

# TO OUR SUPPLIERS,

As valued suppliers of goods and services to Steelcase, we appreciate the continued collaboration and support you provide.

In our ongoing effort to streamline operations and improve efficiency, we kindly request your assistance in adhering to the mandatory standards of our Accounts Payable process. Implementing these standards will enable us to process your invoices more efficiently and ensure timely payments.

We thank you in advance for your cooperation and commitment to maintaining a smooth and productive partnership.

Sincerely,

Accounts Payable Finance Manager  
Steelcase.





# Standard Rules

## 01

### **“NO PO, NO PAY” policy**

Invoices without a valid Purchase Order (PO) number included will not be processed and will be returned. Please request a PO from your Steelcase contact before submitting your invoice.

## 02

### **Electronic Payments Only**

Steelcase processes all payments electronically (bank wire only) to ensure speed and security.

## 03

### **Currency Consistency**

The currency on the invoice must match the currency on the PO.

## 04

### **Legal Entity Match**

The legal entity on the invoice must match the one specified on the PO.

## 05

### **Currency of Payment**

Payments will be made in the currency stated on the invoice.

## 06

### **Payment Notifications**

Payment confirmations will be sent electronically to your accounting email address, if available.

# How we collaborate

Steelcase uses the Coupa platform for automatic invoice processing. Coupa proposes 2 different ways you can collaborate with Steelcase:



By setting up a **SAN profile**

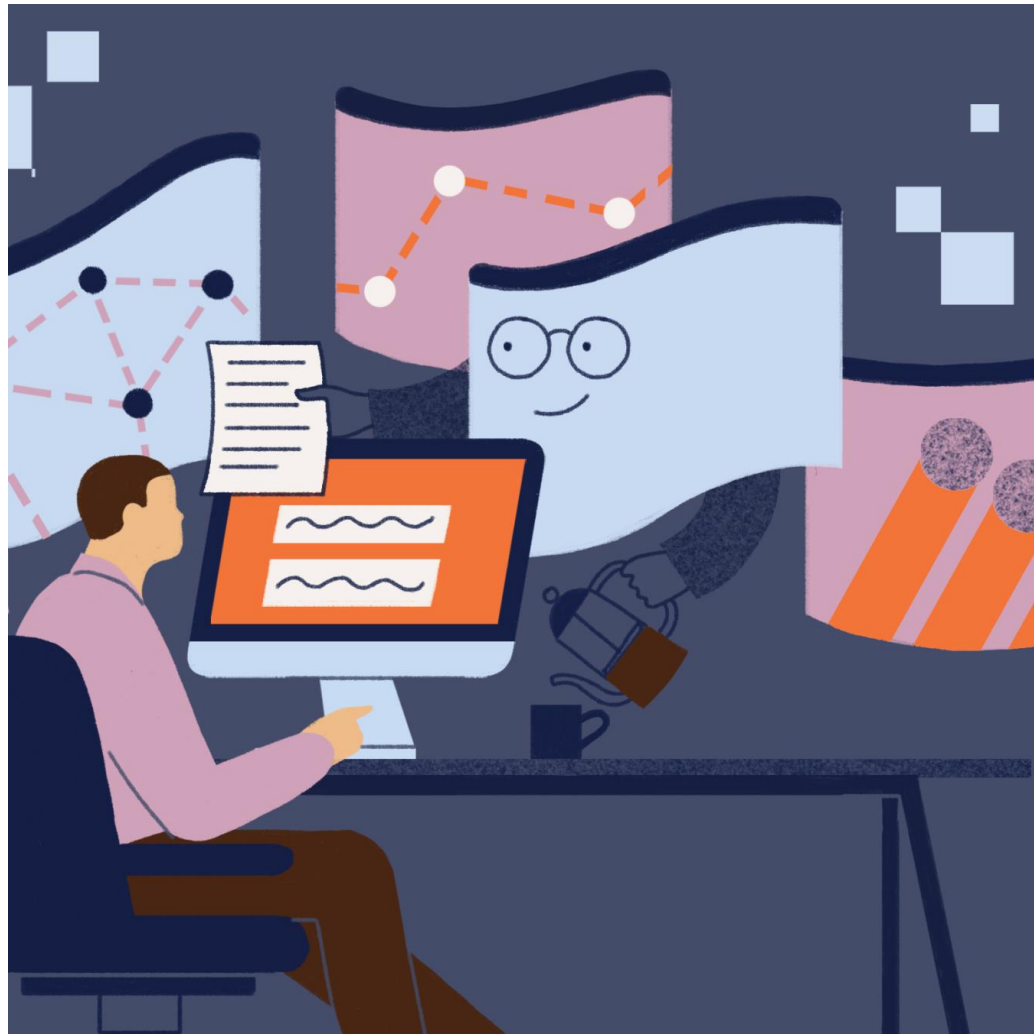
(SAN = Supplier Actionable Notifications)

