

# Supplier Handbook

## Qatar 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).

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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 Entities information:

Ericsson entity name	Legal Address
ERICSSON AB - QATAR BRANCH	14TH FLOOR SALAM TOWER CORNICHE STREET WEST BAY DOHA
ERICSSON SOLUTION FOR TRADING AND SERVICES	11TH FLOOR SALAM TOWER DOHA QATAR

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

## 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/WHT) 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
- Note: for Approved Service Providers (ASP), Good Receipt Number (GRN) must be stated

## 4 Invoice Submission Information



## 4.1 SAP Ariba Information

It is mandatory to send your invoices via SAP Ariba if your location is within the following countries: Australia, Austria, Belgium, Czechia, Cyprus, Denmark, Estonia, Finland, France, Germany, Ireland, Italy, Latvia, Luxembourg, Netherlands, New Zealand, Norway, Romania, Saudi Arabia, South Africa, Spain, Sweden, Slovakia, United Arab Emirates, United Kingdom, and United States.

In creating the invoice via Ariba, please ensure that a **valid tax invoice** is attached and is matching with the information you provided in the Ariba invoice. That tax invoice should be the first document to be attached followed by other supporting documents. Before attaching the tax invoice, the file name of the attachment should be renamed as the invoice reference number stated in that tax invoice.

### 4.1.1 SAP Ariba e-invoicing

SAP Ariba e-invoicing is a fully integrated e-Invoicing solution that makes the invoice creation, delivery, and management process simple, fast, and error-free. To learn more about your e-Invoicing options, visit [SAP Ariba Login or sign-up page](#) or start flipping Purchase Orders into invoices directly in the portal as soon as you are enrolled.

For queries to Ericsson about transitioning to the SAP Ariba Network please raise a ticket to [Accounts Payable Support](#), Select ad-hoc query scenario and mention subject SAP Ariba *transitioning*. If system integration is required for an automated solution to create invoices (e-file or e-send), suppliers shall raise ticket to [Accounts Payable Support](#), select ad-hoc query scenario and mention subject SAP Ariba *integration*.

### 4.1.2 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

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

### 4.1.3 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](#)

## 4.2 Pdf-invoicing (VIM e-Send)

For suppliers located in Qatar and those countries not mentioned above (4.1), please send your invoices, exclusively in PDF format, to the following email address depending on the purchasing Ericsson entity:

Ericsson entities	PDF solution (VIM e-send) email address
ERICSSON AB - QATAR BRANCH	<a href="mailto:pdf.invoice.bqa.2768.830@ericsson.com">pdf.invoice.bqa.2768.830@ericsson.com</a>
ERICSSON SOLUTION FOR TRADING AND SERVICES	<a href="mailto:pdf.invoice.eqa.3179.03@ericsson.com">pdf.invoice.eqa.3179.03@ericsson.com</a>

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)
- Supporting documents needed are: Work Completion Note (WCN) for services or delivery note for goods or Time sheet for Authorized Resource Providers
- 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.

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

**Note:** 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 Withholding Tax certificate

- Taxes withheld certificate shall be issued within 30 days from the end of the month in which payment has been made.
- WHT certificate shall be issued in soft copy and mailed over the e-mail address as per records.
- For non-receipt of WHT certificate, please e-mail at: [bqa.wht.certificate.support@ericsson.com](mailto:bqa.wht.certificate.support@ericsson.com)
- For any other issue related to WHT deduction, please follow the process stated in Section 7 below.

## 5.3 Withholding Tax Exemption certificate

WHT Exemption certificates must be submitted via our [Accounts Payable Support](#) team using [Ad-Hoc queries](#).

After submission is completed our Accounts payable support's team will redirect this request to our Tax team who will validate the document and secure system is accurately set up, avoiding wrong discounts on your payments.

You will receive a notification from our Support Services team informing you about the resolution of your request.



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## Ericsson Accounts Payable Support

If you need professional assistance regarding invoicing requirements and/or payments and information that cannot be found in Taulia, 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 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.