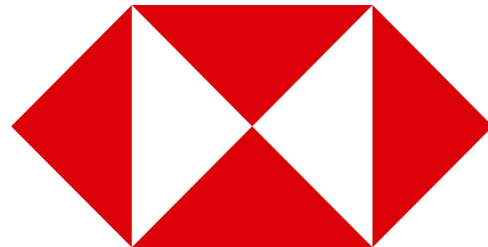


HSBC Wave IV (Multilocation) Onboarding: Getting Started with Tradeshift

Webinar: PAY WebUI | 2025



HSBC



HSBC are partnering with Tradeshift to provide a fast and secure way for you to send invoices and issue Purchase Orders (POs) electronically. This will help us reduce the amount of paper we use across the Bank, and is another step towards becoming net zero across our operations by 2030.

From 01 of March 2025, Tradeshift will be our preferred method of receiving invoices.

Agenda

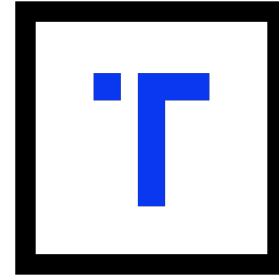
1. Covering The Basics
2. Setting Up Your Account and Company Profile
 - a. Account Activation
 - b. Update Company Profile and Invite Additional User
 - c. Network Connection with Your Customer
3. Navigating Through Your Tradeshift Account
4. The Tradeshift Solution
5. WebUI Solution
 - a. HSBC Branches in Scope
 - b. PO Flip Method
 - c. The 'CREATE' Launcher
 - d. Important Notes
6. Useful Information
 - a. Document Manager Features
 - b. HSBC Landing page
 - c. Other Feature
7. FAQs

Tips: Click on the title to view the relevant topic

01

**Covering
the Basics**

Who is Tradeshift ?



Tradeshift is an online platform that enables buyers and sellers to transact digitally.

We give sellers transparency on payments status, save them time on admin, and get them paid faster.

Benefits of E-invoicing via Tradeshift



Simple and fast



Secure access



Invoice status until payment



24/7 invoice status



Predictable payments



No chasing payments



Create your own reports



View status of global invoices

Tradeshift helps businesses like yours



Increase transparency

Tradeshift offers a seller network with real-time visibility into payment status and access to a full history of customer transactions.



Save time

Tradeshift eliminates the back and forth nature of the buyer-seller transaction with real-time, digital communication.



Invoice processed faster

Tradeshift speeds up invoice processing times.



Simple and Fast

Customer receive invoices immediately once sent

No longer need to send invoices via paper copies or email



Secure Access

Reduce errors due to the Business Firewall

Invoices received and accessed by customer securely, no lost invoices

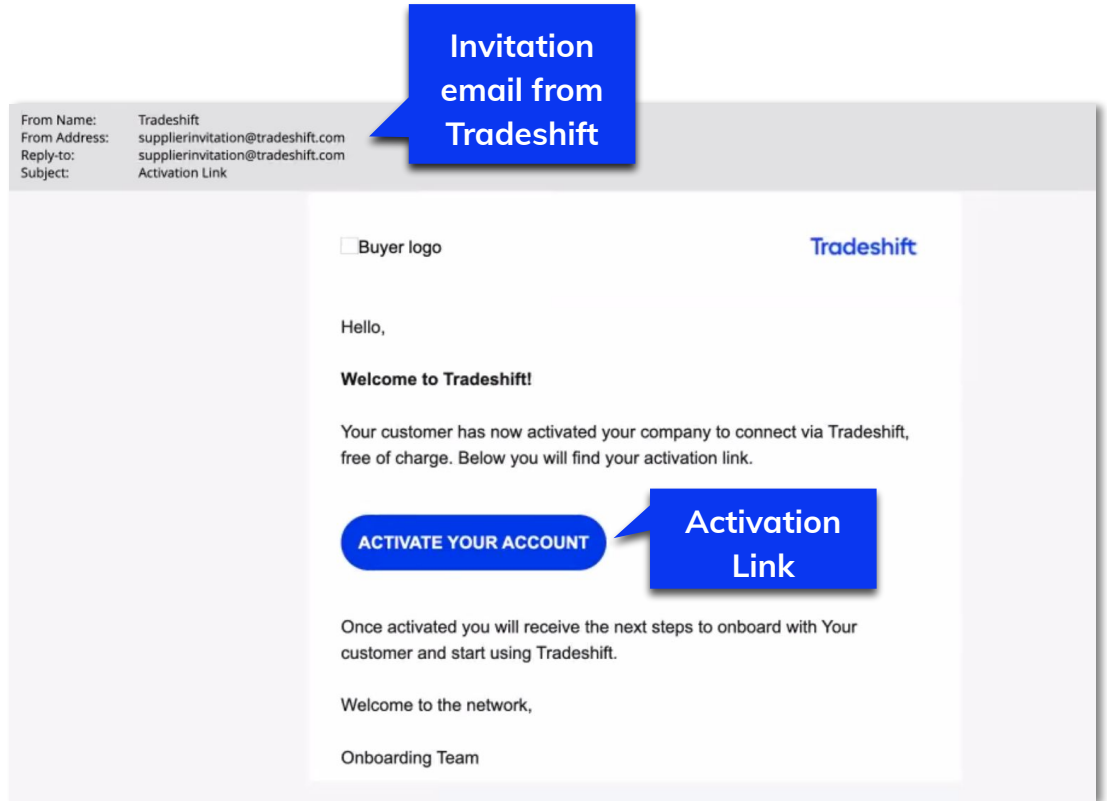
02

Setting Up Your Account and Company Profile

Account Activation

Please ensure you use the Activation Link provided in the invitation email.

