# We are changing our business system – what this means for you

Since May 2025, Stena Recycling has been gradually transitioning to a new business system. We are now continuing the rollout across more parts of Sweden.

The system change means some changes to how we manage orders, follow-up and invoicing, among other things. Your overall business with us will not change, but some processes and documents will look different.

There may also be temporary disruptions during the transition.

In this document, you will find up-to-date information about the system change, how you as a customer may be affected, and where to find more information and support.

## Who does the new business system apply to?

The rollout of our new business system is taking place gradually across different parts of Sweden. It currently applies to customers with operations in:

- **Region South**: from Varberg to Malmö
- **Region Lower North**: from Örnsköldsvik to Borlänge (from December 2026)

If your company operates in several locations in Sweden, some parts of your business may already be using the new business system, while others are still managed in our previous system.

## What does the system change mean for you?

The system change mainly affects three areas. Below you will find a brief description and links to further information where needed.

### 1. Orders and follow-up

Some functions and processes in the customer portal will change as part of the system change. You can continue to use the customer portal to place orders, follow up on your information and more. Up-to-date information and guidance are available directly in the customer portal.

### 2. Invoices and payments

The system change includes changes to how costs and payments are presented and how detailed invoice information is made available. You can read more here.

### 3. Collections and service

During the transition to the new system, there may be temporary disruptions to our service. We are working to keep the impact as limited as possible.

If an order or collection does not go as expected, please contact us through our usual contact channels and we will help you.

## What to keep in mind before the system change

To reduce the risk of problems during the transition, we recommend that you:

- make sure that the right people in your organisation have access to our customer portal. If you do not have an account yet, you can request one here.
- share information about the system change with the people who handle orders, collections and invoices
- let us know if your operations have special opening hours or other circumstances that may affect planned collections
- contact your account manager if you have any particularly business-critical needs that we should be aware of

## Do you have any questions or need help?

If you have questions about how the system change affects you, please contact your personal account manager or our Customer Service and we will help you.