Kuwait Supplier Handbook

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).

Contents

Invoice must fulfil all requirements mentioned under local tax regulations (including Corporate Income Tax and Value Added Tax)

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
- Supplier's VAT/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)
- Legal Entity information:

Ericsson entity Name	**Legal Address**
KUWAIT ERICSSON TELEPHONE EQUIPMENT AND SERVICES	QEBLAH AREA, AHMED AL JABER STREET BAITAK TOWER FLOOR 21 POSTAL CODE 2650, KUWAIT CITY - KUWAIT 40177

- Ericsson purchase order number (one purchase order per invoice)
- Attach the Purchase Order copy on the invoice

3 Content Information

- The word INVOICE or CREDIT
- Invoice number:
  - Must be unique and length should not exceed 16 digits.
  - Not permitted characters can be seen in the below table:

Character	Explanation	Character	Explanation
!	exclamation	=	equal
%	percentage	\	back virgule
&	ampersand	^	caret
[ ]	left & right bracket	|	vertical bar

#	number	;	semicolon
{ }	left and right brace	`	back apostrophe
< >	less than & greater than	“	quotation
_	underscore	$	dollar sign
~	tilde		

- Invoice date (please specify the format used)
- Date of delivery for services and/or goods
- Currency must be the same currency as stated in the Purchase Order
- Specification of goods and services delivered; Line items and description in the invoice should match the purchase order
- For XRM Purchase Order:
    - Invoices must be submitted after time sheets, milestone and expenses has been approved (Status “Invoiced”) from Fieldglass.
    - Line-item description should be a one liner with total invoice amount which should be the exact same as approved Goods Receipts (or set of GRs).
    - WO (Work Order) ID for Contingent or SOW (Statement of Work) ID should be mentioned in the invoice.
- Total net amount
- VAT/GST rate applied in percent (%) and tax amount
- If multiple taxes (VAT) are applicable, the tax rate for every net amount should be specified
- If VAT/GST is not charged refer to applicable VAT/GST exemption
- Total payable amount
- If not already included in the unit price, details on discounts and cash discounts
- For credit note, invoice number being credited must be stated (one credit note per invoice)
- For invoices using Factoring, please highlight which bank account to use
- Supporting Documentation needed are Work Completion Note (WCN) for services or delivery note for goods or Time sheet for Authorized Resource Providers.
- Note: for Approved Service Providers (ASP), Good Receipt Number (GRN) must be stated.

4 Invoice Submission Information

PDF Solution (VIM e-send)

Please send your invoices, exclusively in PDF format, to the following email address:

Ericsson entity Name	PDF solution (VIM e-send) email address
KUWAIT ERICSSON TELEPHONE EQUIPMENT AND SERVICES	pdf.invoice.KET.2202.830@ericsson.com

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

- One invoice per PDF document
- The subject of email to PDF mailbox should be- Vendor Name-Invoice number for easy reference and tracking.
- 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)
- Please note below points to ensure that the quality of invoice is good for our system to read the content and ensure timely processing of payments:
  - Invoice print is clear and dark.
  - No overlapping or stamps on the text
  - Complete information including currency/ currency symbols, Tax rate, etc. is provided on invoice copy

5 Payment Procedure for Suppliers

5.1 Electronic Fund Transfer

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

Payment terms will be calculated from the issue date of undisputed invoice.

For smooth posting and payment flow, please secure your contact information and bank details are up to date in Ericsson Master Data. Any change in your company details must be properly communicated to your Local Sourcing contact person at Ericsson so that they can request the update in the Ericsson database and any payment rejections or returns can be avoided.

5.2 Retention

Tax clearance certificate (TCC) must be provided before issuing an invoice to avoid retention being deducted. It should be submitted through Accounts Payable Support using ad-hoc queries and selecting this option "Submission of Tax Clearance Certificate – Kuwait".

If retention has already been deducted, request release by creating a ticket in Accounts Payable Support using ad-hoc queries. The following documents should be attached to the ticket:

- Tax clearance certificate (TCC)
- List of invoices with the corresponding amount

6 SAP Business Network (former name: Ariba) Information

6.1 SAP Business Network carbon copy (self-service)

SAP Business Network carbon copy is a solution for Ericsson's suppliers with no additional cost and waiting time (7*24). Login to the SAP Business Network Portal SAP Business Network 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

Reach out to your Ericsson representative for enrollment and further information, or enroll directly by visiting- Accounts Payable Support and raising a ticket under **Ad-hoc queries**.

You will soon receive an invitation from SAP Business Network to register. After completing your enrollment, you will have access to the Self-Service capabilities, and visibility of the status of all your procurement transactions with Ericsson.

6.2 SAP Business Network support and useful links

- SAP Business Network help portal
- SAP Business Network for Suppliers
- SAP Business Network Log-in or sign-up page
- SAP Business Network – Ericsson global portal

7 Ericsson Accounts Payable Support

If you need professional assistance regarding invoicing requirements and/or payments and information that cannot be found in SAP Business Network, please contact Accounts Payable 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 **case number** to ptp.incident.management@ericsson.com. We will review the case and help you obtain the correct resolution.