

Supplier Handbook

India 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 either 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
 - Supplier's GST registration number if applicable
 - Supplier's telephone number, contact person and email address
 - Bank information (must have SWIFT for USD and IBAN for EUR, Bank name, address and account number)

- 2 **Ericsson Information**
 - Invoice recipient as specified in purchase order (PO)
 - Beneficiary, as specified in purchase order (PO)
 - Ericsson purchase order number (one purchase order per invoice)
 - Ericsson legal entity's GST registration number in case of intra-community supplies/services



Legal Entities information:

*For addresses, there is no change due to merger (effective 13th Oct'2023) and the addresses appearing on the PO will remain valid.

Sl. No	State/Union Territory name	Ericsson India Private Limited (erstwhile Ericsson India Global Services Private Limited)
1	Haryana	06AACCE4175D1ZY
2	Delhi	07AACCE4175D1ZW
3	Uttar Pradesh	09AACCE4175D1ZS
4	Maharashtra	27AACCE4175D1ZU
5	Tamil Nadu	33AACCE4175D1Z1
6	Telangana	36AACCE4175D1ZV
7	Jammu & Kashmir	01AACCE4175D1Z8
8	Chandigarh	04AACCE4175D1Z2
9	Rajasthan	08AACCE4175D1ZU
10	Bihar	10AACCE4175D1Z9
11	Assam	18AACCE4175D1ZT
12	West Bengal	19AACCE4175D2ZQ
13	Odisha	21AACCE4175D1Z6
14	Madhya Pradesh	23AACCE4175D1Z2
15	Gujarat	24AACCE4175D1Z0
16	Karnataka	29AACCE4175D2ZP
17	Kerala	32AACCE4175D1Z3
18	Haryana SEZ	06AACCE4175D2ZX
19	West Bengal SEZ	19AACCE4175D1ZR
20	Karnataka SEZ	29AACCE4175D1ZQ

Haryana ISD (Input Service Distributor) details:

Sl. No	State/Union Territory name	ISD	Address	Effective Date
1	Haryana (ISDN)	06AACCE4175D3ZW	Ericsson India Private Limited, 3rd and 4th floor, Building No. 7A, SECTOR 25 A, DLF CYBER CITY, Gurugram, Gurugram, Haryana, 122002	01 st April'2024 Onwards

Below GSTIN are closed:

Sl. No	State/Union Territory name	GSTIN	Address	Effective Date
1	Himachal Pradesh	02AACCE4175D1Z6	Ericsson India Private Limited, Ground floor, Rajvir Motors Complex, Paras Dass Garden, Bye Pass Road, Kanlog, Shimla, Himachal Pradesh, 171001	31 st May'2025 Onwards
2	Punjab	03AACCE4175D1Z4	Ericsson India Private Limited, Plot No C 78 Phase 6, Industrial Area, Sahibjada Ajit Singh Nagar, Mohali, SAS Nagar, Punjab, 160055	29 th August'2025 Onwards



3	Jharkhand	20AACCE4175D1Z8	Ericsson India Private Limited, Tetri Toli, Namkum, Opp. Namkum Railway station, Opp. Namkum Railway station, Ranchi, Ranchi, Jharkhand, 834010	29 th August'2025 Onwards
4	Uttarakhand	05AACCE4175D1Z0	Ericsson India Private Limited, Ground Floor, Shop No. F6, Transport Nagar, Subhash Nagar, Dehradun, Dehradun, Uttarakhand, 248171	26 th March'2026 Onwards

