

Payment methods:

Invoices and credit notes



In order to be able to process your claims smoothly and quickly, we ask you to comply with the following information. Please only send electronic invoices and credit notes.

1 Billing address

Please use the following:

**DPD Deutschland GmbH
August-Horch-Straße 2-4
56070 Koblenz
Germany**

VAT ID no.: DE 24 84 64 253

2 E-Mail address for electronic delivery

rechnungseingang@dpd.de

3 Invoices / credit notes

To ensure the smooth processing of your claim, please take the following aspects into account:

- Please send one e-mail for each claim, including the corresponding attachments
- The main document (invoice or credit note) must not be split
- The file name must not contain any special characters
- If you have received an order number from us for your claim, this must be included in the document. The order number comprises 10 characters, starting with 45xxxxxxxx and does not contain any special characters or letters

4 Technical requirements

In order to process your attachments automatically, the following requirements must be met:

- Preferred file formats
 - ZUGFeRD
 - X-Invoices
- Alternative file formats
 - PDF (version 1.2 bis 2.0, without encryption, no XFA documents, no PDF portfolio)
 - JPEG, JPG
 - PNG
 - TIFF, TIF
- The maximum e-mail size is MB
- The attachments must not be compressed (.zip, .rar, etc. are not permitted)
- File name of the PDF attachments: Name must clearly indicate content
- Recommended Resolution: 300 dpi
- Additional requirements
 - Existing suppliers: max. 2.000 pages per document
 - New suppliers: max. 100 pages per document (for the first submission)

5 Questions and answers

If you have any further questions about invoicing or credit notes, please contact: kreditoren@dpd.de