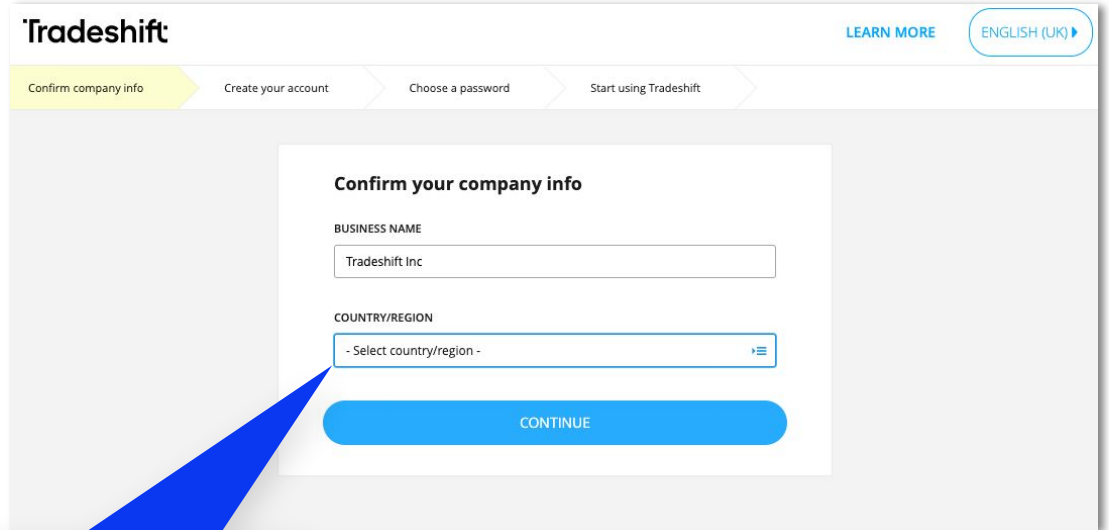
- If you could not find the email, search in the junk/spam mailbox.
- If you did not receive the email, you can raise a Support Ticket via: <https://support.tradeshift.com/requests/new>. Please provide your Company Name and Vendor No. in the Ticket.



Account Activation

Complete your company information during the registration of account:

- Business Name
- Country/ Region (where you are tax registered)



The screenshot shows the Tradeshift account activation process. The top navigation bar includes the Tradeshift logo, a 'LEARN MORE' link, and a language selector for 'ENGLISH (UK)'. Below the navigation bar is a progress indicator with four steps: 'Confirm company info' (highlighted in yellow), 'Create your account', 'Choose a password', and 'Start using Tradeshift'. The main content area displays a form titled 'Confirm your company info'. The form has two input fields: 'BUSINESS NAME' with the value 'Tradeshift Inc' and 'COUNTRY/REGION' with a dropdown menu showing '- Select country/region -'. A blue 'CONTINUE' button is located at the bottom of the form. A blue callout box points to the 'COUNTRY/REGION' dropdown menu.

Please make sure you select the correct Country/ Region. It cannot be edited once you have registered the account.

Account Activation

Next, complete your personal information and email address (as the login email).

You will receive an email from Tradeshift to verify your account. Please proceed with the verification immediately.

! If you could not find the email in the mailbox, please look through the junk/ spam folder.

The screenshot shows the 'Create your account' step of the Tradeshift registration process. The page has a top navigation bar with the Tradeshift logo, a 'LEARN MORE' link, and a language selector for 'ENGLISH (UK)'. Below the navigation bar is a progress indicator with four steps: 'Confirm company info', 'Create your account' (highlighted in yellow), 'Choose a password', and 'Start using Tradeshift'. The main content area is titled 'Create your account' and contains the following fields and options:

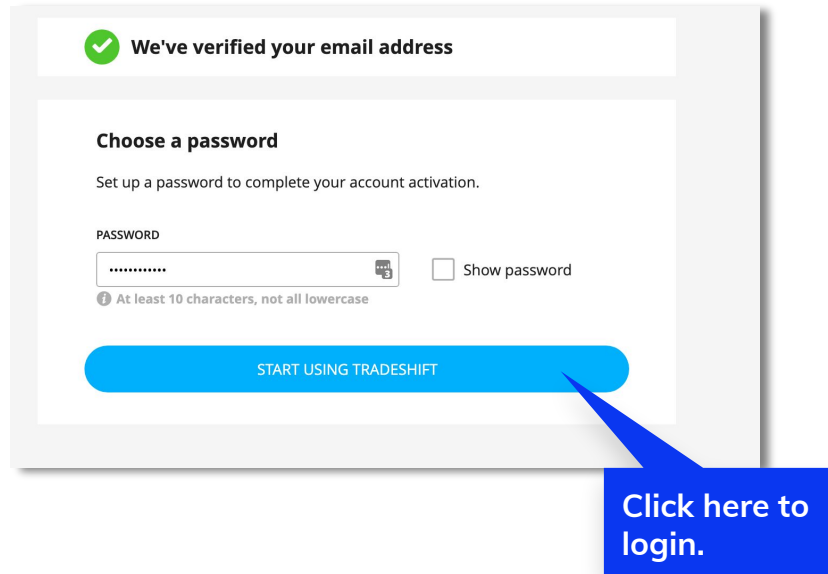
- FIRST NAME**: An empty text input field.
- LAST NAME**: An empty text input field.
- EMAIL ADDRESS**: A text input field containing 'test01@tradeshift.com'. A blue callout bubble points to this field with the text: 'Enter the email address which will be the login email of your account.'
- LANGUAGE**: A dropdown menu showing 'English (UK)' with a right-pointing arrow.
- By signing up, you are indicating that you have read and agree to [Tradeshift's Terms of Service](#) and [Privacy Policy](#).
- Yes, I want to receive marketing communications from Tradeshift.
- A large blue 'CONTINUE' button at the bottom. A blue callout bubble points to this button with the text: 'Click continue to proceed'.

Account Activation

Once the email address is verified, you can then create the password for your account.

You will be able to **login to Tradeshift** with the **registered email address** and **password after this!**

Login Page: go.tradeshift.com



The screenshot shows a web interface for account activation. At the top, a green checkmark icon is followed by the text "We've verified your email address". Below this, the heading "Choose a password" is displayed, followed by the instruction "Set up a password to complete your account activation." A "PASSWORD" label is positioned above a text input field containing a series of dots. To the right of the input field is a "Show password" checkbox. Below the input field, a small information icon is followed by the text "At least 10 characters, not all lowercase". A large blue button with the text "START USING TRADESHIFT" is located at the bottom of the form. A blue callout box with a white border and a blue arrow pointing to the button contains the text "Click here to login."

Update Company Profile

Please ensure the details in your Company Profile are updated before you kick-start the invoicing process by filling in the columns as below:

Mandatory:

- Company Name
- Company Address (Full)
- Company Identifiers (Business registration number, Tax/ VAT ID)

Optional:

- Company Logo
- Industry
- Phone
- Company Email Address

Tradeshift

Company Profile

VIEW AS A VISITOR PROFILE SETTINGS

Add Banner Image

HSBC India Supplier
Your Website

ABOUT

7 Connections

Industry

Company Size

Ownership

Mumbai, IN

Complete your profile

Profile strength 20%

COMPANY NAME
HSBC India Supplier

COMPANY DESCRIPTION

WEBSITE

INDUSTRY

COMPANY OWNERSHIP

COMPANY ADDRESS
Mumbai, IN

PHONE

COMPANY SIZE

SHARE CAPITAL

REGISTRATION ADDRESS

COMPANY EMAIL ADDRESS

INVITE TEAM MEMBER

DONE

Click the [Profile] app

Tip: Click here to invite additional users

Mandatory fields

Update Company Profile

Please ensure the “Company Identifiers” section in your Company Profile is updated.

