

## Standard Invoicing Requirements and Guidelines

LyondellBasell Industries is dedicated to timely paying all invoices within agreed upon contractual payment terms. This Standard Invoice Routing and Compliance Guide (“Guide”) contains instructions on how to route invoices for goods, services, and transportation that are purchased by, or on behalf of, LyondellBasell Industries N.V. and/or one of its subsidiaries (collectively, “LYB”). Please review the attached routing guidelines, per region, which outline detailed invoicing requirements.

Vendors must follow this Guide, and failure to do so could result in delay of payment and/or VAT non-compliance in EU. Invoices received which do not meet the requirements set forth in this Guide will not be processed, or will be rejected back to the vendor for resubmission.

Buyers or requisitioners procuring goods or services on behalf of LYB must ensure vendors are in compliance with this Guide. LYB’s Accounts Payable and Vendor Administration departments work in conjunction with the Procurement organization. This Guide is not intended to replace existing Procurement processes, but is intended to be a quick resource to assist vendors in getting paid in a timely manner.

Vendors must verify that all the information on the purchase order document is accurate, and seek guidance for corrections by contacting LYB’s on-site contact or Procurement representative. Requests for payment for goods or services without purchase orders will not be accepted. Invoices with incorrect or missing purchase order numbers will be rejected.

**LYB is moving away from accepting invoices by mail (paper). The current electronic options available for invoice submission are: XML, Ariba / EDI, ERS, and PDF format via Email.**

### Evaluated Receipt Settlement (“ERS”) and Electronic Data Interchange (“EDI”) Invoicing Guidelines:

ERS and EDI vendors should not submit hard copies or electronic invoices through any other payment mediums identified. Paper invoices received for something other than credit memos (excluding EU) will be disposed of without further notification.

For issues related to invoice submissions, please contact LYB’s on-site contact, Procurement representative, or contract owner. Accounts Payable is a resource to vendors for account status only. Buyers are to remain the primary point of contact for day-to-day purchasing activity and file submissions. Vendors should provide accurate information during file submission to ensure LYB can appropriately process the files received.

Vendor is to partner with LYB’s Buyers to coordinate invoice processing efforts. Once established, if the EDI/ERS invoices submitted do not meet LYB’s processing criteria, such invoices will be rejected resulting in delayed payment. This partnership means **an immediate end** of sending hard copies to LYB for processing.

Suppliers that are enabled for Invoicing on the ARIBA platform please follow specific requirements published on our [website](#) under [Transacting & Invoicing](#) or send an e-mail to [LYBeBusiness@lyondellbasell.com](mailto:LYBeBusiness@lyondellbasell.com)

### Payment Terms:

Payment terms shall be in accordance with the terms and conditions in the contract or vendor master record. Submitting an invoice via paper, or directly to LYB’s onsite contact or Procurement representative will likely delay payment.

Vendors are required to receive payments through a single bank account by account currency. Requesting payments to be sent to multiple bank accounts for different services offered by the same vendor will be rejected. Services provided to LYB from the same vendor in different countries are allowed a different bank account, per country.

### Remit-To Schedule:

LYB is committed to ensure all invoices are paid in a timely manner, and pursuant to any agreed upon contractual terms. LYB executes payments bi-weekly on Thursdays. The exact date of payment may vary for payments which are not electronic.

### Invoice Inquiries:

For invoice inquiries, contact LYB’s Accounts Payable query group applicable to vendor’s region and language preference. LYB’s response turnaround time is generally 24 to 48 hours.

### **Invoice Rejection Guidelines:**

Invoices submitted to LyondellBasell through one of the invoice submission channels may be rejected if the document does not meet LYB minimum invoicing requirements or due to legal reasons.

- Missing or incorrect information (i.e. invalid invoice format, missing purchase order)
- Non-compliance with applicable laws, including tax laws
- Non-conformance with contract terms
- Disputed charges
- Duplicate invoice
- Fraudulent invoice
- Incomplete delivery

### **Vendor Master Maintenance:**

LYB manages all vendor relationships in **SAP Ariba Supplier Lifecycle & Performance (SLP)**, a cloud-based platform that streamlines supplier management and procurement processes.

Ariba SLP acts as a single hub for maintaining the information vendors share with LYB, allows vendors to maintain company information directly in the platform, and provides real-time visibility into the registration and qualification processes.

Vendors will receive an invitation from an '**ariba.com**' email address requesting vendor to register in Supplier Registration Team.

If vendors have an existing Ariba Network Account ([Supplier Log-In](#)), vendors should sign in with a username and password, or if no existing account exists, vendors will be required to sign up and create an account.

