



## DELIVERY AND INVOICING INSTRUCTIONS FOR SUPPLIERS

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# 1. GENERAL INTRODUCTION

We live in a world where customers expect ever faster delivery of goods, and automation ensures more efficient processing. As a result, it is increasingly important to make transparent agreements regarding the delivery of goods and the accompanying digital flow of information.

To enable this flow of information, agreements must be made on how data is exchanged between our companies.

Adherence to standard procedures is essential to Cebeo. With a wide network of suppliers and customers, consistency allows us to do business efficiently.

It enables orders to be processed and confirmed automatically, reduces driver waiting times upon arrival and ensures that invoices are made payable more quickly.

Within the standard framework, there are agreements that must be made bilaterally, or where room exists for individual arrangements. This document outlines those agreements.

If you have any questions regarding any of the topics covered in this instruction document, please contact the relevant department.

Questions regarding	Email address
Ranges and conditions	Your Product Manager in the Purchasing department
EDI coordination and connection	integrations.support@cebeo.be
Article master data	Your Product Manager in the Purchasing department
Orders & confirmations	Contact listed in the purchase order
Invoices	accounting@cebeo.be
Delivery Notes	cdc.reception@cebeo.be
Delivery slots and registering additional deliveries	cdc.reception@cebeo.be

For any other matters not directly related to the above departments, please contact your usual contact within Cebeo's Purchasing department.



## 2. PRODUCT INFORMATION DATA EXCHANGE

### 2.1 GENERAL PROVISIONS

Before Cebeo can place an order for a product, the product information must first be available. Product information refers at minimum to commercial data (such as description, price, GTIN and order unit), as well as legally required information such as a safety data sheet and/or certificate of conformity (where applicable). For an increasing number of items, additional specification data from the ETIM model is also included, as well as product images and other digital assets.

### 2.2 DATA SUBMISSION

Cebeo adheres to Sonepar's Product Data Guidelines. The most recent detailed version can be consulted here: <https://www.sonepar.com/en/offer/suppliers/request-product-data-guidelines>.

The following information/data must be provided:

- Product ID (at least that of the manufacturer)
- Brand
- Series (where applicable)
- Type (where applicable)
- Brief description
- Long description (HTML)
- Primary product image
- Product datasheet
- Environmental product declaration (EPD)
- Compliance documents (REACH and RoHS) (where applicable)

Key points of interest:

- Each product must have a unique product ID. If the supplier is not the manufacturer, the product must at least carry the manufacturer's product ID.
- Product images must be unique, without watermark and preferably without background.
- Product descriptions (short and long) must always be unique and available in Dutch, French and English. Two different products must never share the same description.
- Each tradable unit must have its own GTIN code (Global Trade Item Number), issued by GS1.
- Example: a lamp packaged individually and in an outer box of 12 units must have a GTIN code for both the lamp and the outer box.
- Product descriptions must comply with ETIM BMEcat standards. This ETIM classification is used by Sonepar and Cebeo to structure ranges. See annex for detailed instructions.

- Please submit the data in a timely manner; for most changes this means at least six weeks before the first order date.

Range changes for stocked items must always be coordinated with your Product Manager.

### 2.3 PRICE CHANGES

Cebeo aims to offer its customers price stability for at least one quarter. Therefore, we strongly encourage suppliers to group price changes on a quarterly basis, with changes taking effect at the start of a new quarter and communicated at least 60 days in advance (or 90 days if discount structures are adjusted).

To allow sufficient time for processing, Cebeo requires a formal notice of any price changes no later than three months before the intended effective date. This notice must include the following information:

- The effective date of the new prices.
- The average percentage change in prices per product group or discount group.
- Submission via the Cebeo template.

This advance notice must be sent by email to the Product Manager.

Remark:

- Cebeo expects that orders submitted before the price change date but delivered after the new pricing takes effect, will still be invoiced at the old price.
- In the event of price reductions, Cebeo expects compensation for the impact on the value of its current stock.

