



ASPEN SKIING COMPANY || ASPEN HOSPITALITY || ASPEN VENTURES

Supplier Invoice Submission Policy

Requirements for Invoice Submission, Review, and Payment

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VERSION	1.0
CLASSIFICATION	External – Approved for Supplier Distribution
EFFECTIVE DATE	October 1 st , 2026
EXECUTIVE OWNER	Sr. Director, Shared Services
CUSTODIAN	Accounts Payable Manager

This document is the property of Aspen One. It is provided to suppliers, vendors, and third-party partners for the purpose of establishing invoice submission requirements and is approved for external distribution.

Document Control

Field	Detail
Policy Number	AP-010
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Custodian	Accounts Payable Manager
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Applies To	All Aspen One suppliers, vendors, contractors, and third-party service providers
Distribution	Published to suppliers via the Coupa Supplier Portal and Aspen One Procurement / Accounts Payable communications

Revision History

Proper naming convention with version control and effective date is required to maintain this Policy. All revisions are approved by the Executive Owner prior to publication. See Section 8, “Policy Governance, Review & Revision History,” for the governing process.

Ver.	Date	Author	Summary of Changes	Approved By
1.0	September 15, 2026	Accounts Payable	Initial formally version-controlled release. Consolidated prior invoice-submission guidance into a governed policy with document control, defined roles, an annual review cycle, expanded invoice-data and rejection-reason detail, fraud-prevention guidance, and a consolidated supplier contact directory.	J. Knight

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1. Purpose

This Supplier Invoice Submission Policy (the “Policy”) establishes a clear, consistent, and enforceable standard for how suppliers submit invoices to Aspen One, subsidiaries, and branches. Its purpose is to ensure suppliers have an unambiguous understanding of Aspen One’s Accounts Payable (“AP”) requirements and procedures, to enable timely and accurate invoice processing and payment, to reduce invoice rejections and payment delays, and to protect both Aspen One and its suppliers from invoice and payment fraud.

2. Scope

Unless specifically limited in the text, this Policy applies to Aspen One and all of its branches, business units, and subsidiaries (collectively, “Aspen One”), and to all current and prospective suppliers, vendors, contractors, and third-party service providers that submit invoices to Aspen One for goods and/or services (collectively, “Suppliers”). Where a fully executed Supplier Contract, Master Services Agreement, or Purchase Order contains invoicing or payment terms that conflict with this Policy, the terms of that agreement govern for that Supplier; this Policy governs in all other respects, including the required invoice data elements and submission channels described in Section 5.

3. Definitions

Term	Definition
Aspen One	Aspen One and its branches, business units, and subsidiaries collectively, including Aspen Skiing Company, Aspen Hospitality, and Aspen Ventures.
Supplier	Any individual or entity that provides goods and/or services to Aspen One and submits invoices for payment, including vendors, contractors, and third-party service providers.
Purchase Order (PO)	An authorized, funded order issued by Aspen One through the procurement process that documents the goods and/or services purchased, pricing, and quantity, in accordance with the Purchasing Policy.
Coupa Supplier Portal (CSP)	Aspen One’s designated online portal through which suppliers manage profile information and submit invoices electronically.
Accounts Payable (AP)	The Aspen One function responsible for validating, processing, and paying supplier invoices.
Procure-to-Pay (P2P)	The end-to-end process spanning requisitioning, purchase ordering, receipt of goods/services, invoicing, and payment.
VAT	Value Added Tax or equivalent goods-and-services/consumption tax applicable to a Supplier’s invoice outside the United States.
Net 45	Payment is due 45 calendar days from Aspen One’s receipt of an accurate, undisputed invoice, unless a Supplier Contract specifies otherwise.

Term	Definition
Remittance Advice	Notification issued by Aspen One to a Supplier confirming which invoice(s) a payment satisfies.

4. Roles & Responsibilities

4.1 Executive Owner

The Sr. Director, Shared Services is accountable for this Policy, including its content, periodic review, and approval of any revisions.

4.2 Custodian

The Accounts Payable Manager maintains this Policy on a day-to-day basis, monitors adherence, and serves as the primary point of escalation for policy interpretation questions.

4.3 Procure-to-Pay Process Owner

The Procure-to-Pay Process Owner is responsible for monitoring and implementing this Policy and shall develop and maintain the processes and controls necessary to ensure adherence across Aspen One.

4.4 Accounts Payable Team

The Aspen One Accounts Payable team receives, validates, and processes Supplier invoices in accordance with this Policy; communicates invoice rejections and the reasons therefor; and responds to Supplier inquiries within the service levels described in Section 9.

4.5 Suppliers

Suppliers are responsible for submitting complete, accurate invoices through an approved channel, maintaining current profile, tax, and banking information, and promptly resolving any invoice discrepancies identified by Aspen One.

