INVOICE REQUEST

Customers can request for the issuance of an **invoice** related to **previously issued purchase tickets** through the Spanish park's website. To register this request, the following steps must be followed:

1. Access the website of the park that should issue the invoice. Example: Faunia

2. Access the invoice request area

3. Register date to include in the invoice

To issue the invoice we need your **personal and contact information** correctly registered. The amounts to be included in the invoice are also requested as they have been issued on the **tickets**. To facilitate their verification, it is mandatory to **attach these tickets** to the request.

One or more tickets may be included as long as the issue date is the **same month and year**. If it is required to bill tickets for different months and/or years, as many requests as apply must be made.

The request must contain all the details required on the invoice and recorded in each of the lines of the ticket.

The personal and contact information required are:

DIR3 code is only aplicable for public entities

Ticket data required is:

Nº Ticket	Line	Date Visit	Taxable base	Tax Type	Tax	Document
XXXX	1	08/04/2024	100	21%	21	📎 ✔ Ticket 1.p...
XXXX	2	08/04/2024	100	10%	10	
YYYY	1	06/04/2024	50	10%	5	📎 ✔ Ticket 2.p...
YYYY	2	06/04/2024	50	0%	0	
YYYY	3	06/04/2024	50	21%	10.5	
ZZZZ	1	10/04/2024	200	10%	20	📎 ✔ Ticket 3.J...

In the example, **3 tickets** are requested to be invoiced, all with dates in the month of April 2024:

- Ticket XXXX → contains 2 lines, corresponding to 2 items purchased with VAT of 21% and 10%
- Ticket YYYY → contains 3 lines, corresponding to 3 items purchased with VAT of 10%, 0% and 21%
- Ticket ZZZZ → contains 1 line, corresponding to 1 item purchased with 10% VAT

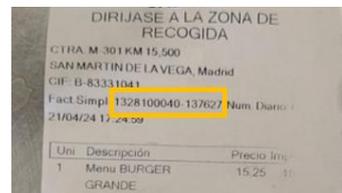You can obtain the **ticket number** in the document obtained from the sale. Examples:

Online Purchases:

Tickets issued in the park:

Catering Tickets in the park:

The button 🖧 allows to register new tickets

The button 🗐 allows to register new ticket lines

The button 🗑 allows to eliminate ticket lines and tickets. To delete a ticket, you need to first delete its lines

The **visit date** must correspond to the date recorded on the ticket

It is necessary to **attach each of the tickets** in jpg, jpeg, png or pdf format

Once all the data is registered, a registration completed message will be displayed

4. Request Review and Invoice emailing

The billing team will review your request and will contact you if additional information is required. If everything is correct, you will receive the invoice in the email provided in the next few days.

For any questions you can contact **facturacionclientes@grpr.com**