## 3. THE CEBEO ORDER FLOW

1. Each purchase order placed by Cebeo is intended for one delivery address and one delivery date and time (with the exception of planned and/or call-off orders)
2. An order is confirmed by means of an order confirmation. When new information becomes available (for example, a delivery time update), a new order confirmation is sent. The most recent order confirmation is binding.
3. At the latest one hour before delivery, one or more electronic delivery notes must be sent. A delivery note refers to the contents of one or more load carriers (pallets, etc.) delivered simultaneously. If the shipment is divided across multiple trucks, multiple delivery notes must inevitably follow.  
A delivery note may not contain order lines from multiple orders. Back orders are allowed but also unavoidably result in an additional delivery note. It is not permitted to deliver substitute items or to add items not listed on the purchase order.
4. An invoice may only be issued after physical delivery has taken place. An invoice relates to a single delivery note. As such, the number of invoices must match the number of delivery notes.

### 3.1 PURCHASE ORDER

Cebeo creates daily purchase orders based on the current stock position and demand forecast. Orders are shipped according to the agreed delivery day(s) and the agreed lead time in calendar days. Due to unexpected demand, it is common for deliveries to be needed on shorter notice. These deliveries are always scheduled on the agreed delivery day(s). In exigent circumstances, any deviations will be coordinated over the phone.

#### 3.1.1 EDI ORDER MESSAGE

Upon request, the EDI order message can be provided in EDIFACT or XML format, in full compliance with the relevant standard.

#### 3.1.2 PDF ORDER

If desired, we can submit an order by email in PDF format. However, this is not recommended. We expect communication of the order confirmation, delivery note and invoice via EDI. If you receive a PDF file, you are responsible for ensuring it is correctly entered into your system.

### 3.2 ORDER CONFIRMATION

To be able to provide our customers with up-to-date delivery information, Cebeo requires an order confirmation for each order, to be sent within one working day. An order confirmation must not contain information for multiple orders at once. In case of any changes to the order, a revised confirmation must be sent referencing the original order as a whole.

Delivering substitute items is not an option. Feedback can only be given on items listed in the order. We ask that you contact our Product Manager if an item is no longer available.

Ideally your order confirmation should be sent via EDI. Order confirmations in PDF format are only accepted by way of exception and with the agreement of our Product Manager.

#### 3.2.1 EDI ORDER CONFIRMATION

The order confirmation must comply with one of the standards supported by Cebeo. It must list the Cebeo order number and include a delivery date for each order line and order line number. In the case of partial deliveries, a delivery date is required for each line, particularly when the partial deliveries take place on separate dates.

Items must be identified using the item number as specified in the order.

*Each line must be assigned a status code according to the standard:*

- *Accepted without changes (5)*
- *Accepted with changes (6)*
- *Not accepted (7)*
- *Unknown delivery date (4)*

If the delivery time changes, an entirely new order (re) confirmation must be sent that supersedes the previous message.

#### 3.2.2 PDF ORDER CONFIRMATION

Send an email with the PDF order confirmation to your Cebeo contact who forwarded the order to you.

- The document must state your general company details.
- The order confirmation must include the Cebeo order number.
- For every order line, the order confirmation must specify the item number, quantity and delivery date or delivery week.
- If the delivery time changes, an entirely new order confirmation must be sent that supersedes the previous message.

### 3.3 DELIVERY NOTE

Each delivery must be physically accompanied by at least one delivery note. Deliveries without a delivery note will be refused. 1 delivery note must correspond to 1 purchase order.

At the latest one hour before delivery, one or more electronic delivery notes must be sent by EDI or PDF to [cdc.reception@cebeo.be](mailto:cdc.reception@cebeo.be).

The delivery note must include the following details:

- Cebeo purchase order number
- Cebeo order line number
- Delivery zone
- The Cebeo item number and the supplier's item number per order line
- The number of units delivered per order line (ideally in our order unit)

