

PROCESS AND RULES CARREFOUR BELGIUM
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Dear Misses, Sir,

To guaranty that our commercial agreement is sustained by a clear and transparent administrative communication, we address this letter to you in order to describe our organization and to remind you of the principal administrative guidelines between Carrefour Belgium and yourselves, our supplier of goods or services

1. Our organisation

The Administration and accounts department of Carrefour Belgium is part of the Finance and Accounts department. It's managing director is Thierry Michiels, Carrefour Belgium, Av des Olympiades 20, 1140 Evere Belgium

The services important to you are :

The MIM (Merchandise Invoice Matching - Suppliers and Invoices) : manager Ms Carine Van Put

Service Réception and enregistrement invoices : Ms Rita Otto

They treat all the stores receiving notes

They register all the invoices manually or through scanning

Validation : Mrs Pascale De Wilde

She execute the invoice matching.

Le Help Desk Suppliers : Mr Quentin Goossens

Your entree point for all your questions and problems concerning invoice treatment and payment

0032 (0)2 729 1515 or via mail at Suppliers_Helpdesk@carrefour.com

Le Service factures Frais Généraux : Ms Kristien Goyens

Her team treats all the investment and general expenses invoices from registration to validation.

0032 (0)2 729 2077, fax 0032 (0)2 729 2214 or via mail at

AO_helpdesk@carrefour.com

The Commercial Administration of Carrefour Belgium is a branch of the Financial Department, it's manager is Mister Bruno Claes, Carrefour Belgium, Avenue des Olympiades 20 at 1140 Evere.

The commercial Administration is composed of :

The Cellule Articles & Référencement : Mrs Françoise Moors

francoise_Moors@carrefour.com

The Referential Department introduces the new items using the product sheets you send to our buying department and the department changes all the technical data at item level (units, structure, EAN, TU, etc...). They deactivate items based on the information you sent through WRI or based on internal instructions

Referential Food : Mrs Françoise Moors: francoise_moors@carrefour.com

Referential Non Food : Mrs Véronique Masson: veronique_masson@carrefour.com

La Cellule Fournisseurs : Mr Joris Rosius, e-mail: joris_rosius@carrefour.com

La Cellule Signalétique : Mrs Hélène Tselebidou, e-mail : helene_tselebidou@carrefour.com

They manage all the introductions of new suppliers that were validated by our buyers and they adapt all the specific vendor data (changes to VAT numbers, addresses,...) Please address them all your modifications as soon as possible.

La Cellule Tarifs & Contrats a team of vendor managers each attributed to specific vendors. BPI 1009 site of Evere

They manage the applications of the new tariffs and contracts and treat all the price disputes and incidents on invoices, in this capacity they create the debit notes.

2. Principal procedures to respect

1. Requests of changing tariffs Food and Non Food :

are to be sent for **all products (national and distribution brands)** as described in the commercial contract of Carrefour Belgium to the Cellule Fournisseurs **three months before** the application date. An automated exchange will start from the moment your letter is received and the application date will be confirmed. This date determines the activation of the new price on your invoices. The respect of this common date avoids price disputes and delayed payments.

2. The signing of the commercial contract Food and Non Food :

The changes of the rebates on invoice must be adapted on your invoices on the date specified in the Carrefour contract. The respect of this common date avoids price disputes and delayed payments.

3. The price disputes and penalties :

The treatment of the price disputes are based on the terms of the commercial contract and on the tarif file.

Each dispute or disagreement must be sent to the Help Desk Suppliers mentioning the contract number or the tarif file number and eventually the copy of the promotion contract with your motivated arguments and the calculation of the differences on item level.

Penalties for administrative costs, as described in the commercial contract will be edited for the price disagreements due to the disrespect of the contract and as consequence of the tarif procedures.

4. The General Sales Conditions of Carrefour Belgium :

see the Carrefour contract

5. Validation of the invoices

All the goods invoices are validated centrally at Evere

There are three types of merchandise invoice flows : central deliveries in our distribution centers, direct store deliveries in our hyper and supermarkets and direct store deliveries in our franchising stores.

On each invoice one must mention for each delivered item the net invoice price.

Always one invoice for one delivery.

The following information needs to be added on your invoices besides the compulsory legal data :

- Central Distribution Center Deliveries
 - Localisation of delivery
 - Purchase Order Number
 - Our product number or the EAN code
- Direct Store Delivery in our Hyper and Supermarkets
 - Localisation of delivery
 - Number of the store delivery note
 - Our product number or the EAN code on each store delivery note
- Direct Store Delivery in our franchising stores
 - Localisation of delivery
 - Number of the store delivery note
 - Our product number or the EAN code on each store delivery note

For the direct store deliveries in our stores a request for global invoicing can be addressed to Mrs Van Put. After her agreement you can start this type of invoicing always one by store type (Hyper, Super, Franchise) and accompanied by a list by item by delivery

When you deliver an order intended originally for central delivery, direct to the stores, please join the distributionlist by store with your invoice.

On each merchandise invoice the net price needs to be mentioned on item level as well as all costs and taxes (eg recupel, bebat, ovibel,...

Please address your invoices to the following mailboxes at 1140 Evere :

- Paper invoices sent by EDI (electronically)
 - ❖ **BP 10404 1140 Evere**
- Recapitulation lists of merchandise invoices for dematerialized EDI
 - ❖ **BP (Boîte postale) 10403 1140 Evere**
- Module VanDijck type invoices
 - ❖ **BP 10402 1140 Evere**
- Other types of invoices for Merchandise Food or Non Food Belgian or international
 - ❖ **BP 10401 1140 Evere**

6. Le Help Desk Suppliers

Le Helpdesk Suppliers is the central communication point for **all your questions** about invoices, payments, account extracts or price disputes and debit notes.

Tel : 0032 (0) 2 729.1515

Monday at Thursday: 8H30 till 16H

Friday : 8H30 till 15H

Fax : 0032 (0) 2 729.2323

E-mail : Suppliers_Helpdesk@carrefour.com

Courrier : BP 10405 1140 Evere

7. Other useful contacts :

- **EDI (communication of your invoices electronically) :**

Jérôme Vivet (02 729 2770) (jerome_vivet@carrefour.com)

Site internet: www.carrefour.eu/edi

- **SFF (Financial Suppliers Services) :** Kathleen Tuyaeerts (02 729 2958)

8. The productsheet for introduction of new articles

Your sheet and a manuel (English, French or Dutch) are available via:

HelpDesk WRI On Boarding - Tel. 00 32 (0)2 729 68 70 - Email:

helpdesk_wri_be@carrefour.com

Hoping that this document will contribute to the efficient treatment of your invoices,

We send you our best regards,

Thierry Michiels

Bruno Claes

Directeur Administration
& Comptabilité

Directeur Administration
Commerciale