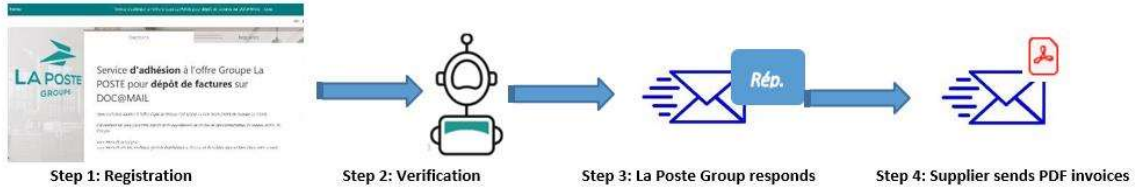


La Poste provides a free system for sending **invoices and credit notes** by email in **SIGNED PDF or UNSIGNED PDF** format



**STEP 1: REGISTRATION**

Click [here](#) to access the registration form. The form has three sections:

- Your **details**: these are used to confirm you are a partner supplier of La Poste Group entitled to use the service.
- Your acceptance of the **General Terms of Use** for **DOC@MAIL**
- Your **choice of business line** to invoice and the **type of native PDF** you will use for your invoices/credit notes

Note : For La Poste immobilier - Ciposte - Locaposte - SCI\* invoices and credit notes, only one unsigned PDF transmission format is available.

**STEP 2: VERIFICATION**

La Poste Group checks that you are correctly identified in its supplier database.

**STEP 3: Response**

- If you are not already listed, you will receive an email inviting you to get in touch with your contact at La Poste Group.
- **If your application is approved**: Depending on your choice of business line/customer and PDF format, you will receive a reply within 5 days containing the email address(es) for submitting your invoices.



**You must accept the General Terms of Use before you can start using the service.**

The email addresses **are only sent once**.

**STEP 4: Suppliers send PDF invoices to the DOC@MAIL addresses**

The supplier undertakes when registering to:

- Choose the address in accordance with the invoice recipient and the type of PDF being sent
- Comply with the format specified in the General Terms of Use
- Respect billing best practices at La Poste Group
- No longer send paper invoices once it has been registered for DOC@MAIL
- Do not file documents that are not invoices/credit notes
- Do not separate the Attachments documents from the invoices/credit notes

Possible options Business unit/sector	SIGNED PDF	UNSIGNED PDF
BUSINESS LINE	<a href="mailto:###1-FactureSigne@e-facture.net" style="color: blue; text-decoration: underline;">###1-FactureSigne@e-facture.net</a>	<a href="mailto:####1-FactureNonsigne@e-facture.net" style="color: blue; text-decoration: underline;">####1-FactureNonsigne@e-facture.net</a>

### Acceptance or rejection

Invoices are checked when received and a response email is sent automatically:

- If the invoice(s) sent are valid, the response email informs you that your invoices have been accepted for processing and lists only the invoice(s) accepted.
  
- If the invoices are invalid, a rejection email will be sent to you along with an email explaining why they could not be processed.

In this case, you should reissue your invoices, respecting the specifications for presentation, then resubmit them.

**You are responsible for verifying receipt of the response email.**

**In the event of dispute or litigation, you will have to produce the response email received in evidence.**

### Record-keeping

In accordance with the French Commercial Code and tax regulations, La Poste Group does not keep records of your e-billing on your behalf. You must keep your own records.

### Points to note about e-billing

The PDF invoice must be **directly created from the electronic original**. It must not be created by scanning a printed invoice.

Each invoice must have an order number or Régate code (you will be sent a model invoice attached to the email confirming your registration).

For further information, go to: [La Poste Group supplier portal](#)

→ Non-compliant invoices will be rejected by our system.

### Discontinuation of the system

La Poste reserves the right to discontinue this e-billing system in the event of repeated non-compliance with the procedures above or submission of invoices that cannot be read automatically.

For any questions regarding the processing of your invoices, contact the Supplier Welcome Unit on

☎ 0820 364 904 or at ✉ [accueil.fournisseurs@laposte.fr](mailto:accueil.fournisseurs@laposte.fr)