

Requirements for invoices

For all current or future business relationships, **minimum requirements** for correct **invoicing** accepted by ista must be met.

Invoices that do not meet these minimum requirements will not be accepted and will be returned.

When preparing invoices, **the legal content requirements according to § 14 UStG** (Value Added Tax Act) must be observed, as well as the **ista-specific guidelines**, which are mandatory for prompt invoice processing.

In order to ensure timely payment of invoices, the following **minimum information** must be provided for invoices. For small-value invoices (invoices up to € 250 gross), less stringent requirements apply, which are marked with an * in the following minimum details. In special individual cases, further invoice details may be required for tax purposes.

1. **ista (SAP-)order number*** (always 10 digits)
If the order number is not available, the respective person placing the order must be contacted.
2. **ista cost centre*** (if applicable also internal order)
This information can be found in the order/purchase order (PDF); if there are deviations from this, these must be obtained from the ordering party at ista.
3. **Name of the ista ordering party or orderer**
4. **Your complete company name and your complete company address (supplier)***
5. **Our complete company name and our complete company address (service recipient)**
6. **Your tax number or your VAT identification number**
7. **Invoice date (date of issue) ***
8. **Invoice number**
9. **Time or period of performance**
10. **Description of service***
11. **Service quantity or scope (of service)***
12. **Net amount of the service (gross amount for small value invoices*)**
13. **Value added tax (VAT) rate or reference to a VAT exemption***
14. **Amount of VAT for each individual tax rate**
15. **Gross invoice amount (payment amount)**
16. **Bank details of the issuer of the invoice**
17. **If the issuer of the invoice has been granted authorization for direct debit, this must be noted on the invoice**

The corresponding invoices are always to be sent electronically as an unprotected PDF file by e-mail to Suppliers@ista.com.

If the original invoice is sent by post, the following addresses of the respective ista company must be used as the invoice recipients:

ista SE: ista SE
c/o ista Customer Service GmbH
Service Center Leipzig - RE
Walter-Köhn-Straße 4a
04356 Leipzig
Germany

ista Customer Service GmbH: ista Customer Service GmbH
Service Center Leipzig - RE
Walter-Köhn-Straße 4d
04356 Leipzig
Germany

ista Express Service GmbH: ista Express Service GmbH
c/o ista Customer Service GmbH
Service Center Leipzig - RE
Walter-Köhn-Straße 4a
04356 Leipzig
Germany

Please note that the delivery addresses may differ from the invoice address. The delivery addresses can be found in the respective orders.