

**'GOLDEN GUIDELINES'
TO PAYMENTS**

PANDÖÖRA

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2. Important notice on Invoice types and formats
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GENERAL OVERVIEW

PANDORA



YOUR GUIDE TO PAYMENTS AT PANDORA

Pandora Global Business Services are responsible for supplier payments. **We are committed to pay all our business partners on time.** To facilitate this, we have prepared a guide to help you understand the process and avoid payment delays.

1

ISSUING OF INVOICES

Please send invoices on **their date of issue** to help us pay promptly, and make sure that invoices and credit notes **include all legal and fiscal requirements**. Invoice queries should be directed to the relevant local office email address in the contact list.

We expect all Pandora **partners to provide a structured electronic invoice**, containing supplier data in machine-readable format. This will allow for automatic import into our Accounts Payable (AP) system without the need for manual processing.

For other formats, like PDF files, which we temporarily permit, each individual invoice and credit note must be kept separate and sent separately, as a separate PDF file to the relevant email address in the contact list. Where applicable, **only issue 1 invoice per PO**.

2

PAYMENT TERMS

Invoices must reflect payment terms agreed with Pandora. Payment due date is calculated from the date of invoice.

3

INVOICE PAYMENT

Payment runs are weekly. Upon approval, and once the payment is due, your invoice will go into the next payment run. If the due date falls after the payment run cut-off, payment will be issued in the following weekly run. **Electronic transfers** are Pandora's preferred payment method.

Pandora Invoice Requirements:

- ✓ Vendor name and remittance address
- ✓ Remittance banking information
- ✓ VAT registration number, if applicable
- ✓ Bill to the appropriate Pandora company name & registered address
- ✓ Pandora reference person
- ✓ Invoice number (unique number)
- ✓ Issue date and due date
- ✓ Purchase Order number obligatory for all PO-suppliers
- ✓ Email address of supplier
- ✓ Invoice value pre / post VAT, VAT amount and rate
- ✓ Currency
- ✓ For goods, provide description (item number, if applicable), quantities of goods, unit amount per item, tariff code, place of production, FSC and delivery address
- ✓ For services, provide a description, rate and period of service covered

Pandora Contact List by Country:

- ✓ Invoice receipt mailbox details
- ✓ Contact details for queries
- ✓ Pandora legal entity names
- ✓ Pandora registered addresses
- ✓ Pandora entity VAT numbers

Please refer to our Pandora Contact List by Country at the end of this document for ease of reference.

IMPORTANT NOTICE ON INVOICE TYPES AND FORMATS

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IMPORTANT NOTICE ON INVOICE TYPES AND FORMATS

START SENDING E-INVOICES TO PANDORA



Electronic invoicing is the exchange of an electronic invoice document between a supplier and a buyer. An electronic invoice (e-invoice) is an invoice that has been issued, transmitted and received in a structured data format, which allows for its automatic and electronic processing, as defined in the EU Directive 2014/55/EU.

Therefore, we expect all Pandora partners to provide a structured electronic invoice containing supplier data in a machine-readable format. This will allow for automatic import into Pandora's Accounts Payable (AP) system, without the need for manual processing.

Alternatively, we temporarily permit machine-readable PDF invoices (System or ERP Generated PDFs). They will be treated in a complementary fashion to e-invoicing; however, e-invoicing solution is ultimately expected from all our suppliers.

All other invoice formats received will therefore be treated as outliers on a case-by-case basis, as they compromise accuracy, quality and timeliness of payments.

WHY AND HOW FOR SENDING E-INVOICES



PANDORA

WHY AND HOW FOR SENDING E-INVOICES

START SENDING E-INVOICES TO PANDORA

PAGERO



As part of Pandora's overall growth strategy to streamline our procurement and financial processes, we are accelerating the next phase of digitizing our accounting function. This transition will ensure on-time payment, increased traceability and strengthen our relationships.

If you already have an e-invoicing solution like Nemhandel (Denmark) or Archiva (Italy), this will be accepted. For more information regarding Nemhandel please contact: SSC-AccountsPayable-NE@pandora.net.

As part of this strategy, Pandora has enlisted **Pagero as our official e-invoicing Partner**. Pagero is a global B2B e-invoicing network.