Sellers based in India:

You must update the **GSTIN**

Company Identifiers

EDIT

Permanent Account Number (PAN)

AHIPM3228M

GST identification number (GSTIN)

27AHIPM3228M1Z0

GLN

Not selected

Internal Identifier

Not selected

Multi-location functionality feature

Feature explanation: seller side 1/2

Seller inputs the different delivery addresses from in 1 single account

Seller AP India


Your Website

ABOUT

- 4 Connections
- Industry
- Company Size
- Ownership
- Hyderabad, IN

CONTACT

- Phone
- Email



© OpenStreetMap contributors

Locations MANAGE

NAME OF LOCATION * COUNTRY *

▲ Location name is required

COMPANY NAME GST IDENTIFICATION NUMBER (GSTIN)

POSTBOX STREET *

▲ Street is required

BUILDING ADDITIONAL STREET NAME

CITY * ZIP CODE *

▲ City is required ▲ Zip code is required

State *

▲ State is required

←  Locations

ADD A NEW LOCATION				
TYPE	LOCATION NAME	ADDRESS	COMPANY NAME	ACTIONS
Ship From	Mumbai location	street test, Mumbai, DL, 400002, IN	Seller ap	...
Ship From	Test	Himayat Nagar, Hyderabad, TG, 500029, IN		...

Feature explanation: seller side 2/2

Once configured, and when issuing invoices and credit notes, seller must select the correct ship from location

Invoice

No TCS Save settings for future documents

THE FINANCE ACT, 2021 HAS BROUGHT IN A NEW requirement under Section 194Q of the Income Tax Act, 1961 for a buyer to implement Tax Deducted at source (TDS) on purchase of goods, at the time of credit to the party account or payment whichever is earlier, if the value of purchases in a Financial Year exceeds LAK 50 (approx. USD 75K). The new law is applicable with effect from July 1, 2021. As a result, it is expected that most of your Indian clients will be applying TDS on the purchase of goods from you and accordingly, you may not be required to collect tax collected at source (TCS) on the same with effect from July 1, 2021.

Add payment terms and means Save payment terms and means for future invoices

[Set delivery details](#)

[Set Ship From details](#)

Add ship from location

Mumbai location

Test

[Go to Locations App to add a new ship From Location](#)

[Set Remit To details](#)

[Set Tax Representative Party details](#)

Payment Details

Save notes for future Invoices

Attachments

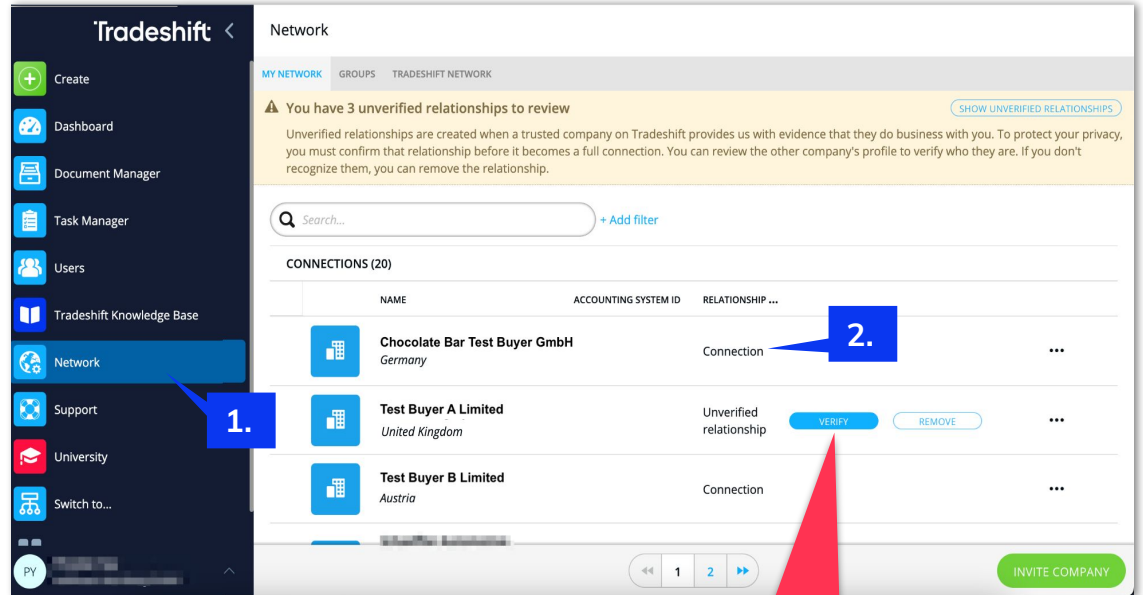
Choose File

Max file size is 10 Mb

Network Connection with Your Customer

Next step: Make sure your account is connected to your Customer.

1. Go to 'Network'
 2. Under 'My Network' tab, make sure the Relationship Status with your Customer is reflected as 'Connection'.
- For existing Tradeshift users: if the Relationship Status is reflected as 'Unverified relationship', click **VERIFY** to accept the connection request.
 - If you could not see any connection, please contact our Support team via Chat or <https://support.tradeshift.com/requests/new>



Click 'VERIFY' to accept the connection request

03

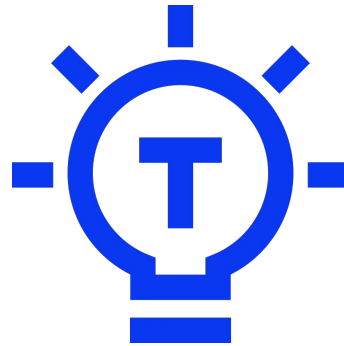
Navigating Through Your Tradeshift Account

Dashboard: Overview of Your Account

Click "All apps" to search for more applications

The screenshot displays the Tradeshift dashboard for an HSBC India Supplier. The interface includes a dark sidebar with navigation options: Create, Dashboard, Messages, Document Manager, Task Manager, Tradeshift Knowledge Base, Create Documents, Network, University, Profile, and All apps. The main content area is divided into several sections: a header for 'HSBC India Supplier' with user management options (Admins: 4, Users: 0, Manage); a 'Documents' section showing 'Invoices' with a count of 16, of which 16 are 'Unpaid'; a 'Create document' section with options for 'Invoice', 'Other document type', and 'Upload document'; and a 'Support' section with 'Crucial knowledge' and 'Top questions'.

Frequently Used Applications



Frequently Used Applications



Profile

- View and edit Company Information - Company Name, Address, Company Identifiers etc.
- Add or Remove a user



Network

- View existing connections
- Search for new connections
- Accept/Reject new pending network request(s)



Document Manager

- View Document Status
- Document search:
Invoice/PO/Credit Note
- All documents can be viewed/searched from here.

