

## 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

# EXAMPLE

## Our order

An:  
Firma Muster  
Musterstrasse 12  
3000 Musterhausen

- 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

Bern, 01.01.20xx

Bestellung Nr. 470000362

Ihre Kontaktperson bei der BLS:

Name Vorname / Tel: +xx xx xxx xx xx / E-Mail: [vorname.name@bls.ch](mailto:vorname.name@bls.ch)

Pos.	Bezeichnung	Menge/EH	Einz.Preis	Gesamtpreise
10	Dienstleistung xxx	10 LE	100.-	1000.-

Gesamtwert exkl. MWST CHF 1000.-

Konditionen:

Ansprechpartner BLS: Name Vorname

Referenz: Bitte bei jeder Korrespondenz die Bestellnummer angeben.

Zahlungsbedingungen: 30Tage 2 % Skonto / 60 Tage netto (Wahlrecht BLS)

Lieferung: DDP



## Your credit note

The billing address must match the billing address in the order.  
Please note: BLS has four different billing addresses depending on the subsidiary.

BLS AG  
Kreditoren  
Genfergasse 11  
CH 3001 Bern

Gutschrift Nr. 999999

Datum: Musterhausen, 31.07.20XX  
Unsere Referenz Hans Muster  
Unsere Rechnungsnummer: 123456

Number of your original invoice

Pos.	Bezeichnung	Menge/EH	Einz.Preis	Gesamtpreise
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Bestell Nr.: 470000362  
Referenzperson BLS: Name Vorname

10	Gutschrift zu viel verrechnete Dienstleistung xx	1 LE	100.-	-100.00
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Total exkl. MWST CHF -100.00  
7.70 % MWST-pflicht. Betrag von -100.00 -7.70

Total Rechnungsbetrag inkl. MWST CHF 107.70

Datum der Überweisung: 31.12.20xx

Contact/reference person at BLS

Order position = credit note position

Date of the transfer to BLS (for allocation purposes)