



IKEA/Ingka Invoice requirements Country Croatia

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

INGKA®



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Company Addresses in scope *

Company code	Company	Org number/VAT number	Address
1965	IKEA Hrvatska d.o.o	21523879111/ HR21523879111	Ulica Alfreda Nobela 2, 10361Sesvete Kraljevec, Zagreb

* 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 or OIB 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
- Payment reference
- Currency
- Payment terms

IKEA/INGKA information

- **IKEA** full entity **name**,
- **Store** name/number (if applicable)
- Store/IKEA entity **address**
- **IKEA VAT** 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 **“Rechnung”** 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.
- Billing Proposal number for CFF*
If you are delivering direct services to CFF, you must include the billing proposal number on the invoice.

Invoicing methods in Croatia

Domestic invoices:

Issuing invoices in E-Račun will be mandatory, between suppliers and buyers registered in Croatia with an OIB number from January 2026.

Non-domestic invoices:

For Non-domestic invoices please use this email address:

racunovodstvo.zagreb.hr@ingka.ikea.com



Information for sending invoices as PDF attachments

Please ensure the below requirements are met, else there is a risk of having the invoice rejected.

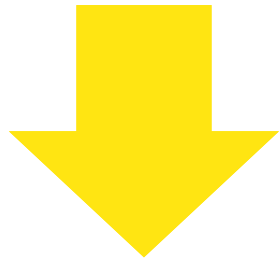
Domestic invoices should be sent electronically. If you need to send additional information to us via email, please get in touch with your contact person at IKEA.

- 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

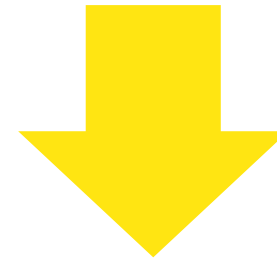
- Invoice Status
- Invoice Dispute
- Remittance Advice
- Payment reminders



Accounts.payable.hr@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.hr@ingka.ikea.com

FAQ

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: 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