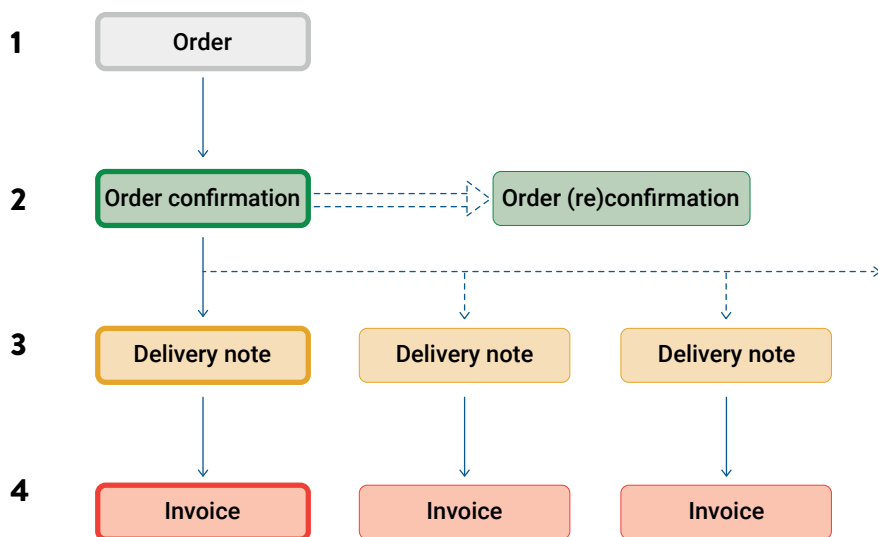
- If the product consists of several components, this must be mentioned on the packing list. In addition, with large packages this should also be mentioned on the goods themselves (1/3 – 2/3 – 3/3).
- The number of packages/mixed pallets/mono-reference pallets/drums/etc.
- The information on the packing list must be sorted according to the order line numbers.

The packing list must always be clearly attached to the outside of the packaging (pallet or package), or can also be handed over together with the goods.

If the shipment is divided across multiple trucks, multiple delivery notes must inevitably follow. A delivery note may not contain order lines from multiple orders. Back orders are allowed but also unavoidably result in an additional delivery note.

Serial numbers or data related to limited shelf life must be clearly indicated on both the packaging and the delivery note.

### 3.4 FLOW



Messages outlined in bold are mandatory. Other messages occur only when reconfirming or dividing an order among (partial) deliveries.

## 4. DELIVERY INSTRUCTIONS

Goods are usually ordered for delivery to our distribution center (CDC) in Blandain.

Our CDC is divided into several delivery zones.

Below you'll find an overview of the different delivery zones:

Description	GLN code
OSR	5414523012009
LNB	5414523022008
VNA	5414523032007
HBW	5414523042006
OUT	5414523052005
ADR	5414523062004

Cebeo issues different purchase orders per zone, each of which must be considered as a different ship-to address.

Deliveries for different zones may not be offered on the same pallet and must be split per zone.

If a driver is carrying goods destined for multiple zones then these must also be delivered separately, per zone. Drivers must first unload the goods from the rear of the truck in the right zone and are subsequently dispatched to another zone.

All consignments must be accompanied by one or more delivery notes and a consignment note compliant with the provisions of the CMR Convention, stating the total number of packages and/or pallets to allow for proper verification by the warehouse operative.

If we request delivery to a different Cebeo address, the general delivery terms still apply but registration at our CDC is not necessary.

If we request delivery to a non-Cebeo address, only the general delivery terms apply. Separate delivery instructions may apply for deliveries to customers or worksites. If applicable, these will be communicated separately.

With these instructions we aim to facilitate a smooth and efficient flow of goods for our suppliers. We are confident that suppliers, carriers and Cebeo will all benefit from these instructions. Corrective measures will be taken if these terms and conditions are repeatedly breached.

### 4.1 GENERAL CONTACT INFORMATION CEBEO LOGISTICS:

#### Cebeo Distribution Center (CDC)

Rue de l'Arbrisseau 1, 7522 Blandain

GPS: 50.6176933, 3.3147662

E. [cdc.reception@cebeo.be](mailto:cdc.reception@cebeo.be)

#### DC Kortrijk

Zwingelaarsstraat 7, 8500 Kortrijk

GPS: 50.8285183, 3.2408023

T. 056/36.57.11

### 4.2 BOOK AN APPOINTMENT ON STREAMLINER

Fixed delivery slots enable Cebeo to ensure a smooth delivery process and reduce waiting times. These are the fixed delivery times:

- From Monday-Thursday from 5 am until 12.45 pm
- On Friday from 5 am until 11.45 am

All deliveries to the CDC must be booked in advance using the Streamliner tool.