Content Information

- Bank information (Bank name, address and account number) – Mandatory that it should match Ericsson SAP records.
- The word INVOICE, TAX INVOICE or CREDIT Note/Debit Note or Bill of Supply
- Currency must be the same currency as stated in the Purchase Order)
- For credit notes, invoice number being credited must be stated (one credit note per invoice)
- Invoice WITH Purchase Order (Invoice must clearly quote a valid Purchase Order) - PO number format is 92xxxxxxxx or 45xxxxxxxx or 80xxxxxxxx or 98xxxxxxxx or 27xxxxxxxx or 93xxxxxxxx with Line-item nos. in description against Unit price & Amount
- For PO number format 92xxxxxxxx & 80xxxxxxxx & 98xxxxxxxx, it is mentioned on the PO to raise the invoice as per delivery address. Please ensure that the invoice is raised strictly as per the address mentioned under Delivery address in both 'Bill to' and 'Ship to' section of the invoice. If this is not ensured, then the invoice is liable for rejection
- For PO number format 93xxxxxxxx, The Delivery address as printed on the PO is for information purpose only. Please mention Place of Supply as captured on the PO. If you mention incorrect Place of Supply in your invoice, then your payment will not be processed. Please ensure that the invoice is raised strictly as per the address mentioned under customer column in both 'Bill to' and 'Ship to' section of the invoice. If this is not ensured, then the invoice is liable for rejection.
- Invoice WITHOUT Purchase Order – Ericsson requestor contact details (person who placed the order/Email id/Phone number) should be mentioned on invoice.
- In case of Goods being delivered to 3rd Party against Ericsson's PO (As per need/agreement), POD (Proof of delivery) is mandatory signed/stamped by the receiving party
- In case of Goods being delivered to SEZ location against Ericsson's PO (As per need/agreement), POD (Proof of delivery) is mandatory signed/stamped by the receiving party along with the SEZ incoming stamp.

XRM Invoicing (Resource Management vendors) – mandatory points for consideration below

- XRM invoice ID should be mentioned in every invoice to avoid rejection
- Invoice should be generated as per amount reflected in XRM SAP Fieldglass as invoiced/approved status
- Invoice should contain the PO number, XRM invoice ID and should be GST compliant
- Invoice line items should match the Ericsson Billing report line items
- No invoice should have multiple XRM invoice ID's clubbed into 1 line item with total amount



TMS (Transport Management System) Invoices – mandatory points to be considered (Including above points and below GST guidelines):

- Shipment number or Freight order number or PO number must be clearly mentioned on all TMS invoices for proper processing

GST Compliance (Mandatory to avoid rejection):

S. No.	Description
1	Name, address and GSTIN of the supplier; GSTIN not applicable for unregistered vendor
2	For Unregistered Suppliers , it is mandatory to mention 'Unregistered' against GSTN number field
3	Invoice No. not exceeding sixteen characters
4	Invoice Date
5	Name, address and GSTIN of Ericsson
6	HSN/SAC code for goods or services
7	Description of goods or services
8	Quantity in case of goods and unit or Unique Quantity Code thereof
9	Total value of supply of goods or services or both
10	Taxable value of the supply of goods or services or both taking into account discount or abatement, if any
11	Properly Bifurcated 'Rate of tax' (central tax, State tax, integrated tax, Union territory tax or cess), not applicable for unregistered vendor as he won't be charging any taxes provided 'Unregistered' in mentioned against GSTIN field
12	Amount of tax charged in respect of taxable goods or services (central tax, State tax, integrated tax, Union territory tax or cess), not applicable for unregistered vendor as he won't be charging any taxes provided 'Unregistered' in mentioned against GSTIN field
13	Place of supply along with the name of the State in case of inter-state supply
14	Address of delivery along with the name of state
15	Whether the tax is payable on reverse charge basis – (Reverse charge – Yes/No)
16	Signature or digital signature of the supplier or his authorized representative
17	For supplies to SEZ unit for authorized operations under bond or Letter of Undertaking (LUT) without payment of IGST (No GST on Invoice), declaration to be mentioned on the invoice "SUPPLY MEANT FOR SEZ UNIT UNDER LETTER OF UNDERTAKING WITHOUT PAYMENT OF INTEGRATED TAX"
18	For supplies to SEZ unit for authorized operations on payment of IGST (taxes to be borne by the vendors which can be claimed as refund from the Govt), declaration to be mentioned on the invoice "SUPPLY MEANT FOR SEZ UNIT ON PAYMENT OF INTEGRATED TAX"
19	Quick Response code, having embedded Invoice Reference Number (IRN) in it, in case invoice has been issued in the manner prescribed under sub-rule (4) of rule 48
20	E-invoicing provisions applies to a taxpayer subject to the turnover threshold as notified from time to time, few taxpayers are exempt from generating E-invoice and hence they have been mandated to make a declaration on their invoice as follows " I/We hereby declare that though our aggregate turnover in any preceding financial year from 2017-18 onwards is more than the aggregate turnover notified under sub-rule (4) of rule 48 , we are not required to prepare an invoice in terms of the provisions of the said sub-rule ".