Vendors will need to provide the following information and/or documents prior to registration:

- Tax ID, VAT or W9, or W8 EBEN where applicable
- Banking Letterhead - issued by the bank holding vendors account
- Remittance Email - to be used for all future financial related communications

### **Supplier Registration Team:**

Refer to [LYB's Supplier Site](#) for assistance in the registration process, or send an email to [AribaSLPSupplierRegistration@lyondellbasell.com](mailto:AribaSLPSupplierRegistration@lyondellbasell.com)

## NORTH AMERICA - STANDARD INVOICING REQUIREMENTS

### Non-Logistics Invoices Must Contain the Following:

- LYB's issued Purchase Order number
- Specific line items as set forth on the purchase order
- The LYB address where the goods or services were provided
- Full Bank Account Details
- Invoice Date (NOTE: Invoice date can be later than, but not before, the shipment date)
- Remittance name and address
- Invoice Number (NOTE: Invoice numbers cannot be duplicated, each must have a unique alpha or numeric number, or both.)
- Billing descriptions according to purchase request or services rendered
- Total of the current amount due

**No Purchase Order, No Payment.**

**Recommendation: No red fonts on the invoice**

### Ariba Invoices Must Contain the Following:

- LYB's issued Purchase Order number
- Electronic Order Confirmation and Advanced Shipment Notification must be submitted prior to Invoice in Ariba Network
- The LYB address where the goods or services were provided
- Material Goods must be received by LYB prior to Invoice
- Invoice Date (NOTE: Invoice date can be later than, but not before, the shipment date)
- Remittance name and address
- Invoice Number (NOTE: Invoice numbers cannot be duplicated, each must have a unique alpha or numeric number, or both.)
- Billing descriptions matching the Purchase Order
- Specific line items as set forth on the purchase order
- Total of the current amount due matching that of the Purchase Order

### Logistics Invoices Must Contain the Following:

- Shipper's shipment number, BOL, Freight Order number
- Accessorial description/ amount – each MUST be listed separately
- LYB's Purchase Order number
- Invoice Total
- Origin / Destination (including zip code)
- Signed Proof of Delivery (POD)
- Carrier name and full remittance address
- Drayage charge

### Invoice Submission Options and Guidelines / Invoice Queries:

INVOICE SUBMITTAL BY E-MAIL	
<b>Logistics:</b>	<a href="mailto:AP.Invoices.Logistics_NA@lyondellbasell.com">AP.Invoices.Logistics_NA@lyondellbasell.com</a>
<b>Non-Logistics:</b>	<a href="mailto:AP.Invoices_NA@lyondellbasell.com">AP.Invoices_NA@lyondellbasell.com</a>
<b>México:</b>	<a href="mailto:AP.Invoices_mexico@lyondellbasell.com">AP.Invoices_mexico@lyondellbasell.com</a>

- Email size should be less than 10MB
- Text added in the body of an email will not be read by automated systems
- Send only one invoice per PDF-file
- Send only invoices / credit memos to the invoicing email addresses referenced in this section. These are fully automated mailboxes and there will be no reply. Please do not send any other items to the email addresses
- Maximum of 5 invoices, per email
- Vendor name on the invoice must match the vendor name on the purchase order
- The invoice/credit note should be the first page of the PDF-file
- Supporting documents must be included with each individual invoice
- Mark all critical information on the invoice

**PLEASE DO NOT:**

- Send duplicate invoices unless requested by an Accounts Payable Specialist;
- Submit invoices using multiple mediums.
- Use words such as 'Reminder', 'Mahnung', 'Rappel', etc., in the subject line of the emails

**\*\*LYB does not accept invoices by mail at any North America location. The current electronic options available are: Ariba / EDI (Electronic Data Interchange), ERS (Evaluated Receipt Settlement), and Email.**

INVOICE INQUIRIES BY E-MAIL	
<b>Logistics:</b>	<a href="mailto:AP.Inquiry_Log_NA@Lyondellbasell.com">AP.Inquiry_Log_NA@Lyondellbasell.com</a>
<b>Non-Logistics:</b>	<a href="mailto:AP.Inquiry_NA@lyondellbasell.com">AP.Inquiry_NA@lyondellbasell.com</a>

INVOICE INQUIRIES BY PHONE
+1 (833) 414 2397

**\*\*ALL inquiries should include LYB's purchase order number, invoice number, amount due, and a detailed explanation for the inquiry.**

## Credit Memos:

Credit memos should be submitted in the same manner as invoices (see "Invoice Submission Options" above).

To ensure accuracy of applying credit memos, include the following information:

- Full/Partial amount of the original (incorrect) invoice, if applicable:
- The word "Credit Memo" including original invoice number
- Vendor Name and Contact Information
- Credit Memo number, Credit Memo Date and Credit Memo Amount
- Purchase order number with P.O. line number, if applicable
- Explanation of credit.

**NOTE:** If future business between LYB and vendor is not foreseeable, and there are debit balances residing on LYB's account with vendor and no offset credits are provided within 180 days, vendors should contact LYB's or representative to issue a refund in the name of the LYB entity vendor conducted business with.

