

FAQs: Sending Your Invoices

1. How can you send your invoices or credit notes to us as structured data?

If you would like to send your invoices to us as structured data, please inform us of this by writing to us at ereadiness@strabag.com. We will then contact you with further information as soon as possible.

2. How can you send your invoices or credit notes to us as a PDF file via email?

[One Pager \(conditions\)](#)

3. Which of our group companies can receive invoices or credit notes in PDF format via email?

[eInvoicing participating companies](#)

4. Why is it not possible to send invoices or credit notes to all group companies in PDF format via email?

To receive invoices and optimise invoice processing, certain system requirements are necessary, which are currently not met by all group companies.

5. What information must be contained in the invoice or credit note?

The invoice or credit note must contain all the legally required information.

6. What is the correct postal address for the invoice recipient?

Valid postal addresses are the registered company seat (see item 3) and the branch addresses of the invoice recipient.

7. Why is it not necessary to provide a business centre address or post box address for invoices that are transmitted electronically?

The VAT regulations require a valid postal address for the invoice recipient. As invoices and credit notes transmitted in PDF format via email are not sent by post, and a business centre address or post box address are not necessary for VAT purposes, these addresses are no longer required.

8. Why must invoices and credit notes be sent as PDF attachments?

The automated processing of invoices or credit notes that are sent via email is restricted to and has been optimised for the PDF format.

PDF files may not be encrypted, password-protected or sent in compressed form (ZIP, RAR, etc.).

Other file formats are not recognised and will be automatically returned to the sender's email address.

9. Why may an email include only one invoice or one credit note as a PDF attachment?

To automatically process and route an invoice to the relevant person, an email may contain only one invoice or one credit note as a PDF attachment.

If an email contains no, two or more PDF attachments, the email will be automatically returned to the sender's email address.

10. Why is it not permitted to send attachments in other file formats?

The automated processing method does not recognise and will delete attachments in other file formats.

Emails containing additional PDF attachments will be automatically returned to the sender's email address.

11. How can explanatory notes accompanying invoices be sent?

Explanatory notes may be sent together with an invoice in **one** PDF file, whereby the invoice or credit note must be contained on the first page(s) of the document.

If it is not possible to send the supplementary documents in a single PDF file together with the invoice, these may be sent in paper form or via email to the person responsible for your matter.

12. Is it possible to send other correspondence to the invoice email address?

No, this email address is used by an external service provider exclusively to process invoices and credit notes. Other documents that are not invoices or credit notes will be automatically returned to the sender's e-mail address.

Other correspondence is to be sent to a valid address (registered company seat or branch address) as before.

13. Why is it not possible to send invoices issued with a purchase number (investment application number) via email?

At present, it is not possible to automatically process and route such invoices to the persons responsible. Until further notice, these must be sent to a valid postal address (registered company seat or branch address) as before.

14. What is a reference code?

The reference code is a unique key for the automatic routing of invoices or credit notes to the correct recipients.

In the absence of a reference code, it is not possible to process the invoice or credit note via our automated system and the invoice or credit note will be returned to the sender's email address.

15. What is the format of the reference code?

The reference code consists of two main parts with a total of 18 characters designed to ensure unambiguous routing.

RC-KST-AT-011-AB12

Fixed component

Country, Company and Cost Centre

Notation for a reference code:

Examples:

RC-KST-AT-011-0001

RC-KST-DE-011-AAAA

RC-KST-CH-011-AA01

Please ensure that the reference code is printed in the specified notation on a single line by machine, neither in bold nor italics.

16. Why may only one reference code be stated in an invoice or credit note?

The reference code is a unique key for the automatic routing of invoices or credit notes to the appropriate persons. If more than one reference code is stated on an invoice or credit note, automatic routing is not possible, which will delay invoice processing. In the absence of a reference code, it is not possible to process the invoice or credit note via our automated system and the invoice or credit note will be returned to the sender's email address.