



IKEA/Ingka Invoice requirements Canada

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

INGKA®



Content

- 1 **IKEA/Ingka companies in scope**
- 2 **Invoice Requirements**
- 3 **Invoicing methods**
- 4 **Pdf invoicing instructions & addresses**
- 5 **How to get support & FAQ**

Company addresses in scope *

Company code	Company	Org number	Address
3120	IKEA Canada Limited Partnership		
3111	IKEA Distribution Services CA Inc		
3130	IKEA Properties Ltd		
3138	Oldman 2 Windfarm Ltd		

* 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	IKEA/INGKA information	Purchase Order information (PO)	Additional information
• Company name • Street address • Zip-code • City • Contact email address • Bank name, and account details • Currency • Payment terms	• IKEA full entity name • Store name/number (if applicable) • Store/IKEA entity address • Contact name at IKEA	• Correct PO number • 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.	• Ensure the document includes an invoice number, and 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 (applies to non-domestic vendors) • 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 Canada

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

✓ **PO flip electronic invoicing via SAP Business Network**

Preferred option

✓ PDF Attachment to Email – See following slides

✓ SAP Business Network integration



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 appendixes. If the 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 8.5 x 11 (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.

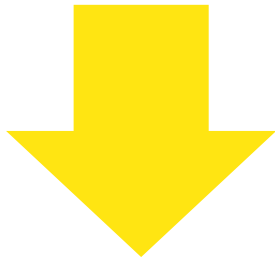
PDF Email Addresses in scope

Company code	Company	PDF email address
3120	IKEA Canada Ltd Partnership	ikea000002-ca-3120-idf1@pdfinbound.com
3111	IKEA Distribution Services CA Inc	ikea000002-ca-3111-idf1@pdfinbound.com
3130	IKEA Properties Ltd	ikea000002-ca-3130-idf1@pdfinbound.com
3138	Oldman 2 Windfarm Limited	ikea000002-ca-3138-idf1@pdfinbound.com

How to get Support

Finance Support

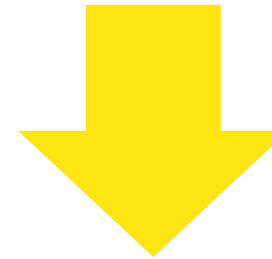
- Invoice Status
- Invoice Dispute
- Remittance Advice
- Payment reminders



Accounts.payable.ca@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.ca@ingka.ikea.com

FAQ

Q: Why do we sometimes receive emails from supplier.registration@ikea.com or procurement.operations.ca@ingka.ikea.com

and is there any action needed?

A: It is the supplier data confirmation team, asking you to confirm 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, and may delay payment.

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 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

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

