



IKEA/Ingka Invoice requirements Country Italy

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

INGKA®



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Company Addresses in scope^{*}

Company code	Company	VAT number	Address
1710	IKEA Italia Distribution SRL	IT02787510961	Strada Provinciale 208 N 3 20061 Carugate MI Italy
1720	IKEA Italia Retail SRL	IT02992760963	Strada Provinciale 208 N 3 20061 Carugate MI Italy

^{*} 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 • 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 full entity name • Store name/number (if applicable) • Store/IKEA entity address • IKEA GST number • Contact name at IKEA	• Correct PO number • If you have multiple entities with different account/VAT/GST 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.	• Ensure the document includes an invoice number, using terms like "Invoice", "bill" etc. • 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 Italy

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.

✓ **Domestic invoices via SDI (Sistema di interscambio)**
see information on page 6 - 13

✓ **Non Domestic invoices:**
PDF Attachment to Email
see information on page 14 and 15



Instructions for suppliers invoicing via SDI - English

We have noticed that some invoices submitted via **SDI (Sistema di Interscambio)** are being rejected or delayed due to **incorrect entry of Purchase Order (PO) numbers** in the XML structure. To avoid delays and ensure smooth processing, please follow the below **mandatory invoice submission guidelines**:

◆ **1. Correct Field for Purchase Order Number**

- **Field Name:** <IdDocumento>
- **Location in XML:** Under <DatiOrdineAcquisto> section

This field must contain the **Purchase Order number** related to the invoice.

✗ **Avoid using the following fields for PO numbers:**

- <Descrizione>
 - <RiferimentoNumeroLinea> (unless referencing line items)
 - Any free-text or unrelated fields
-

Instructions for suppliers invoicing via SDI – English cont.

✓ 2. Sample for Single PO Invoice

XML

<DatiOrdineAcquisto>

<RiferimentoNumeroLinea>1</RiferimentoNumeroLinea> → Se il riferimento è all'intera fattura, il campo non viene valorizzato

<ID documento> 4500500000</ID documento>

<Data>Eventuale

<NumItem>Eventuale

Instructions for suppliers invoicing via SDI – English cont.

♦ 3. Invoicing Multiple POs on the Same Invoice

If your invoice refers to **more than one PO number**, you must create a **separate <DatiOrdineAcquisto> section for each PO**.

✔ Example: Two PO Numbers in One Invoice

XML

```
<DatiOrdineAcquisto>  
<RiferimentoNumeroLinea>1</RiferimentoNumeroLinea>  
<ID documento> 4500500000</ID documento>  
<Data>Eventuale  
<NumItem>Eventuale
```

```
<DatiOrdineAcquisto>  
<RiferimentoNumeroLinea>2</RiferimentoNumeroLinea>  
<DocumentId> 4500500002</DocumentId>  
<Data>Eventuale  
<NumItem>Eventuale
```

- Do **not** combine PO numbers in a single field (e.g., " 4500500000 / 4500500002").
- Use <RiferimentoNumeroLinea> if invoice line items correspond to specific POs.

Instructions for suppliers invoicing via SDI – English cont.

Why this is Important:

- Correct PO mapping ensures **automated processing and matching**
 - Invoices with incorrectly placed PO numbers may prolong invoice processing and the overall payment process
-

If you're using an e-invoicing platform (e.g., Aruba, Zucchetti, FatturaPA integrators), please share this with your service provider or technical team to ensure correct configuration.

Should you have any questions or need assistance, please reach out to our Accounts Payable team at accounts.payable.it@ingka.ikea.com

Instructions for suppliers invoicing via SDI - Italian

Abbiamo notato che alcune fatture inviate tramite **SDI (Sistema di Interscambio)** vengono processate in ritardo a causa **del posizionamento errato in fattura del numero/dei numeri dell'ordine di acquisto (PO)** nella struttura XML. Per evitare ritardi e garantire un'elaborazione senza intoppi, si prega di seguire le **seguenti linee guida obbligatorie per l'invio delle fatture**:

◆ **1. Campo corretto per inserire il numero dell'ordine di acquisto (numero PO)**

- **Nome campo:** <ID documento>
- **Ubicazione in XML:** Nella sezione <DatiOrdineAcquisto>

Questo campo deve contenere il **numero dell'Ordine di acquisto** relativo alla fattura

✗ **Evitare di utilizzare i seguenti campi per inserire il numero dell'ordine di acquisto:**

- <Descrizione>
- <RiferimentoNumeroLinea> (a meno che non si faccia riferimento alle **righe dell'ordine**)
- Qualsiasi campo di testo libero o non correlato

Instructions for suppliers invoicing via SDI – Italian cont.

✓ 2) Esempio per un singolo ordine di acquisto (PO) in fattura

XML

<DatiOrdineAcquisto>

<RiferimentoNumeroLinea>1</RiferimentoNumeroLinea> → Se il riferimento è all'intera fattura, il campo non viene valorizzato

<ID documento> 4500500000</ID documento>

<Data>Eventuale

<NumItem>Eventuale

Instructions for suppliers invoicing via SDI – Italian cont.

◆ 3. Fatturazione di più ordini di acquisto nella stessa fattura

Se la fattura si riferisce a **più di un numero di ordine di acquisto**, è necessario creare **una sezione separata <DatiOrdineAcquisto>** per ogni ordine di acquisto.

✓ Esempio: due numeri di ordine di acquisto in una fattura

XML

```
<DatiOrdineAcquisto>
<RiferimentoNumeroLinea>1</RiferimentoNumeroLinea>
<ID documento> 4500500000</ID documento>
<Data>Eventuale
<NumItem>Eventuale

<DatiOrdineAcquisto>
<RiferimentoNumeroLinea>2</RiferimentoNumeroLinea>
<DocumentId> 4500500002</DocumentId>
<Data>Eventuale
<NumItem>Eventuale
```

- **Non** inserire i numeri dell'ordine di acquisto in un unico campo (ad esempio, "4500500000 / 4500500002").
- Utilizzare <RiferimentoNumeroLinea> se le voci della fattura corrispondono a ordini di acquisto specifici per quella linea.

Instructions for suppliers invoicing via SDI – Italian cont.

⚠ **Perché questo è importante:**

- La corretta mappatura degli ordini di acquisto garantisce **l'elaborazione in maniera automatica**.
- Le fatture con numeri di ordine di acquisto inseriti in modo errato possono causare **ritardi nell'elaborazione e nel pagamento**.

Se stai utilizzando una piattaforma di fatturazione elettronica (ad esempio, Aruba, Zucchetti, FatturaPA), condividilo con il tuo fornitore di servizi o team tecnico per garantire la corretta configurazione.

In caso di domanda o se hai bisogno di assistenza, contatta il nostro team di contabilità fornitori accounts.payable.it@ingka.ikea.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.

Email addresses for invoices sent as pdf attachments

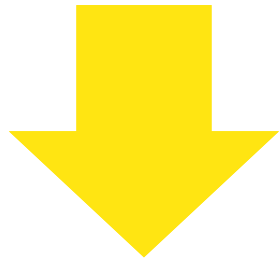
These addresses are only to be used for foreign suppliers sending invoices and credit notes. Any other documents may risk getting rejected.

Company code	Company	PDF Email Address
1710	IKEA Italia Distribution SRL	finance.fatturazione.it@ikea.com
1720	IKEA Italia Retail SRL	finance.fatturazione.it@ikea.com

How to get Support

Finance Support

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



Accounts.payable.it@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.it@ingka.ikea.com

FAQ

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

A: Procurement.operations.it@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