Frequently Used Applications



Create

- Create any of the standard document types - Invoice (without PO), Credit Note etc.



Support Center

- FAQs by theme
- Self-help Library
- [Raise a Support Ticket](#)
- Updated announcement

Frequently Used Applications



Tradeshift University

- Login to search for more how-to and learning guides
- Browse for new courses



Knowledge Base

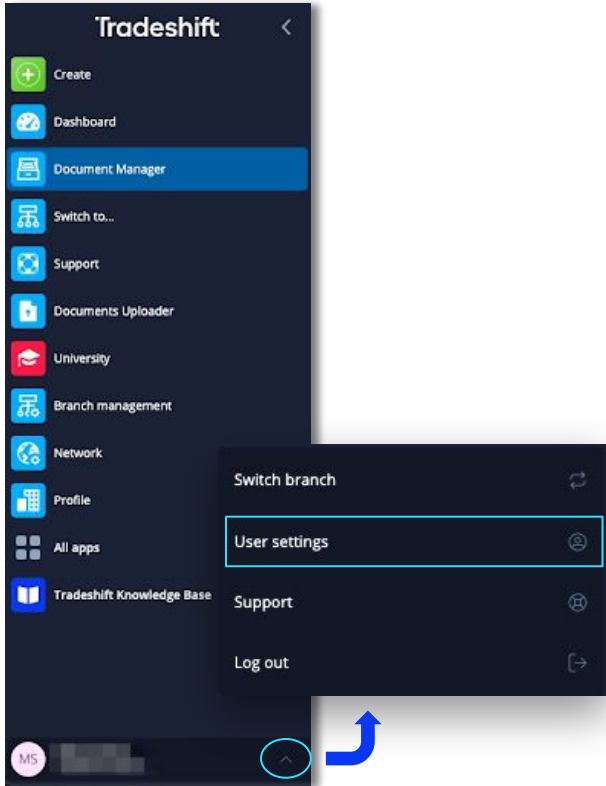
- All assistance in every step
- Encompass many forms of content: FAQs, Process Guides, Video demonstrations etc.



Dashboard

- Gathers key data, documents, support, and educational resources.
- Access to some of the most used Tradeshift apps

Frequently Used Applications



Settings

- Edit User's Settings: First Name, Last Name, Login Email, Password, Language etc.
- [Notification setting](#)

04

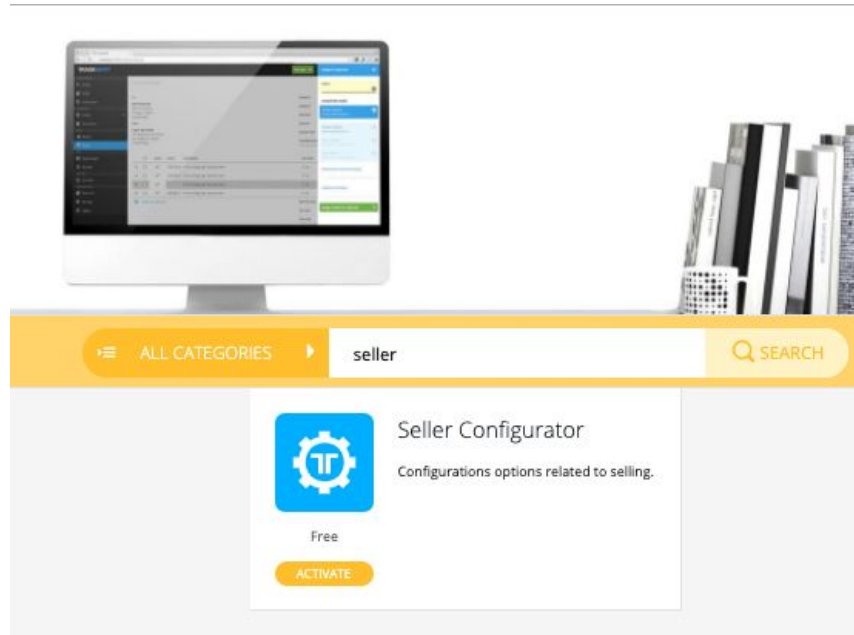
**The Tradeshift
Solution**

How to Get Your GSTIN Number

1. Go to the Indian Invoice Registration Portal - <https://www.gst.gov.in/>
2. Navigate to Services → New Registration
3. Fill in the mandatory and follow the instructions
4. As of August 1, 2023 all Indian suppliers with a revenue above INR 50M are required to comply with the new invoice mandate

OPTION1: Clearance through Tradeshift

Activate Seller Configurator App via Tradeshift App Store



Seller Configurator

App

Check on your Company Name and GSTIN Number

The screenshot displays the 'Seller Configurator' application interface. On the left, a dark grey sidebar contains the text 'Seller Configurator' and two menu items: 'Reuse Document Number' and 'Clearance Credentials', both with right-pointing arrows. The main content area has a blue header bar labeled 'Indian clearance tax'. Below this, a white card titled 'Indian tax clearance' contains the following text: 'Enabling Indian tax clearance will send all relevant documents through the tax authorities and ensure they meet the applicable standards. Clicking enable will prompt a request for API login credentials.' Below the text are two input fields: 'Company Name' with the value 'India Supplier' and 'GSTIN Number' with the value 'IN48JDKQS3988F6Z8'. Each input field has a lock icon on its right side. At the bottom of the card is a blue 'ENABLE' button.

Seller Configurator

App

Provide username and passwords provided to your company by the GST authorities

The screenshot displays the 'Seller Configurator' application interface. The top navigation bar includes 'Seller Configurator' and 'Indian clearance tax'. A sidebar on the left contains several menu items: 'Reuse Document Number', 'Clearance Credentials', and three icons representing different functional areas. The main content area is titled 'Indian tax clearance' and contains a text block explaining that enabling this feature will send documents through tax authorities and require API login credentials. A modal dialog titled 'Enter API credentials' is open, prompting the user to enter a 'USERNAME' and 'PASSWORD' before clicking 'SAVE'.

