Invoice information for customers

Here you will find information about how our invoices and self-billing invoices work, where to find detailed supporting documentation, and who to contact if you have any questions.

Important information about our business system transition

Since May 2025, Stena Recycling has been gradually transitioning to a new business system. This change impacts how we handle invoicing.

Your overall business with us will not change, but some processes and documents will look different. During the transition, there may also be temporary disruptions to invoicing.

As a customer, you may notice the following:

- Invoices may be delayed and sent at different times than usual.
- You may receive more invoices and self-billing invoices than usual.
- During the transition, transactions may be processed in both the old and the new system. Documents from the two systems relate to different transactions and are therefore not duplicates.

For more information about the business system roll-out and its current impact, please visit this webpage: www.stenarecycling.se/systembyte

How our invoicing works

We normally issue invoices on the 15th of each month for services and deliveries carried out during the previous month. Unless otherwise agreed, the payment term is 30 days.

We send invoices by email, EDI or, when necessary, as paper invoices.

Please note that during the transition to our new business system, invoices may be delayed and sent at different times than usual.

Invoices and self-billing invoices

Our business involves both invoicing costs for services such as container rental, collections and other services, and paying compensation for certain materials, such as metals and paper.

For most of our customers, costs and compensation are shown separately. This means that you will receive two different documents from Stena Recycling:

- **An invoice** showing the costs you are required to pay to Stena Recycling. This invoice must be paid in full.
- **A self-billing invoice** showing the compensation for your material. The amount stated on the self-billing invoice is paid separately to you.

The invoice and self-billing invoice are handled separately, and **the amounts must not be offset against each other.**

For some customers, costs and compensation are still shown on the same document. In these cases, payment and reimbursement are still handled separately, and the amounts must not be offset against each other.

Invoice information and supporting documentation

Detailed information about your invoices and transactions is always available in the Stena Customer Portal via our website.

- For customers who have already transitioned to our new business system, the invoice specification for consolidated invoices is no longer sent together with the invoice. Detailed supporting documentation is instead available only in the Customer Portal.

- For customers who have not yet transitioned to our new business system, the invoice specification is available both through the Customer Portal and on the invoice itself.

To view financial information in the Customer Portal, you need the appropriate access rights. Your company's administrator in the Customer Portal can help you with access.

If you do not yet have an account, you can request an account for the Customer Portal.

Reverse charge for scrap and metals

When trading certain types of scrap and metals, reverse charge VAT rules apply. This means that Stena Recycling, as the buyer, reports the VAT for purchases covered by these rules.

- For customers who have not yet transitioned to our new business system, items subject to reverse charge are marked with an asterisk after the item number in the invoice specification.
- For customers who have transitioned to our new business system, information about which transactions are subject to reverse charge is instead available in the Customer Portal.

You can read more about the reverse charge rules on the Swedish Tax Agency's website. The Swedish Tax Agency provides information about the types of waste and scrap that may be covered by these rules.

Changing your invoicing details

You can update your telephone number and email address in the Customer Portal. To update your address or invoicing information, please contact Customer Support through your nearest Stena Recycling branch.

Contact details are available on our website under “Find a branch" or "Contact us."

Do you need help?

Do you have questions about an invoice or self-billing invoice from Stena Recycling?

Contact us through the Customer Portal or Customer Service and we will help you.