

Supplier Handbook

Zambia 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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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 TAX identification number
- 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	Tax Identification Number	Registered Office
ERICSSON AB ZAMBIA BRANCH	1002336110	c/o Regus Zambia, Elunda 2, Second Floor Cnr Chikwa Rd & Los Angeles Blvd, LongAcre, Lusaka Zambia

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

A tax invoice must be in the form and manner prescribed by the Commissioner-General, from an approved computer package or a pre-printed tax invoice book or EFD invoice.

3 Content Information

- The word TAX 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
- The quantity or volume of the goods or services supplied
- A description of the goods or services supplied
- 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 rate applied in percent (%) and tax amount
- If multiple taxes (VAT/WHT) are applicable, the tax rate for every net amount should be specified
- Total payable amount
- If not already included in the unit price, details on discounts and cash discounts
- Additional content information for credit notes:
 - invoice number being credited must be stated (one credit note per invoice)
 - the quantity and amount credited for each item, the number and rate of the original tax invoice or a clear audit trail to show VAT was accounted for on the original supply
 - a brief reason for the issue of a credit note is required
- For invoices using Factoring, please highlight which bank account to use



- If you issue an Invoice in a Foreign currency with VAT, it must also show the corresponding figures in Local Currency
- 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: pdf.invoice.bzm.2933.831@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)
- Supporting documents needed are:
 - Work Completion Note (WCN) for services or delivery note for goods or Time sheet for Authorized Resource Providers
 - **Approval to issue computer generated invoices must be attached to the invoice.** Where same is not available, invoice must be issued from a **Zambia Revenue Authority (ZRA)** preprinted tax invoice book or a Fiscalized Cash Register.
- 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

Invoices must also be posted, couriered or hand delivered for all countries at the addresses as listed below:

ERICSSON AB ZAMBIA BRANCH
Attention: Local Administration Services
c/o Regus Zambia, Elunda 2, Second Floor
Cnr Chikwa Rd & Los Angeles Blvd, LongAcre, Lusaka
Zambia

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

Important!

All invoices raised in a particular month must be received in the aforementioned mailboxes, **latest 17th** of the following month. Invoices/debit notes sent after this due, will be rejected.

(i.e., an invoice issued on 1st of January and another one on 31st January must both be received no later than 17th of February, same year)

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 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.

5.2 Withholding Tax (WHT) Certificate

- Certificate of deduction shall be issued by Zambia Revenue Authority.
- This Certificate shall be issued in softcopy and distributed within 30 days from the end of the month, via mail over the e-mail address as per records.
- For non-receipt of Tax credit certificate, please e-mail at: BZM.tax.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

Withholding Tax Exemption certificates must be submitted via our [Accounts Payable Support](#) using [Ad-Hoc queries](#) and selecting the option dedicated to this "Submission of exemption certificate for WHT".

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

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

6 AP 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](#)



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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 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.