HSN/SAC Codes – Effective **1st April 2021**, the codes which are needed to be mentioned on the GST invoices are undergoing below change in terms of number of digits.

Aggregate turnover in preceding Financial Year	No of digits of HSN/SAC codes	
	From 1 st Jul 2017 to Mar 2021	Effective 1 st Apr 2021
Upto Rs one crore fifty lacs	Nil	4
More than Rs one crore fifty lacs and upto Rs five crores	2	4
More than Rs five crores	4	6

E-invoicing – Guidelines

The Govt has notified the introduction of 'E-invoicing' or 'electronic invoicing' in a phased manner for reporting of business to business (B2B) invoices to GST System.

E-invoice Enabled Vendor –

- Taxpayers having turnover above any below criteria in any of the 3 preceding financial years:
 1. **INR 500 Crores** – w.e.f. 1st Oct 2020
 2. **INR 100 Crores** – w.e.f. 1st Jan 2021
 3. **INR 50 Crores** – w.e.f. 1st Apr 2021
 4. **INR 20 Crores** – w.e.f. 1st Apr 2022
 5. **INR 10 Crores** – w.e.f. 1st Oct 2022
 6. **INR 05 Crores** – w.e.f. 1st Aug 2023
- Enabled for E-invoicing on Government Portal <https://einvoice1.gst.gov.in/Others/EinvEnabled> before submission of invoices to Ericsson

Very Important - **If vendor is eligible as per the criteria but not enabled as on 01-Oct-20, 01-Jan-2021, 01-Apr-2021, 01-Apr-2022, 1st Oct 2022 & 1st Aug 2023; please ensure to enable at government portal and inform your Sourcing contact point to have Ericsson system updated for acceptance of your invoices.*

In new scenario,

- the invoices will continue to be raised on the vendors billing systems as earlier
- the invoices are needed to be registered with the Invoice registration Portal (IRP)
- Backward and forward integration is needed to be established with the IRN portal to ensure smooth functioning of the JSON schema and incorporation of the QR code and IRN on the invoice.

All existing flows will get impacted due to this change and will include:

- Tax Invoices
- Debit/Credit Notes



E-invoice

- should contain valid IRN and QR Code along with other necessary details required to be mentioned as per provisions of GST Laws.
- should be original copy and not scanned to ensure proper reading of QR code
- should be appended along with all related supporting documentations (first page as Original E-invoice) and submitted **as One PDF attachment**
- should apply digital signatures on E-invoice after appending supporting documents to ensure validity

Non-Enabled vendors –

- To follow the normal invoice submission process as stated in Section 4 of this document
- Units operating from SEZ location are exempted from e-invoicing compliance, and hence may continue submitting the invoices as earlier (Refer more details in SEZ section)

SEZ Supply Guidelines - For Billing to Ericsson India Private Limited

As per the provisions of GST law, all invoices for zero rated supplies to SEZ units for its authorized operations are needed to be endorsed by the AO/SO customs. This endorsement will be treated as the proof of supplies to SEZ units for its authorized operations.

