

PDF via e-mail - requirements

Electronic invoice e-mail address: Lufthansa@DE.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)

Current billing address:

Deutsche Lufthansa AG
Venloer Straße 151 -153
50672 Köln
USt-ID: DE122652565

Please, do not send paper invoices

✉ Contact us:

Payment queries and clarification requests: accounting.lufthansa-germany@icat.dlh.de



Lufthansa