
RE: Addendum – Applicable Payment Process Guidelines

Vendor Invoice Information Requirements

Important: Failure to comply with the following requirements will result in invoices returned to you for corrections and subsequent payment delays. If the original invoice does not meet the below requirements, the payment distribution term will restart upon receipt of a corrected invoice. Please ensure the department that is responsible for invoicing at your company is informed of these invoice requirements.

Required information on the invoice:

Your invoice should meet your local legal requirements and include the key information below:

- Your legal company name;
- Ferro affiliate “Bill To” legal name and invoice mailing address (found on our purchase order);
- A unique invoice number and invoice date;
- GST/VAT or Tax registration number;
- GST/VAT and Tax rate and amount;
- Total amount including and excluding GST/VAT and/or taxes;
- The Ferro Purchase Order number must be typed on your invoice;
- If there is no related purchase order, a Ferro contact name must be indicated on the invoice;
- Line item indicating service/goods description exactly as indicated on the Ferro Purchase Order;
- Quantity, unit of measure and unit price exactly as indicated on the Ferro Purchase Order;
- Your bank or other remittance details.

This information is also available on our Global Procurement site at <https://www.ferro.com/resource-center/supplier-resources>

Other invoice format requirements:

- Invoice must be an original and typed with no handwritten information;
- Avoid sending invoices with shaded or colored areas as it may affect the scanning quality; and
- Freight charges must be pre-approved by Ferro in order to be invoiced for payment.

Mailing information:

Please submit all invoices via normal email or physical mail channels. In circumstances where country legislation or customs clearance requires a hardcopy invoice, please send your statement electronically and by mail.

All emailed invoices must comply with the following criteria:

- Invoices must be submitted in a PDF or TIFF file;
- Each invoice must be attached separately. Please do not include multiple invoices in one attachment;
- Invoices must be submitted in black and white;
- The email message cannot exceed 10MB.

Questions regarding Ferro's payment policies and procedures must be directed in writing to the appropriate contact listed in the Ferro Contacts section below. In submitting an inquiry, please send your question to **only one** of the mailboxes below and reference your supplier account number to ensure your feedback is recorded and available for response.

Ferro Contacts:

For Accounts Payable invoice related questions please find contact details below:

APQueryEMEA@Ferro.com - for UK, Portugal, Holland

APQueryNAM@Ferro.com - for USA

APQueryLAM@Ferro.com – for Mexico

APQuery.IT@Ferro.com – for Italy

APQuery.DE@Ferro.com – for Germany

APQuery.ES@Ferro.com – for Ferro Spain

APQuery.FR@Ferro.com – for France

Consultafacturas.es@ferro.com – for Ferro Performance Pigments Spain

Consultafacturas@endekaceramics.com – for Endeka Ceramics Spain

For Asia-Pacific Suppliers, please contact your local agents.