

# Invoicing portal with PO Flip option - requirements

## 1. How to connect with Lufthansa elnvoicing platform?

- Login and temporary password will be provided to you via e-mail: [backoffice@comarchedi.com](mailto:backoffice@comarchedi.com) after contract is signed.
- Login to the portal with temporary password <https://edi.edoc-online.com/web/Pages/Login.aspx>.
- Provide the e-mail address which will be used for changing or resetting the password.
- Set up new password.
- Login with new password.
- Add your VAT registration number in the portal.

## 2. How to issue an invoice / credit note on the basis of Purchase Order?

- Go to INBOX tab and select an order which you would like to invoice.
- Only fill in mandatory fields : invoice reference number, invoice date and tax rate.
- Unit price and invoice quantity can be edited manually by decreasing it in comparison to the Purchase Order.
- Please ensure you are delivering and invoicing accordingly to the Purchase Order.
- Partial delivery and invoicing is accepted.
- In case higher amount / quantity must be issued please contact your Ordering Party to correct Purchase Order in the platform.

## 3. When an invoice is rejected by Lufthansa?

- Invoice does not comply with the requirements stated above.
- Invoice does not refer to a specific Purchase Order.
- Invoice shows higher quantity / price or diverges in content from the Purchase Order.

## 4. For changes in Vendors master data (e.g. bank details) contact respective

### LH Group mailbox:

- LHT - [accounting.lufthansa-technik@icat.dlh.de](mailto:accounting.lufthansa-technik@icat.dlh.de)
- LTLS - [LTLS.vendors@icat.dlh.de](mailto:LTLS.vendors@icat.dlh.de)
- LTAA - [ltaa.vendors@icat.dlh.de](mailto:ltaa.vendors@icat.dlh.de)
- LAT DE - [accounting.LATDE@icat.dlh.de](mailto:accounting.LATDE@icat.dlh.de)
- LH AG - [accounting.lufthansa-germany@icat.dlh.de](mailto:accounting.lufthansa-germany@icat.dlh.de)
- LSY/LGBS/PM - [accountpayable.bdrp@dlh.de](mailto:accountpayable.bdrp@dlh.de)
- LCAG - [accounting.lufthansa-cargo@icat.dlh.de](mailto:accounting.lufthansa-cargo@icat.dlh.de)
- LSG - [accounting.lsg-germany@icat.dlh.de](mailto:accounting.lsg-germany@icat.dlh.de)

### Contact us:



Questions regarding onboarding to elnvoicing platform: [inboundchannel@dlh.de](mailto:inboundchannel@dlh.de)

Questions regarding technical issues identified on the Lufthansa EDI platform for onboarded Suppliers please contact Service Desk:

Tel: + 49 351 563 55 874;

e-mail: [edi.lufthansagroup@comarch.eu](mailto:edi.lufthansagroup@comarch.eu);

Mon-Fri: 9:00-17:00 CET



# Lufthansa