Streamliner is a platform that brings together all parties involved in the process, from placing purchase orders to completing receipt. This platform is used to book a time slot, communicate with all stakeholders and gain insight into the full delivery flow.

Each supplier/carrier is given access to the tool. Carriers can also make use of Streamliner, allowing them to plan more efficient combinations and contribute to CO<sub>2</sub> reduction.

#### Is your company account not yet registered on Streamliner?

Then register with the Cebeo Supply Chain Community via [www.cebeo.be/nl-be/static/streamliner-english](http://www.cebeo.be/nl-be/static/streamliner-english). Here you will also find additional information on how to use the platform.

Streamliner always clearly indicates the delivery zone for an order. If suppliers deliver goods for multiple zones together, they can be registered under one booking. However, the goods themselves must be offered on separate pallets.

Only parcel deliveries (UPS, TNT, DPD, etc.) are exempt from making prior appointments. Couriers who deliver frequently have a fixed time slot.

#### Any questions?

Please do not hesitate to e-mail us on [streamliner@cebeo.be](mailto:streamliner@cebeo.be)



## 4.3 REGISTER ON THE SITE VIA PERIPASS

Access to the Blandain distribution center is controlled by barriers operated through Peripass.

Drivers must park in the designated waiting area and register at the kiosk in the registration screen using the reference from Streamliner. They will then receive further unloading instructions.

Without a Streamliner reference, drivers cannot register and will therefore not be allowed to unload.

Drivers can select their preferred language from 15 options and complete the registration process.

Finally, they receive a text message with instructions in the selected language.

Subsequently, drivers can pass through the barriers by entering the provided PIN code.

## 4.4 ACCOMPANYING DOCUMENTS

### 4.4.1 CONSIGNMENT NOTE

All consignments must be accompanied by a delivery note compliant with the provisions of the CMR Convention, stating the total number of packages, pallets and/or drums to allow verification by the warehouse operative.

The Cebeo warehouse operative will sign the consignment note to confirm receipt, subject to inspection of the contents of the packages. Any discrepancies will be communicated to you within 4 working days.

Any damaged goods and/or packaging will be refused upon arrival. This will be mentioned on the consignment note (see below).

### 4.4.2 DELIVERY NOTE

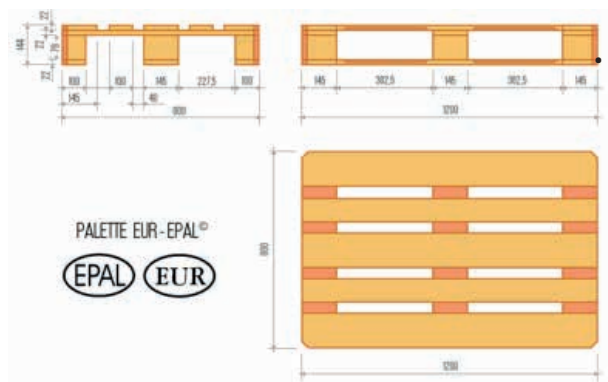
All consignments must be accompanied by one or more delivery notes, as outlined in section 3.3 above.



## 5. PACKAGING OF GOODS

### 5.1 GENERAL

Standard delivery on Euro pallets.



Euro

pallet (EPAL): 80 x 120 cm. For Euro pallets there is an exchange system. Damaged and/or broken pallets cannot be exchanged. In the case of frequent use of damaged pallets, the entire consignment will be refused.

- Maximum weight: 1,000 kg

Ensure that the goods are properly stacked and secured in a way that ensures safe transport.

The goods must be stacked within the dimensions of the pallet.

All supplied products must be grouped per product reference on the same pallet. Where Cebeo's ordered quantities allow, the products must be delivered as mono-reference pallets to avoid mixed pallets.

Composite products go into the same packaging, clearly indicating their sequence number (1/3 – 2/3 – 3/3).

Deviations for specific goods can be allowed if requested in advance via [cdc.reception@cebeo.be](mailto:cdc.reception@cebeo.be).