There are several ways to send e-invoices to Pandora. More information can be found here at [Pandora's Project Page](#).

Choose the scenario that suits your business

1 Register For Pagero's Free Web Portal

The simplest way to begin sending e-invoices is to use the Pagero Free Web Portal. Start with the free portal to discover all the advantages of joining a global business network. You can register [here](#) for free and will get Pandora's entities eligible for e-invoicing automatically added to your account.

2 Send e-invoices directly through your ERP system

If you send a high number of invoices, send them directly through your ERP system. Pagero has a variety of semi and fully automated solutions to simplify and optimise your daily processes. More information can be found here at [Pandora's Project Page](#).

3 Send e-invoices using Peppol or a service provider

Contact your service provider and ask them to set up a connection with the relevant entity(s). More information can be found here at [Pandora's Project Page – section Requirements for sending e-invoices to Pandora>>Entities that receive e-invoices](#) **PANDORA**

PDF INVOICES

PANDORA

PDF INVOICES

BEFORE YOU TRANSITION TO E-INVOICING



For the avoidance of doubt, proprietary formats sent as e-mail attachments such as PDF, are not classified as electronic invoices. However, PANDORA temporarily permits machine-readable PDF invoices (System or ERP Generated PDFs), to allow our suppliers to transition to e-invoicing smoothly, in accordance with their capabilities.

In order to send machine-readable PDF invoice via e-mail, the following requirements should be met by supplier.

1. Email details:

- The Basware Scan and Capture e-mail address (@bscs.basware.com) must be added to the **TO field (not CC nor BCC field)**.
- E-mail must be addressed **to only one Basware Scan and Capture e-mail address (@bscs.basware.com - [Basware Email Addresses list](#))**.
- Total e-mail size **cannot exceed 10 MB**.
- E-mail may include **multiple PDF attachments**.
- The **email content can be left blank** as only PDF attachments will be processed.
- The Basware Scan and Capture service sends notifications for all e-mails received; therefore no-reply e-mail accounts should not be used.

