

SUPPLIER KIT

HOW TO SEND PDF- INVOICES



Suppliers follow the
Supplier Kit.



ROCKWOOL improves
purchase to payment cycle
and process efficiency.



Invoices are paid on time,
saving time and money.



Content

ROCKWOOL is moving to electronic invoicing	5
Registration process	8
1. Create an account	8
2. Fill in your company details	9
3. Add email address(es) for PDF invoices	9
Start sending PDF-invoices	9
1. Create a PDF-invoice	10
2. Attachment policy	10
3. Send the PDF-invoice	11
4. Invoice delivery	11
A. Company Profile	12
B. Mandatory content requirements for PDF-invoices	14
C. Invoice validation and rejections	16
D. Invoice monitoring	16

ROCKWOOL is moving to electronic invoicing

This guide contains detailed instructions on how to send PDF-invoices to ROCKWOOL. When following these instructions, ROCKWOOL will receive PDF-invoices as electronic invoices. This service is free of charge.

- Open the registration link that you received from ROCKWOOL.
- Add to Basware Portal the email address(es) from which you will send PDF-invoices.
- Go to your email- or invoicing software and attach a PDF-invoice to your email and start sending.

If you have questions about sending invoices to ROCKWOOL, please do not hesitate to contact us as per below:

Contact details

ROCKWOOL A/S	Denmark	Questions regarding invoice content	vendors@rockwool.com
ROCKWOOL Danmark A/S	Denmark	Questions regarding invoice content	kreditor.dk@rockwool.com
ROCKWOOL AB	Sweden	Questions regarding invoice content	leverantor@rockwool.se
ROCKWOOL Finland OY	Finland	Questions regarding invoice content	vendor.fi@rockwool.com
A/S ROCKWOOL	Norway	Questions regarding invoice content	kreditor@rockwool.no
ROCKWOOL Limited	United Kingdom	Questions regarding invoice content	AP.UK@rockwool.com
ROCKWOOL Beteiligungs GmbH	Germany	Questions regarding invoice content	AP.DE@rockwool.com
ROCKWOOL Verwaltungs GmbH	Germany	Questions regarding invoice content	AP.DE@rockwool.com
ROCKWOOL Operations GmbH & Co. KG	Germany	Questions regarding invoice content	AP.DE@rockwool.com
Deutsche ROCKWOOL GmbH & Co. KG	Germany	Questions regarding invoice content	AP.DE@rockwool.com
HECK Wall Systems GmbH	Germany	Questions regarding invoice content	AP.DE@rockwool.com
ROCKWOOL Mineralwolle GmbH	Germany	Questions regarding invoice content	AP.DE@rockwool.com
ROCKWOOL ROCKFON GmbH	Germany	Questions regarding invoice content	AP.DE@rockwool.com
ROCKWOOL Handelsgesellschaft m.b.H.	Austria	Questions regarding invoice content	AP.DE@rockwool.com
ROCKWOOL B.V.	Netherlands	Questions regarding invoice content	accountspayable@rockwool.nl

ROCKWOOL GmbH	Switzerland	Questions regarding invoice content	accounts payable@rockwool.nl
ROXUL ROCKWOOL Technical Insultaion Middle East FZE	United Arab Emirates	Questions regarding invoice content	accounts payable@rockwool.nl
ROCKWOOL B.V.B.A.	Belgium	Questions regarding invoice content	accounts payable@rockwool.nl
Breda Confectie B.V.	Netherlands	Questions regarding invoice content	accounts payable@rockwool.nl
ROCKWOOL France S.A.S.	France	Questions regarding invoice content	vendors.fr@rockwool.com
ROCKWOOL Polska Sp. z o.o.	Poland	Questions regarding invoice content	AP.PL@rockwool.com
LLC ROCKWOOL Ukraine	Ukraine	Questions regarding invoice content	AP.UA@rockwool.com
ROCKWOOL Global Business Service Center Sp. z o.o.	Poland	Questions regarding invoice content	RGBS@rockwool.com
ROCKWOOL UAB	Lithuania	Questions regarding invoice content	AP.Baltic@Rockwool.com
SIA ROCKWOOL	Latvia	Questions regarding invoice content	AP.Baltic@Rockwool.com
ROCKWOOL EE OÜ	Estonia	Questions regarding invoice content	AP.Baltic@Rockwool.com
ROCKWOOL a.s.	Czech Republic	Questions regarding invoice content	AP.CZ@rockwool.com
ROCKWOOL Slovensko s.r.o.	Slovenia	Questions regarding invoice content	AP.SK@rockwool.com
ROCKWOOL Bulgaria EOOD	Bulgaria	Questions regarding invoice content	AP.BU@rockwool.com
ROCKWOOL Adriatic d.o.o.	Croatia	Questions regarding invoice content	AP.CRO@rockwool.com
ROCKWOOL Italia S.p.A	Italy	Questions regarding invoice content	AP.ITA@rockwool.com
ROCKWOOL Peninsular S.A.U.	Spain	Questions regarding invoice content	AP.ES@rockwool.com

