



ista International GmbH ▪ Luxemburger Straße 1 ▪ 45131 Essen

To all  
ista suppliers

Essen, 12.07.2021

## Requirements for your invoices

Dear Ladies and Gentlemen,

We would like to take this opportunity to inform you of the **minimum requirements** for correct **invoicing** accepted by us in connection with our current and future business relationship to ask you to comply with these requirements in the future.

*At this point, it should be mentioned that incoming invoices which do not meet these minimum requirements can no longer be accepted and unfortunately have to be returned to you.*

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

Timely payment of your invoice is important to us. To ensure this, please provide the following **minimum information** for your next 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, starting with 45 or 46)  
If you do not have this order number, please contact the respective person placing the order.
2. **ista cost centre \*** (if applicable also internal order)  
You will find these details in our order/Purchase Order (PDF); if there are any deviations from this, you will be informed of these by 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)**

Please **always** send the corresponding invoices electronically as an *unprotected* PDF file by e-mail to: [Suppliers@ista.com](mailto:Suppliers@ista.com)

If you nevertheless wish to send the original invoice by post, please use the following addresses of the respective ista company as the invoice recipient:

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

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

**ista Customer Service GmbH:**

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

**ista Express Service GmbH:**

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

We ask for your understanding and thank you in advance for your support and compliance with these minimum requirements. Should you already fulfil all requirements in this regard, please consider this letter as irrelevant.

Yours sincerely,



p.p.a. Manfred Höhl

*Head of Financial Accounting*  
ista Deutschland GmbH



p.p.a. Lin Braatz

*Head of Procurement & Supply Chain*  
ista International GmbH