PDF INVOICES

BEFORE YOU TRANSITION TO E-INVOICING

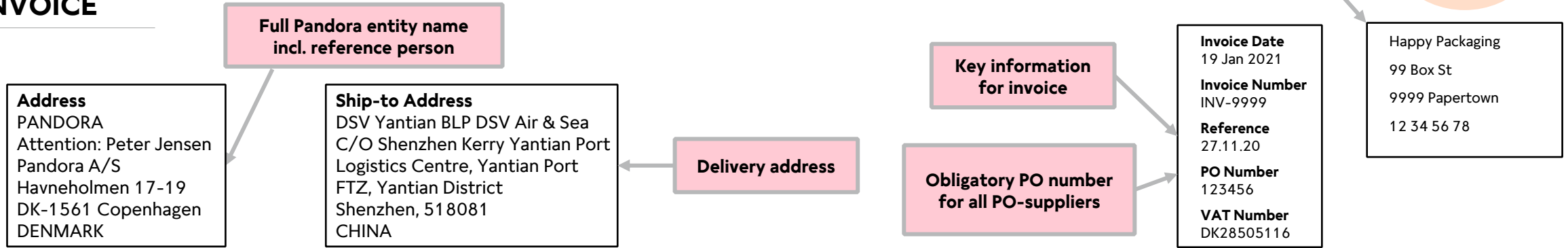


2. Attachment details:

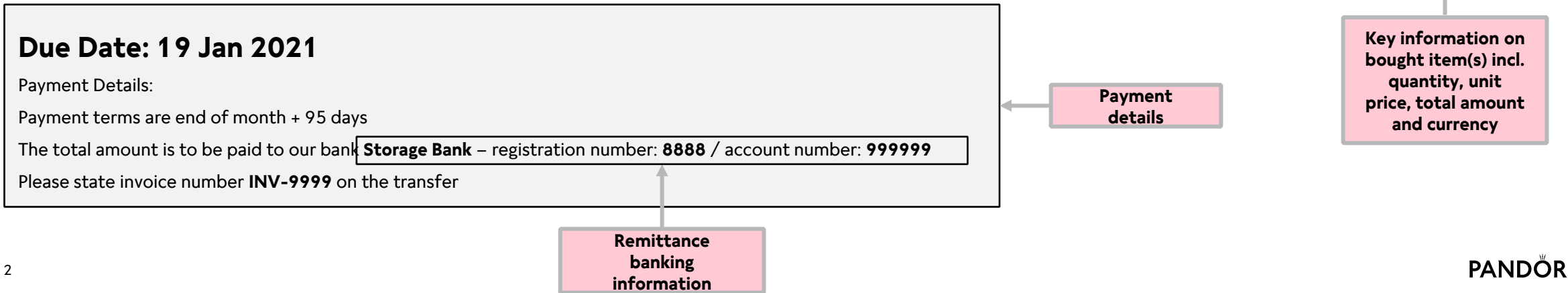
- **Each PDF** attachment should contain **only one invoice**.
- The attachment name **should not contain special characters or leading/trailing spaces in the filename** (can only contain the following characters: [A-Z], [a-z], [0-9], [.), [_]).
- **PDF version** should be **1.4 or higher (lower are not supported)**.
- The **PDF should not require a password** to open.
- Security settings on the PDF **should not restrict the document** (in Properties -> Security -> Document Restriction Summary).
- **Note:** *The use of PDF security settings is not suitable for preventing documents from being changed. This can prevent the content from being read and being processed by Basware Scan and Capture services. Digital signatures can be used for this purpose.*
- The first page of the PDF **should not be a blank page**.
- For image-based PDF files (scanned PDF files), the resolution of the image **must be 300 dpi (or higher)**, preference for PDF text-based documents (also known as machine-readable PDF files) will improve the quality of the capturing data in delivered documents.
- Any unsupported or corrupted files that were accepted by Basware will be delivered to the customer without extraction and with default values.

EXAMPLE INVOICE

INVOICE



Item Number	Description	Quantity	Unit Price	VAT	Amount DKK
99990000000	Jewelry care box	1,000.00	15.00	25%	15,000.00
TOTAL NO VAT					15,000.00
TOTAL VAT 25%					3,750.00
TOTAL DKK					18,750.00



PURCHASE ORDERS

PANDORA





PURCHASE ORDERS

REMEMBER ABOUT PO NUMBER IF YOU ARE OUR PO-SUPPLIER

As a part of *Easy Procure-to-Pay (P2P)* program, PANDORA started transitioning to **Purchase Orders Process**. Through touchless processing, this will reduce overall complexity related to handling invoices from our suppliers.

If supplier has been onboarded to PANDORA's Purchase Order process, **every invoice is required to include a PO number**. Supplier should not accept or engage in any work if Purchase Order was not provided by PANDORA.

Invoices received without PO numbers will not be automatically processed by PANDORA and will be phased out in a near future.

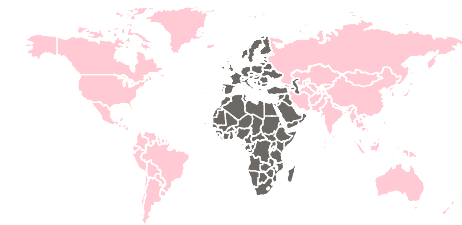
In order to ensure smooth and compliant Purchase Order process, the following minimum requirements must be provided by supplier, as **one-time action**:

- email address where POs will be sent by PANDORA;
- DUNS number of supplier's entity that is engaging with PANDORA;
- Fulfilled questionnaire to allow technical setup of punchout catalogue (if applicable).

CONTACT LIST BY COUNTRY



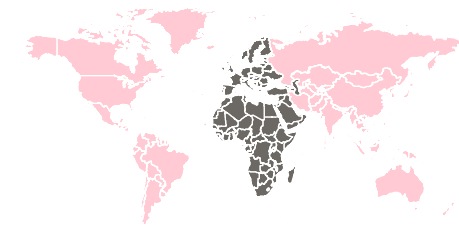
PANDORA



NEED CONTACT INFORMATION? FIND IT BELOW (EMEA)

