

FAQs: Receiving Our Invoices

1. How can you receive our invoices or credit notes as structured data?

If you would like to receive invoices from us as structured data, please inform us of this by writing to us at ereadiness@strabag.com. We will then contact you with further information as soon as possible.

2. How can you receive our invoices or credit notes as a PDF file via email?

If you would like to receive invoices from us in PDF format as an email attachment, please contact the person responsible for your matter.

3. From which email address will invoices be sent to you?

Our invoices will be sent to you from the following email address:
billing.strabag-noreply@edoc-online.com

4. Is it possible to send other correspondence or to reply to this email address?

No, this email address is used by an external service provider exclusively to process our outgoing invoices and credit notes. Reply emails and other incoming emails to this address will not be processed.

5. Why are invoices and credit notes sent exclusively as PDF attachments?

The automated creation and sending of invoices or credit notes that are sent via email is restricted to and has been optimised for the PDF format.

6. Is it possible to also receive a paper invoice by post?

No, if the invoice is sent electronically, this is the only method of transmission. The additional creation of a paper invoice is not possible due to technical constraints.

7. Why does an email include only one invoice or one credit note as a PDF attachment?

A technical constraint of the automated processing and sending of invoices to a registered email address is that emails may contain only one invoice or one credit note as a PDF attachment.

8. How can annexes and explanatory notes be sent in PDF format?

Annexes may be sent in the same PDF file as the invoice. In this case, you will receive the invoice as a PDF attachment. The first page(s) contain the invoice or the credit note. Any explanatory notes accompanying the invoice can be found on the following pages of the PDF. It is also possible to send annexes as a separate PDF attachment along with the PDF invoice.

9. Why is it not possible to send attachments in other file formats?

Attachments in other file formats are not possible with this automated processing method.

If it is absolutely necessary to receive a document in another format, please contact the person responsible for your matter to receive these in paper format or in a separate email.

10. Will reminders also be sent via email?

No, reminders will continue to be sent by post. There are no plans to send reminders via email.