

Stora Enso

Logistics Administration **Manual**

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Table of Content

Stora Enso	1
Introduction	3
1. Payments.....	3
2. Debiting and payment routines.....	3
2.1 Self-bill to Stora Enso AB	3
2.2 E-invoices or PDF-invoices to Stora Enso AB.....	4
2.3 Invoicing to other Stora Enso units.....	5
2.4 Alternative setup for self-bills and invoices	6
2.5 Contact information.....	6
3. Information integration.....	6
3.1 Integrated information policy	6

Introduction

The Stora Enso Logistics Administration Manual (hereafter the "Manual") stipulates a contractual minimum standard that the supplier must comply with regarding the administration of services that will be or has been performed on behalf of Stora Enso. The Manual provides guidelines to help the supplier attain Stora Enso's basic administrative quality standards and is an integral part of the Stora Enso Frame Agreements for logistics service providers and, hence, any transport agreement or other logistics service agreement concluded based on such agreements.

1. Payments

Stora Enso conducts payments in accordance with applicable laws and regulations. The payment term starts after the final self-bill or invoice has been issued for services/goods provided. Incorrect self-bills and invoices will be returned.

Stora Enso payments are done from Monday to Thursday and invoices will be released for payment according to the invoice due date. If the invoice due date falls on a Friday, weekend, national holiday or bank holiday, invoices will be paid on the following workday. If the invoice due date falls on the last or first banking day of the month the invoice will be paid on the following workday due to the monthly closing period.

The supplier is not entitled to charges for any costs in relation to creating, issuing or sending invoices, nor for any costs in relation to issuing of a late payment reminder. In case of late payment, the supplier can charge interest at a rate in accordance with the European Central Bank's (ECB) Guiding Average Inflation Rate (MFI) over the last year +8%.

Stora Enso shall only pay taxes, charges, expenses, costs, fees or similar if expressly agreed in writing. All costs, damages or expenses for which the supplier is liable under the agreement, must be paid to Stora Enso on demand. Such costs, damages or expenses may also be deducted by Stora Enso from any invoice/self-bill due or becoming due, or alternatively may be recovered from the supplier.

2. Debiting and payment routines

In order to ensure efficient freight cost administration, Stora Enso recommends self-billing. To ensure a fast invoice handling process, all documents must be in English or include an English translation.

Accessorial costs, i.e. costs not occurring on a regular basis but agreed in writing with Stora Enso's relevant procurement manager, must be documented by the supplier and noted on a waybill or similar document. The debiting of accessorial costs also follows the invoicing procedures outlined in this document.

2.1 Self-bill to Stora Enso AB

With self-bills, the supplier does not need to send invoices since the supplier will regularly receive a self-bill from Stora Enso for the services performed.

2.1.1. Self-bills via CarrierPoint

Stora Enso creates a PDF document, a preliminary self-bill containing all services performed during the selected time-period. The document is made available for approval by the supplier in CarrierPoint.

To ensure prompt handling, the supplier must inspect this preliminary self-bill to confirm that the services and prices stated are correct and that all services performed during the specified period are included. The supplier is to respond to Stora Enso no later than two days after the preliminary self-bill has been received with an approval or a rejection.

If the supplier rejects the preliminary self-bill, the reason for the rejection must be clearly stated. The matter will then be investigated further, and the self-bill will be corrected if necessary. Stora Enso's aim is to respond within two days and a new preliminary self-bill will be sent to the supplier for approval.

Once the preliminary self-bill has been confirmed by the supplier, a final self-bill will be created automatically and sent to the supplier via e-mail. The supplier will then receive payment for services performed in accordance with the agreed payment terms.

2.1.2. Self-bills via OTM

Suppliers receiving self-bill information via OTM do not receive any preliminary self-bills but are required to investigate and approve self-bill items continuously. Reasons for any rejections must be clearly stated in order to be investigated further. Final self-bills are sent to suppliers via e-mail according to schedule. The supplier will then receive payment for services performed in accordance with the agreed payment terms.

2.2 E-invoices or PDF-invoices to Stora Enso AB

In cases where the self-bill procedure cannot be applied, routines for e-invoices or PDF-invoices will be used. E-invoices and PDF-invoices are to contain all necessary information outlined in section 2.2.2 of this document. For further information regarding e-invoices or PDF-invoices, please visit <https://www.storaenso.com/en/suppliers/invoicing>

Please note that the UPRN (Unique Personal Reference Number) for invoices depends on which Stora Enso system is to receive the invoice. Generally, the UPRN reference used by Stora Enso for logistics services is IPS. For services on behalf of Stora Enso Biomaterials Division, however, the UPRN reference is OTM.

If you are not able to send invoices in e-invoice or PDF format or you require additional guidance and support, please contact FD.Servicedesk@storaenso.com

2.2.1. Legal invoice address and E-mail address for pdf-invoices Valid for Logistics Invoices served via Logistics Invoice Center

Legal address

Stora Enso AB
Logistics
UPRN: IPS
Åsgatan 22
SE-791 80 Falun
Sweden

Company ID: 556173-3360
VAT-number: SE556173336001

Legal address (services on behalf of Biomaterials only)

Stora Enso AB
Logistics
UPRN: OTM
Åsgatan 22
SE-791 80 Falun
Sweden

Company ID: 556173-3360
VAT-number: SE556173336001

Stora Enso AB Logistics OVT code: 00075561733360201. E invoicing partner CGI:operator code 003703575029/ GLN 738120160749

Purchase invoices in PDF format to Swedish Stora Enso units can be sent to following email address:
storaenso.se@maildrop.wm.net.