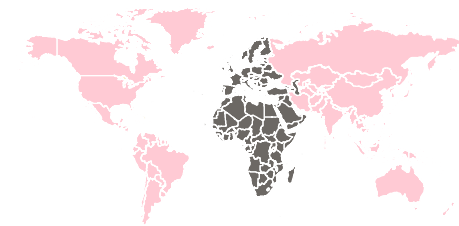
Country	Details	Entity	Company Name	Registered Address	VAT Number	Send PDF Invoices To	Send Queries To
<i>Northern Europe</i>							
Austria	Market	CPAT	PANDORA Österreich GmbH	Plankengasse 1/5+6, 1010 Vienna, Austria	ATU67284388	pandora.cpat@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Belgium	Market	CPBE	PANDORA Jewellery Belgium NV	Kolveniersstraat 6, 2000 Antwerpen, Belgium	BE0674533248	pandora.cpbe@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Denmark	Market	CCWE	PANDORA CWE A/S	Havneholmen 17-19, 1561 Copenhagen V, Denmark	DK32654487/DE276726325	pandora.as@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Denmark	Market	PAI	PANDORA Int ApS	Havneholmen 17-19, 1561 Copenhagen V, Denmark	DK21410276	pandora.int@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Denmark	Market	PHO	PANDORA A/S	Havneholmen 17-19, 1561 Copenhagen V, Denmark	DK28505116/PHO's UK VAT 341 5329 20	pandora.as@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Denmark	Market	MEPJ	PAN ME A/S	Havneholmen 17-19, 1561 Copenhagen V, Denmark		SSC-AccountsPayable-NE@pandora.net	SSC-AccountsPayable-NE@pandora.net
Finland	Market	FIN	PANDORA Jewelry Finland Oy	c/o Deloitte & Touche Oy PL, 122 00181 Helsinki, Finland	FI2341490-0	pandora.fin@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Germany	Market	CPAN	PANDORA Jewelry GmbH	Ballindamm 39, 20095 Hamburg, Germany	DE815142350	pandora.cpan@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Germany	Market	EDC	PANDORA EMEA Distribution Center GmbH	Hans-Duncker-Strasse 14, 21035 Hamburg, Germany	DE280610018	pandora.edc@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Luxembourg	Market	CPBE	PANDORA Jewellery Belgium – PANDORA Luxembourg branch	Boulevard F.W. Raiffeisen 25, 2411 Luxembourg		pandora.cpbe@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Netherlands	Market	CPBV	PANDORA Jewelry B.V.	Leidestraat 51, 1017NV Amsterdam, Netherlands	NL822877843801	pandora.cpbv@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Norway	Market	PNO	PANDORA Norge AS	c/o Deloitte Services AS, Postboks 2654 Kjørbekk, NO-3702 Skien	NO995513676MVA	pandora.no@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Sweden	Market	PSE	PANDORA Sweden AB	c/o Pandora A/S, Haveholmen 17-19, 1561 Copenhagen V, Denmark	SE556946934801	pandora.pse@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net
Switzerland	Market	CPCH	PANDORA Schweiz AG	Brenden 39, 9050 Appenzell, Switzerland	CH397973451	pandora.cpch@bscs.basware.com	SSC-AccountsPayable-NE@pandora.net

NEED CONTACT INFORMATION? FIND IT BELOW (EMEA)

