

Dear Supplier,

Thank you for being Zentiva`s valued business partner.

This is to inform you about important changes in our email domains and to remind you of the instructions for sending invoices to Zentiva companies as per your contractual agreements.

Effective **August 30th, 2024**, the current email address [zentiva"country code"docs@eportaldoc.com](mailto:zentiva) (e.g., [zentivaUKdocs@eportaldoc.com](mailto:zentivaUKdocs@eportaldoc.com)) will no longer be used for invoice. The new email address format is "**Country code"docs@Zentiva.com** (e.g., [UKdocs@Zentiva.com](mailto:UKdocs@Zentiva.com)).

**Please, find the full list of new per country e-mail addresses for sending invoices to Zentiva in the table below.**

When submitting your invoices to "**Country code"docs@Zentiva.com**, please ensure the following:

- **Copy Your Zentiva Contact:** Include the email address of your Zentiva contact in the CC field of the email.
- **File Format:** Invoices must be in **PDF** or **TIF** format. Any other formats will be rejected.
- **Separate Files:** Each invoice/document should be sent as a separate file.
- **Email Size:** The total email size must not exceed **25 MB**, with individual attachments limited to **10 MB**. Emails exceeding these limits will be automatically rejected.
- **Attachment Limit:** A **maximum of 10 invoices** per email is allowed.
- **Supporting Documents:** Include all supporting documents within the same PDF as the invoice, with the invoice appearing as the first page.

We would also like to take this opportunity to emphasize the importance of sending your invoices promptly after issuance and including the **PO number** on the invoice. This will ensure that payment deadlines are met.

Please, be informed that you will receive the above information by e-mail as well.

We sincerely appreciate your cooperation in adhering to these instructions. Should you have any questions or require further clarification, please do not hesitate to reach out to our Accounts Payables Department at [helpdesk.ap"country code"@zentiva.com](mailto:helpdesk.ap) (please, see the full list in the last column of the table below).

Company code	Entity name	New, correct e-mail addresses	Discontinued E-mail address (not operational from 1.09.2024)	AP Support Mailbox
CZ05, CZ06	Zentiva k.s., Zentiva Group a.s.	<b><u>CZDocs@Zentiva.com</u></b>	<a href="mailto:zenticaczdocs@eportaldoc.com">zenticaczdocs@eportaldoc.com</a>	helpdesk.apcz@zentiva.com
EE02	Zentiva Group Estonia	<b><u>EEDocs@Zentiva.com</u></b>	<a href="mailto:zentivaeedocs@eportaldoc.com">zentivaeedocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
LT02	Zentiva Group Lithuania	<b><u>LTDocs@Zentiva.com</u></b>	<a href="mailto:zenticaltdocs@eportaldoc.com">zenticaltdocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
LV02	Zentiva Group Latvia	<b><u>LVDocs@Zentiva.com</u></b>	<a href="mailto:zenticallvdocs@eportaldoc.com">zenticallvdocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com

SK03, SK04	Zentiva International a.s, Zentiva a.s.	<b><u>SKDocs@Zentiva.com</u></b>	<a href="mailto:zentivaskdocs@eportaldoc.com">zentivaskdocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
FR33	Zentiva France	<b><u>FRDocs@Zentiva.com</u></b>	<a href="mailto:zentivafrdocs@eportaldoc.com">zentivafrdocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
PL06	Zentiva Polska Sp. Z o.o.	<b><u>PLDocs@Zentiva.com</u></b>	<a href="mailto:zentivapldocs@eportaldoc.com">zentivapldocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
PT05	Zentiva Portugal	<b><u>PTDocs@Zentiva.com</u></b>	<a href="mailto:zentivaptdocs@eportaldoc.com">zentivaptdocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
CH03	Helvepharm AG	<b><u>CHDocs@Zentiva.com</u></b>	<a href="mailto:zentivachdocs@eportaldoc.com">zentivachdocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
DE01	Zentiva Pharma GmbH	<b><u>DEDocs@Zentiva.com</u></b>	<a href="mailto:zentivadedocs@eportaldoc.com">zentivadedocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
DK04	Zentiva Denmark ApS	<b><u>DKDocs@Zentiva.com</u></b>	<a href="mailto:zentivadkdocs@eportaldoc.com">zentivadkdocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
IT01	Zentiva Italia SRL	<b><u>ITDocs@Zentiva.com</u></b>	<a href="mailto:zentivaitdocs@eportaldoc.com">zentivaitdocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
RO02	Zentiva S.A.	<b><u>RODocs@Zentiva.com</u></b>	<a href="mailto:zentivarodocs@eportaldoc.com">zentivarodocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
GB80	Zentiva Pharma UK Limited	<b><u>UKDocs@Zentiva.com</u></b>	<a href="mailto:zentivaukdocs@eportaldoc.com">zentivaukdocs@eportaldoc.com</a>	helpdesk.apee@zentiva.com
ES06	Zentiva Spain SLU	<b><u>ESDocs@Zentiva.com</u></b>	<a href="mailto:zentivaesdocs@ironmountain.com">zentivaesdocs@ironmountain.com</a>	helpdesk.apee@zentiva.com
RO05, RO06	LaborMed- Pharma SA, Labormed Pharma Trad SRL	<b><u>LabormedDocs@Zentiva.com</u></b>	<a href="mailto:LabormedDocs@ironmountain.com">LabormedDocs@ironmountain.com</a>	As per local contact at Labormed

Thank you for your attention and cooperation to this matter.

Best regards,

Accounts Payables Department at Zentiva