

Supplier Handbook

Panama Invoicing Requirements

Guideline

Ericsson only make payments against valid invoices in accordance with the below stated terms and conditions unless a deviation from this process has been agreed between Ericsson and the Supplier (e.g. ERS).

Not complying with the conditions below may result in a delay of payment or rejection of invoice.

To ensure quality postings and on-time payment, invoices and credit notes received must have the following information:

1 Supplier Information

- Supplier Name
- Supplier Address
- RUC - Tax ID (RUC: 53602-2-328345)
- Supplier's telephone number, contact person and email address
 - **N.B. For One-Time-Vendors:** Bank details must be mentioned on the surface of the invoice. Additionally, the following supporting documents should be submitted:
 - Bank details notice directly from the bank (using bank letterhead).
 - Email from supplier stating their bank details. Email address must contain the supplier's company domain.

2 Ericsson Information

- Invoice recipient as specified in purchase order (PO)
- Beneficiary, as specified in purchase order (PO)



Legal Entities information:

Ericsson entity	VAT/GST Registration Number	Registered Office
Ericsson AB Branch Office Panamá	1714802-1-1619 D.V. 3	P.H. Torres de Las Américas, Punta Darien Tower C, 21st Floor, Punta Pacifica, Panama City, Panama
Ericsson de Panamá, S.A.	53602-2-328345 D.V. 75	P.H. Torres de Las Américas, Punta Darien Tower C, 21st Floor, Punta Pacifica, Panama City, Panama

- Ericsson purchase order number (one purchase order per invoice)
- Good Receipt Number (GR)
- Ericsson legal entity's VAT/GST registration number in case of intra-community supplies/services

3 Content Information

- The word INVOICE or CREDIT NOTE
- Invoice number (must be unique)
- Invoice date must be from the current period (month)
- Purchase order number (PO)
- Credit Notes: Credit notes must be no older than 180 days
- Currency, must be the same currency as stated in the Purchase Order
- Taxes = ITBMS
- International Invoices: Include separate items when the invoice corresponds to travel expenses and services. It will allow WHT to be applied correctly
- Specification of goods and services delivered; Line items and description in the purchase order should match the invoice
- Total payable amount (Net amount, detail of tax and total amount)
- Tax rate/s and Tax amount/s. If multiple taxes (VAT/WHT) are applicable, the tax rate for every net amount should be specified
- For credit notes, invoice number being credited must be stated (one credit notes per invoice)

4 Invoice Submission Information

PDF Solution

All invoices are processed digitally before physical invoice submission.

Ericsson entity	Paper Invoice billing address
Ericsson AB Branch Office Panamá	Non-VIM: invoice.to.payment.panama@ericsson.com
Ericsson de Panamá, S.A.	Non-VIM: invoice.to.payment.panama@ericsson.com



Note:

- Please do not submit any invoice to multiple channels, as this can result in duplicate invoices received and problems in payment associated with that.
- Payment terms will be calculated from the date invoice is uploaded to SAP.
- One invoice is per Purchase Order
- Document must be in PDF file
- First page must be fiscal invoice
- Second page purchase order number

Paper invoice

Once invoices are processed digitally, original invoice must be issued to the following address:

Ericsson entity	Paper Invoice billing address
Ericsson AB Branch Office Panamá	P.H. Torres de Las Américas, Punta Darien Tower C, 21st Floor, Punta Pacifica, Panama City, Panama
Ericsson de Panamá, S.A.	P.H. Torres de Las Américas, Punta Darien Tower C, 21st Floor, Punta Pacifica, Panama City, Panama

Note:

- Supplier will be requested to deliver original invoices to the office on a specific day and time.
- First page must be fiscal invoice.
- Second page must be PO.
- Attach a copy of confirmation of reception from invoice.to.payment.panama@ericsson.com
- Payment terms will be calculated from the submission date/ issue date of undisputed invoice.

5 Payment Procedure for Suppliers

Electronic Fund Transfer

- Ericsson legal entity will pay invoices to all suppliers through electronic payment method.

WHT certificate

Will be sent digitally by: BPA-wht-certificate-support@ericsson.com and EDP-wht-certificate-support@ericsson.com.

- Taxes withheld certificates will be issued by Dirección General de Ingresos (DGI) at the end of the same month to all suppliers.



- Withholding tax certificate will be issued in soft copy and emailed to the address mentioned in vendor's master data. Hardcopy for WHT is available per Art: 694 CF Panama and Art: 23 SEM Ley 41 de 2007 for the local vendors only.
- If the withholding tax certificate is not received, please send email to BPA-wht-certificate-support@ericsson.com and EDP-wht-certificate-support@ericsson.com, it will be provided within 5 business days.
- For all the other queries related to WHT calculations, please refer to guidelines in Section 7 below.

6 Invoice Submission Information

SAP Ariba self-service (carbon copy)

SAP Ariba self-service is a solution for Ericsson's suppliers with no additional cost and waiting time (7*24). Login to the SAP Ariba Portal [SAP Ariba Login or sign-up page](#) to check:

- Acceptance/rejection of your invoices (post 5-7 days of submission)
- Status of your invoices & their due date
- Status of Purchase Orders
- Status of payment and remittance

Reach out to your Ericsson representative for enrollment and further information.

SAP Ariba support and useful links

- [SAP Ariba help portal](#)
- [SAP Business Network for Suppliers](#)
- [SAP Ariba Login or sign-up page](#)
- [SAP Ariba – Ericsson global portal](#)

7 Ericsson Purchase to Pay Services Support

If you need professional assistance regarding invoicing requirements, please contact [Ericsson Purchase to Pay Services Support](#) by completing a Support Request Template (click on the Support Request Template links that best fits your needs and fill out details of your request.

If the request was not resolved to your satisfaction or you experience a delay in resolution, you can ask us to investigate by escalating the request ID to ptp.incident.management@ericsson.com. We will review the case and help you obtain the correct resolution.