Below are the options available to the vendors for supplies to our 3 SEZ units and expected actions from you (Details of these SEZ units is given in the end of this email):

S. No.	Scenarios	Changes / Actions Required
1	Supplies to SEZ unit for authorized operations under bond or Letter of Undertaking (LUT) without payment of IGST (No GST on Invoice)	Submit invoice copy in original to Ericsson APS. & b) LUT No. compulsory on Face of invoice as per relevant financial year & c) LUT certificate submission once upon start of every financial year to Ericsson Sourcing SPOC (Sourcing Manager) & Sourcing.mailbox@ericsson.com
2	Supplies to SEZ unit for authorized operations on payment of IGST (taxes to be borne by the vendors which can be claimed as refund from the Govt)	Submit invoice copy in original to Ericsson APS
3	Supply of hardware to SEZ units in either of above 2 scenarios	POD (Proof of delivery) is mandatory duly signed/stamped by the receiving party along with the SEZ incoming stamp
4	Supplies to SEZ units on payment of taxes for other than authorized operations	Continue process As – is, NO NEW ACTION REQUIRED
5	Supplies to Non SEZ units	Continue process As – is, NO NEW ACTION REQUIRED



Please note – Non-compliance with the above SEZ guidelines will lead to rejection of invoices with below reasons:

1. LUT number is not mentioned on invoice for SEZ deliveries &
2. LUT copies (ARN Acknowledgement & RFD11) are not available with Ericsson Sourcing Spoc

****In the first 2 scenarios (Only), the customs endorsement will be required which will be requested by Ericsson to Customs. In case the documentation is not as mentioned in above table, Ericsson won't be responsible for the endorsement. Additionally, there is different process for endorsement of invoices related to goods and services. Hence separate invoice should be raised for goods and services to ensure that the same gets endorsed.**

SEZ Units of Ericsson:

1. Gwal Pahari Gurgaon, ASF Insignia SEZ, Haryana GSTIN: 06AACCE4175D2ZX
2. Rajarhat Kolkata, DLF SEZ, West Bengal GSTIN: 19AACCE4175D1ZR
3. WTC Bagmane SEZ, Bangalore, Karnataka GSTIN: 29AACCE4175D1ZQ

Note: For cases where there is tax specifics or local procedures, which is not covered above, please specify it under this section.

**At any point in time, if Ericsson understands/ identifies that invoice received by us is not compliant as per above guidelines, we shall not be able to process your payment and the invoice will be rejected with appropriate reason. Further, in case of any financial loss arising to us on account of any non-compliance at your end, we reserve our right to recover the same from you.*

- **Additional to above guidelines / instructions, follow the below table to avoid rejection of invoices:**

S. No.	Particulars	Acceptable Field Format	Not Acceptable Field Format
1	Tax Invoice	Tax Invoice/Invoice/Debit Note/Credit Note/Bill of Supply	Customer Invoice/Payment Statement/SOA and etc
2	Invoice Number (As per GST guidelines, Invoice No. should not exceed 16 characters and must only contain numerals, alphabets, or special characters '/' and '-' without any spaces)	ABCD123456/23-14	ABCD 123456/23-14 OR ABCD123456/ 23-14
3	Buyer GSTIN & Supplier GSTIN (Ensure that GSTINs are correctly formatted as a single string without space or breaks.)	27ABCDE01234FD1Z	27ABCDE0123 4FD1Z OR 27ABCDE0 1234FD1Z OR 27ABCDE01234FD1Z..
4	Buyer & Supplier Address	Always mention "Bill To" with the complete Ericsson entity name and full address.	Supplier address must not be mentioned in the "Bill To" or "Ship To" fields.
5	Net Amount and PO line item (Ensure the Taxable Amount (Net Amount) is always mentioned on the	The invoice must clearly mention the Net Amount (Taxable Amount) and include the PO line-item description, Unit Price, and Quantity in sequence.	Invoices without the Net Amount will be subject to rejection



	invoice. Proper bifurcation of PO line items ensures faster and accurate processing)		
6	HSN/SAC code (Ensure that GSTINs are correctly formatted as a single string without spaces or breaks.)	123456	1234 56 OR 1234 56 OR 123456..
7	Ericsson Purchase Order No. (Ensure that GSTINs are correctly formatted as a single string without space or breaks.)	1234567890	123456 7890 OR 1234567 890 OR 1234567890..
8	PDF Quality	Only the original PDF format should be submitted to the designated PDF mailbox.	Scanned PDF copies will not be accepted.
9	IRN Details (If applicable*) (The IRN (64 characters) must be provided in a single line without breaks or spaces)	95558508e2f20744c4bb188b64cfa6ae058c311817ca1e217843ab2a2b63f9af OR 95558508e2f20744c4bb188b64cfa6ae058c311817ca1e217843ab2a2b63f9af	95558508e2f20744c4bb188b64cfa6ae058c311817ca1e217843ab2a2b63f9af OR 95558508e2f20744c4bb188b64cfa6ae058c311817ca1e217843ab2a2b63f9af

