

The background of the slide is a photograph of a forest with tall, thin trees. Overlaid on the right side is a large, semi-transparent graphic of a tree, composed of several large, light-colored triangular segments. In the upper right area of this graphic, there is a white geometric heart shape made of interconnected lines.

# **IKEA/Ingka Invoice requirements Country Belgium**

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

**INGKA®**





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# Company Addresses in scope<sup>\*</sup>

Company code	Company	Org number	Address
1610	KEA Belgium NV	BE0425258688	Ikaroslaan 28 1930 Zaventem
1206	IKEA Distribution Benelux NV	BE0413749837	Mercuriuslaan 2 3600 Genk
0910	INV Ingka Support and Services	BE0437785744	Weiveldlaan 19 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	IKEA/INGKA information	Purchase Order information (PO)	Additional information
<ul style="list-style-type: none"><li>• Company name</li><li>• Street address</li><li>• Zip-code</li><li>• City</li><li>• Contact email address</li><li>• <b>EU VAT number</b></li><li>• In case of <b>EU bank accounts</b>: IBAN number, SWIFT, Bank name</li><li>• In case of <b>NON-EU bank accounts</b>: account number, SWIFT, routing number (ABA/ACH/Wire/Bank code/CNAPS/IFSC Code), bank</li><li>• Currency</li><li>• Payment terms</li></ul>	<ul style="list-style-type: none"><li>• <b>IKEA</b> full entity <b>name</b></li><li>• <b>Store</b> name/number (if applicable)</li><li>• Store/IKEA entity <b>address</b></li><li>• <b>IKEA VAT</b> number</li><li>• Contact name at IKEA</li></ul>	<ul style="list-style-type: none"><li>• Correct <b>PO number</b></li><li>• If you have multiple entities with different account/VAT numbers, please ensure that the <b>invoice is issued with the details provided in the received order</b></li><li>• Ensure the product <b>quantity</b> and <b>price</b> match the received order.</li><li>• Use the same <b>product description</b> as in the received order.</li><li>• Follow the <b>same sequence of products</b> on the issued invoice as in the received order.</li></ul>	<ul style="list-style-type: none"><li>• Ensure the document includes an invoice number, using terms like <b>“Rechnung”</b> or <b>“Invoice”</b>.</li><li>• For <b>credit notes</b>, ensure that the original <b>invoice reference number</b> is included.</li><li>• If you are invoicing for a service, please make sure you state where the service was carried out</li></ul>

# 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).

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

- ✓ **Electronic invoicing via PEPPOL**  
*(mandate from January 2026)*
- ✓ **PO flip electronic invoicing via SAP Business Network**
- ✓ **SAP Business Network integration**
- ✓ **Electronic invoicing via Tungsten Automation**
- PDF Attachment to Email – See slides 8 and 9



Preferred  
options



# Addresses for sending PEPPOL Invoices

Company code	Company Name	Org number	PEPPOL ADDRESS
1610	KEA Belgium NV	BE0425258688	9925:be0425258688
1206	IKEA Distribution Benelux NV	BE0413749837	9925:be0413749837
0910	INV Ingka Support and Services	BE0437785744	9925:be0437785744

# 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 sending invoices and credit notes. Any other documents may risk getting rejected.

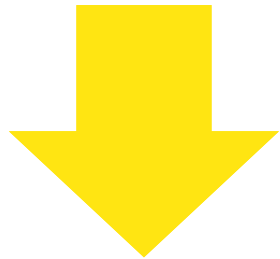
Company code	Company	Address
1610	KEA Belgium NV	ikea3.bebk@ikea.com
1206	IKEA Distribution Benelux NV	accounting.359.be@ikea.com
0910	INV Ingka Support and Services	ikea3.actr@ingka.ikea.com



# How to get Support

## Finance Support

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



**[accounts.payable.be@ingka.ikea.com](mailto: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](mailto:procurement.operations.be@ingka.ikea.com)**

# FAQ

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

**A:** [procurement.operations.be@ingka.ikea.com](mailto:procurement.operations.be@ingka.ikea.com)

**Q:** Why do we sometimes receive emails from [cbd.ssc.poz@ingka.ikea.com](mailto: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