LLC ROCKWOOL Russia	Russian Federation	Questions regarding invoice content	AP.RU@Rockwool.com
LLC ROCKWOOL North	Russian Federation	Questions regarding invoice content	AP.RU@Rockwool.com
LLC ROCKWOOL Volga	Russian Fed., Tatarstan Republic	Questions regarding invoice content	AP.RU@Rockwool.com
LLC ROCKWOOL Ural	Russian Federation	Questions regarding invoice content	AP.RU@Rockwool.com
ROCKWOOL Hungary Kft.	Hungary	Questions regarding invoice content	AP.HU@rockwool.com
ROCKWOOL Romania s.r.l.	Romania	Questions regarding invoice content	AP.RO@rockwool.com
PE ROCKWOOL B.V. Germany	Germany	Questions regarding invoice content	accountspayable@rockwool.nl
Roxul Inc.	Canada	Questions regarding invoice content	RX- NA.Accounting@rockwool.com
Roxul USA Inc.	United States of America	Questions regarding invoice content	RX- NA.Accounting@rockwool.com
Basware Customer Support		Questions on Basware service	https://basware.servicenow.com/bw?id=bw_sc_cat_item_public

Useful links

PDF eInvoice user guide	User guide in English	https://basware.servicenow.com/bw?id=bw_kb_article&sys_id=82cbcca5db31d304394380ab0b961989
--	--------------------------	---

Kind regards,

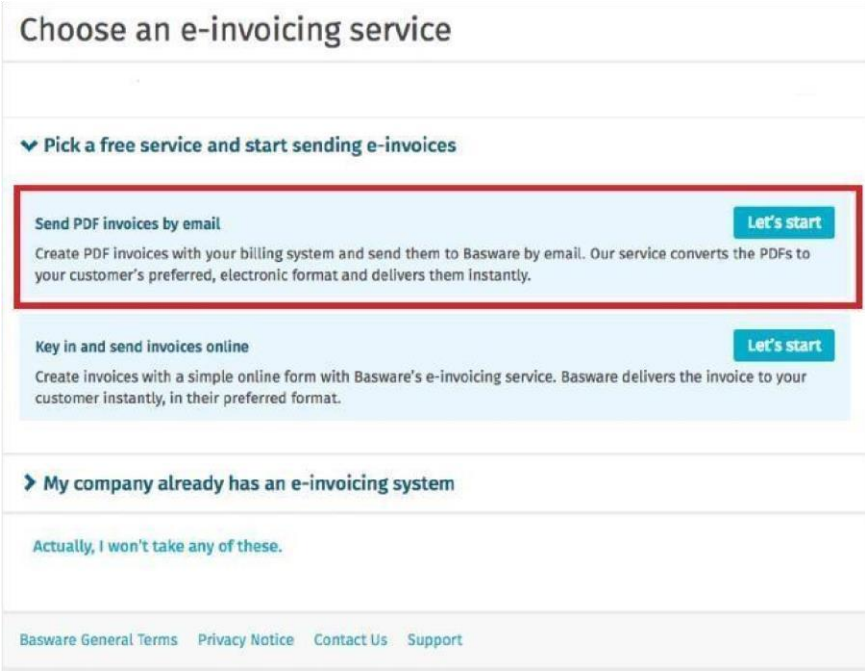
ROCKWOOL

Registration process

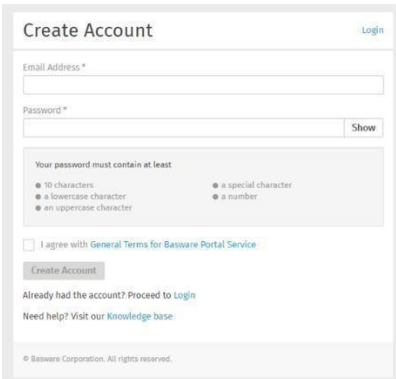
By using this free of charge PDF-service you can start sending e-invoices to ROCKWOOL. To get started you must register to the PDF e-Invoice service via Basware Portal. You only need to register once to be able to send PDF-invoices to ROCKWOOL.

1. Create an account

Open the registration link that you received from ROCKWOOL. On the service landing page, click **Get started**. On the next page, choose Send PDF invoices by email option and click **Let's start**.



