ACTION INVOICE REQUIREMENTS POLICY

To ensure timely and accurate processing of payments, all submitted invoices must comply with the requirements outlined in this policy. Adherence to these standards enables payments to be issued within the agreed timelines.

GENERAL INVOICING RULES

Invoices must comply with all country, legal and/or regulatory VAT invoice requirements. Invoices must contain at least the following information:

- Supplier details: name, address, VAT number under which the goods/services were supplied, Chamber of Commerce number and bank account details must be clearly stated on the invoice;
- Action details: full legal name, bill-to address, VAT number; PO-number or cost centre, project number, name of Requester (person who ordered the goods/services);
- Invoice number: unique identification number;
- Invoice date: date when the VAT invoice was issued and goods or services were delivered;
- Description of goods or services: a detailed description of the goods or services supplied, including quantities, unit prices, and applicable VAT rates, must be included;
- Place of dispatch and arrival of the goods
- VAT amount: The amount of VAT charged in local currency should be clearly displayed, along with the applicable VAT rate;
- Total amount: the total invoice amount, including VAT;
- Currency: The currency in which the invoice is issued;
- Proof of intra-EU supply: In case of cross-border trade within the EU, the VAT invoice should clearly indicate that the transaction is an intra-EU supply, specifying the VAT exemption under the reverse charge mechanism.

Invoices can be only sent in a digital manner: via e-mail (PDF) or other electronical formats accepted by local legislation. Additional documents related to the invoice need to be sent together with the invoice. If you have an Excel attachment to forward, please use the AP Service Desk mailbox as stated below per relevant entity.

In case the Government requires the supplier to send the invoices via a Government portal, you have to meet the requirements from your Government. Invoices which are not sent via the paths recognized by the local authorities, or do not contain all the elements needed in order to be considered a valid VAT invoice as per local regulation, will NOT be accepted or paid by Action. For a full list of country specific exceptions, please go to the E-invoicing website of the European Commission.

It is not allowed to use an invoice download portal. Action employees will not download invoices from company portals.

ARIBA PURCHASE ORDER: TERMS & CONDITIONS

Action is making use of the SAP Business Network. In case you receive a Purchase Order (PO) via the SAP Business Network, Action will pay your invoice(s) based on the information and terms on the PO.

If you believe that the PO is not reflecting the agreement that you have with Action, please contact the Requester of the PO. You will find the name and phone number in the contact field of the PO. Never accept a request for Goods or Services without receipt of a valid Action PO. When in doubt contact your contact person in Action.

DISCREPANCY BETWEEN PURCHASE ORDER AND INVOICE

If you intend to send Action an invoice on which the quantity and cost do not match the PO, please notify the Requester so the PO can be corrected before the shipment is received. Inconsistencies will result in delays in the processing and payment of your invoice.

HOW TO INVOICE ACTION WHEN A PO WAS RECEIVED?

- The invoice should follow the PO exactly;
- Include the PO number & line reference;
- Ensure quantity and pricing units are consistent with the PO;
- Include the address to where goods were dispatched or services provided;
- 1 Invoice = 1 PO, 1 PO can have one or multiple invoices;
- Only invoice Action when goods are delivered or service has been provided, unless otherwise is agreed;
- Ensure credit notes quotes the invoice and PO number & line reference to which it refers.

WHAT IF THE INVOICE DOES NOT MEET THE ACTION INVOICE REQUIREMENTS?

If an invoice does not meet the Action Invoice Requirements as stated in this document, we are not able to process the invoice which will result in a delay of the payment. The Accounts Payable department will inform you about this.

INVOICING WITHOUT A PURCHASE ORDER?

If you are invoicing Action without a Purchase Order - cost centre, project code, name of Requester (person who ordered goods/services) should be mentioned on the invoice otherwise processing and payment of the invoice will be delayed. Always ask your Action contact for relevant details.

CONTACT DETAILS

For questions regarding the payment of your invoice you may contact AP Service desk email as stated below per relevant entity. When sending an inquiry to this e-mail address please always refer to the PO number, Action entity and your invoice number. Do not send inquiries to the AP invoice e-mail address. Invoice mailboxes are connected to the automated invoice processing system and inquiries will not be answered.

For questions about the product or service ordered, contact your Requester. You may find the name and phone number in the contact field on the PO.

CHANGES TO YOUR COMPANY DETAILS

If there are any changes to your company details (e.g., change of name, address, bank account, VAT registration) please reach out to your point of contact in Action or send an e-mail to Supplier.enablement@Action.nl