**OPTION 2:
Sending Documents via
Tradeshift after
Clearance by IRP**

Sending Documents via Tradeshift after Clearance by IRP

1. **Create Invoices** on Tradeshift as per normal procedure
2. **Add IRN number** provided by the IRP on the document header
3. **Attach the PDF** of the invoice including the QR Code returned by IRP
4. Click 'Send'

05

WebUI Solution

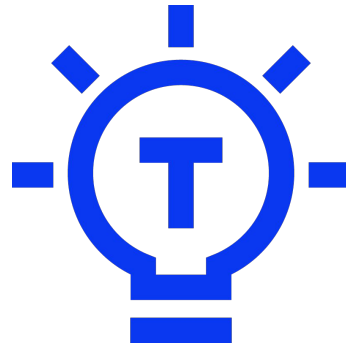
HSBC India

Branches in Scope

HSBC Asset Management (India) Private Limited	AMIN	India
HSBC Electronic Data Processing India Private Limited	HDPI	India
HSBC InvestDirect (India) Limited	HSBCINVIND	India
HSBC InvestDirect Financial Services (India) Limited	IFSL	India
HSBC Professional Services (India) Private Limited	HPSI	India
HSBC Securities and Capital Markets (India) Private Limited	HSCI	India
HSBC Software Development (India) Private Limited	HSDI	India
The Hongkong and Shanghai Banking Corporation Limited, IFSC, Gujarat	HBAPIFC	India
The Hongkong and Shanghai Banking Corporation Limited, India Branch	HBAPIND	India

PO Flip Method

Applicable to sellers who receive POs from HSBC



How to Flip Documents

Do you know?

Search a **Purchase Order** for **PO flip**:

PO flip means that you are generating an Invoice.

Search an **Invoice** for **Invoice flip**:

Invoice flip means that you are generating a **Credit Note**.

The screenshot shows the Tradeshift Document Manager interface. A sidebar on the left contains navigation options: Create, Document Manager (highlighted), Switch to..., Network, Profile, All apps, and Tradeshift Knowledge Base. The main area displays a list of documents filtered by 'DOCUMENT TYPES: Order'. A search bar at the top right contains the text 'Switch to old'. A red callout box points to the 'Clear all' button in the filter bar, containing the text: 'Tip: Click to CLEAR ALL the filters before searching for other documents such as Invoice or Credit Note'. A blue callout box points to the 'Document Manager' app icon in the sidebar, containing the text: '1. Click the Document Manager app'. Another blue callout box points to the 'DOCUMENT TYPES: Order' filter, containing the text: '2. Search for the Purchase Order you wish to invoice against'. A third blue callout box points to the first document in the list (ID 2302202102), containing the text: '3. Select the Purchase Order by clicking the Document ID'. The document list table has the following data:

	TYPE	DOCUMENT NUMBER	STATUS	AMOUNT	SENDER	RECIPIENT	ACTIONS
<input type="checkbox"/>	Order	2302202102	RECEIVED	USD 1,540,000.00	Northpole US	SEC_United I	...
<input type="checkbox"/>	Order	2302202101	RECEIVED	USD 644,000.00	Northpole US	SEC_United I	...
<input type="checkbox"/>	Order	PO2302202102	ACCEPTED	GBP 648,000.00	Northpole Europe	SEC_United I	...
<input type="checkbox"/>	Order	PO2302202101	ACCEPTED	GBP 697,500.00	Northpole Europe	SEC_United I	...

PO Flip Method

Always ensure all details are accurate before flipping any documents.

Click **ACCEPT** as confirmation of the PO.

Purchase Order received from HSBC Software Development (India) Private Limited (E2E)
Received via Tradeshift — Last update: 20 hours ago

670c976d-d257-47c0-88c6-0912c562e8c7.xml attached

Only open attachments from trusted sources. Untrustworthy attachments may be harmful to your device.

Purchase Order

To HSBC India Supplier P.O. 23456 Street 1 Mumbai 100004 MH India GST identification number (GSTIN) : 27AHIPM3228M120 Permanent Account Number (PAN) : AHIPM3228M	From HSBC Software Development (India) Private Limited (E2E) AAA Pune 414444 IN India HSBC Internal Identifier : HSDI	Order number PHSDI0041837 Order date 06/08/24 Delivery start date 28/10/24 Person reference vilasnavle@hsbc.co.in IRN (Invoice Reference Number) IRN not added POS (Place of supply) POS not added
--	---	---

Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total INR excl taxes
1		Google Pixel 8A 256GB Transport Reference : Goods	1	pcs	64,999.00		64,999.00
2		Nothing Phone 2a 8Gb/128Gb Transport Reference : Goods	1	pcs	25,999.00		25,999.00
3		Samsung Galaxy S24 256GB Transport Reference : Goods	1	pcs	65,000.00		65,000.00

CREATE INVOICE **ACCEPT**

Click [CREATE INVOICE] to start creating an Invoice by PO Flip

Contact document receiver Contact colleague

Creating an Invoice using PO Flip Method

4. You may amend the quantity for partial invoicing
5. Click on the column and select a Tax % from the list
6. Click here to add additional charge (ie. Freight), discount or other additional charges (if any)

⚠ Majority of the details at line level are pre-filled based on the PO. **DO NOT amend the details** except the Quantity (for partial invoicing) and Tax % columns.

4.

Line level details

5.

6.

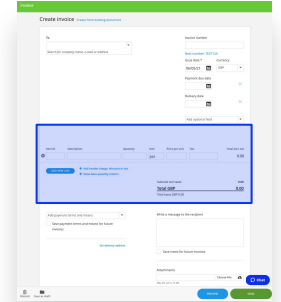
Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
1	item number 1	100	pcs	12.00	7.6%	1,200
Purchase order number: PO14332003 PO line number: 1 Line Type: goods						
2	item number 2	50	pcs	5.00	7.6%	250
Purchase order number: PO14332003 PO line number: 2 Line Type: services						

ADD NEW LINE

+ Add header charge, discount or tax
+ Show base quantity column

Subtotal excl taxes 1,450.00
US Tax 7.6% of 1,450.00 USD 110.20

Discard Save as draft PREVIEW SEND Chat



How to invoice from the CREATE Launcher

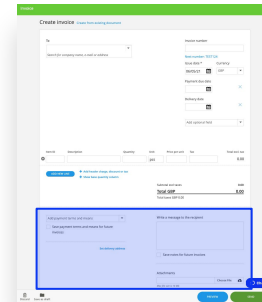
7. (Optional) Click here to select a payment method. Invoices submitted via Tradeshift will **only be paid to the primary supplier bank account registered with HSBC Group**. If there are any changes, please contact HSBC directly.

8. (Optional) Set the **delivery address** here. The delivery details: Country, Street name, City, State, Postal/ ZIP are **mandatory**

9. (Optional) Leave a note to your Customer (*limited to 140 characters*)

10. (Optional) Upload supporting documents as additional reference

11. **GST requirement - Only for vendors with QR invoices** – GST rules require invoices to include a QR code. Please upload the QR-enabled original invoice in both the Attachments section and the QR Code field. ([See slide 50 for Best Practices](#))



Bank details and attachments

7.

Add payment terms and means

Save payment terms and means for future invoices

Set delivery details

8.