Create an Account page opens:



Enter your email address, choose a secure password and create the account. The service sends a confirmation message to your email address. The confirmation message is sent from

<no.reply@basware.com> and could end up in your spam filter. Open the confirmation message to activate your account.

2. Fill in your company details

Now, you must fill in some details about your organization to activate the Basware PDF e-Invoice for Receiving - service. In the Company Details section, fill in your basic organization's details – company identifier, company name and address. Also, the primary contact of your company should be filled in.

3. Add email address(es) for PDF invoices

To add the email address(es) from which you will send PDF e-Invoices, click **Add new email address** from Service Setting tab. You can only send invoices from the address(es) that you define here. Invoices sent from other addresses will not be delivered to ROCKWOOL. You can add up to 200 email addresses here. Each additional email addresses used to send invoices from must be confirmed before invoices can be processed.

PDF e-Invoice

Company Details > **Service Settings** > Instructions

Customize the way the service works

▼ **Email addresses for invoicing ***

Enter the email address(es) from which you will send invoices to your customers. The service rejects invoices sent from addresses other than the ones listed below.

[Redacted]	Confirmed
------------	-----------

[Add new email address](#)

Cancel Previous Next

If you wish to add more email addresses later, please go to the [Basware Portal](#) and login. Go to the tab **Services** and click on the box named **PDF e-Invoice**. Click on **View details**. Next, go to section **I send invoices from** and click on **Add an email address** from which you will send invoices to ROCKWOOL.

Start sending PDF-invoices

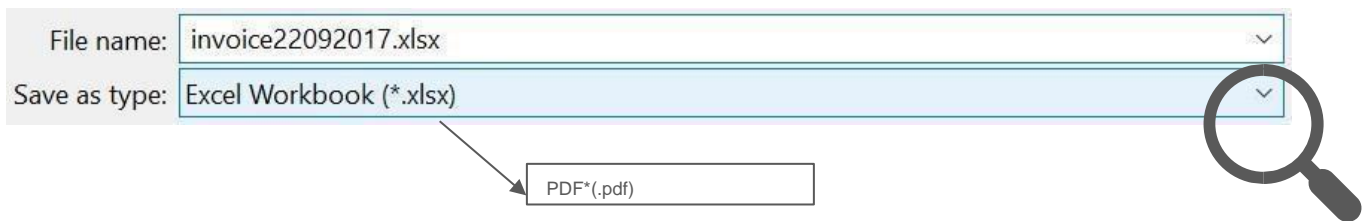
Make sure that you have completed the registration and clicked **Activate** on the final page of the registration flow. Now you can go to your email or invoicing software and create a PDF-invoice. For the service to work, the invoices that you send must have the same layout as the first invoice. Because the invoices are read electronically, the content of each invoice must be in [machine-readable](#) text format - the invoices cannot be hand-written, scanned or contain the

information in image format. Please make sure that your PDF-invoices are machine-readable and that they are sent to the correct ROCKWOOL email address for PDF-invoices (found in section A of this supplier kit).

1. Create a PDF-invoice

There are many ways you can create a PDF invoice:

- You can use your current accounting software, if it allows you to export invoices in machine-readable PDF format.
- You can use a word processing or spreadsheet software - for example, tools from the Microsoft Office, if it allows you to save documents in machine-readable PDF format:



2. Attachment policy

If you need to add additional attachments to your email message, such as a delivery note, please make sure that you follow the attachment policy for additional attachments:

- You can only send attachments in PDF format. The service ignores all other attachment types.
- Name the attachment so that it contains the word attachment, anhang, anlage, adjunto, annex, or liite. For example, attachment_112233.pdf.
- If you send multiple attachments, Basware recommends that you send only one invoice per each email.
- If you must send multiple PDF e-Invoices and attachments in a single email, follow these guidelines:
 - Make sure that each attachment has the keyword attachment in their filename. ○
 - ✦ Make sure that each attachment is associated to a business document PDF:
 - ✦ Single business document PDF: each attachment is automatically linked to the business document PDF.
 - ✦ Multiple business document PDFs: attachments are linked to a business document PDF, if the filename of the attachments contains the filename (without the file extension) of the business document. For example, document1_attachment.pdf will be linked to document1.pdf.
 - The attachments are valid, if:
 - ✦ The email contains at least one business document PDF.
- ✦ Each extra attachment is linked to a business document PDF.

More information about the attachment policy can be found [here](#).

