INVOICING REQUIREMENTS – Austria

As part of our strategy and continuous improvement efforts, Signify has implemented digital processing of supplier invoices.

To avoid delays that could affect the invoice payment process, it is critical that your invoices comply with:

1. our purchase order
2. general guidelines – click on the following link for our general guidelines
3. the requirements as here below.

Note: the word « invoices » used below, refers to both invoices and credit notes issued by you.

Invoice Requirement

Signify only makes payments against valid original invoices. Not complying with Legal, Fiscal and Signify requirements could result in a delay of payment or rejection of invoice.

Note: Signify does not claim that below invoice requirements cover all today applicable laws and possible future changes in the respective laws. As a Supplier, you remain responsible to ensure that the invoices you issue to Signify always comply with all applicable laws. Therefore, you are obliged to include any additional requirement not listed below.

Supplier information:
*   Supplier legal name as mentioned in "Order to" section of the Purchase Order
*   Supplier address must match the one as mentioned in "Order to" section of the Purchase Order
*   Supplier contact details (telephone number and email address)
*   Supplier VAT number
*   Supplier remit-to information must have SWIFT for USD and IBAN for EUR, Bank name, address, and account number
*   Ship from address (only applicable for goods delivery)

Signify information:
*   The correct Signify entity as mentioned in "Order from" section of the Purchase Order
*   Signify bill to address as mentioned in "Order from" section of the Purchase Order
    For credit note: use same address as the original invoice.
*   The correct Purchase Order number issued for your company (one purchase order per invoice) as mentioned in "Order Reference Code" section of the Purchase Order
    Mention this number on the first page of the invoice.
    Note: do not mention any prefixes e.g. if the Purchase Order was YG8-123456890 then mention only the digits highlighted in green.
    If you handle more Purchase Orders from Signify at the same time, for seamless processing and risk of delayed payment, we highly recommend you, issue a separate invoice for each Purchase Order number.
*   Signify VAT number as per our purchase order
*   Ship to (or delivery) address (only applicable for goods / material delivery) as mentioned in "Goods/Services to be delivered to" section of the Purchase Order

Invoice Content:
*   The word "Invoice" or "Credit/Debit Note" (or the equivalent wording in local language) must be clearly printed on the invoice
*   Invoice Date cannot be later than submission date
*   Your Invoice reference number must be unique and not longer than 16 digits
*   Currency (3-digit monetary code e.g. EUR; USD; GBP …) as mentioned in "Currency" section of the Purchase Order
    The currency must be the same currency as stated on the Purchase order.
    Note: VAT amount should be also expressed in the local currency.

- Description and specification of goods and services delivered including quantity, price, and unit of measure of goods and services being invoiced also must be broken per purchase order line item. Unit of measure should match the unit of measure of the Purchase Order.
  Line items in the purchase order should match the invoice
- Invoice amounts expressed in numbers, in the currency as per the Purchase Order broken down by:
  - Total net amount
  - VAT amount (including the VAT rate if applicable)
    If multiple taxes are applicable, the tax rate for every net / taxable amount should be specified
  - Total / gross amount
- Invoice amounts broken down by purchase order line item (as mentioned in our purchase order), with our line item number mentioned.
  Note: Goods / material related invoices, must not include non-related goods or material costs or transportation costs on the same invoice next to the goods / materials even in the case when the purchase order included them as separate lines.
  Either such costs should be included in the goods / materials price (which must be agreed with the purchasing member of Signify) or should be invoiced separately.
  Similarly, unplanned costs must be covered by a purchase order and invoiced separately.
- Details to support a zero VAT invoice in case of:
  - Export
  - Relevant services deemed to take place in Austria are subject to reverse charge and you are non-resident supplier established in another EU Member State
  - Intra community supply
- Tax exemption - in case no Tax (VAT) is charged or exempted, make a reference to the applicable provisions of the Tax / VAT Act or local regulation.
- Any rebates, discounts, and credits (if not included in the unit price) to be clearly mentioned
- Date of material shipment; delivery of the goods or performance of the services
- For credit notes, invoice number being credited must be stated (one credit note per invoice)

  In cases covered by § 11 UStG (Austrian VAT Law), the additional information required by this provision.

Invoice Submission:

Submit your invoice in **PDF format only** as per link for our general guidelines.

Send invoices only once by e-mail to the relevant address mentioned below. By sending more than once and / or more than one email address, the invoice will fall into duplicate checks delaying processing and payments of the invoice. If You are not certain to which organization or Entity Code your invoice is for, please refer to the Purchase Order you have received from Signify or contact the requester that placed the order with you. You can find the Entity Code in the "Order from" field between brackets behind the Legal Entity name.

Please do not use these addresses for queries or any other purpose.

*Please Pay attention to the " . " or " – " in the e-mail address (*Send 1 Invoice per mail).

Legal Entity being billed	Entity code	Email address *
Signify Austria GmbH	AT02 / 723001	invoice.at02@signify.com

*The first page of the PDF should contain the invoice image with all supporting data & documents in the pages following, advise to add a page separator after the Invoice image. Don't send supporting data in separate attachments.

*Please state the mailbox address in either the 'To' or 'CC' field of the email. Invoices sent to the address mentioned in "BCC" will not be processed.

See next section for Invoice queries.

From the tax and legal point of view, PDF document is treated as an original electronic invoice. Thereby, by agreeing to use PDF as an electronic invoice, no other document can be prepared or issued (for e.g. paper invoices). As a Supplier, you remain responsible for the invoices you issue to Signify.

Invoice Query:

To enquire the payment status of your invoice on real time basis, please register @ the Signify Vendor Query portal which can be accessed using this Link > Signify Supplier Management Portal (apexportal.net). Refer below mentioned mail for any query and registration at portal.

Reminders, statements, or any other questions/remarks should be sent to our vendor query at vq.li.austria@signify.com. Do not use this email for sending invoices.

Mention the Purchase Order and Invoice reference number (the same as in the invoice copy) in the subject of the email.

If your question concerns multiple invoices, please send in a format that allows to copy data (preferably in Excel format). Do not send print screen of your accounting systems, as it creates the risk of typing mistakes and additional workloads.

Vendor Master Data (VMD) / Order Query:

The questions related to the Purchase Order / Order confirmation or any changes required in the vendor master data like Name of entity, Bank details, Contact details etc., should be sent to the email address which mentioned below:

*"E-mail" section of Purchase Order.

Note: Please let us know if your bank details have changed so that we can update them in our vendor master data. Payments will be made based on the details in our vendor master data , not on the invoice.