

Terms and Conditions for the distribution of GLN invoices via Faktura Danmark's scanning service.

The terms and Conditions apply from the 01-Feb-2020.

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1. Terms and Conditions

When creating or submitting invoices to Faktura Danmark, you hereby accept any applicable terms and conditions.

Changes to the terms and conditions can be done with 1 month's notice without any other separate information given. However, we inform our customers via our webpage if the terms and conditions change.

2. Scanning Service

Faktura Danmark provides human resources, production equipment and software available to the customer for the provision of e-invoicing to GLN recipients.

The received invoices are converted and the part of the relevant data there appears is scanned.

Relevant data that cannot be scanned electronically is entered manually.

The scanned / entered data is transmitted electronically, in the form of an OIO-UBL document (OIO-XML document), through an external supplier, to the GLN recipient via the e-invoicing system NemHandel (also known as VANS) along with a PDF document (TIFF-document) that displays the original invoice. Copy of the original invoice is there for embedded in the transmission. Recipients will therefore always receive a copy of the original invoice.

Faktura Danmark only handles the delivery to NemHandel.

The transmission between NemHandel and the recipient is not the responsibility of Faktura Danmark. However, we will track the invoice if it is not received by the recipient and the customer reports it.

Every week, a status report is sent via e-mail confirming delivery processed invoices.

3. Relevant Data

The following information is needed on the invoice:

- Authority order, or requisition number *
- GLN formerly called EAN location number *
- Authority reference *
- Creditors and debtor's CVR / VAT number.
- Invoice type: credit note/invoice
- Invoice date
- Invoice number
- Invoice total amount
- VAT
- OCR-line, bank account or IBAN and SWIFT number.
- Authority account string
- Currency code
- Due Date
- Indication of whether the claim has been handed over to a third man

** Must be informed by your customer in connection with their order delivery to the sender.*

Incorrect information will be corrected and retried to the GLN recipient when the information is obtained from the sender or otherwise obtained.

If the above information is missing or incorrect, an error fee will be charged according to the current price list per submitted invoice except for the very first time.

4. Delivery time

All invoices are attempted to be dispatched according to the delivery process time, after the invoice has been received at Faktura Danmark. The processing time is Monday to Friday exclusive holidays.

Processing time is an indication, not guaranteed.

5. Submission

Invoices are sent to Faktura Danmark at the customer's own risk. There is one receipt given for first received e-mail.

Scanning can be done via e-mail addresses specifically for the wanted service. If the invoice is sent to the wrong e-mail address, the price will be for the invoiced requested / ordered email address-specific service.

Different invoices may be sent in the same file. But separation of the invoices will be charged. Each invoice must be maximum be up to 1 megabyte.

Submission per mail is done by sending the order to the mail address. There may be different invoices to different GLN recipients in the same envelope.

Submitting invoices by mail is done at the customer's own responsibility. Otherwise referred to PostNord A/S's Terms and Conditions for Domestic Letters.

6. Prises and Payment Terms

The price for each invoice is determined according to the current price list. Prices can change at 1 month notice.

The customer is responsible for correct fee on posted mail. If not, PostNord will charge you an extra fee.

Charging is done monthly with a minimum consumption, according to the current pricelist. Minimum consumption will not be invoiced if there haven't been any transactions during that period.

A billing fee is added according to the current pricelist.

The bill will be sent to the recipient registered CVR / VAT number. If it isn't possible to find an address based on the CVR number provided the bill will be sent to the address registered in www.cvr.dk.

The bill contains a specification of the number of invoices processed.

Private customers will be charged according to the information's given when registering as a customer via our webpage.

Payment is due at the 10. Day of the month. Payment service is due on the 1. Day of the month. In the case of non-payment after the due date, a reminder fee is imposed with immediate payment as due date. After the 1. payment reminder, the service is closed.

Payment terms can be changed with one month's notice.

By repeating delays in payment, Faktura Danmark reserves the right to impose payment service or may require a deposit calculated from coverage of estimated consumption.

If the customer declares bankruptcy, the service is immediately closed, and the claim is charged.

7. Confidentiality

Faktura Danmark has a duty of confidentiality regarding any matter that is not made publicly available by the customer or by third parties.

The responsibility of confidentiality continues until the matter has not become publicly available.

8. Liability and Compensation

Faktura Danmark is not responsible for the content of the submitted envelopes / e-mails. The Customer is responsible for ensuring that the material provided is not in breach with Danish legislation, including GDPR.

All invoices received are scanned and stored electronically at Faktura Danmark (until charging from Faktura Danmark to the customer), then the OIO-UBL document (OIO-XML document) is stored in NemHandel up to 5 years, according to the Danish legislation. After receiving Invoices, Faktura Danmark is solely responsible for the customer's direct expenses due to restoring lost data.

Faktura Danmark does not compensate for delays in delivery to the recipient.

Faktura Danmark is free of liability for errors or missing information. However, a credit note, and new invoice will be sent free of charge if the error is caused by Faktura Danmark.

The customer is responsible for checking that the status report is in accordance with the sent invoices, and immediately contact Faktura Danmark if there is any inconsistencies in this.

Faktura Danmark is not responsible for any loss done to the customer as a result of late payments. This is a between the customer and their customers.

Faktura Danmark is also not responsible for delay or loss of operation, time losses, profit losses or other indirect losses for the customer, unless these are caused intentional or grossly negligent.

The total compensation is maximized to an amount equal to that of the customer scan revenue at Faktura Danmark within the previous 12 months, however, max. DKK 1,000.00 per claim.

9. Force Majeure

Circumstances that Faktura Danmark has no control over, such as labor conflict, fire, chemical leakage or danger thereof, flood, lightning strike, power failure or similar power failure, natural disasters, war or warlike state, terror, bomb threats, seizure, currency restrictions, pandemics, riots, product scarcity, power restrictions and lack of subcontracting due to any of the conditions stated and cannot be replaced, will result in complete disclaimer of liability of Faktura Danmark.