

Supplier Handbook

Malaysia 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.

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

Contents

1	Supplier Information	1
2	Ericsson Information	2
3	Content Information	2
4	Invoice Submission Information	4
	4.1 SAP Ariba e-invoicing	
	4.1.1 SAP Ariba self-service (carbon copy)	
	4.1.2 SAP Ariba support and useful links	
	4.2 Pdf-invoicing (VIM e-Send)	
5	Payment Procedure for Suppliers	5
6	Ericsson Purchase to Pay Services Support	6

1 Supplier Information



- Supplier Name
- Supplier Address
- Supplier's VAT/SST 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	VAT/SST Registration Number	Registered Office
ERICSSON (MALAYSIA) SDN BHD	B16-1809-32000313	Attn: Accounts Payable Department Ericsson (Malaysia) Sdn Bhd (9093-K) Level 22 & 23, The Pinnacle Persiaran Lagoon, Bandar Sunway 46150 Petaling Jaya, Selangor Darul Ehsan, Malaysia
ERICSSON RESOURCE & COMPETENCE CENTER SDN. BHD.	B16-1912-22100039	Attn: Accounts Payable Department Ericsson Resource & Competence Center No. 9 JLN Tiang, U8/92 Seksyen U8, Bukit Jelutong Selangor 40150, Malaysia

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

3 Content Information



- The words “CREDIT NOTE” or “DEBIT NOTE” or “INVOICE” in a prominent place
- Invoice number (must be unique and length up to 16 digits)
- Invoice date (please specify the format used)
- Date of delivery for services and/or goods
- Proof of delivery if applicable or mandatory
- 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 amount 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.
- The Total amount excluding sales and service tax
- VAT/SST rate applied in percent (%) and tax amount
- If multiple taxes (VAT/SST) are applicable, the tax rate for every net amount should be specified
- If VAT/SST is not charged refer to applicable VAT/SST exemption
- Total payable amount
- Any amount expressed in a currency other than ringgit shall also be expressed in ringgit at the selling rate of exchange prevailing in Malaysia at the time of sale of the taxable service
- 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
- Invoices issued within the EU must comply with the sixth VAT 2006/112/EC directive and need to include the following information:
 - * VAT registration number of both supplier and recipient for cross-border deliveries and services
 - *If the currency does not correspond to the local currency (Euro), the VAT amount must be stated in both currencies
- Purchase Order copy



- Signed copy of the Certificate of Completion / Job Completion - (Two signatures are required – Implementation Manager and Project Manager)
- Local Suppliers must send original invoice copies to the Ericsson Office, unless invoice automation is implemented i.e ERS, EDI.
- For each description, distinguish the type of the taxable service, quantity of the taxable service and the amount payable excluding sales tax.
- A description, quantity, and amount of taxable service for which the credit note, or debit note is given.
- The reason for the issuance of the credit notes or debit notes
- The data of the issuance of the original invoice for credit note/debit note.

4 Invoice Submission Information

Ericsson's preferred method for receiving supplier invoices is via the SAP Ariba platform. [Taulia](#) is to be decommissioned during 2024 and no enrollment is possible.

4.1 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 [Ericsson Purchase to Pay Support Services](#), 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 [Ericsson Purchase to Pay Support Services](#), select ad-hoc query scenario and mention subject SAP Ariba *integration*.

4.1.1 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.

4.1.2 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)

Ericsson's preferred method for receiving supplier invoices is via SAP Ariba platform. However, for the time being we continue to accept receiving Pdf-invoices in Sweden. 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 (MALAYSIA) SDN BHD	pdf.invoice.ecm.2486.831@ericsson.com
ERICSSON RESOURCE & COMPETENCE CENTER SDN. BHD.	pdf.invoice.hqm.2811.831@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.
- 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.

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.

5 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.

NOTE- For the 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.

WHT certificate

- The requests related to receiving the WHT Certificate to be addressed to below mailboxes accordingly:

Ericsson entity	WHT mailbox address
ERICSSON (MALAYSIA) SDN BHD	ecm.tax.support@ericsson.com
ERICSSON RESOURCE & COMPETENCE CENTER SDN. BHD.	hqm.tax.support@ericsson.com

- The WHT certificate in soft copy will be sent to the email ID from which the request is raised.

*For all the other queries related to WHT calculations, please refer to guidelines in Section 7 below.

Note: For the 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.

6

Ericsson Purchase to Pay Services Support

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