**SAN Vendors: Create invoices directly from the Coupa PO layout by clicking “Create Invoice.”**

By setting up a **CSP profile**

(CSP= Coupa Supplier Portal)

**CSP Vendors: Create invoices via the Coupa Supplier Portal or through the email notification received when a PO is issued.**



Steelcase provides our suppliers with access to status of invoices, statement of accounts and payment information via the Coupa Supplier portal. If you have difficulties in logging in to the site, please contact **COUPAHELPEMEA@steelcase.com**.

**Please send all invoices and credit notes in electronic format (PDF only).  
Ensure the PDF is of the same quality as a paper document.  
Send them to the email addresses listed below.**

PO starts with 35... or 45...	Steelcase SAS France.....STEELCASE_AP_FR@steelcase.com Solutions by Steelcase France.....STEELCASE_AP_SBS@steelcase.com
Queries and reminders for ALL PO types (35..., 45..., 37..)	Steelcase SRL Romania.....STEELCASE_AP_RO@steelcase.com Steelcase LTD Great Britain.....STEELCASE_AP_UK@steelcase.com Steelcase BV Netherlands.....STEELCASE_AP_NL@steelcase.com Steelcase Czech Republic S.R.O.....STEELCASE_AP_CZ@steelcase.com Steelcase PTY South Africa.....STEELCASE_AP_SAF@steelcase.com Steelcase GmbH Germany.....STEELCASE_AP_DE@steelcase.com Steelcase INC.....STEELCASE_AP_INCE@steelcase.com AF Steelcase SA Spain.....CCONTAPR@steelcase.com
PO starts with 37... - no replies provided from these mailboxes	Steelcase SAS France.....Invoices+Coupa_FR@steelcase.coupahost.com Steelcase SRL Romania.....Invoices+Coupa_RO@steelcase.coupahost.com Steelcase LTD Great Britain.....Invoices+Coupa_UK@steelcase.coupahost.com Steelcase BV Netherlands.....Invoices+Coupa_NL@steelcase.coupahost.com Steelcase Czech Republic S.R.O.....Invoices+Coupa_CZ@steelcase.coupahost.com Steelcase GmbH Germany.....Invoices+Coupa_DE@steelcase.coupahost.com Steelcase INC.....Invoices+Coupa_INCE@steelcase.coupahost.com AF Steelcase SA Spain.....Invoices+Coupa_ES@steelcase.coupahost.com

# EMEA Accounts Payable Department except Spain

## TOLL-FREE HOTLINE

**Green No.**

**+ 800 64 710 420**

for France, UK, Belgium,  
Netherlands, Germany, Czech  
Republic

**Direct Line No.**

**+ 403 64 710 420**

for all other countries

## OPENING PHONE HOURS

**Monday to Wednesday**

**8 AM – 12 PM CET  
2 PM – 5 PM CET**

**Thursday**

**8 AM – 12 PM CET**

**Friday**

**8 AM – 12 PM CET  
2 PM – 5 PM CET**

Not applicable during Romanian  
public holidays

# SPAIN Accounts Payable Department

For any issues related to outstanding invoices or payments (statements should also be sent to this e-mail address), our accounts payable process is currently supported by our accounting department based in Madrid.

## CONTACT DETAILS

[CCONTAPR@steelcase.com](mailto:CCONTAPR@steelcase.com)

## ADDRESS

Calle Antonio Lopez 243. 28041 Madrid. Spain

## TOLL-FREE HOTLINE

Hotline No.

00 34 914 759 000

with support in Spanish and English

## OPENING PHONE HOURS

Monday to Friday

8 AM – 5 PM

\*\*\*Not applicable during Spanish public holidays

**Steelcase®**