment term, approval may be required. Once approved, processing time is 5 business days and will then reflect in the system immediately.