3. Send the PDF-invoice

1. Please ensure that you include the following additional information on your invoices: ROCKWOOL attention person, PO number or Cost center/account or Project number (refer to your ROCKWOOL contact person to provide these).
2. Using your standard email client, create a new email message.
3. Attach the PDF-invoice you have saved on your computer to the email message. It is possible to attach multiple invoices into one email. Please be aware there is a size restriction of 15MB per email.
4. If you want to send additional invoice attachments to your customer, such as delivery notes, please attach them to the email. Attachments must always be delivered together with the PDFinvoice. For instructions on how to name the additional attachments, see Attachment Policy.
5. Type ROCKWOOL PDF-invoice address in the email receiver field. ROCKWOOL email addresses for PDF-invoices are found in section A of this supplier kit.
6. Send the email.

THE BASWARE PDF-SERVICE DELIVERS TO ROCKWOOL ONLY PDF-INVOICES THAT ARE SENT FROM EMAIL ADDRESSES THAT ARE REGISTERED TO THE SERVICE. THE SERVICE WILL AUTOMATICALLY REJECT INVOICES THAT ARE SENT FROM AN UNREGISTERED EMAIL ADDRESS.



4. Invoice delivery

Basware sets up the conversion process when you send the first invoice into the service. For the service to work, the invoices that you send in must have the same layout as the first invoice.

Basware will notify you by email when the first email has been delivered to ROCKWOOL successfully. The first PDF-invoice can take a few business days to be mapped and delivered to ROCKWOOL. No further confirmation emails will be sent unless there are delivery problems with the invoices.



A. Company Profile

Please use the following email addresses when sending PDF-invoices to ROCKWOOL:

Company Unit	Company VAT ID	E-invoice Address	Email address
ROCKWOOL A/S	Denmark - DK54879415 Czech Rep. - CZ683318195 Germany - DE125072106 France - FR72432774347 Great Britain - GB558055232 Croatia - HR61121938198 Netherlands - NL801137093B01 Norway - NO982133769 Poland - PL5262261000	5790002584633	invoiceplus3000@rockwool.com
ROCKWOOL Danmark A/S	DK42391719	5790002586446	invoiceplus1110@rockwool.com
ROCKWOOL AB	SE556347915201	SE556347915201	invoiceplus1120@rockwool.com
ROCKWOOL Finland OY	FI21043253	3721043253	invoiceplus1140@rockwool.com
A/S ROCKWOOL	NO923828583	NO923828583MVA	invoiceplus1200@rockwool.com
ROCKWOOL Limited	GB540707168	GB540707168	invoiceplus1320@rockwool.com
ROCKWOOL Beteiligungs GmbH	DE125073109	DE125073109	invoiceplus1510@rockwool.com
ROCKWOOL Verwaltungs GmbH	n/a	20000327	invoiceplus1516@rockwool.com
ROCKWOOL Operations GmbH & Co. KG	DE811174376	DE811174376	invoiceplus1520@rockwool.com
Deutsche ROCKWOOL GmbH & Co. KG	DE310922306	DE310922306	invoiceplus1525@rockwool.com
HECK Wall Systems GmbH	DE815515763	DE815515763	invoiceplus1530@rockwool.com
ROCKWOOL Mineralwolle GmbH	DE811174472	DE811174472	invoiceplus1532@rockwool.com
ROCKWOOL ROCKFON GmbH	DE811315935	DE811315935	invoiceplus1535@rockwool.com
ROCKWOOL Handelsgesellschaft m.b.H.	ATU14241907	ATU14241907	invoiceplus1540@rockwool.com
ROCKWOOL B.V.	NL001696592B01	NL001696592B01	invoiceplus1621@rockwool.com
ROCKWOOL GmbH	CHE-446.546.889MWST	CHE-446546889MWST	invoiceplus1637@rockwool.com
ROXUL ROCKWOOL Technical Insultaion Middle East FZE	100369425200003	100369425200003	invoiceplus1668@rockwool.com