- One PDF-file may only include one invoice.
- Attachments (invoice related) must be included in the same pdf-invoice and not sent as a separate pdf- file.
- Maximum pdf-size is 9MB. The PDF-file shall not be password protected or encrypted.
- One email may include one or multiple pdf-files.

2.2.2. Requirements for information provided on the invoice

To enable efficient and accurate invoice control, the following invoice information must be provided on every invoice:

<i>General Information</i>		
<ul style="list-style-type: none"> • Invoice address Stora Enso legal company • UPRN • VAT number for Stora Enso • VAT number of the supplier 	<ul style="list-style-type: none"> • Invoice date • Invoice due date • Invoice number • Original invoice number (credit notes) 	<ul style="list-style-type: none"> • Amounts including currency, incl. and excl. VAT • Type of VAT applied • Terms of delivery
<i>Supplier information</i>	<i>Information about services provided</i>	
<ul style="list-style-type: none"> • Legal company address • Bank details of the supplier 	<ul style="list-style-type: none"> • Specification in English of logistics services performed, incl. date • From location – To location • Transport Booking Reference, if applicable • Handled/Transported Weight/Number of units • Total price per transport unit and/or price per ton and total amount • Extra cost definition specified by price 	
<i>Road and intermodal transports</i>	<i>Rail transport</i>	
<ul style="list-style-type: none"> • Vehicle ID • Load ID/Tour number (if known) • Mill order number/call off number (if known) • Waybill id (if provided by Stora Enso) • OTM shipment ID (for Biomaterials related services) 	<ul style="list-style-type: none"> • Wagon number • Mill order number (if known) • Waybill id (if provided by Stora Enso) • OTM shipment ID (for Biomaterials related services) 	
<i>Sea transport – Container</i>	<i>Sea transport – Break bulk</i>	
<ul style="list-style-type: none"> • Container number • Supplier booking reference • Stora Enso booking reference • Structure of the invoice should be the same as in Tender concerning name and pricing 	<ul style="list-style-type: none"> • Mill order number • Cassette number (for cargo loaded on cassette) • Ship name • Stora Enso voyage number, printed on freight Invoice or booking note (if known) • OTM shipment ID (for Biomaterials related services) 	
<i>Handling</i>	<i>Rental</i>	
<ul style="list-style-type: none"> • Type of activity • Mill order number • OTM shipment ID (for Biomaterials related services) 	<ul style="list-style-type: none"> • Mill order number • Period in stock (from date – to date) • Days in stock for invoice period • Free rental days • If possible Excel list with order information to be sent via e-mail • OTM material ID (for Biomaterials related services) 	

2.3 Invoicing to other Stora Enso units

In some cases, logistics related services are requested on behalf of individual mills or for business units/divisions applying alternative methods for self-billing and invoice handling. Requirements on information on the invoice applies as per section 2.2.2.

2.3.1. Logistics services requested on behalf of Stora Enso mills

Services requested on behalf of individual mills may require using different invoice and mailing addresses than those listed above. The supplier shall make sure that invoicing is made to the correct Stora Enso unit by checking the booking or obtaining a confirmation by the relevant operational Stora Enso contact. Further information about Stora Enso invoicing addresses is available on <https://www.storaenso.com/en/suppliers/invoicing>

2.4 Alternative setup for self-bills and invoices

2.4.1 Alternative setup for self-bills and invoices

The setup outlined above for self-bills and invoices currently **does not** apply to all of Stora Enso, e.g. it does not apply to the Wood Products Division. Within the Wood Products Division individual mills prepare and provide self-bills to suppliers of logistics services themselves.

2.5 Contact information

All questions regarding **self-bills and invoicing** should be referred to:

Stora Enso Logistics Invoice Center
LIC.tallinn@storaenso.com

All questions regarding **alternative self-bills and invoicing** should be referred to:

Stora Enso Accounts Finance Delivery Service Desk
fd.servicedesk@storaenso.com

All questions regarding **payments** should be referred to:

Stora Enso Accounts Finance Delivery Service Desk
fd.servicedesk@storaenso.com

3. Information integration

To create and secure business value from an efficient logistics supply chain, Stora Enso strongly recommends that information exchange be based on Electronic Data Interchange (EDI).

For reasons of both quality and quantity, Stora Enso aims for electronic interfacing when supplier relations involve extensive information exchange. Our main standard is papiNet XML via internet connection, which is utilized to instruct and follow all cargo unit movements and property changes such as inload-, outload-, damage- and stock reporting.

3.1 Integrated information policy

Stora Enso's integration policy is based on the following conditions:

Concept:

- Waybill based on "Transport Unit & Consignee"

Technology:

- Integrations are based on developed standards
- Critical information is to be encrypted
- Critical information is only visible for the authorized recipient
- The sender is responsible for the transfer until the receiver has confirmed receipt
- Information is sent immediately when the activity has been completed
- Standard guidelines are followed when creating and reading messages
- The receiver must extract and store a sufficient amount of information in order to perform the agreed operation
- Scanning equipment shall be used in order to reduce the risk for manual registration errors
- The sender is always responsible for informing about errors in the event of failed communication

Process:

- The integration party is to have an identified process for change management of integration
- Information must be sent in correct operative sequence
- Exchanged information must have an identified owner
- EDI solutions must have identified and available support
- Specifications shall be archived and available for Stora Enso stakeholders
- EDI agreements are to be established