

# Supplier Handbook

## Puerto Rico 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
- EIN Number/Tax ID
- 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 CARIBBEAN, INC.	660-57-4858	METRO OFFICE PARK, #7 CALLE 1, SUITE 204, GUAYNABO PR 00968-1718

- Ericsson purchase order number (one purchase order per invoice)

## 3 Content Information

- The word INVOICE or CREDIT
- Invoice number (must be unique)
- Invoice date (please specify the format used)
- Currency, must be the same currency as stated in the Purchase Order
- Tax amount. If multiple taxes (VAT/WHT) are applicable, the tax rate for every net amount should be specified.
- Total payable amount.
- For credit notes, invoice number being credited must be stated (one credit note per invoice)
- Include separate items when the invoice corresponds to travel expenses and services. It will allow WHT to be applied correctly.

## 4 Invoice Submission Information

### PDF Solution (VIM e-send)

If no other payment/invoice submission method has been agreed (e.g. ERS or Taulia), please send your invoices, exclusively in PDF format, to the following email address depending on the purchasing Ericsson entity:

Ericsson entity	PDF solution (VIM e-send) email address
ERICSSON CARIBBEAN, INC. Contact Local	<a href="mailto:pdf.invoice.epr.2327.831@ericsson.com">pdf.invoice.epr.2327.831@ericsson.com</a> Samuel Santiago

Please note that the following requirements need to be followed when submitting PDF invoices:

- All invoices should be provided in PDF format. Any email that contains any non-PDF attachment will be rejected.



- Supporting documents are to be appended to the invoice in one PDF (invoice and supporting documents in same PDF file, not as separate files. Invoice as first page, supporting documents thereafter.
- One invoice per PDF document (including all attachments not exceeding 25 MB).
- The subject of email to PDF mailbox should be- Vendor Name-Invoice number for easy reference and tracking.
- 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: [EPR-wht-certificate-support@ericsson.com](mailto:EPR-wht-certificate-support@ericsson.com)

- Taxes withheld certificates will be issued by-GOVERNMENT OF PUERTO RICO-Department of the Treasury. It is Annual No later than the last day of February of the year following the previous fiscal year to all the suppliers.
- Withholding tax certificate will be issued in soft copy and emailed to the address mentioned in vendor's master data.
- If the withholding tax certificate is not received, please send email to [EPR-wht-certificate-support@ericsson.com](mailto:EPR-wht-certificate-support@ericsson.com) and 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](#)

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## 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](mailto:ptp.incident.management@ericsson.com). We will review the case and help you obtain the correct resolution.