### 5.2 SSCC LABEL

We ask that all pallets, packages and drums carry an SSCC label. The SSCC (Serial Shipping Container Code) label assigns each load carrier (pallet, etc.) a unique code. By including this SSCC both in the EDI message and on a physical label affixed to the pallet, the consignment can be received per load carrier upon arrival. This speeds up the goods-in process, reducing your truck driver's waiting time and ensuring your products are available to the end customer more quickly.

The pallet or package must be labelled clearly and visibly on the outside.

Example of an SSCC label:

Supplier Address City Country		<b>SIP</b>	
CONTENT	08712345000004	COUNT	0068
ADDITIONAL ID	CB650703	PURCHASE ORDER	2488616
SSCC	387123456789009512		

Example of a Single Item Pallet (SIP), carrying only one product (A5 size)

Supplier		<b>MIX</b>	
PURCHASE ORDER			
<b>2488617</b>			
SSCC			
<b>387123456789009529</b>			

Example of a MIX pallet, carrying multiple products on a single pallet (A6 or A5 size)

If you do not provide an SSCC label, the boxes or packages must be clearly marked with one or more labels clearly stating the EAN number and EAN bar code.

If the EAN number is not available, the product reference of the supplier must be clearly mentioned. This reference must match the product reference mentioned on the packing list.

In the future, we will transition to QR codes so you will have to adapt.

## 5.3 DELIVERY OF STANDARD GOODS ON PALLETS

### 5.3.1 MONO-PALLET

- A mono-pallet contains only one product reference.
- The pallet must clearly state that it is a mono-pallet.
- Maximum height = 180 cm
- If the height is restricted to 120 cm per pallet then pallets can be stacked two-high for delivery to the Cebeo Distribution Center.
- Multiple full pallets with one product reference must always contain an identical quantity of packages per pallet.

### 5.3.2 MIXED PALLET

- A mixed pallet contains multiple product references.
- Maximum height = 180 cm
- If the height is restricted to 120 cm per pallet then pallets can be stacked two-high for delivery to the CDC.
- Identical references on a mixed pallet must be grouped together as much as possible on the pallet (grouped, possibly by layer) and must be clearly distinguishable from each other.

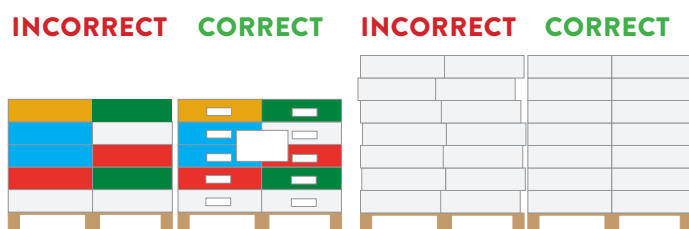
### 5.3.3 LONG PALLETS: 80 X 160 CM

Exception: only 'long' goods ordered specifically for VNA/LNB can be delivered on this type of pallet. Goods may overhang by a maximum of 20 centimeters.

### 5.3.4 OTHER PALLETS

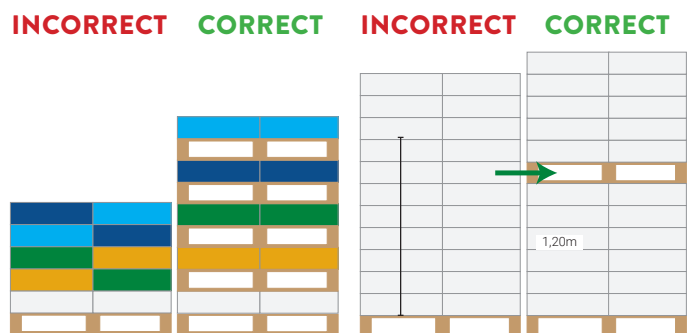
Other pallet types are not permitted.

### 5.3.5 EXAMPLES



If a pallet contains several different products, these must be efficiently grouped together and clearly labelled.

Stack goods within the contours of the pallet.



Divide different products with a pallet.

Do not stack a pallet higher than 1.20 m

## 5.4 DELIVERY OF GOODS ON CABLE DRUMS

If a supplier delivers drums of different diameters, the drums with a diameter smaller than 120 cm must be unloaded first, at the unloading bays of the indoor warehouse.

Drums with a diameter of 120 cm or more are then unloaded in the outdoor storage area.

