



26. August 2024

Important Information about System Changes – September 2024

Dear Customer,

As part of our upcoming system change on 1st September 2024, we would like to inform you about the specific changes that will affect invoicing and communication. We hope this will make the processes easier and clearer for you.

What will change?

Customer Invoice:

We will slightly change the layout of our invoices, but we hope all customers will still recognize the content.

Summary Invoices:

We will introduce summary invoices with one summary page and one detailed specification page for customers who wish to receive summary invoices.

Invoice Delivery:

We will send our invoices and supporting documents in one PDF. Should any supporting documents be in a different format than PDF (such as xls or CSV), they will be sent as separate attachments in the same email as the invoice.

Sender Address:

Our invoices will be sent from **noreply@ntex.com** regardless of the issuing country.

Contact Email on Invoices:

One contact email per company will be printed on our invoices, meaning our customers need to contact a centralized back-office function with invoicing questions. This email will be printed on every invoice:

- NTEX AB: customer.inv.se@ntex.com
- NTEX LTD: customer.inv.uk@ntex.com
- NTEX AS: customer.inv.no@ntex.com
- NTEX Belgium BV: customer.inv.be@ntex.com
- NTEX SAS: customer.inv.fr@ntex.com

Exchange Rates:

We will switch from monthly exchange rates to daily exchange rates sourced from Xignite.



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What will not change?

Payment Queries:

For questions regarding payment, such as payment advice and payment delays and statements, you will continue to contact our financial department in each NTEX company. This email will be printed on every invoice.

EDI Bookings:

For customers who send EDI bookings, nothing will change on the date of the system switch.

E-Invoices via Pagero:

For customers who receive e-invoices via Pagero, we will continue to do so.

Air and Ocean Customers, NTEX domestic Sweden and Eurolink:

Air and Ocean transports will not be affected by the change, nor will NTEX domestic in Sweden and UK or Eurolink.

We appreciate your cooperation and understanding during this transition. Should you have any questions, please contact your local NTEX representative.

Best regards,
NTEX

Tobias Rindevall
Sales Director



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