## EU - STANDARD INVOICING REQUIREMENTS

### Non-Logistics Invoices Must Contain the Following:

**ALL vendor invoices shall comply with legal invoice requirements as mentioned in VAT Directive 2006/112 and local legislation and include:**

- LYB's legal entity name, address and VAT number (sold-to and bill-to)
- The LYB address where the goods or services were provided (ship-to)
- The legal entity name, address and VAT number of vendor
- Invoice Date (NOTE: Invoice date can be later than, but not before, the shipment date).
- A (sequential) invoice number, by which the invoice can be uniquely identified
- The correct Purchase Order number or LYB contact person
- Date when the service was delivered
- Quantity and a description of the nature of the service
- Price excluding VAT
- VAT rate used and taxable amount broken down by each VAT rate
- Total invoice amount including VAT
- If no VAT is charged or at 0%, VAT Text/Article must be mentioned
- If the VAT is paid by a fiscal representative, the VAT identification number, name and address of this representative
- The applicable INCOTERM, if Products are supplied
- In case of non-EU not customs cleared Products, the mention "T1-material";
- Country of origin of the Products, if Products are supplied;
- Country of dispatch of the Products, if Products are supplied;
- Loading Location
- Commodity code (CN8-code), weights and units, if Products are supplied;
- SE number, if Services are provided
- Full Bank Account Details
- Remittance name and address
- In relation to packaging of Products:
  - quantity (in kilogram) of virgin, recycled, renewable and/or reusable plastic content;
  - Registration number required to be reported for any applicable Extended Producer Responsibility regime
  - manufacturer's recycled, renewable and/or reusable plastic certificate (if applicable); and
  - amount of Plastic Packaging Tax paid (if paid for)

### Logistics Invoices Must Contain the Following:

**ALL vendor invoices shall comply with legal invoice requirements as mentioned in VAT Directive 2006/112 and local legislation and, in addition to the requirements set forth in "Non-Logistics Invoices" above, shall also include:**

- Shipper's shipment number, BOL, Freight Order #, Purchase Order
- Origin/ Destination (including zip code)
- Carrier name and full remittance address
- Drayage charge
- Accessorial description/ amount – each MUST be listed separately
- Invoice Total
- Signed Proof of Delivery (POD)

### Invoice Submission Options and Guidelines / Invoice Queries:

INVOICE SUBMITTAL BY E-MAIL
<a href="mailto:AP.Invoices_EU@LYB.com" style="color: #0056b3; text-decoration: underline;">AP.Invoices_EU@LYB.com</a>

INVOICE SUBMITTAL BY MAIL
"LYB legal entity name" PO Box 300243 50772 Cologne Germany

- Email size should be less than 10MB
- Send only one invoice per PDF-file
- Maximum of 5 invoices, per email
- The invoice/credit note should be the first page of the PDF-file
- Supporting documents must be included with each individual invoice
- Mark all critical information on the invoice

- Text added in the body of an email will not be read by automated systems
- Send only invoices / credit memos to the invoicing email addresses referenced in this section. These are fully automated mailboxes and there will be no reply. Please do not send any other items to the email addresses
- Vendor name on the invoice must match the vendor name on the purchase order

**PLEASE DO NOT:**

- Send duplicate invoices unless requested by an Accounts Payable Specialist;
- Submit invoices using multiple mediums.
- use words such as 'Reminder', 'Mahnung', 'Rappel', etc., in the subject line of the emails

**LYB does not accept invoices by fax in EU.**

INVOICE INQUIRIES BY E-MAIL	
<b>German::</b>	<a href="mailto:AP.Inquiry_Deutsch_EU@lyondellbasell.com" style="color: #0056b3; text-decoration: underline;">AP.Inquiry_Deutsch_EU@lyondellbasell.com</a>
<b>French:</b>	<a href="mailto:AP.Inquiry_Francais_EU@lyondellbasell.com" style="color: #0056b3; text-decoration: underline;">AP.Inquiry_Francais_EU@lyondellbasell.com</a>
<b>Italian:</b>	<a href="mailto:AP.Inquiry_Italiano_EU@lyondellbasell.com" style="color: #0056b3; text-decoration: underline;">AP.Inquiry_Italiano_EU@lyondellbasell.com</a>
<b>Spanish:</b>	<a href="mailto:AP.Inquiry_Espanol_EU@lyondellbasell.com" style="color: #0056b3; text-decoration: underline;">AP.Inquiry_Espanol_EU@lyondellbasell.com</a>
<b>English:</b>	<a href="mailto:AP.Inquiry_English_EU@lyondellbasell.com" style="color: #0056b3; text-decoration: underline;">AP.Inquiry_English_EU@lyondellbasell.com</a>

INVOICE INQUIRIES BY PHONE
+31 107 136 180  Toll Free: +800 59259227

**ALL inquiries should include LYB's purchase order number, invoice number, amount due, and a detailed explanation for the inquiry.**

## Credit Memos:

Credit memos should be submitted in the same manner as invoices (see “Invoice Submission Options” above).

To ensure accuracy of applying credit memos, include the following information:

- Full amount of the original (incorrect) invoice:
- The word “Credit Memo”
- Vendor Name and Contact Information
- Credit Memo number, Credit Memo Date and Credit Memo Amount
- Purchase order number
- Purchase order line number
- Original invoice number
- Explanation of credit

**NOTE:** If future business between LYB and vendor is not foreseeable, and there are debit balances residing on LYB’s account with vendor and no offset credits are provided within 180 days, vendors should contact LYB’s on-site Contact or Procurement representative to issue a refund in the name of the LYB entity vendor conducted business with.