Foreign Vendor - Guidelines and documents required

Additional to above, the documents below are mandatory to be submitted for processing and payment of cross border invoices:

For Service Import invoices, below Legal Documents (valid for the year of payment of invoice) as per land of law to be submitted to relevant Sourcing SPOC, basis which WHT rate will be applied on invoices.

- i. Tax Residency Certificate (TRC) – Issued once a year
- ii. No Permanent Establishment (PE) Certificate – Issued once a year
- iii. Form 10F (Online) – Issued once a year
- iv. Remittance Declaration – Issued once a year

For Material / Goods delivery or Hardware supply Import invoice:

Each invoice should accompany, below shipping documents for invoice posting and payment processing:

- i. Bill of Entry (BOE) in original
- ii. Commercial / Tax Invoice
- iii. Airway Bill or Bill of Lading

**The above documents are subject to current applicable guidelines in region and additional documents may be required resulting in a change (if any) in law.*



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:

Ericsson entity	PDF solution (VIM e-send) email address
Ericsson India Private Limited	pdf.invoice.eil.2091.034@ericsson.com
Ericsson India Private Limited	pdf.invoice.eqi.2828.034@ericsson.com

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.
- Invoice submitted via email id without digital signatures will not be accepted.
- All digitally signed invoices should be provided in PDF format on the email ID provided. Any non-PDF attachments will be removed by our system.
- Digital signatures on invoices should not be printed but attached along with root certificates with complete chain of trust. Individual digital signatures will not be considered as authorized signatures and such invoices will be rejected.
- One PDF attachment will be considered as One invoice copy. Therefore, each invoice along with all related supporting documentation (if any) should be converted into ONE PDF (first page as Invoice) and then signed digitally before sending to PDF mailbox email ID.
- If invoices are submitted in digital mode as well as hard copy both, then the invoice received first will be processed and the other will be rejected because of duplicity. We would prefer only one mode of submission.

Note that any messages added to the text of your email will not be read or interpreted, and the posting is based solely on the confines of digitally signed pdf attachment received.

Paper invoice

If no electronic invoice submission method is applicable and paper invoice submission has been agreed upon in consultation with Ericsson (only in exceptional cases), please send the invoice to the following billing address depending on the purchasing Ericsson entity:

Ericsson entity	Paper Invoice billing address
Ericsson India Private Limited	TO: Ericsson Accounts Payable (AP), Scanning Room-Floor# 6 AT: Ericsson India Private Limited Block A, King Canyon "ASF Insignia" – The IT/ITES SEZ, Gurgaon, Faridabad Road, Gwal Pahari, Gurgaon - 122003, India

- Invoices should be submitted to Mailroom placed at Gwal Pahari (Ground Floor) only
- Count of Invoice(s) must be appropriately registered in Entry/Log book maintained at Mailroom by the person physically submitting the invoices at below location in Gwal Pahari



- Invoice bunch (more than 1 invoice) must contain a summary/coversheet with details in the format below:

Summary/ Cover Sheet

Vendor Name: _____ Vendor e-mail: _____
Vendor Code: _____ Vendor address: _____
Invoice(s) Submission Date: _____ City & Pin: _____
Contact Details: _____

S No	Invoice Reference	Invoice Date	Gross Amount	Currency	Purchase order No.	"Billed To" Company	Remarks
1							
2							
3							
4							

- Supporting documents if any should be well attached with the respective invoice(s)
- Two or more invoices should not be stapled together (this is to ensure easy segregation of the invoices with respective supporting)

Note:

- Please do not submit any invoice(s) 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 submission date/ issue date of undisputed invoice.

