IKEA/INGKA Invoice requirements Country Belgium

Information and requirements to support a smooth invoicing process

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Company Addresses in scope*

Company code	Company	Org number	Address
1610	IKEA Belgium NV	BE0425258688	Wieveldaan 19, 1930 Zaventem
1610	IKEA Belgium NV	LU30914043	Wieveldaan 19, 1930 Zaventem
1600	IKEA Distribution Benelux NV.	BE0413749837	Mercuriuslaan 2 3600 Genk
1600	IKEA Distribution Benelux NV	NL808661632801	Logistikweg 15, 49006AB Oosterhout
0910	NV Ingka Support and Services	BE0437785744	Ikaroslaan 28 1930 Zaventem
1495	FAMI Ltd – BE Branch	BE0738900369	Ikaroslaan 28 1930 Zaventem

* 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**
- 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 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 descriptio**n 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

Invoicing methods in Belgium

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

For domestic transactions

✓ **Electronic invoicing via PEPPOL - mandatory from January 2026**

For non- domestic transactions, if PEPPOL is not possible

- PO flip electronic invoicing via SAP Business Network
- SAP Business Network integration
- PDF Attachment to Email – See slides 7 and 8

Addresses for sending PEPPOL Invoices

Company code	Company Name	Org number	PEPPOL ADDRESS
1610	IKEA Belgium NV	BE0425258688	0208:0425258688
1610	KEA Belgium NV	LU30914043	9938:lu30914043
1600	IKEA Distribution Benelux NV	BE0413749837	0208:0413749837
1600	IKEA Distribution Benelux NV	NL808661632801	9944:nl808661632b01
0910	INV Ingka Support and Services	BE0437785744	0208:0413749837
1495	FAMI Ltd – BE Branch	BE0738900369	0208:0738900369

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 forats: 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 it's 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.

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	Address
1610	IKEA Belgium NV	Ikea3.bebk@ikea.com
1600	IKEA Distribution Benelux NV	Accounting.359.be@ikea.com
0910	INV Ingka Support and Services	Ikea3.actr@ingka.ikea.com
1495	FAMI – BE Branch	ikea3.actr@ingka.ikea.com

How to get Support

Finance Support

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

Accounts.payable.be@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.be@ingka.ikea.com

FAQ

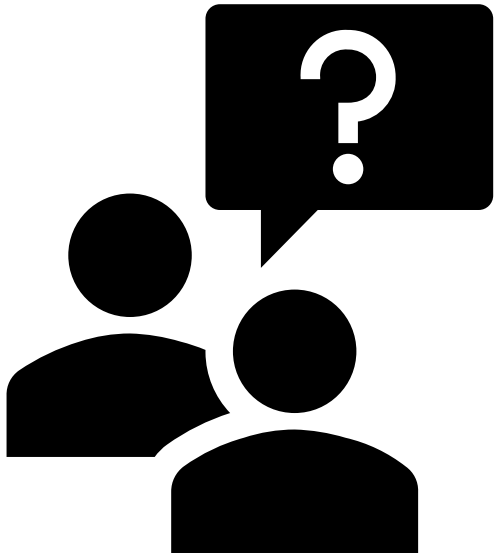
Q: We are interested in e-invoicing, how can we get support to set it up?
A: www.vendorportal.ingka.com

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