



Dear Sir / Madam,

With this e-mail we would like to point out that the "no order number (PO / Purchase Order), no payment" rule applies at Neugart.

Problems have recently occurred in connection with the processing and payment of invoices which did not comply with the Neugart invoicing requirements. For this reason, invoices which do not follow the following invoicing guidelines will not be accepted, and Neugart will ask the supplier to check and / or correct the invoices. This will lead to serious payment delays. We would therefore be grateful for your support. Invoices for existing contracts (e.g. maintenance or service contracts) are excepted from this regulation.

## 1. General invoicing requirements

- a) The order number (PO) must be specified on the invoice. Suppliers may not accept orders for goods or services without an order number (PO) that has been issued by Neugart. The Neugart order number (PO) consists of 7 digits and may not be shown in abbreviated form. Errors in the number order of the PO should also be avoided. In order to avoid delays in the invoice processing process, we would be grateful if you would not accept orders by e-mail or telephone without a PO in future.
- b) Invoices must contain sufficient detail for Neugart to compare the type and quantity of the supplied goods and / or services with the individual items in the order.
- c) When you create the invoices, please restrict them to a maximum of 3-4 pages.

The correct invoicing address for Neugart GmbH is:

**Neugart GmbH**  
**Keltenstr. 16**  
**77971 Kippenheim**

## 2. General requirements for sending invoices

In order to be able to process your invoices, please send your invoices as a **PDF file** to the following e-mail address: [invoice@neugart.com](mailto:invoice@neugart.com)

Only **one PDF file** per invoice document may be created. If attachments are required for invoice checking (e.g. work performance records/reports, other reports etc.), they must be contained within the relevant PDF invoicing document. The [invoice@neugart.com](mailto:invoice@neugart.com) e-mail address is exclusively for invoice processing. As a result, order confirmations must be sent directly to the relevant specialist department.

A **maximum of one PDF invoice per e-mail** is allowed. Collective invoices will not be accepted in future, i.e. the invoice may only relate to one order number (PO).

As of April 1 st, 2019 we will not accept any paper invoices, invoices without an order number or invoices with the wrong company name, and will return them to the sender.

## **This will lead to payment delays!**

If you have any questions or remarks concerning this notification, please contact the Neugart purchasing team immediately at the following e-mail address: [einkauf@neugart.com](mailto:einkauf@neugart.com)

Best regards,

Your Neugart Team