

## Digital invoice processing

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Please observe the following rules to ensure that your invoice is processed successfully and quickly:

We prefer electronic invoicing in the formats ZUGFeRD 2.0, XRechnung (EN 16931) and the EDI format UN/EDIFACT Message INVOIC. If you are unable to provide your invoices in these formats, we prefer invoices in PDF format.

- Mails to these mailboxes are not read, only attachments are processed.
- An e-mail including attachments must not be larger than 40 MB
- Max. File size per invoice: 5MB
- Mails with other file types or mails with attachments that are not invoices, credit notes or invoice corrections are sorted out as incorrect. No corresponding information is sent to the sender.
- Only send the invoice to the PO box, not to a list with several recipients (not even in cc).

The attachments are only processed in compliance with the following rules:

- The name of the invoice file is basically arbitrary.
- Do not use special characters in the file name
- Files must be unencrypted. If encryption is required in accordance with Art. 32 para. 1 lit. a GDPR, please contact us before transmitting the data
- Generate only one PDF file per invoice or credit note (including the corresponding subsequent pages/attachments)

### Other documents

Please send **reminders** only to the correspondence addresses.

Please send **(paper) delivery bills** directly with the delivery to the recipient at the relevant delivery address.

**Other documents** such as correspondence, paper reminders, catalogs, information and advertising material, etc. are to be sent exclusively to the correspondence addresses.

**Payment advice notes** are sent to a general e-mail address shown on your invoices or, if requested, to a special e-mail address of your accounts receivable department.

The list with the respective incoming mailboxes of the residences can be found below (in procurement procedures it will be announced after the contract has been awarded):