5. Policy

5.1 Procurement & Purchase Order Requirements

All requests for the purchase of goods and/or services must follow the Aspen One procurement process. Where a Purchase Order is required, an authorized PO with sufficient funding and sufficient detail must be in place prior to the delivery of goods and/or services, in accordance with the Purchasing Policy. Suppliers should not deliver goods, perform services, or submit an invoice against a Purchase Order that has not been received and confirmed.

5.2 Invoice Submission Channels

All invoices must be submitted through one of the following approved channels:

- Coupa Supplier Portal (CSP) – preferred method, providing suppliers with real-time invoice status and reduces processing time; or

- Electronic mail to Accounts Payable at APInvoice@Aspen.com (where CSP is not applicable, least preferred method). The defined requirement in the subject line is as follows: SUPPLIER NAME / PO NUMBER / INVOICE NUMBER.

For each Purchase Order transaction, the applicable Aspen One Purchase Order must be included on the invoice. Each invoice must reference a single, legible invoice document (PDF preferred for email submissions) in the currency of the underlying Purchase Order or Supplier Contract. Suppliers should not combine multiple Purchase Orders on one invoice or submit duplicate copies of the same invoice through more than one channel. Aspen One will pay all invoices within the payment terms outlined in the applicable Supplier Contract. If no Supplier Contract exists or the contract is silent on payment terms, payment terms are Net 45 days from Aspen One's receipt of an accurate and undisputed invoice, unless otherwise agreed in writing. Payments are made to the Supplier electronically, using the banking details on file with Aspen One Accounts Payable.

5.2.1 Utilities

Utility Invoices should be emailed to APUtilities@Aspen.com, or preferred, the Coupa Supplier Portal providing real-time invoice status and reduces processing time.

5.2.2 Alcohol Invoices

Alcohol Invoices should be emailed to APAlcohol@Aspen.com, or preferred, the Coupa Supplier Portal providing real-time invoice status and reduces processing time.

5.3 Required Invoice Information

To be accepted for processing, every Supplier invoice must include the following information:

Required Field	Notes
Supplier Name	Must match the legal entity name on file with Aspen One.
Supplier Address	Remit-to address on file with Aspen One Accounts Payable.
Supplier Invoice Number	Unique to each invoice; must not be reused.
Supplier VAT Number (Non-US)	Required for all non-US Suppliers, where applicable.
Invoice Date	Date the invoice was issued by the Supplier.
Invoice Amount and Currency	Must match the currency of the referenced Purchase Order or Supplier Contract.
Aspen One Purchase Order Number	One PO per invoice; must be a valid, funded PO.
Aspen One Bill-To Name and Address	The Aspen One entity and location being billed.
Aspen One Ship-To Name and Address	The Aspen One entity and location that received the goods/services.
Material or Service Description	Should match the line-level description on the Purchase Order.
Quantity	Should match the Purchase Order line quantity.
Unit Price	Should match the Purchase Order line unit price.
Applicable Taxes, Shipping, and Freight Charges	Itemized separately from the goods/services amount.

5.4 Payment Terms

Aspen One will pay all accurate, undisputed invoices within the payment terms specified in the applicable Supplier Contract. In the absence of a Supplier Contract or where payment terms are not otherwise specified, standard payment terms are Net 45 days from Aspen One's receipt of an accurate and undisputed invoice. Payment terms begin on the date a compliant invoice is received; an invoice returned under Section 5.5 does not begin accruing payment terms until it is corrected and resubmitted.

5.5 Invoice Rejection & Resubmission

Invoices with incorrect or missing information will be returned to the Supplier with an invoice rejection notification explaining the reason for rejection. Common reasons for rejection include:

Reason for Rejection	Supplier Action to Resolve
Insufficient funds on the Purchase Order	Contact the Aspen One requisitioner/buyer to request additional PO funding before resubmitting.
Invalid Purchase Order number	Confirm the correct, currently valid PO number with the Aspen One requisitioner/buyer.
Invoice references multiple Purchase Order numbers	Split the invoice so each invoice references a single Purchase Order.
Incorrect currency	Reissue the invoice in the currency of the referenced Purchase Order or Supplier Contract.
Invoice billed to incorrect Aspen One entity	Confirm the correct Bill-To entity and reissue the invoice accordingly.
Supplier not established in Aspen One systems	Complete supplier onboarding via SupplierOnboard@aspen.com before resubmitting and engage with the Aspen One Buyer.
Invalid form of invoice (e.g., proforma invoice, supplier quote)	Submit a final, formal commercial invoice rather than a proforma document or quote.
Invalid VAT number	Provide a current, valid VAT registration number.
Unit price mismatch	Align the invoiced unit price with the Purchase Order or contact the buyer to amend the PO.
Quantity mismatch	Align the invoiced quantity with the Purchase Order or the confirmed goods receipt/service entry.

