

Dear Business Partner,

an efficient invoicing process reduces processing time and ensures timely payment.

By observing the quality requirements described here, you make an important contribution to optimising invoice processing within the Lenzing Group.

Please note that incomplete or incorrect information on the invoice may lead to payment delays or rejection of the invoice, and the selected invoice receipt channel as well as compliance with the defined quality standards will be considered when assessing our suppliers' performance.

Thank you very much for your support and cooperation!

General requirements for invoice quality

- The correct Lenzing purchase order number is stated on the invoice as a stand-alone entry without any additions
Important: Please always indicate the last 8 digits of the po nr. (e.g. 006/0011/47108955).
- The invoice refers to only one purchase order
- The invoice details correspond to the related purchase order (price, order unit, delivery and service date, payment terms, currency stated in ISO code, e.g. EUR)
- The invoice address is identical to the invoice address stated on the purchase order
- The invoice meets the local tax law requirements and contains the gross amount, net amount and tax amount
- The invoice contains an indication of the tax liability, if applicable
- The VAT IDs (supplier and Lenzing Group) are stated on the invoice
- Your bank details are stated on the invoice
- The invoice must have a clearly legible print quality, preferably with a white background, and must not contain any handwritten information

Additional requirements for the exceptional case of an invoice without purchase order reference

- First and last name of requester – Lenzing Group employee incl. Lenzing email address
- Cost center of requester (e.g. 210)

Requirements for sending invoices as PDF

In addition to the general quality standards, the following requirements apply to creation and sending:

File type:

- Only documents with the file extension "**pdf.**" are accepted and processed
- The submitted files must not be password-protected and must not require a read receipt

File name:

- No special characters (\/: *?)
- Max. 35 characters

File size:

- Maximum 35 MB per email file content
- Only one invoice per PDF file, including the necessary attachments (e.g. service descriptions, etc.)
- Multi-page invoices must be submitted as one continuous document in a single file

Email guidelines

- Please submit your invoice in PDF format immediately after it is issued
- Avoid graphic files in the email
- Please do not send any terms and conditions (T&Cs) with invoices
- The sender address is clearly identifiable and usually from a non-personalised mailbox
- Please send invoices, credit notes, reminders and balance confirmations to the relevant Lenzing email address specified on the respective purchase order

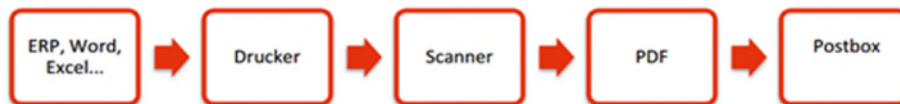
Process for PDF invoices

- Please create the PDF document directly from the electronic original document.
- Do not print and scan invoices

Right



Wrong



Invoice example

Example of an invoice that meets the Lenzing Group quality standard.

Invoice	
	Invoicennr. XXXXXXXX Invoice Date DD.MM.YY
Billing address Lenzing XY.. Name of requester Street Country	_____ _____ _____ _____ _____
	PO-Nr.: 4x xx xx xx Lenzing USt-ID: ATxxxxxxxxxx
<hr/>	
<hr/>	
Net: 0,00	Tax: 0,00 Tax rate %
Total: 0,00 Currency Code e.g. EUR	
<hr/>	
SWIFT/BIC: xxxxxx Account number: 12345678 IBAN: XXXX XXXX XXXX XXXX XXXX XX	Supplier's VAT nr.: xxxxx

* Depending on local legislation, further details may be required