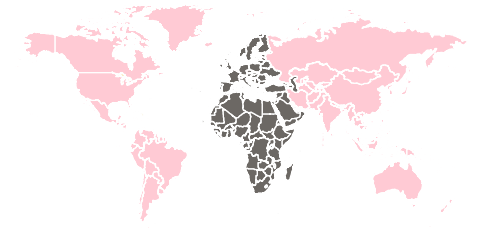


Country	Details	Entity	Company Name	Registered Address	VAT Number	Send PDF Invoices To	Send Queries To
Southern Europe & MEA							
Italy	Market	CIRE	PANDORA Italia SRL	Via Frederico Confalonieri 4, 20124, Milano, Italy	IT07202760968	pandora.cire@bscs.basware.com	SSC-AccountsPayable-SE@pandora.net
South Africa	Market	AFZA	PANDORA Jewellery South Africa (PTY) LTD	4 Karen Street (1st Floor, Building 2, Lyme Park 2191, PO Box 148, Cramerview 2060, South Africa	4850277635	pandora.afza@bscs.basware.com	SSC-AccountsPayable-EE@pandora.net
Turkey	Market	TUR	PANDORA Jewelry Mücevherat A. Ş.	Veko Giz Plaza, Meydan Sok. No:3 K:7, 34485, Istanbul, Turkey	7210411028	pandora.tur@bscs.basware.com	SSC-AccountsPayable-SE@pandora.net
United Arab Emirates	Market	MEFZ	PANDORA Jewellery DMCC	Unit No: 2H-08-105, Jewellery & Gemplex 2 Plot No: DMCC-PH2-J&GPlexS, Jewellery & Gemplex, P.O.Box 340505, Dubai United Arab Emirates		pandora.mefz@bscs.basware.com	SSC-AccountsPayable-EE@pandora.net
United Arab Emirates	Market	MERT	PANMEAS Jewellery LLC	P.O.Box 390206, 5th Floor, Rolex Tower, Sheikh Zayed Road, Dubai, United Arab Emirates		pandora.mert@bscs.basware.com	SSC-AccountsPayable-EE@pandora.net
Greece	Market	GRE	Pandora Greece Single Member SA.	32 KIFISSIAS AVENUE, MAROUSI, P.C. 15125	802086925	pandora.gre@bscs.basware.com	SSC-AccountsPayable-SE@pandora.net
Western Europe							
France	Market	FRA	PANDORA France SAS	16 Rue du Faubourgc, 75009 Montmartre, France	FR75531162709	pandora.fra@bscs.basware.com	SSC-AccountsPayable-SE@pandora.net
Spain	Market	ESPJ	PANDORA JEWELLERY SPAIN, S.L.U	Avenida Doctor Severo Ochoa, 47, Parque Empresarial Casablanca II, 28100, Alcobendas (Madrid), Spain	ESB83276279	pandora.espj@bscs.basware.com	SSC-AccountsPayable-ESPJ@pandora.net
Portugal	Market	PTPJ	Pandora Portugal, Unipessoal Lda.	Rua Latino Coelho 87 1050-134 Portugal		pandora.ptpj@bscs.basware.com	SSC-AccountsPayable-PTPJ@pandora.net

NEED CONTACT INFORMATION? FIND IT BELOW (EMEA)



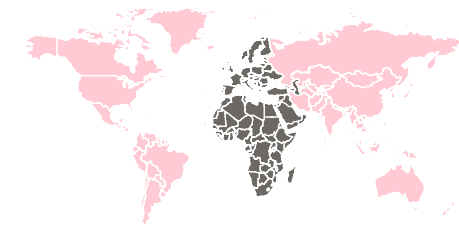
Country	Details	Entity	Company Name	Registered Address	VAT Number	Send PDF Invoices To	Send Queries To
Eastern Europe							
Czech Republic	Market	EECZ	PANDORA Jewelry CR s.r.o	V Celnici 1031/4, 110 00 Praha 1, Czech Republic	CZ29014735	Hard copies to: V Celnici 1031/4, 110 00 Praha 1, Czech Republic PDF invoices to: pandora.eecz@bscs.basware.com	SSC-AccountsPayable-EE@pandora.net
Hungary	Market	EEHU	PANDORA Jewelry Ékszer Magyarország Kft.	Népfürdő utca 22. B., 13th floor, 1138 Budapest, Hungary	22708476-2-41	Hard copies to: 1052 Budapest, Váci utca 18. 1st floor PDF invoices to: pandora.eehu@bscs.basware.com	SSC-AccountsPayable-EE@pandora.net
Poland	Market	EEPL	PANDORA Jewelry CEE Sp. z o.o	ul. Domaniewska 28 (II floor), 02-672 Warsaw, Poland	PL5222915323	pandora.eepl@bscs.basware.com	SSC-AccountsPayable-EE@pandora.net
Romania	Market	EERO	PANDORA Jewelry Romania S.R.L.	Sector 4, Bld Marasesti, Nr 2B, Bl C, Sc4, Et 5, Ap 39, 040254 Bucharest, Romania	RO26102381	Hard copies to: Sector 4, Bld Marasesti, Nr 2B, Bl C, Sc4, Et 5, Ap 39, 040254 Bucharest PDF invoices to: pandora.eero@bscs.basware.com	SSC-AccountsPayable-EE@pandora.net
Sloviakia	Market	EESK	PANDORA Jewelry Slovakia s.r.o.	Laurinská street No. 18, 811 01 Bratislava 1, Slovakia	SK2120354346	pandora.eesk@bscs.basware.com	SSC-AccountsPayable-EE@pandora.net
British Isles							
Republic of Ireland	Market	IEJ	PAN JEWELRY LIMITED	87 Grafton Street, Dublin 2, Ireland	IE3515494FH	pandora.iej@bscs.basware.com	SSC-AP-Queries-IE@pandora.net
United Kingdom	Market	PUK	PANDORA Jewellery UK Ltd.	33 George Street, W1U 3BH London, United Kingdom	GB213663917	pandora.uk@bscs.basware.com	SSC-AP-Queries-UK@pandora.net



