New Business System - Important information regarding invoices

Since May 2025, we have gradually transitioned to a new business system, with our customers in Halland and Skåne being the first to move over.

This change brings some adjustments, both in order management and follow-up, as well as in invoicing and finance.

In this guide, you will find everything you need to know if you work with financial matters and invoices.

If you have any questions, please feel free to contact your account manager or reach out to our customer service via the customer portal at stenarecycling.se.

You can access the **customer portal** through our website. If you do not yet have login details for the customer portal, you can **request access via our website**.

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Consolidated invoices and reverse charge VAT

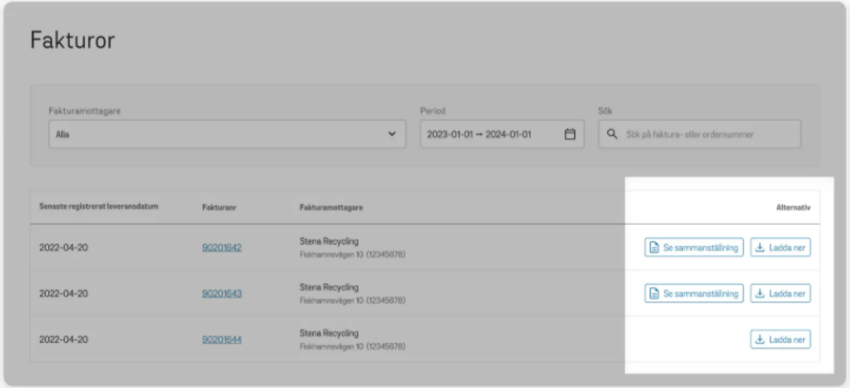
Invoice specifications for consolidated invoices will no longer be sent together with the invoice.

Instead, you can easily access all the information in one place in the customer portal.

To view your information:

- Go to Follow-up > Invoices
- Select the invoice recipient
- Click Summary

For more detailed information, go to Follow-up > Data > Waste transactions and display the “Invoice number” column.

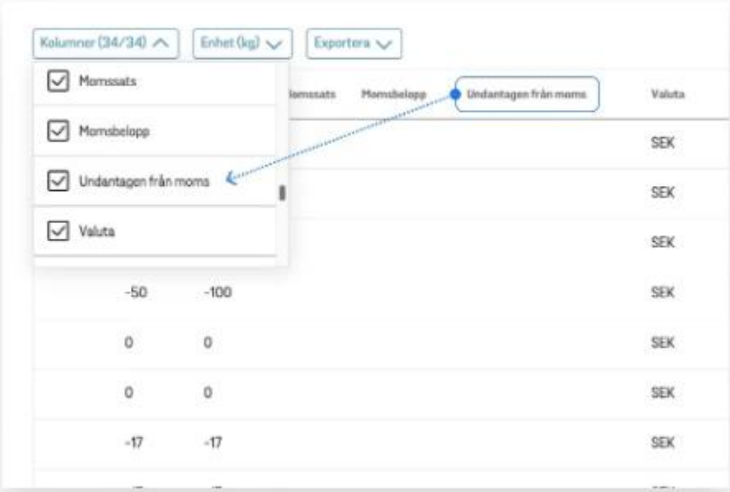


New way of showing VAT exemptions

Previously, items subject to reverse charge VAT (scrap VAT) were marked in the invoice specification.

This information is now available in the customer portal instead.

Go to Follow-up > Data > Waste transactions and display the “VAT exempt” column.



Compensation and costs shown in separate documents

Since May 2025, compensation and costs are handled separately.

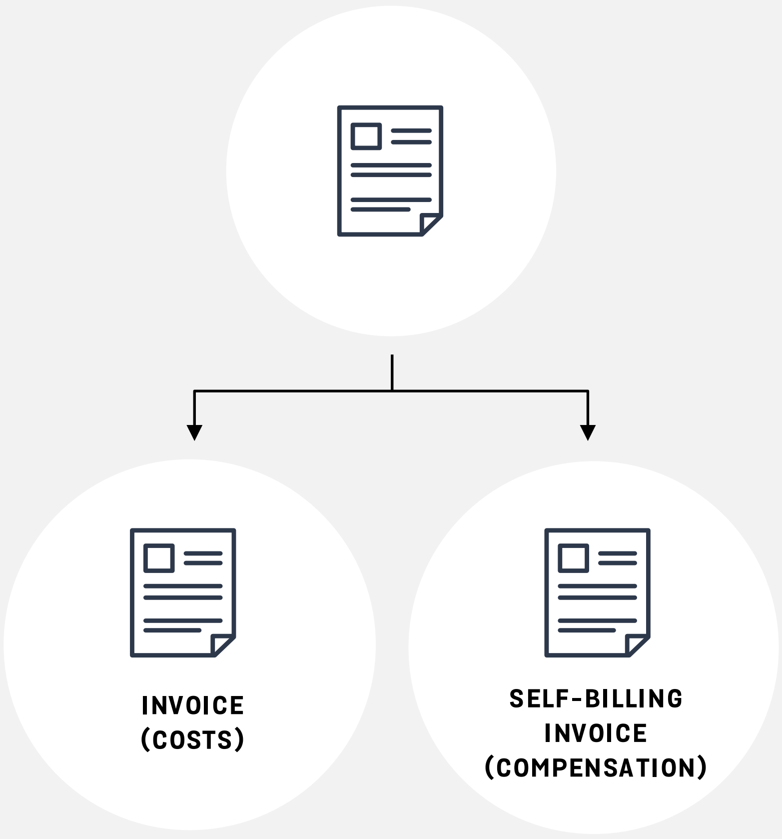
This means you will receive two documents from us:

1. an invoice and
2. a self-billing invoice.

Your customer number will remain unchanged.

- The amount on the self-billing invoice will be paid out to you.
- The invoice must be paid in full.
- The amounts must not be offset against each other.

You always have access to detailed invoice information in our customer portal, available 24/7.



We are here to support you if you have any questions or if any issues arise.

Please note the following:

- You may initially experience receiving more invoices and self-billing invoices than usual. This is because transactions for the period have been processed in both the old and the new system, meaning documents are sent from both. These are separate transactions, not duplicates.
- If you receive a letter from UC, this is not a credit check, but simply related to the system change.

You always have access to detailed invoice information in our customer portal, available 24/7.

We will do our best to ensure that the system transition is as smooth as possible for you.

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