Tip: Tick here to save the details for future invoices

Payment Details

Save notes for future invoices

9.

Attachments

Choose File

Max file size is 10 Mb

10.

QR Code

Choose File

Upload CSV from ZIP file provided by the Government or PDF document with official QR code. The QR will be extracted and added to the invoice. Max file size is 10 Mb

11.

Creating an Invoice using PO Flip Method

12. Click **PREVIEW** to verify the details

13. Click **SEND**

⚠ You CANNOT amend or discard the copy after you have sent the Invoice. **Always double check the details before sending.**

The screenshot shows the 'Invoice' creation interface. At the bottom, the 'PREVIEW' (blue) and 'SEND' (green) buttons are circled in blue. A blue callout box with the number '12.' points to the 'PREVIEW' button. The form includes fields for 'Add payment terms and means', 'Save payment terms and means for future invoices', 'Delivery details' (Country/Region, Postbox, Number, Street, One Time Delivery Address, City, State, Postal/ZIP, GLN), and 'Attachments'.

The screenshot shows the 'Tax invoice' preview. At the top right, the 'SEND' button is circled in blue. A blue callout box with the number '13.' points to the 'SEND' button. The invoice details are as follows:

To	From	Invoice number
HSBC Software Development (India) Private Limited (Pune)	HSBC India Supplier	Invoice182
Maharashtra Pune India	411002 351, Shivaji Road Ankita Chambers Shukrawar Peth Pune 411002	Invoice Date 10/28/24
GST identification number (GSTIN) : 27AABCH0517M12N	MA India sugendra.n@tradeshift.com	Currency INR
	Permanent Account Number (PAN) : AHIPM3228M	HSBC Purchase Order Number PHSDI0041837
	GST identification number (GSTIN) : 27AHIPM3228M120	Purchase order issue date 8/6/24
		HSBC Contact's Email Address vilasnavle@hsbc.co.in
		HSBC Contact Name Sugendra Nedunchallyan

✖ Failed due to receiver's document validation rules (1):

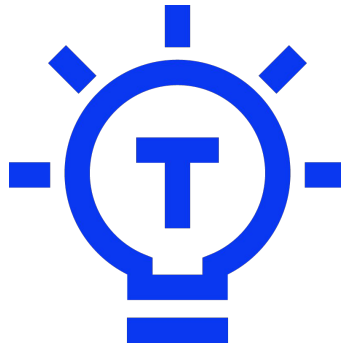
Invoice number cannot contain special characters and cannot be more than 50 characters

i Invoice draft saved.

⚠ You will see error messages (in red) if your document is incomplete. In this case, follow the instruction and insert the details to fix the error(s).

CREATE Launcher

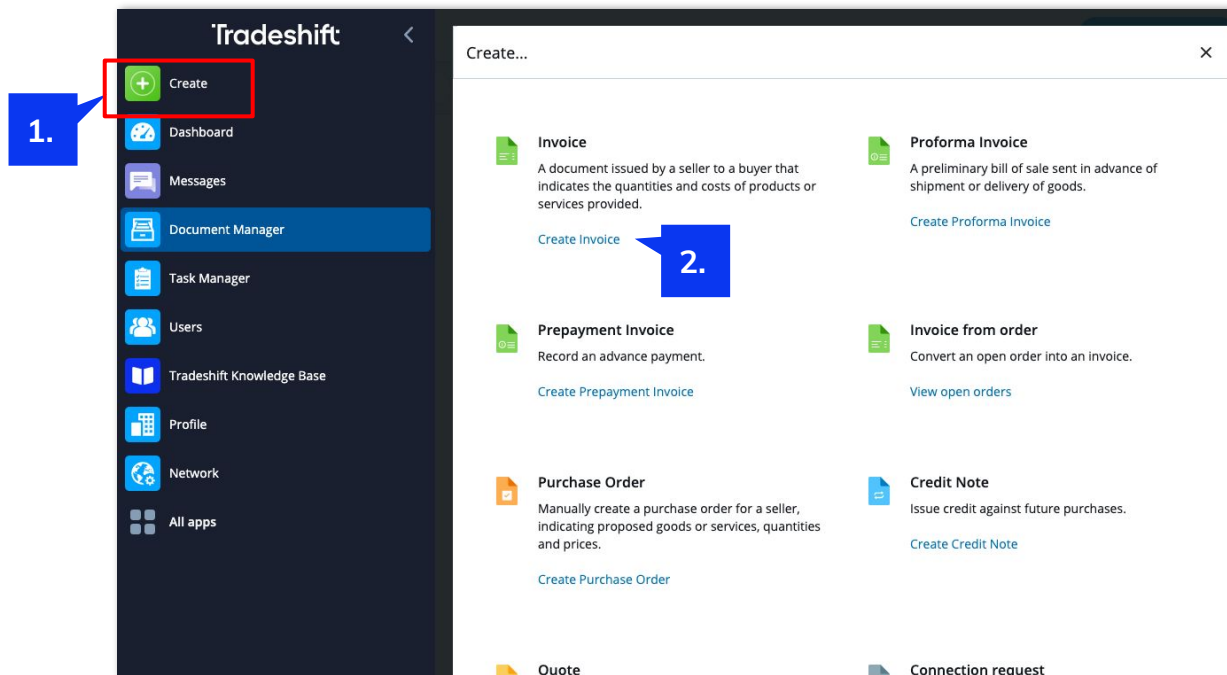
Applicable to Non-PO sellers (sellers who invoice without a PO)



How to invoice from the CREATE Launcher

You can create an Invoice **without** a PO via the CREATE Launcher.

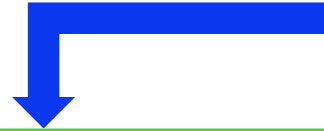
1. Click the [Create] app
2. Click on “Create Invoice”



How to invoice from the CREATE Launcher

3. Search for your Customer's name. You can insert the branch ID such as HBIO, HBUS etc (refer to the branches in scope [here](#))
4. Fill in the **mandatory fields** such as:
 - Invoice Number
 - IRN (Invoice Reference Number)
 - POS
 - HSBC Contact Name
 - Issue Date
 - Currency (of the invoice)(*pre-filled*)
 - HSBC Contact's Email Address (*must be in the form of "name"@hsbc.com*)

Header level details



Invoice

Create invoice Create from existing document Auto-saved as draft: under a minute ago

⚠ The legal invoice issued under Tradeshift is binding and the final invoice. Please ensure the attachment uploaded to Tradeshift is an E-invoice (if applicable) and includes the QR code as well as IRN (64 digit). Please note it is supplier's legal responsibility to generate an E-invoice as well as file their GST returns as per the statutory due dates. If the invoice uploaded on the GST portal by the vendor does not match with the Tradeshift invoice, HSBC would have a right to ask the vendor to immediately correct this on the GST portal.