OVERVIEW ACTION STORE ENTITIES

Action Services & Distributie B.V. **(Headquarter)** Perenmarkt 15 1681 PG Zwaagdijk-Oost Netherlands VAT no. NL823020411B01 Invoice address: APinvoiceSD@action.eu AP Service desk: FinanceSD@action.nl	**Action Nederland B.V.** **(Stores)** Perenmarkt 15 1681 PG Zwaagdijk-Oost Netherlands VAT no. NL813233409B01 Invoice address: APinvoiceNL@action.eu AP Service desk: FinanceNL@action.nl
Action Belgium BVBA Gentsesteenweg 120 1730 Asse Belgium VAT no. BE0873975443 Peppol participant ID: 0208:0873975443 or Peppol participant ID: 9925:BE0873975443 (invoices under einvoicing mandate) Invoice address: APinvoiceBE@action.eu (other invoices) AP Service desk: FinanceBE@action.be	**Action Luxembourg Sarl** 4, Rue Jean Pierre Probst 2352 Luxembourg Luxembourg VAT no. LU27139736 Invoice address: APinvoiceLU@action.eu AP Service desk: FinanceLU@action.lu
Action Deutschland GmbH Schirmerstraße 76 40211 Düsseldorf Germany VAT no. DE267643744 Invoice address: APinvoiceDE@action.eu AP Service desk: FinanceDE@action.de	**Action France SAS** 18-26 Rue Goubet 75019 Paris France VAT no. FR05753308238 Invoice address: APinvoiceFR@action.eu AP Service desk: FinanceFR@action.fr
Action Retail Czech S.r.o. Štětkova 1638/18 Nusle 1400 00 Praha 4 Czech VAT no. CZ03439747 Invoice address: APinvoiceCZ@action.eu AP Service desk: FinanceCZ@action.eu	**Action Poland Sp. Z.O.O.** Wojewódzka 10 40-026 Katowice Poland VAT no. PL9542778083 Invoice address: APinvoicePL@action.eu AP Service desk: FinancePL@action.nl
Action Retail Spain SL Avenida de Manoteras, número 44, 4°, módulos C y D 28050 Madrid Spain VAT no. ESB66239997 Invoice address: APinvoiceES@action.eu AP Service desk: FinanceES@action.es	**Action StoreOps Portugal LDA** Avenida Infante D. Henrique 26 1149-096 Lisbon Portugal VAT no. PT517247739 Invoice address: APinvoicePT@action.eu AP Service desk: FinancePT@action.eu

Action Retail Austria GmbH Teinfaltstrasse 8 1010 Vienna Austria VAT no. ATU69913356 Invoice address: APinvoiceAT@action.eu AP Service desk: FinanceAT@action.eu	**Action Slovakia s.r.o.** Karadžičova 2 811 08 Bratislava – Staré Mesto Slovakia VAT no. SK2121713605 Invoice address: APinvoiceSK@action.eu AP Service desk: FinanceSK@action.eu
Action Switzerland GmbH Messeplatz 10 4058 Basel Switzerland VAT no. CHE-399.968.596 MWST Invoice address: APinvoiceCH@action.eu AP Service desk: FinanceCH@action.eu	**Action Retail Italy S.r.l.** Strada 1, Palazzo F2, PIANO 6 snc 20057 Assago Italy VAT no. IT10955660963 Invoice address: APinvoiceITA@action.eu AP Service desk: FinanceITA@action.nl
Action Retail Romania S.R.L. Sectorul 1, Strada BILCIUREŞTI, Nr. 9A, CAMERA NR. 3, Etaj 71 4012 Bucharest Romania VAT no. RO48803454 Invoice address: APinvoiceRO@action.eu AP Service desk: FinanceRO@action.eu	**Action Croatia D.O.O.** ULICA GRADA VUKOVARA 269F 10000 ZAGREB Croatia VAT no. HR78809480810 OIB: 78809480810 (Invoices under einvoicing mandate must include our OIB and be in the UBL XML required by Croatian fiscalisation rules) Invoice address: APinvoiceHR@action.eu (other invoices) AP Service desk: FinanceRO@action.eu
Action Bulgaria EOOD Tsar Osvoboditel Blvd. 17, ent. A, fl. 2 1504 Sofia Bulgaria VAT no. BG208623720 Invoice address: APinvoiceBG@action.eu AP Service desk: FinanceBG@action.eu	**Action Retail SLO d.o.o.** Komenskega Ulica 36 1000 Ljubljana Slovenia VAT no. SI35171553 Invoice address: APinvoiceSI@action.eu AP Service desk: FinanceSI@action.eu

OVERVIEW ACTION LOGISTIC ENTITIES

Action Logistics Poland SP. Z.O.O. Wojewódzka 10 40-026 Katowice Poland VAT no. PL5833341584 Invoice address: APinvoiceDCPL@action.eu AP Service desk: FinanceDCPL@action.nl	**Action Logistics Germany GmbH** Schirmerstraße 76 40211 Düsseldorf Germany VAT no. DE815646714 Invoice address: APinvoiceDCDE@action.eu AP Service desk: FinanceDCDE@action.eu
Action Logistics Slovakia s.r.o. Karadžičova 2 81108 Bratislava Slovakia VAT no. SK2023888471 Invoice address: APinvoiceDCSK@action.eu AP Service desk: FinanceDCSK@action.eu	**Action Logistics Italy SRL** Corso di Porta Vittoria 5 20122 Milan Italy VAT no. IT12648490964 Invoice address: APinvoiceDCITA@action.eu AP Service desk: FinanceDCITA@action.eu
Action Logistics France SAS 18-26 Rue Goubet 75019 Paris France VAT no. FR72813538535 Invoice address: APinvoiceDCFR@action.eu AP Service desk: FinanceDCFR@action.fr	**Action Logistics Spain S.L** Avenida Diagonal, 409 P1 8008 Barcelona Spain VAT no. ESB44868842 Invoice address: APinvoiceDCES@action.eu AP Service desk: FinanceDCES@action.eu
Action Logistics Romania S.R.L. Sectorul 1, Strada BILCIUREŞTI, Nr. 9A, CAMERA NR. 3, Etaj 7 1 14012 Bucharest Romania VAT no. RO52655208 Invoice address: APinvoiceDCRO@action.eu AP Service desk: FinanceDCRO@action.eu	**Action Logistics Portugal LDA** Avenida Infante D. Henrique 26 1149-096 Lisboa Portugal VAT no. PT518118762 Invoice address: APinvoiceDCPT@action.eu AP Service desk: FinanceDCPT@action.eu