

E-Invoicing Guidelines

Electronic invoice e-mail address
swiss@pdf.invoice.lufthansagroup.com

How do you send your invoice by e-mail?



One invoice or credit note per e-mail



Invoice/credit note must be saved in one PDF file – either one – or multipage long



Attachments of corresponding supporting documents (e.g. .xls / .csv / .txt / .xml / .pdf / .zip) are possible



Supporting documents in PDF format should have the following naming: ATT_no_ (ATT_1_, ATT_2_, etc.)



Filename: Do not use special characters (e.g. : * „ < > ? | \ /) and special language characters



Maximum size: 15 MB



Please always indicate cost center (e.g. : CC/KST 1234) and 3/4LC (e.g. ABCD) on the invoice document.



Invoice/credit notes must be sent to **swiss@pdf.invoice.lufthansagroup.com**



Payment queries and clarification requests:
accounting@services.swiss.com