### 5.4.1 DRUMS WITH A Ø ≤ 100 CM

- Drums with a diameter smaller than or equal to 80 cm must be delivered flat on a Euro pallet.
- For safety reasons, the weight of the drums must be evenly distributed across the pallet.

### 5.4.2 DRUMS WITH Ø > 100 CM

- These drums must always be delivered upright and loose (i.e. not on a pallet).

## 5.5 DELIVERY OF LOOSE PACKAGES

- The delivery of loose packages is only allowed by exception.
- This is only permitted for express deliveries or suppliers delivering in very limited volumes.
- Suppliers may deliver a maximum of 10 parcels once a week. If more goods need to be delivered, this must be done on pallets, and the standard goods delivery procedure with registration in Streamliner must be followed.
- As soon as the driver has reported to reception, a pallet will be ready and waiting in the unloading bay.
- **Maximum** package weight is **20 kg**. All heavier packages must be delivered on a pallet.
- Packages with oversized dimensions must be delivered on pallets. In addition to the actual weight of 20 kg, the package may not exceed the **volumetric weight** of 20 kg.
  - Volumetric Weight = Length (cm) x Height (cm) x Width (cm) / Conversion factor.
  - This factor varies between carriers; DHL, FedEx and UPS for instance use 5,000.
- **Delivery notes must be affixed to the outside of the package.** Packages without delivery note visible on the outside will be refused.
- Packages containing multiple articles must have a visible label stating 'MIX'.
- If a MIX package is delivered, all items must be clearly separated and visibly labelled with a product number and quantity.
- Items delivered loose and mixed in a parcel will be returned with a complaint.
- If multiple packages are delivered for the same product/purchase order, the transport label must clearly and prominently state the total number of parcels (e.g. 1/3 – 2/3 – 3/3).
- All packages in a delivery must be delivered on the same day. If not all packages arrive on the same day, the partial delivery will be refused.

## 5.6 DELIVERY OF HAZARDOUS GOODS

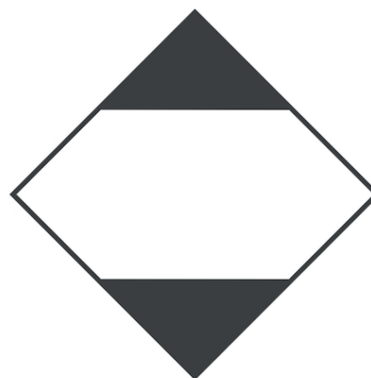
All goods bearing any of the symbols shown in the table below must always be packed separately, either on a separate pallet or as a separate package. This means they must not be delivered on the same carrier as non-hazardous goods.

The delivery must also include the corresponding MSDS (Material Safety Data Sheet).

FYSISCHE GEVAAREN					
Gevaarsklassen en -categoriën *	Elementen van etikettering NIEUW **		Elementen van etikettering OUD		
Ongifbare stoffen: • Instabiele ongifbare stoffen • Ongifbare stoffen, subklasse 1.1 tot 1.3 Zeerontledende stoffen en mengsels, type A, B Organische peroxiden, type A, B		H200 H201, H202, H203 H240, H241 H250, H251	Explosie 	(H2, H3)	
Ongifbare stoffen, subklasse 1.4		H204	Geen afbeelding geen pictogram	geen indeling	
Ongifbare stoffen, subklasse 1.5		H205	Geen afb.	geen pictogram	geen indeling
Ongifbare stoffen, subklasse 1.6				geen pictogram	geen indeling
Ontvlambare gasen, categorie 1 Ontvlambare aerosolen, categorie 1 Ontvlambare vloeistoffen, categorie 1 Ontvlambare vloeistoffen, categorie 2 Ontvlambare vaste stoffen, categorie 1 Ontvlambare vaste stoffen, categorie 2		H200 H202 H224 H225 H226 H228	Gas afb. / Vloeistof en vaste stof afb.  	(R12) (R12) (R12) (R11) (R11) (R11)	 
Ontvlambare aerosolen, categorie 2 Ontvlambare vloeistoffen, categorie 3 Ontvlambare aerosolen, categorie 2 Ontvlambare vloeistoffen, categorie 3		H220 H224 H223 H226	Waarschuwing geen pictogram geen pictogram, vlamtemp. 50-60°C	(R10) (R10) geen indeling	
Pyrofor vloeistoffen, categorie 1 Pyrofor vaste stoffen, categorie 1 Stoffen en mengsels die in contact met water onvlambare gasen ontwikkelen, categorieën 1, 2 en categorie 3 Zeerontledende stoffen en mengsels type B Zeerontledende stoffen en mengsels type C, O en type C, F Voor zelfontleding vatbare stoffen en mengsels, categorie 1 en categorie 2 Organische peroxiden, type B Organische peroxiden type C, D Organische peroxiden type E, F		H250 H251 H252, H253 H254 H255 H256 H257 H258 H259 H260 H261 H272	Gas afb. / Vloeistof en vaste stof afb.   	(R17) (R17) (R10), (R10), (R10) (R11) (R11) (R7) (R7)	  
Oxiderende gasen, categorie 1 Oxiderende vloeistoffen, categorieën 1, 2 en categorie 3 Oxiderende vaste stoffen, categorieën 1, 2 en categorie 3		H200 H271, H272 H273 H272, H273 H272	Gas afb. / Vloeistof en vaste stof afb. 	(R8, R9) (R8, R9)	

