



Ensuring Timely Payments with High-Quality Invoices

The quality of your invoice plays a crucial role in smooth processing and timely payment. By following KION Group's supplier invoice quality standards, you help reduce processing time and avoid unnecessary delays.

Common Issues That Delay Invoice Processing and Payment:

- ❌ **Multiple POs on a single invoice** – If one PO has an incorrect price or a missing Goods Receipt (GR), the entire invoice is held up. We do not process partial payments.
- ❌ **Handwritten information** – This cannot be captured accurately and may obscure critical details.
- ❌ **Sending invoices to KION employees instead of invoice email** – Always send invoices directly to invoice email provided and cc the relevant employees if needed to avoid delays.
- ❌ **Missing or incorrect Purchase Order Number** – KION PO numbers always have a 10-digit format, with no letters, special characters, or spaces.
- ❌ **Missing Reference Person** – This is required for proper invoice routing and essential if no Purchase Order is provided
- ❌ **Missing original invoice number on a credit note** – Always reference the original invoice number when submitting credit notes.

Minimum Invoice Requirements

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| <ul style="list-style-type: none"> ✓ Supplier Header Information: <ul style="list-style-type: none"> ○ Business Name & logo ○ Business Address and Contact Details ○ Document type (invoice, credit note etc.) ○ Invoice/credit number (unique & sequential) ○ Invoice date ○ Business Tax ID/VAT/SIRET number ○ 10-digit Purchase Order number or Reference Person ○ Company name and address ○ Company Tax ID/VAT/SIRET number ✓ Payment terms and Methods <ul style="list-style-type: none"> ○ Payment terms ○ Due date ○ Late/Early Payment Policy | <ul style="list-style-type: none"> ✓ Invoice Details <ul style="list-style-type: none"> ○ Itemised list of goods/services ○ Date/Time of delivery or service period ○ Invoice values (gross, net, and tax amounts) ○ Currency ○ Original Invoice and Purchase Order if credit memo ○ Tax rate or reference to applicable tax regulations. ○ Delivery details (Incoterms, shipping origin, and destination) ○ Discounts or deduction (if applicable) |
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