⚠ As of 1 August 2023, Indian suppliers with a revenue above INR 50M (₹5Cr) are required to comply with the new invoice mandate. In case your company is affected by this mandate, you can opt-in to use the Tradeshift IRP (Invoice Registration Portal) reporting solution. Contact Tradeshift support if you are unsure how. Alternatively, please add the IRN (Invoice Reference Number) to the IRN field in the document creation form and attach the required documents.

To

HSBC InvestDirect Financial Services (India) Limited (EZE)
IN test, Mumbai 400001, MH

No match? Search or add a connection in Network

3.

Invoice number

Next number: Invoice190

Issue date * Currency

29/10/24 INR

4.

IRN (Invoice Reference Number)

POS (Place of supply)

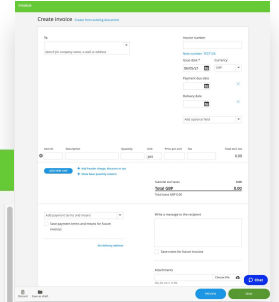
HSBC Purchase Order Number

HSBC Contact's Email Address

HSBC Contact Name

PREVIEW SEND

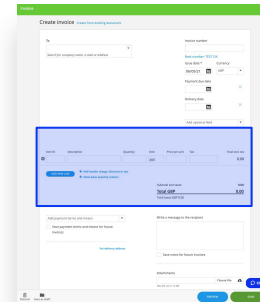
Discard Save as draft



How to invoice from the CREATE Launcher

5. Fill in the line details and Tax %
6. Click "ADD NEW LINE" for additional line item
7. Click here to insert additional costs or discount (if any)

Line level details



Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
1	Test Item 1	5	pcs	10	20%	50

ADD NEW LINE

+ Add header charge, discount or tax

+ Show base quantity column

7.

6.

Subtotal excl taxes	50.00
GB VAT 20% of 50.00 GBP	10.00
Total GBP	60.00
<hr/>	
Total taxes 10.00 GBP	

How to invoice from the CREATE Launcher

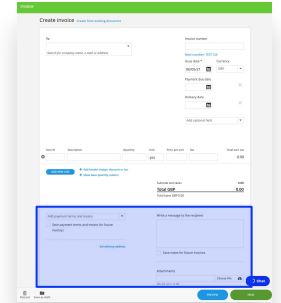
8. (Optional) Click here to select a payment method. Invoices submitted via Tradeshift will **only be paid to the primary supplier bank account registered with HSBC Group**. If there are any changes, please contact HSBC directly.

9. (Optional) Set the **delivery address** here. The delivery details: Country, Street name, City, State, Postal/ ZIP are **mandatory**

10. (Optional) Leave a note to your Customer (*limited to 140 characters*)

11. (Optional) Upload supporting documents as additional reference

12. **GST requirement - Only for vendors with QR invoices** – GST rules require invoices to include a QR code. Please upload the QR-enabled original invoice in both the Attachments section and the QR Code field. ([See slide 50 for Best Practices](#))



Bank details and attachments

8.

A detailed view of the 'Attachments' and 'QR Code' sections of the invoice creation form. The 'Attachments' section has a 'Choose File' button and a note 'Max file size is 10 Mb'. The 'QR Code' section has a 'Choose File' button and a note 'Upload CSV from ZIP file provided by the Government or PDF document with official QR code. The QR will be extracted and added to the invoice. Max file size is 10 Mb'. A blue arrow points from the 'Attachments' section to a larger, detailed view of the same section below.

Tip: Tick here to save the details for future invoices

Set delivery details

9.

12.

10.

11.

How to invoice from the CREATE Launcher

13.. Click **PREVIEW** to verify the details

14. Click **SEND**

! You CANNOT amend or discard the copy after you have sent the Invoice. **Always double check the details before sending.**

Invoice

India Invoice Sample.pdf attached

Tax invoice

To	From	Invoice number
HSBC Software Development (India) Private Limited (Pune)	HSBC India Supplier	Invoice182
Maharashtra	411002 351, Shivaji Road	Invoice Date
Pune	Ankita Chambers, Shukrawar Peth	10/28/24
India	Pune, 411002	Currency
GST identification number (GSTIN): 27AABCH0517M12N	India	INR
	sugendra.n@tradeshift.com	HSBC Purchase Order Number
	Permanent Account Number (PAN): AHIPM3228M	PHSDI0041837
	GST identification number (GSTIN): 27AHIPM3228M120	Purchase order issue date
		8/6/24
		HSBC Contact's Email Address
		vilasnavle@hsbc.co.in
		HSBC Contact Name
		Sugendra Nedunchalayan

Chat

Add payment terms and means

Save payment terms and means for future invoices

Set delivery details

Set Ship From details

Payment Details

Save notes for future invoices

Attachments

Choose File

Max file size

PREVIEW

SEND

Failed due to receiver's document validation rules (2):

Line Type value not correct. It can only be Goods or Services

Email format is required to be name@hsbc.com

Invoice draft saved.

! You will see error messages (in red) if your document is incomplete. In this case, follow the instruction and insert the details to fix the error(s).

Important Notes

Invoicing with a PO

- The PO must exist in your Document Manager and always make sure the status of the PO is under **RECEIVED**.
- You **must create an Invoice via PO Flip** on the platform.
- Invoice line **Unit of Measure (UOM)** must be the same as the Purchase Order Line UOM
- The **Invoice Currency** must be the same as the Purchase Order Currency

Invoicing **without** a PO

- If PO number is not provided, you **must provide the HSBC Contact's Email Address** at header level in the form of "name"@hsbc.com.
- If you are unsure of the details mandated by HSBC, please refer to the existing contract or reach out to your Customer directly.

Best Practice

Upload supporting document in QR code field (Only for vendors with QR invoices)

PDF format

- Please send invoices as a normal digital PDF generated from your invoicing system or downloaded from the government portal (for example the NIC portal).
- Please **do not**:
 - Scan printed invoices
 - Take pictures/screenshots of invoices
 - Upload image-based PDFs
- If the PDF is scanned, the QR code cannot be read by the system.

QR Code Requirements:

- Your invoice must contain a clear QR code.
- Please make sure:
 - the QR code is large enough
 - the QR code is clear and not blurry
 - the QR code is visible on the first or second page of the invoice (preferably at the top of the page)
 - the QR code is generated in a high-quality format suitable for printing on standard A4/Letter pages (up to 300 DPI)

⇒ Small or unclear QR codes may fail during processing.

CSV File

- If the QR code cannot be read from the PDF, please add the CSV export from your invoicing system/gouvernement platform.

