



# INVOICING STANDARD

We're excited to work with you. To ensure timely payment and proper processing, invoices must meet all mandatory requirements listed below.

Non-compliant invoices will be returned and must be reissued, which may result in payment delays.

	Information Required	Description
1	Invoice submission email	All invoices must be sent exclusively to <b>accounts-payable@camunda.com (mandatory)</b> . The Camunda point of contact may be included in CC for reference. Invoices sent to individual or personal Camunda email addresses cannot be processed.
2	Submit invoice and all supporting documentation as a single PDF	Our system processes each PDF as a separate invoice. To avoid duplication, errors, or processing delays, please combine your invoice and all relevant supporting documents (e.g., receipts, contracts) into <b>one single PDF file</b> before submission.
3	All requests for payment must be in the form of an invoice	Only valid invoices will be processed for payment. Pro-forma invoices, quotations, order confirmations, statements, past-due notices, or any other non-invoice documents will not be accepted.
4	Vendor name and address must appear on official company letterhead	The vendor name on the invoice must exactly match the name stated on the Purchase Order (PO). The invoice must also include your company's official address and branding (e.g., logo) to ensure authenticity.
5	Camunda bill-to name and address	The Bill-to name and address must match the Purchase Order (PO) exactly and without deviation. <b>Refer to the details below to ensure accuracy.</b>
6	The correct PO number	Each invoice must reference <b>only one</b> valid Purchase Order (PO) number. The PO number must be clearly identifiable on the invoice and correspond to an open PO.
7	A unique invoice number	Do not reuse invoice numbers already submitted to Camunda.
8	An invoice date in compliance with service provided	Do not post-date invoices. Future invoice dates will be rejected.
9	Invoice due date	Include the due date based on the agreed payment terms.
10	Delivery date or term of the provided service	State delivery date or contract term. Example: <b>Service period Feb 1 to Feb 28, 2026.</b>
11	Detailed description	Provide a detailed description of the item or service.
12	The currency of the invoice must match the currency of the PO	Currency must align with what is shown on the PO total.
13	VAT/GST compliance	Ensure invoice is VAT/GST compliant per local legislation to enable tax reclaim.
14	Banking information	If payment is made via bank transfer, bank details must be submitted through our Zip Vendor Portal or provided upon request. A bank confirmation letter will be required for verification.

Camunda bill-to name and addresses:			
<b>Camunda Services GmbH</b> Zossener Str. 55-58 10961 Berlin Germany VAT-ID: DE 259411084	<b>Camunda Inc</b> 101 Montgomery Street Suite 1400 SAN FRANCISCO CA 94104 United States	<b>Camunda Ltd</b> Moorcrofts Llp Thames House, Mere Park Dedmere Road, Marlow SL7 1PB United Kindgdom VAT-ID: 348221802	<b>Camunda PTE Limited</b> 16 Raffles Quay #32-03 Hong Leong Building Singapore 048581 GST-ID: 202013313E

## EXAMPLE INVOICE

- Sample Format in Line with Our Invoicing Standard

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- 1 Email invoice to **accounts-payable@camunda.com** (requester in CC)
- 2 Submit invoice and supporting documents as **ONE PDF**.

### INVOICE

#### Example Vendor GmbH

Sample Street 12  
10115 Berlin  
Germany

#### Bill-To

Camunda Services GmbH  
Zossener Str. 55-58  
10961 Berlin  
Germany

**(Must match PO entity exactly)**

Invoice#: **7** INV-2026-001    Invoice Date: 11 Feb 2026    PO Number: #PODE-1234

Description	Service Period	Qty	Unit Price	Total
Annual Software Subscription	01.02.2026 - 28.02.2026	100	70.00	7,000.00

- 11
- 10
- 12 The currency of the invoice must match the currency of the PO.

- 13 **VAT Breakdown**  
Net: 7,000.00  
VAT 19%: 1,330.00  
Total: 8,330.00

- **Due Date:** 31 March 2026  
**Payment Terms:** Net 30 days

- Bank Details:** Example Bank AG  
IBAN / BIC listed



## How to Ensure Your Invoice Is Paid on Time

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Adhering to the invoicing requirements below is essential for proper processing and timely payment. Incomplete or non-compliant invoices create system discrepancies, require manual intervention, and may result in delays. Compliance with these standards ensures efficient processing, transparency, and a streamlined payment experience for all parties involved.

- Submit invoice to **accounts-payable@camunda.com** and your Camunda Point of Contact.
- Combine invoice and supporting documents into **ONE single PDF file**.
- Reference exactly **one valid PO number**.
- Ensure vendor name and **Camunda bill-to entity** match the PO.
- Include service period, detailed description, and correct currency.
- Provide VAT/GST-compliant tax breakdown.
- Include banking details or submit via Zip Vendor Portal.



## Invoice Rejection Criteria

### – Non-Compliant Invoices Will Be Returned

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To maintain financial integrity and processing accuracy, all invoices must fully comply with our invoicing standard.

If any of the below apply, the invoice will be rejected and must be reissued. Camunda cannot correct supplier invoices.

Non-compliant invoices may result in processing delays and additional administrative effort. Careful review prior to submission is essential to ensure timely payment.

- Missing PO number or referencing multiple POs.
- Vendor name does not match PO.
- Incorrect Camunda entity.
- Pro-forma invoice instead of an invoice.
- Currency mismatch with PO.
- Missing service period or delivery date.
- Missing VAT/GST details.
- Reused invoice number.
- Post-dated invoice.
- Multiple PDFs submitted instead of one combined file.