This type of pallet or package must always carry a clear hazardous product warning.

The same applies to goods with outer packaging carrying the following symbol:



## 5.7 UNLOADING

The Cebeo warehouse operative will sign the consignment note to confirm receipt, subject to inspection of the contents of the packages. Any discrepancies will be communicated to you within 4 working days.

Any damaged goods and/or packaging will be refused upon arrival. This will be mentioned on the consignment note.

Invoices blocked due to delivery discrepancies will remain blocked for payment until the discrepancy has been resolved.

## 5.8 REFUSAL OF CONSIGNMENTS

Delivered goods will be refused by the Cebeo Distribution Center in the following cases:

- If the packages, pallets... are damaged
- If the number of packages delivered doesn't match the quantities mentioned on the consignment note (CMR)
- If the goods are not accompanied by a consignment note or delivery note
- If the goods cannot be unloaded safely or if the load hasn't been properly secured
- If delivery appointments or booking procedures via Streamliner have not been respected
- If the driver reports after 12.45 pm without prior approval from [cdc.reception@cebeo.be](mailto:cdc.reception@cebeo.be)
- If packages weighing more than 20 kg are not delivered on a pallet or if the carrier refuses to place them on the pallet prepared by the goods inwards team





## 6. INVOICING INSTRUCTIONS

The Cebeo Group uses an integrated accounting system.

To ensure the swift and efficient processing of your invoices and payments in the future, it is essential that your invoice or credit note complies with all mandatory legal, tax and the following Cebeo invoice requirements.

It is the responsibility of every supplier to provide Cebeo with a correct and fully compliant invoice.

Invoices that do not meet the below requirements will not be processed and will be returned for correction. The supplier is obliged to cancel any non-compliant invoice and issue a new invoice with the correct details.

*"Please note that according to Council Directive 2010/45/EU of 13 July 2010, amending Directive 2006/112/EC regarding the common system of value-added tax, invoices for services must be issued no later than the 15th day of the month following the month of delivery of goods or completion of the service. In this regard, Cebeo reserves the right not to accept or pay invoices that are issued later than six months after the date of delivery of the goods or the performance of the services."*

Preferably send your invoices as an EDI message in UBL-PEPPOL format. EDI messages ensure a standardized and more efficient process, both for the supplier and Cebeo. Email our IT department via [integrations.support@cebeo.be](mailto:integrations.support@cebeo.be)

If sending invoices via EDI is not possible, we only accept PDF invoices by email. For Belgian companies, the EDI Peppol format will be the only accepted invoice format from 01/01/2026 onwards. Other formats will no longer be accepted from that date.

These invoice requirements are an integral part of our general purchasing terms and conditions.

We distinguish between **invoices with a purchase order** and **invoices without a purchase order**.

You'll find the purchase order number on the first page of the order you receive from us via email or EDI and it is structured as follows: 2XXXXXX of 45XXXXXXXXX

### 6.1 INVOICES WITH A PURCHASE ORDER

#### 6.1.1 GROUPING INVOICES

Please mention only one purchase order number per invoice.

