

# PDF-Invoicing via e-Mail – general requirements

## Headquarter (Germany)

1/3

### Invoice & Credit notes

- ✓ **Only one invoice or credit note per mail**  
incl. corresponding attachments.
- ✓ **Main document (invoice or credit note) in one PDF file**  
no split; if possible, incl. attachments one-sided or multi-page.
- ✓ **File names without special characters**  
e.g. (:\*"<>?|/\)
- ✓ **Total e-mail size max. 15 MB**  
incl. corresponding attachments.

### Attachments

- ✓ **Accepted file 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
- ✓ **Compressed file formats as ZIP archive only**
- ✓ **File names of PDF attachments/supporting documents**  
Attachments in PDF file format should be named as follows:  
ATT\_1\_, ATT\_2\_, etc.

### Billing address & Value added tax identification number

- ✓ **Lufthansa Cargo AG**  
Frankfurt Airport, Gate 21, Building 322  
60546 Frankfurt am Main
- ✓ **VAT-ID-No.: DE 811163245**

### E-Mail billing address

- ✉ **LHCargo@DE.invoice.lufthansagroup.com**

Please preferably send  
electronic invoices.



The above information are essential  
for payment and communication.

### Payment & clarification inquiries?

Please contact us:  
accounting.lufthansa-cargo@icat.dlh.de

Address for paper invoices  
(only if electronically is not possible)

Lufthansa Cargo AG  
P.O. Box 28 01 19  
01141 Dresden



**Lufthansa Cargo**

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## Decentral locations

Invoice &  
Credit notes

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Billing address &  
Value added tax  
identification number

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## PDF-Invoicing via e-Mail – general requirements

3/3

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

Angola	Equatorial Guinea	Lithuania	Serbia **
Armenia**	Estonia	Luxembourg	Senegal*
Australia	Ethiopia*	Macedonia	Singapore
Austria	Finland	Malaysia	Slovakia
Azerbaijan*	France	Maldives	Slovenia
Bahrain	Georgia*	Malta	South Africa
Belarus*	Guinea	Montenegro	Spain
Belgium	Hong Kong	Netherlands Antilles	Sweden
Bosnia and Hercegovina	Hungary	Netherlands	Switzerland
Burkina Faso	Indonesia	New Zealand	Thailand **
Bulgaria	Ireland	Nigeria	Turkmenistan*
Cameroon	Israel **	Norway	Uganda
Canada	Ivory Coast	Oman	Ukraine*
Costa Rica	Jordan	Poland	United Arab Emirates
Croatia	Kazakhstan	Pakistan	United Kingdom
Cyprus	Kenya	Qatar	USA
Czech Republic	Kuwait	Romania	Zimbabwe
Denmark	Latvia	Russian Federation	
Egypt**	Lebanon	Saudi Arabia	

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; \*\* only for invoices in English or bilingual (in Latin characters). Please contact [pdf.e-invoices@dlh.de](mailto:pdf.e-invoices@dlh.de) for more details.



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