

Invoice requirements



Lufthansa

1. What are the Lufthansa requirements for a valid invoice/ credit note?

Legal Requirements:

- "Invoice" or "Credit Note"
- Name and address of both supplier and recipient
- Tax number 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 (PO) (please always use prefix PO; example: PO 9876543210)
- PO position line (Pos; example: Pos 0010)

Non-Purchase Order invoices:

- E-mail address of Ordering Party
- Cost Center with prefix KST (has to be delivered by the Ordering Party while ordering, Example: KST 123456)

Above information are essential for payment and communication.

2. Possible reasons for invoices being rejected by Lufthansa:

- Invoice does not comply with the requirements stated above
- Invoice shows higher quantity/ price or diverges in content from the Purchase Order
- Invoice not approved by Ordering Party due to e.g. delivery did not take place

✉ You can contact us via respective LH Group mailbox:

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