4 Payment Procedure for Suppliers

Electronic Fund Transfer

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

Cheque Payment

- Only applicable for some exceptional suppliers, to be collected from Ericsson Office address as stated under – Hard Copy Local Tax invoices

WHT / TDS certificate

Certificate will be provided as per below issuance timelines (unless specifically extended by tax authorities for some reason):

TDS for period	Certificate to be issued by
April – June	August 15 of the year
July – September	November 15 of the year
October – December	February 15 of the year
January – March	June 15 of the following year

- WHT / TDS Certificate will be sent to your registered email ID from the mail address wht.certificates.tax.unit.india@ericsson.com (ensure to not to make the same spam).
- For all the other WHT / TDS related queries, please mail to email ID sourcing.mailbox@ericsson.com



- Please ensure to mention, “**Query for TDS Certificate_Year_PAN**” in subject line. E.g. if certificate is needed for year AY 25-26 for PAN AAAAA99990, supplier should mention subject as “**Query for TDS Certificate_AY 25-26_ AAAAA99990**” for easy tracking of requests.
- Queries in relation to TDS needs to be addressed to the **e-mail ID mentioned below**, and that too within **3 months** from the end of the quarter in which you receive payments for your invoices or find the disclosure(s) in your Form 26AS in the relevant quarter.
- Any query addressed to Ericsson beyond this timeline, may not be addressed. No further discussions/mails will be entertained on such cases.
- Queries will be resolved /replied to within timelines mentioned as per previous table.

The table below summarizes the scope of TDS-related queries and the expected response timelines from Ericsson and its authorized partners (“GSAP advisors”):

S. No	Item Scope	Response time (As calculated from mail date)
1	Vendor Requirements for TDS certificates and queries thereto (For all certificates due for (FY 25-26 and FY 24-25) *)	1-2 working days
2	Vendor Queries regarding application of TDS rates on your invoices	3-4 working days
3	Vendor Queries regarding the status of implementation of Lower deduction certificates (if submitted to Ericsson)	1-2 working days
4	Vendor Queries regarding any TDS recovery made from your invoices, as intimated to you by the Accounts payable (APS)/Purchase to pay (PTP) units of Ericsson or refund due to your concern on account of excess application of TDS rates by Ericsson (If refund agreed and handshaked with Ericsson Tax team)	Depends on case to case

Appendix – Mailing List for TDS Query Resolution

Mail ID I: (Primary Contact – for all TDS-related queries):
Ericsson TDS Compliance Team: tdscompliance@gsapadvisors.com

Mail ID II: (Escalation – if no response is received from Mail ID I within the above-mentioned TAT)

Rohit Tyagi (SPOC): wht.certificates.tax.unit.india@ericsson.com

Right Ways of Working

- **No PO No Work Policy** – Please do not serve Ericsson without getting a PO as your invoices cannot be paid without a valid PO (Verify the PO details like taxes, currency, etc. before serving to avoid payment related issues later)
- **PO before invoice** – PO date should always be before Invoice date
- **Invoice submission** – All invoices should be submitted to Ericsson AP within 5 days of invoice date to have sufficient time for Ericsson to resolve the issues and process the invoice to make it ready for payment before due date. The timeline for availing GST



credit for the invoices pertaining to previous financial year (Apr to Mar) will be available till **31st October** of every year, failing which the invoices for previous financial year will be rejected.

