This letter is addressed to all KLM suppliers. You can send your PDF invoices to: pdf-invoices@klm.com

Guidelines to improve the processing of your invoice:

a) **Fiscal Rules**:
- Invoices must mention KLM legal address, registration no and VAT number:
  Koninklijke Luchtvaart Maatschappij N.V.
  (also known as KLM Royal Dutch Airlines)
  Amsterdamseweg 55
  1182 GP Amstelveen
  The Netherlands

  Registered no 33014286
  VAT number NL001279749B01
- Your company legal address and VAT registration number

b) **Functional Rules**:
- Invoices should be addressed to:
  KLM N.V.
  Accounts Payable SPL/AP
  PO BOX 7711
  1117 ZL Schiphol

- Invoices must mention the appropriate KLM References which should be given by the purchaser:
  - SAP Company Code and Cost Center or
  - SAP Purchase Order Number (with PO Itemnumber) or Maximo Purchase order (Cargo)
- Your company registration number, logo and bank account

c) **Technical rules concerning PDF file**:
- Each PDF should contain one invoice **including** attachments
- Other document types than PDF will be ignored
- E-mails with attachments should not exceed 10 MB
- Invoice name should **not** contain the following characters: , / \ : ; " * ? < > & ^ | %
- Invoices received from Apple servers cannot be automatically processed. In case of Apple server, please send invoice to AP Business Support ap.business.support@klm.com

You will receive an automatically generated message from us when submitting an invoice, to check if your invoices are **technically** accepted or declined.
- KLM_mail_accepted@klm.com : your invoice is technically accepted
- KLM_mail_declined@klm.com : your invoice is declined, please see instruction in email

d) The pdf invoice mailbox is **exclusively** for invoices. When submitting reminders, please contact ap.business.support@klm.com

Invoices that do not meet the fiscal and functional conditions will be returned to sender.

Best Regards,
KLM Accounts Payable