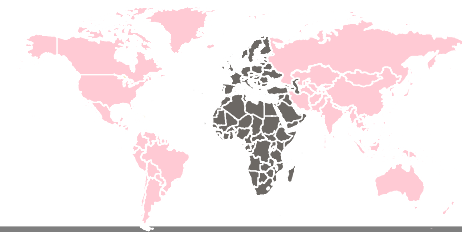
NEED CONTACT INFORMATION? FIND IT BELOW (NAM)

Country	Details	Entity	Company Name	Registered Address	VAT Number	Send Invoices To	Send Queries To
<i>North America</i>							
USA	Market	NAM	Pandora Jewelry LLC	250 W. Pratt Street, Baltimore, MD 21201 42-1561527	N/A	pandora.usj@bscs.basware.com	Accounts Payable Americas@pandora.net
USA	Market	NAM	Pandora-Ecommerce	250 W. Pratt Street, Baltimore, MD 21201 47-1646266	N/A	pandora.use@bscs.basware.com	Accounts Payable Americas@pandora.net
USA	Market	NAM	Pandora Ventures LLC	250 W. Pratt Street, Baltimore, MD 21201 45-5224818	N/A	pandora.usr@bscs.basware.com	Accounts Payable Americas@pandora.net
USA	Market	NAM	Pandora Franchise	250 W. Pratt Street, Baltimore, MD 21201 27-1298550	N/A	pandora.usf@bscs.basware.com	Accounts Payable Americas@pandora.net
Canada	Market	NAM	Pandora Jewelry LTD	2 Sheppard Ave East, Ste 1515 Toronto ON M2N 5Y7	N/A	pandora.caj@bscs.basware.com	CanadaAccountingandfinance@pandora.net
Canada	Market	NAM	Pandora Retail Canada LTD.	2 Sheppard Ave East, Ste 1515 Toronto ON M2N 5Y7	N/A	pandora.car@bscs.basware.com	CanadaAccountingandfinance@pandora.net
Canada	Market	NAM	Pandora Franchise Canada Limited	2 Sheppard Ave East, Ste 1515 Toronto ON M2N 5Y7	N/A	pandora.caf@bscs.basware.com	CanadaAccountingandfinance@pandora.net

NEED CONTACT INFORMATION? FIND IT BELOW (LATAM)