Partial deliveries may be invoiced over multiple documents in compliance with the rule of a maximum of one purchase order number per invoice.

#### 6.1.2 INVOICE CONTENT REQUIREMENTS

In addition to the legal requirements, an invoice must also meet the following criteria. We distinguish between requirements at invoice level vs invoice line level.

At invoice level

- Always state our purchase order number in a separate field on the first page of the invoice.
- List all the following additional charges separately at the bottom of the invoice, if applicable:
  - Environmental contributions such as Recupel, Bebat and other eco-taxes in accordance with Belgian legislation
  - Transport costs
  - Order costs
  - Packaging costs
  - Returnable goods
  - (+ all costs that cannot be assigned to a single reference)

At invoice line level

- List the following details on every invoice line:
  - Your supplier product code
  - Your product description
  - Optional: our item number
  - The invoiced quantity (maximum in our order unit)
  - The unit price per item
  - The net amount including discount
- Avoid page breaks within a single invoice line.

#### 6.1.3 DELIVERY NOTE

For goods that are not delivered to a distribution center (Blandain or Kortrijk), always include a signed delivery note with the PDF invoice document.

## 6.2 INVOICES WITHOUT PURCHASE ORDER

### 6.2.1 GROUPING INVOICES

Please group your invoices as much as possible. Ideally, we would like to receive a single, monthly invoice.

### 6.2.2 INVOICE CONTENT REQUIREMENTS

In addition to the legal requirements, please mention our purchase reference on every invoice. The order reference is structured as follows:

- Name of purchaser
- Cost center

Please request this reference in advance from your contact to ensure smooth processing of the invoice.

## 6.3 SHIPPING ADDRESS

**All** invoices (both with and without purchase order) must be sent electronically. Invoices not sent via EDI must be submitted by email.

Send each individual invoice in one copy to the corresponding email address of our legal entity in PDF format.

- Cebeo NV: [invoices@cebeo.be](mailto:invoices@cebeo.be)
- Sobe-Log NV: [invoices@sobelog.be](mailto:invoices@sobelog.be)

One email may contain multiple PDF attachments with different invoices but each invoice must be submitted in a separate PDF file.

Send any other communication (such as payment-related questions, account statements, etc.) to the corresponding email address of our legal entity:

- Cebeo NV: [accounting@cebeo.be](mailto:accounting@cebeo.be)
- Sobe-Log NV: [accounting@sobelog.be](mailto:accounting@sobelog.be)

Only invoices or credit notes sent to our designated mailboxes will be processed. Please select only one mailbox. No email receipt confirmation will be sent.

## 6.4 CREDIT NOTE

The requirements for invoices also apply to credit notes.

The following specific additional requirements apply to credit notes:

- Clearly specify the term '**Credit Note**' at the top of the document
- Be sure to mention the reason for the credit note (price adjustment, bonus, return, ...)
- If applicable, mention the original purchase order number
- If applicable, mention the return order number
- If applicable, mention the original invoice number
- The credit note should only contain the negative value of the adjustment and not both positive and negative lines with a negative total

## 6.5 PAYMENT TERM

The payment term starts from the invoice date, unless the delivery date at Cebeo is later, in which case the delivery date applies.

If the agreed payment terms between the supplier and Cebeo are adjusted, the new conditions will apply to purchase orders once the changes have been processed in Cebeo's systems.



## 7. CONTACT

### CEBEO DISTRIBUTION CENTER (CDC)

Rue de l'Arbrisseau 1, 7522 Blandain

GPS: 50.6176933, 3.3147662

E. [cdc.reception@cebeo.be](mailto:cdc.reception@cebeo.be)

#### Opening hours

Monday – Thursday: 5 am - 12.45 pm

Friday: 5 am - 11.45 am

### DC KORTRIJK

Zwingelaarsstraat 7, 8500 Kortrijk

GPS: 50.8285183, 3.2408023

T. 056/36.57.11

#### Opening hours

Monday – Thursday: 7 am - 6 pm

Friday: 7 am - 5 pm

### RETURNS & REPAIR

E. [returns@cebeo.be](mailto:returns@cebeo.be)