

PDF via e-mail - requirements

Electronic invoice e-mail address: lh.city-airlines@DE.invoice.lufthansagroup.com



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

- 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 may not 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** (other formats like RAR, 7z, TAR, GZ, as well as message files (eml, msg.) **cannot** be processed).
- 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:

Legal 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
- local requirements

Internal Requirements:

- Bank details (IBAN / BIC)
- Email address of Supplier
- Supporting documents (if applicable, e.g. vouchers)

Invoices with Purchase Order:

- Order number (please always use prefix PO, example: PO 9876543210)
- PO position line (Pos, example: 0010)

Non-Purchase Order invoices:

- Email address of Ordering Party
- Cost Center with prefix KST (has to be delivered by Ordering Party while ordering; example: KST 123456)

What is the correct billing address?

City Airlines GmbH
Südallee 15
85356 München
USt.-ID: DE353609530

Please, do not send paper invoices

Above information are essential for payment and communication

Contact us:

Payment queries and clarification requests: accounting.lh.city-airlines@gbs.dlh.de

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