

PDF via e-mail - requirements

Electronic invoice e-mail address: Lufthansa@PDF.invoice.lufthansagroup.com



1. How do you send your invoice by e-mail?

- Only one invoice or credit note per e-mail (with the corresponding supporting documents).
- Main document should be saved in **one** PDF file, one- or multipage long (invoice must not be split to multiple files).
- File names must **not** contain special characters (: * „ < > ? | \ /) and special language characters.
- E-mail size not to exceed 15 MB.

2. What are the accepted formats for sending invoice by e-mail?

- Invoices and credit notes must be sent in **PDF** format.
- Attachments to invoices and credit notes can be sent in following formats:
bmp, doc, docm, docx, dot, dotx, gif, htm, html, jpeg, jpg, odp, ods, odt, ott, pdf, png, pps, ppsx, ppt, pptx, rtf, tif, tiff, txt, xls, xlsx,
- Archived / compressed data files are only accepted as **ZIP-archive** (formats **not accepted**: RAR, 7z, TAR, GZ, message files (eml, msg.).
- Supporting documents in PDF format should have the following naming: **ATT_no_** (*ATT_1_*, *ATT_2_*, etc).

3. How to issue an invoice?

The following entries should **always** be included on an invoice:

Minimum Requirements:

- "Invoice" or "Credit Note"
- Name and address of both supplier and recipient
- Tax numbers of both supplier and recipient
- invoice number and date
- rate of taxation
- correct amounts and currency
- description (product / service type)
- quantity and unit price
- time of delivery of goods/ services
- Bank details (IBAN / BIC)
- Email address of Supplier
- Supporting documents (e.g. vouchers)

Legal requirements might vary country by country

How you can help to receive your payment on time

Purchase Order (P.O.)– related invoices:

- Please always quote P.O. Number (e.g. PO 9876543210), also include „PO“ as prefix
- Please quote line items as stated in P.O.: (Pos. example: 0010)

Non-P.O. related invoices:

- Email address of Lufthansa contact person placing the order with you
- Cost Center with prefix KST (has to be delivered by Ordering Party when ordering; example: KST 123456)



Lufthansa



List of countries, where PDF via e-mail channel is accepted for Supplier invoices.

LUFTHANSA GROUP

Angola	Equatorial Guinea	Lithuania	Saudi Arabia
Australia	Estonia	Luxembourg	Senegal
Austria	Ethiopia*	Malaysia	Singapore
Azerbaijan*	Finland	Malta	Slovakia
Bahrain	France	Mexico*	Slovenia
Belarus*	Greece	Netherlandes Antilles	South Africa
Belgium	Hong Kong	Netherlands	Spain
Bosnia & Hercegovina	Hungary	New Zealand	Sweden
Bulgaria	Indonesia	Nigeria	Switzerland
Canada	Ireland	Norway	Turkmenistan*
Colombia	Jordan	Oman	Ukraine*
Cyprus	Kazakhstan	Poland	United Arab Emirates
Czech Republic	Kenia	Portugal	United Kingdom
Costa Rica	Kuwait	Qatar	USA
Croatia	Latvia	Romania	
Denmark	Lebanon	Russian Federation	

PDF via e-mail channel has been opened for countries where PDF invoicing is legally allowed. In case any country is not on the list, it means PDF invoicing is not allowed. In such case invoices must be sent according to existing procedures, taking into consideration local legal requirements.

Countries with * have a special onboarding procedure.
Please contact inboundchannel@dlh.de for more details.