- **SEZ Invoices for authorized operations:** There is different process for endorsement of invoices related to goods and services, hence separate invoices should be raised for goods and services to ensure that the same gets endorsed.
- **Bank Details** –The bank details on face of invoice should exactly match with details in Ericsson record. Always get the latest details updated in our system through your relevant Sourcing SPOC.
- **Payment proposed a week in advance** – Your invoices should be received and ready for payment at least 10 days before the due date to be paid on Due date
- **Invoice on hold for PO line items Deleted or Blocked** – Only Ericsson Purchasers can assist you to get them unblocked/activated/increased, not AP
- **Your invoice should have replication of the PO details** such as line items nos., Qty., Unit Price, description etc. to have smoother processing at Ericsson AP without any blocks
- **Tax-related queries** (except deduction details) can only be answered by Tax team with the help of your purchaser and not PTP support services.
- **For all Invoice to Payment queries**, Ticket request should be raised at PTP support services only
- **All tickets raised** should always be 'One ticket per Ericsson Entity' (at any instance)
- **Submit Statement of Account** for open invoices through ticket on Supplier Portal regularly to keep your accounts up to date
- **Follow GST compliance** as shared in this document.

5 SAP Business Network – SAP ARIBA Network (formerly known)

SAP Business Network platform (formerly known as SAP Ariba Network) is a web-based application streamlining PO collaboration and e-invoicing, serving as a replacement for Supply Network Collaboration (SNC) and Invoice and procurement Collaboration Portal (Taulia).

For supplier-related issues on SAP Business Network, please direct to our dedicated support channels: [SAP Ariba serving PO collaboration and e-invoicing - Ericsson](#).

This page includes:

- Online knowledge base
- Support ticket submission.

For any questions or assistance that may require support regarding the SAP Business Network platform, we kindly request to submit a support ticket through link [Accounts Payable and Vendor Support - Ericsson](#) (select one of the support request templates applicable; for SAP Business Network guidance [Ad-hoc - Other inquiry - Ericsson](#) should be used - Type of Request: SAP ARIBA,



Please select the below collaboration channel used – SAP ARIBA).

Type of Request *

SAP Ariba

Please select the collaboration channel used *

SAP Ariba

E-Invoicing feature is live in: Australia, Austria, Belgium, Bulgaria, Canada, Czech Republic, Denmark, Estonia, Finland, France, Germany, Ireland, Italy, Latvia, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Romania, Saudi Arabia, Singapore, Slovakia, South Africa, Spain, Sweden, Switzerland, United Arab Emirates, United Kingdom, United States.

For countries **not listed above**, SAP Business Network functionality will include:

- PO visualization
- Invoice status check (carbon copy)
- Payment remittance

Supplier information Portal: [Ericsson Global Portal \(ariba.com\)](https://ariba.com)

Country-specific invoicing details (Supplier Handbook): [Invoicing at Ericsson - Search by location - Ericsson](#)

For starting the onboarding process to SAP Business Network, Ericsson will need to know if supplier have any existing account they would like to get connected with Ericsson? If yes, supplier can provide us with the ANID (ARIBA Network ID) and Ericsson will invite them directly.

If the supplier would like us to create a new account, Ericsson would need:

Supplier full name:

Supplier ID:

Supplier country:

Contact person name (that will become administrator of the account):

Contact person email address (that will become administrator of the account):

The administrator will be responsible for:

- Maintaining the account
- Creating and managing sub-users
- Delegating other responsibilities

There can only be one administrator. Once they're satisfied with their admin choice, they can begin the process.

Further to the details above:

- All Ariba support documentation is available on [Supplier Information Portal](#)
- **Video Demos on How to use SAP Business Network:** [Video Tutorials](#)
- **Overall presentation of SAP Ariba** (the supplier summit, 30 min presentation + 30 min Q&A – you need to register first and after that recording starts) - <https://event.on24.com/wcc/r/4398924/E3B659DE103C4F39083ED1EA5C6F9534>



- Multiple **short demo videos** (account overview, how to create invoice, how to add users, how to set up bank details and VAT ID): [Enterprise Account How-to Videos](#).

Direct links for most useful demos:

- Account overview:
https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_c7ne18si
- Invoice status check:
https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_s2lluit1
- Additional user creation:
https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_vbie452g
- Create an invoice (useful for **suppliers based in invoicing countries** listed below):
https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_bztule6j
- Configure routing and notifications for PO and invoices:
https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_jfow9po1
- Configure remittance address (useful for **suppliers based in invoicing countries** listed below): https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_2zxqdmng or our step by step [Bank details & VAT ID update](#) guide

6 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.