One Creditor Model

Invoice Lifecycle

Order is created and tracking details are added

Create invoice based on standard EN 16931 in format ZUGFeRD 2.1 / Factur-X 1.0.05 (Profil BASIC)

If order net value is <85€, add the 3€ shipping fee to the invoice.
If >85€ – no shipping fee applies.

Invoice is created

Email

Send invoice via email to

- invoice.byfile@conrad.nl (for Netherlands)
- invoice.byfile@conrad.de (for Germany)

Peppol

Invoice transmission (for Netherlands only)

- Peppol documentation
- Conrad Receiver ID: 9944:NL007738213B01 (Peppol BIS Billing 3.0 / NLCIUS (UBL 2.1)

Supplier invoice is sent to Conrad

Customer requests return

Order is completed

Partner

Return request is accepted (MirakI)

Check returned goods (return compliance and validation)

OK

Conrad

Create return label and get return tracking info

Create debit note (based on invoice and returned goods)

Cancellation or refund