Once the reason for rejection has been addressed, the Supplier must resubmit the corrected invoice to Accounts Payable at APInvoice@Aspen.com, or through the Coupa Supplier Portal where applicable, referencing the original invoice number where possible.

Suppliers submitting invoices via email should be aware that rejection notifications may originate from a different email address or domain than the one used to receive invoice submissions (including domains associated with Aspen One's invoice processing systems, such as aspen.rossum.app). Suppliers are encouraged to add approved Aspen One AP domains to their safe sender lists to ensure rejection notifications are not filtered as spam. If you are uncertain whether a rejection notification is legitimate, contact AccountsPayable@aspen.com to verify.

5.6 Statements

Monthly Supplier Statements can be electronically emailed. The Aspen One AP team will reconcile statements to ensure accounts are in good standing. As a supplier, if you have aged balances beyond the NET terms of 45 days or per your supplier contact, please email AccountsPayable@aspen.com and mark the subject line as SUPPLIER NAME _ PAST DUE ACCOUNT.

Supplier Statements should be emailed to APStatements@Aspen.com.

5.7 Invoice Disputes & Escalation

If a Supplier disagrees with an invoice rejection or a payment amount, the Supplier should first contact AccountsPayable@aspen.com with the invoice number, Purchase Order number, and a description of the dispute. Aspen One Accounts Payable will acknowledge the dispute and work with the Supplier and the relevant Aspen One business owner to resolve it. Disputes that cannot be resolved directly with Accounts Payable may be escalated to the Custodian identified in Section 4.2.

5.8 Fraud Prevention & Verification of Banking Details

Invoice and payment fraud, including business email compromise, is a significant risk to both Aspen One and its Suppliers. Aspen One will never request that a Supplier change its remittance or banking details, or expedite a payment outside normal process, based solely on an unverified email.

As part of its internal controls, Aspen One uses an automated third-party validation solution to help verify the legitimacy of supplier banking information. This solution cross-checks supplier data — including Tax Identification Number (TIN), bank account and routing numbers, and other remittance and supplier details — against independent data sources to confirm validity before payments are processed or banking changes are accepted. Where this validation cannot confirm a match or otherwise flags a discrepancy, Aspen One Accounts Payable or Procurement Operations will conduct a phone call outreach to a previously known contact number for the Supplier to verify and validate the banking change before it is applied.

Any request to change banking or remittance details — whether it appears to originate from Aspen One or from the Supplier — will be verified by Aspen One via a callback to a previously known contact number before any change is made. Suppliers are strongly encouraged to apply the same verification standard to any request purporting to come from Aspen One, and to report suspicious invoices, payment requests, or communications immediately to AccountsPayable@aspen.com. To make banking updates, visit the Coupa Supplier Portal.

5.9 Tax & Regulatory Compliance

Suppliers are responsible for providing accurate tax registration information, including a valid VAT number for non-US Suppliers and a completed Form W-9 (US Suppliers) or applicable Form W-8 (non-US Suppliers) prior to payment, and for promptly notifying Aspen One of any change to their tax status or registration. Aspen One may withhold taxes from Supplier payments where required by applicable law.

5.10 Confidentiality & Data Protection

Invoice, banking, and remittance information exchanged under this Policy will be handled by Aspen One in accordance with applicable data protection laws and Aspen One's information security standards, and will be used solely for the purposes of invoice processing and supplier payment.

6. Non-Compliance & Exceptions

Invoices submitted through channels other than those described in Section 5.2, or that omit required information described in Section 5.3, will not be accepted for processing and will be rejected in accordance with Section 5.5; payment terms will not begin until a compliant invoice is received. Any exception to this Policy must be requested in writing and approved in advance by the Executive Owner or Custodian identified in Section 4.

7. Related Policies & Reference Documents

- Purchasing Policy
- Supplier Code of Conduct
- Applicable Supplier Contract(s) and/or Master Services Agreement(s)

8. Policy Governance, Review & Revision History

This Policy is reviewed at least annually by the Executive Owner and Custodian, and may be revised more frequently to provide additional clarity to existing guidance and/or to reflect current operations or practice. All revisions follow Aspen One's document naming convention with version control and an effective date, and are approved by the Executive Owner prior to publication. The full revision history for this Policy is maintained in the Document Control section at the front of this document.

9. Contacts & Support

Topic	Contact
Invoice submission (Coupa Supplier Portal or email)	APInvoice@Aspen.com
General supplier onboarding or procurement questions	SupplierOnboard@aspen.com
Coupa Supplier Portal technical support	Coupa Supplier Help Page
Aspen One-specific Coupa connection questions	Coupa.Admin@aspen.com
General questions regarding Invoicing, payments, remittances, and policy interpretation	AccountsPayable@aspen.com or log into the Coupa Supplier Portal for remittance support