Country	Details	Entity	Company Name	Registered Address	VAT Number	Send Invoices To	Send Queries To
<i>Latin America</i>							
Argentina	Market	LATAM	PANDORA JEWELRY ARGENTINA SRL	AV EDUARDO MADERO 942 PISO 13 BUENOS AIRES	30715762907	arapinvoice@pandora.net	arapinvoice@pandora.net
Chile	Market	LATAM	PANDORA JEWELRY CHILE SPA	Av. Vitacura 2939 piso 8 Las Condes Santiago	76.746.157-7	pandora.clr@bscs.basware.com	clapinvoice@pandora.net
Colombia	Market	LATAM	PANDORA JEWELRY COLOMBIA SAS	CR 7 71 21 TO B OF 602 BOGOTA	9012453757	pandora.cor@bscs.basware.com	coapinvoice@pandora.net
Mexico	Market	LATAM	PANDORA JEWELRY MEXICO SA DE CV	AV PRESIDENTE MASARYK NO 111 PISO 6 POLANCO V SECCION MIGUEL HIDALGO CIUDAD DE MEXICO CP 11560	PJM170217610	pandora.mxr@bscs.basware.com	mxapinvoice@pandora.net
Panama	Market	LATAM	PANDORA JEWELRY PANAMA SA	AVENIDA PASEO DEL MAR, COSTA DEL ESTE PANAMA, REP. DE PANAMA	155632870-2-2016	pandora.paj@bscs.basware.com	paapinvoice@pandora.net
Panama	Market	LATAM	PANDORA JEWELRY PANAMÁ RETAIL S.A.	CALLE AV. MANUEL F ZARATE, BRISAS DEL GOLF EDIFICIO BRISAS CAPITAL ESTE Departamento: Local 4c Urban	155704926-2-202	pandora.par@bscs.basware.com	paapinvoice@pandora.net
Peru	Market	LATAM	PANDORA JEWELRY PERU SAC	AV VICTOR A BELAUNDE 280 INT 301 LIMA 27 PERU	20603441134	pandora.per@bscs.basware.com	peapinvoice@pandora.net



NEED CONTACT INFORMATION? FIND IT BELOW (ASIA)

Country	Details	Entity	Company Name	Registered Address	VAT Number	Send Invoices To	Send Queries To
<i>Asia</i>							
China	Market	ASIA	Pandora Jewelry (Shanghai) Company Limited	Room 05-109, 5th Floor (Actual 4th Floor), No. 69 Longwen Road, Xuhui District, Shanghai, China	91310000329561305W	pandora.pjc@bscs.basware.com	ap.cn@pandora.net
China	Market	ASIA	Pandora Jewelry Design (Beijing) Co Ltd.	No. 064, Area C, Floor -2, Building 26, Jinyuchi Central Zone, Dongcheng District, Beijing,China	91110101MA003X5U06	pandora.pjb@bscs.basware.com	ap.cn@pandora.net
China	Market	ASIA	Pandora Jewelry Macau Company Ltd	Unit N, 18th Floor, Central Plaza, No. 762, Avenida da Praia Grande, Macau,China	82252341	pandora.mc@bscs.basware.com	ap.pap@pandora.net
China	Market	ASIA	Pandora Jewelry Asia-Pacific Limited	Suite 1711, 17/F, Tower 1, The Gateway, Harbour City, Tsim Sha Tsui, Hong Kong,China	05/51390402	Pandora.pap@bscs.basware.com	ap.pap@pandora.net
China	Market	ASIA	Pandora Jewelry Taiwan A/S ,Taiwan Branch	14 F., No. 529, Sec. 4, Zhongxiao E. Rd., Xinyi Dist., Taipei City 110055, Taiwan (R.O.C.),China	42984262	pandora.twj@bscs.basware.com	ap.twj@pandora.net
Japan	Market	ASIA	Pandora Jewelry Japan Limited	6-3-7 JINGU-MAE,SHIBUYA-KU,TOKYO	T9010401114918	pandora.pjj@bscs.basware.com	ap.pjj@pandora.net
Singapore	Market	ASIA	Pandora Jewelry Singapore Pte. Ltd	47 SCOTTS ROAD, #13-04, GOLDBELL TOWERS, SINGAPORE 228233	201533579E	ap.pjsg@pandora.net	

NEED CONTACT INFORMATION? FIND IT BELOW (AUSTRALIA)



Country	Details	Entity	Company Name	Registered Address	VAT Number	Send Invoices To	Send Queries To
<i>Australia</i>							
Australia	Market	Australia	Pandora Jewelry Pty Ltd	Level, 10 40 Mount Street, North Sydney NSW 2060 Australia	91310000329561305W	au-accounts.payable@pandora.net	pandora.aupj@bscs.basware.com
Australia	Market	Australia	Pandora Retail Pty Ltd	Level, 10 40 Mount Street, North Sydney NSW 2060 Australia	91110101MA003X5U06	au-accounts.payable@pandora.net	pandora.aupr@bscs.basware.com

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