ROCKWOOL B.V.B.A.	BE0404939861	BE0404939861	invoiceplus1672@rockwool.com
Breda Confectie B.V.	NL008589628B01	NL008589628B01	invoiceplus1673@rockwool.com
ROCKWOOL France S.A.S.	FR64305394397	FR64305394397	invoiceplus1700@rockwool.com
ROCKWOOL Polska Sp. z o.o.	PL9270005236	PL9270005236	invoiceplus2510@rockwool.com
ROCKWOOL Global Business Service Center Sp. z o.o.	PL5252658121	PL5252658121	invoiceplus2550@rockwool.com
ROCKWOOL UAB	LT116593610	LT116593610	invoiceplus2561@rockwool.com
SIA ROCKWOOL	LV40003692958	LV40003692958	invoiceplus2571@rockwool.com
ROCKWOOL EE OÜ	EE101240743	EE101240743	invoiceplus2580@rockwool.com
ROCKWOOL a.s.	CZ26165261	CZ26165261	invoiceplus2610@rockwool.com
ROCKWOOL Slovensko s.r.o.	SK2020243203	SK2020243203	invoiceplus2631@rockwool.com
ROCKWOOL Bulgaria EOOD	BG131147323	BG131147323	invoiceplus2640@rockwool.com
ROCKWOOL Peninsular S.A.U.	ESA31644578	ESA31644578	invoiceplus2730@rockwool.com
ROCKWOOL Romania s.r.l.	RO10863700	RO10863700	invoiceplus2948@rockwool.com
Roxul Inc.	121217772RT0001	121217772RT0001	com-tor- invoiceplus1400@rockwool.com
Roxul USA Inc.	990378111	990378111	com-tor- invoiceplus1410@rockwool.com

B. Mandatory content requirements for PDF-invoices

Please ensure that the following information is included in your PDF-invoice prior to your email being sent. If one mandatory field (M) is found empty, your invoice will be returned.

General Information	Fields
Invoice number	M
Tax invoice/tax credit note (indicates if debit or credit invoice)	M
If credit note, reference to erroneous invoice	*
Doc Date (Invoice date)	M
Due Date (Valuta Due Date)	*
Delivery Date/ Date Of Delivery Month	M
Currency	M
Buyer Order Number	*
Contract Number	*
Buyer Reference	*
Delivery Note Number	*
Customer Information	
Full name of customer <i>Please enter the customer name exactly as is described in table A – Company Profile</i>	M
Full address of the customer <i>Please enter the customer address exactly as is described in table A – Company Profile</i>	M
Customer VAT number	M
Supplier Information	
Full name of the sender (Supplier Name)	P (M)
Full address of the sender (Supplier Address)	P (M)
Sender Vat ID (Supplier VAT ID)	P (M)
IBAN (bank account in IBAN format)	*

PDF E-INVOICING GUIDE TO

SWIFT (BIC)	*
Sender Bank Account (local format)	*

Payment Reference (Maksuviite, OCR number, KID number)	*
--	---

Line Items	
Row Number	*
Article ID of the goods or services	*
Description/nature of the goods or services	M
Quantity of the goods supplied or the extent and nature of the services rendered	M
Order Number	*
Price per unit (excluding VAT)	M
Total (NET)	*
Vat %	*
Vat amount	*
Total (Gross)	M
Any discounts or rebates not included in the unit price	*
Discount amount	*
Unit of measure (UOM)	*
Customer Product Code	*
Delivery Note Number	*
Summary	
Net amount (VAT excluded)	M
Gross amount (VAT included) ²	M
Freight	*
VAT rates applied	M
Break-down of the taxable amount (excluding VAT) per VAT rate or exemption	M
Break-down of the VAT amount per VAT rate or exemption	M
Total VAT amount payable (total VAT amount)	M
Rounding	*
P	Populated from the information supplier provides when registering into the service.
M	Mandatory. The invoice is rejected to the sender by e-mail, if the field is found empty.
M1	Mandatory. The invoice is rejected to the sender by email, if both of these fields are found empty.

*	Captured if this data is found on the first invoice the supplier sends into the service. The invoice data must be found on the invoice in a machine-readable format.
---	--

2	If Gross amount does not equal Net amount + Total VAT amount (+ Freight), the invoice is rejected to the sender.
---	--

C. Invoice validation and rejections

Typical scenarios where the PDF-invoice is being rejected:

- The PDF invoice file is not machine-readable.
- The email invoice was sent from an un-registered email address.
- A mandatory field does not have content.
- The name of the additional attachment file does not include one of the following words:

attachment/anlage/adjunto/annex/liite.

Basware will notify by email if the invoice cannot be delivered. Please note, the rejection notifications are sent to the email address, from which the invoice was sent. Therefore, please ensure the email address is a monitored mailbox.

If you have more questions about the rejection messages, please review the [FAQs here](#).

D. Invoice monitoring

If you want to check on invoice delivery status, please go to the [Basware Portal](#) and login. Go to the tab Documents and see an overview of your sent PDF-invoices.

Please note that the first PDF-invoice that you send to ROCKWOOL new email addresses can take a few business days to be delivered and visible in the portal. Basware will notify you by email when the first email has been delivered to ROCKWOOL successfully. No further confirmation emails will be sent unless there are delivery problems with the invoices.

For other purposes, you do not need to login or use the portal anymore, it was only needed once for registration and activation of the service.