



IKEA/INGKA

Invoice requirements

Country Australia

**Information and requirements to support a
smooth invoicing process**

INGKA®



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Company Addresses in scope^{*}

Company code	Company	VAT number	Address
3310	IKEA Pty Ltd	84006270757	630-726 Princess Highway, 2044 Tempe, Sydney Australia
3320	IKEA Distribution Services Ltd	96001264179	630-726 Princess Highway, 2044 Tempe, Sydney Australia

^{*} Ingka Centres excluded

Invoice requirements

As supplier you are responsible for making sure your invoice contains all necessary information, as per below, and complies to all local legal requirements

Supplier information

- Company name
- Street address
- Zip-code
- City
- Contact email address
- **EU VAT number /AU ABN number**
- In case of **EU bank accounts**: IBAN number, SWIFT, Bank name
- In case of **NON-EU bank accounts**: account number, SWIFT, routing number (ABA/ACH/Wire/Bank code/CNAPS/IFSC Code), bank
- Currency
- Payment terms

IKEA/INGKA information

- **IKEA** full entity **name**
- **Store** name/number (if applicable)
- Store/IKEA entity **address**
- **IKEA ABN** number
- Contact name at IKEA

Purchase Order information (PO)

- Correct **PO number**
- If you have multiple entities with different account/VAT numbers, please ensure that the **invoice is issued with the details provided in the received order**
- Ensure the product **quantity** and **price** match the received order.
- Use the same **product description** as in the received order.
- Follow the **same sequence of products** on the issued invoice as in the received order.

Additional information

- Ensure the document includes an invoice number, using terms like **"bill"** or **"Invoice"**.
- For **credit notes**, ensure that the original **invoice reference number** is included.
- If you are invoicing for a service, please make sure you state where the service was carried out

Invoicing methods in Australia

IKEA promotes a more efficient and environmentally friendly handling of supplier invoices and recommends suppliers to send electronic invoices (e-invoices).

If this is not possible, pdf invoices by email is the alternative.

- ✓ **PO flip electronic invoicing via SAP Business Network**
- ✓ **SAP Business Network integration**
- ✓ **PDF Attachment to Email** – *see slides 6 and 7*



Email addresses for invoices sent as pdf attachments

These addresses are only to be used for sending invoices and credit notes. Any other documents may risk getting rejected.

Company code	Company Name	Email address
3310	IKEA Pty Ltd	ikea000002-au-3310-idf1@pdfinbound.com
3320	IKEA Distribution Services Ltd	ikea000002-au-3320-idf1@pdfinbound.com

Information for sending invoices as PDF attachments

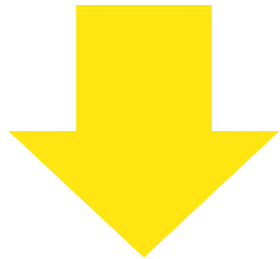
If electronic invoicing isn't possible, pdf invoices are allowed but please ensure the below requirements are met, else there is a risk of having the invoice rejected.

- **There is one email address per legal/buyer entity** (Please refer to next page).
- The email address must be entered in the recipient "TO" field in the email message. Multiple email addresses are not supported in "TO"-field.
- Only PDF attachments are accepted.
 - Supported and required PDF formats: 1.2, 1.3, 1.4, 1.5, 1.6, 1.7 and PDF/A-1, PDF/A-2, PDF/A-3
 - If an email also contains other non-valid attachments (i.e. .docx) only the PDF attachment will be processed, and rest of the attachments will be ignored without any acknowledge to Sender or Customer.
 - One attachment is one invoice. If one attachment includes several invoices, they are handled as one
- One attachment must contain both invoice and its attachments. If one invoice and its appendixes are in separate files, they are not handled as one invoice. The separate appendix is rejected.
- One email can include up to 10 attachments.
- Maximum size for one attachment or one email in total is 10 MB.
- Maximum layout size for an attachment is A4 (no minimum size limitation).
- Maximum page limit for one attachment (one invoice) is 500 pages.
- PDF files cannot be encrypted or password protected.
- Fonts need to be included in the PDF if it contains text layouts.
- The email shall follow standard protocols Java based encoding, MIME 1.0/1.1 with RFC 5322, 2231 and 2045.

How to get Support

Finance Support

- Invoice Status
- Invoice Dispute
- Remittance Advice
- Payment reminders



accounts.payable.au@ingka.ikea.com

Procurement Support

- Questions related to SAP Business Network Purchase Orders
- Change of your company address
- Change of your PO receiving e-mail address



procurement.operations.au@ingka.ikea.com

FAQ

Q: We are interested in e-invoicing, how can we get support to set it up?

A: procurement.operations.au@ingka.ikea.com

Q: Why do we sometimes receive emails from cbd.ssc.poz@ingka.ikea.com and is there any action needed?

A: It is the supplier data confirmation team, asking you to confirm VAT/bank details.

Q: Why can I only send my invoice through either PDF or electronically – If I use several methods I will be sure you have received it.

A: Duplicate invoices requires a lot of manual administration which is very time consuming.

Q: How do I know if you (IKEA) have received my invoice?

A: If you are unsure, contact accounts payable before sending a new invoice

Q: Why does IKEA prefer digital invoices and not hand-written?

A: The data from your invoices is extracted automatically and handwritten invoices require a lot of manual administration

Q: Why is it preferable to have the invoice in black text on white background?

A: It enables automatic invoice processing

Q: Why can't I send PO confirmation via the pdf invoice address?

A: We can only handle invoices and credit notes via that address

