General Terms of Use of DOC@MAIL - PDF invoices sent by email

To speed up and simplify billing process, La Poste Groupe provides a free solution that you can use to submit invoices by email in PDF format.

The solution can accept e-billing in either of two formats in accordance with regulations on tax digitisation:

- e-billing with a "reliable audit trail" UNSIGNED PDF
- e-billing secured by e-signature SIGNED PDF

There is a separate billing address for each La Poste Groupe customer

- **La Poste Group and Digital Services Department** (Maisons-Alfort billing centre - CP53 - 68 Avenue du Général de Gaulle 94715 Maisons-Alfort
- **Courrier Brive and Courrier Dijon** (billing centres for Brive_ BP50600_ 19313 BRIVE LA GAILLARDE cedex and Dijon _ BP88301 _ 21083 DIJON cedex 9)
- **Colis** (billing centre for Maisons-Alfort – Colissimo _ CP55 - 68 Avenue du Général de Gaulle _ 94715 MAISONS ALFORT CEDEX)
- **La Poste Réseau Métropole et La Poste Réseau DOM et TOM /** La Poste Réseau in mainland France and French overseas departments and territories (billing centre BP47002 - 25070 Besançon)
- **La Banque Postale** (billing centre BP 61485 - 8 Rue Jacquard - 25008 Besançon)
- **La Poste Immobilier - Ciposte - Locaposte - SCI***

The solution implemented by La Poste Groupe detects invoices sent as email attachments in PDF format and extracts and reads the data automatically. To make sure your invoices are correctly received by our IT systems, it is therefore important to **strictly comply** with the General Terms of Use below. When you sign up for DOC@MAIL, you will be asked to make a commitment to abide by these rules.

Email format

- **An email address for each customer will be sent to you in PDF format** when you sign up for e-billing. You must use this address to ensure processing of **your original invoices and credit notes sent as PDF's:**
- Do not send any PDF documents except invoices or credit notes (e.g. a copy of the order, general terms of sale, requests to update data (IBAN, SIRET, address), reminders about unpaid invoices, etc.). **These types of documents will not be processed.**

File name format:

- The maximum number of characters is 150
- The following characters are forbidden: " / \ * ? < > | : '
- A PDF file can only contain one invoice (in a single copy) but this can be several pages long and include any appendices.

The invoice must be on the first page.

- An email can have several PDF invoices as attachments (either directly in the email or bundled in a zip file)
- Appendices that can be attached to the invoice:
  - Delivery note, quotation,
  - Itemised statement or other table breaking down services invoiced together,
  - Vehicle delivery note, worksheet for services provided, service order placed through the one-stop shop, etc.
  - Information related to factoring
- The email containing the invoice(s) must be no bigger than 10 MB.
- The invoice (credit note) sent by email in PDF format represents the original e-invoice for tax purposes. **Therefore, you must not resend us the same document by mail.**

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Acceptance or rejection

Invoices are checked when received and a response email is sent automatically:

- If the invoice(s) sent are valid, the response email informs you that your invoices have been accepted for processing and lists only the invoice(s) accepted. If no valid invoices are detected, the response email will be blank.
- In the case of invalid invoices, a rejection email is sent to the issuer. This email explains why the invoice could not be processed.

If invoices are rejected for processing, it is essential to send a new invoice that complies with the rules.

You are responsible for verifying receipt of the response email. In the event of dispute or litigation, you will have to produce the response email received as evidence.

Record-keeping

In accordance with the French Commercial Code and tax regulations, La Poste does not keep records of your e-billing on your behalf.

You must keep your own records.

Points to note about e-billing

The PDF invoice must be **directly created from the electronic original.** It cannot be a printed invoice that has been digitised.

Each invoice must have an order number or Régate code (you will be sent a model invoice attached to the email confirming your registration). Non-compliant invoices will be rejected by our system.

Discontinuation of the system

La Poste reserves the right to discontinue this e-billing system in the event of repeated non-compliance with the procedures above or submission of invoices that cannot be read automatically.

Contact the accounts department in the Supplier Welcome Unit:

Email: accueil.fournisseurs@laposte.fr

Indigo number: 0820 364 904

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