Issuing credit notes to BLS

This document provides a guideline on how credit notes are handled at BLS. By taking the information below into account, you will help BLS to make the processing efficient and transparent. This applies to all subsidiaries of BLS (BLS Ltd., BLS Netz AG, BLS Immobilien AG, BLS Fernverkehr AG).

Please also note our guidelines for correct invoicing and offer preparation. You will find these under our General Terms and Conditions at https://www.bls.ch/en/pages/agb.

Thank you in advance for your valued cooperation!

Principles for handling credit notes
- It is not possible to offset credit notes against other invoices.
- Credit notes must be linked to a formal credit note (comparable to invoices).
- No credit notes are necessary for credit notes attributable to BLS (incorrect currency, incorrect payment amount, invoices paid twice).
- Credit notes are settled with a credit period of 30 days.
- Credit notes with order numbers must be addressed to the responsible operational buyer.
- Credit notes without order numbers (mandatory with a reference person) must be addressed to the BLS Accounts Payable department.

Credit note relating to a BLS order:

**Contact at BLS:**
Operational Procurement BLS

**Addressee for the credit note:**
Email address of the op. buyer responsible

**Required information in the credit note:**
- Your invoice number as the reference
- Our BLS order number as the reference
- Contact at BLS
- Contact at supplier
- Reason for the credit note
- Date of the transfer

Credit note without reference to an order:

**Contact at BLS:**
BLS Accounts Payable department

**Addressee for credit note:**
kreditoren@bls.ch

**Required information in the credit note:**
- Your invoice number as the reference
- Contact at BLS (compulsory)
- Contact at supplier
- Reason for the credit note
- Date of the transfer
The billing address must match the billing address in the order. Please note: BLS has four different billing addresses depending on the subsidiary.

- Always quote the BLS order number as the reference.
- Possible BLS order number ranges: 45…, 47…, 50…, 52… always 10-digit
- Only one order number per credit note

Our order

BLS AG
Kreditoren
Gefenstrasse 11
CH-3001 Bern

Bestellung Nr. 4700000362

Vorname
Name
Tel.: +41 xxx xxx xxx x
E-Mail: vorname.nachname@bls.ch

Anzeichen

<table>
<thead>
<tr>
<th>Position</th>
<th>Bezeichnung</th>
<th>Menge/EH</th>
<th>Einr. Preis</th>
<th>Gesamtpreis</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dienstleistung xxx</td>
<td>10 LE</td>
<td>100.-</td>
<td>1000.-</td>
</tr>
</tbody>
</table>

| Gesamtpreis | CHF | 1000.- |

Konditionen:

Ansprechpartner BLS: Name Vorname

Datum der Überweisung: 31.07.20xx

Your credit note

Gutschrift Nr. 999999

Datum: Musterhausen, 31.07.20xx

Person/Referenz: Hans Muster

Rechnungsnummer: 1234567

Bestellnr.: 4700000362

Referenz/BLS Name/Adresse

<table>
<thead>
<tr>
<th>Position</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Gutschrift zu vorheriger Dienstleistung xxx</td>
<td>1 LE</td>
<td>100.-</td>
<td>-100.00</td>
</tr>
</tbody>
</table>

| Gesamtpreis | CHF | -100.00 |

7.70 % MWST-Pflicht; Betrag von -100.00

| Gesamtpreis | CHF | -7.70 |

Datum der Überweisung: 31.07.20xx

Contact/reference person at BLS

Number of your original invoice

Order position = credit note position

Date of the transfer to BLS (for allocation purposes)