06

Useful Information

How to Read Document Status

You can track the real-time Document Status by referring to the [Document Manager] app.

SENT

Document is submitted to Customer successfully.

DRAFT

Invoice is created (saved as Draft), but has not been sent. A draft Invoice can be edited or discarded if required.

ACCEPTED

Customer has accepted the document and in the mid of processing it.

REJECTED

Customer has rejected the document. Please contact your Customer directly to enquire about the rejection.

FAILED

Invoice is failed to send through. Please click into the document to check the error messages and resend it.

MARKED PAID

Invoice has been paid by Customer.

The screenshot displays the Tradeshift Document Manager interface. On the left is a dark navigation sidebar with icons for 'Create', 'Document Manager', 'Switch to...', 'Support', 'Dashboard', 'University', 'Network', and 'Profile'. The 'Document Manager' option is highlighted in blue. A blue arrow points from this menu item to a 'STATUS' dropdown menu on the right. The dropdown menu lists the following status options: SENT (light blue), DRAFT (grey), ACCEPTED (green), REJECTED (red), FAILED (red), and MARKED PAID (orange). The background shows a table of invoices with columns for TYPE, DOCUMENT NUMBER, AMOUNT, SENDER, and REC.


TYPE	DOCUMENT NUMBER	AMOUNT	SENDER	REC
<input type="checkbox"/>	Invoice Test001-invAug-09	P 1,093.50	SEC_United Kingdom_Seller	Te
<input type="checkbox"/>	Invoice Test001-invAug-05	647,820.00	SEC_United Kingdom_Seller	No
<input type="checkbox"/>	Invoice TS123	227,264.54	SEC_United Kingdom_Seller	Co
<input type="checkbox"/>	Invoice TS1234	386,869.80	SEC_United Kingdom_Seller	No
<input type="checkbox"/>	Invoice Test001-invAug-03	540,000.00	SEC_United Kingdom_Seller	No
<input type="checkbox"/>	Invoice #	700,061.60	SEC_United Kingdom_Seller	No
<input type="checkbox"/>	Invoice Test001-invAug-01	GBP 172.14	SEC_United Kingdom_Seller	Te

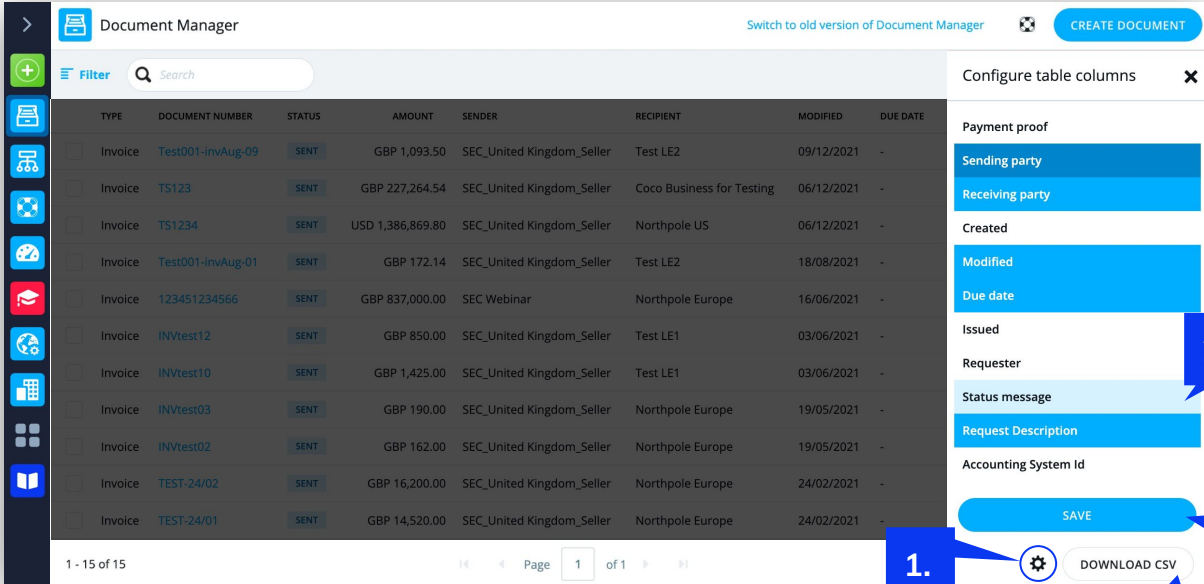
Customizing the table

How can I check the status of my invoice or payment?

You can also see more details about your document status in the Status Message column.

This is not enabled by default in the Document Manager app, so here is how you can make it visible.

1. Click on  icon
2. Choose Status Message
3. Click on SAVE



Document Manager

Switch to old version of Document Manager

CREATE DOCUMENT

Filter Search

TYPE	DOCUMENT NUMBER	STATUS	AMOUNT	SENDER	RECIPIENT	MODIFIED	DUE DATE
Invoice	Test001-invAug-09	SENT	GBP 1,093.50	SEC_United Kingdom_Seller	Test LE2	09/12/2021	-
Invoice	TS123	SENT	GBP 227,264.54	SEC_United Kingdom_Seller	Coco Business for Testing	06/12/2021	-
Invoice	TS1234	SENT	USD 1,386,869.80	SEC_United Kingdom_Seller	Northpole US	06/12/2021	-
Invoice	Test001-invAug-01	SENT	GBP 172.14	SEC_United Kingdom_Seller	Test LE2	18/08/2021	-
Invoice	123451234566	SENT	GBP 837,000.00	SEC Webinar	Northpole Europe	16/06/2021	-
Invoice	INVtest12	SENT	GBP 850.00	SEC_United Kingdom_Seller	Test LE1	03/06/2021	-
Invoice	INVtest10	SENT	GBP 1,425.00	SEC_United Kingdom_Seller	Test LE1	03/06/2021	-
Invoice	INVtest03	SENT	GBP 190.00	SEC_United Kingdom_Seller	Northpole Europe	19/05/2021	-
Invoice	INVtest02	SENT	GBP 162.00	SEC_United Kingdom_Seller	Northpole Europe	19/05/2021	-
Invoice	TEST-24/02	SENT	GBP 16,200.00	SEC_United Kingdom_Seller	Northpole Europe	24/02/2021	-
Invoice	TEST-24/01	SENT	GBP 14,520.00	SEC_United Kingdom_Seller	Northpole Europe	24/02/2021	-

1 - 15 of 15

Page 1 of 1

Configure table columns

Payment proof

Sending party

Receiving party

Created

Modified

Due date

Issued

Requester

Status message

Request Description

Accounting System Id

SAVE

DOWNLOAD CSV

1.

2.

3.

Click on **DOWNLOAD CSV** to save the report

HSBC Landing Page

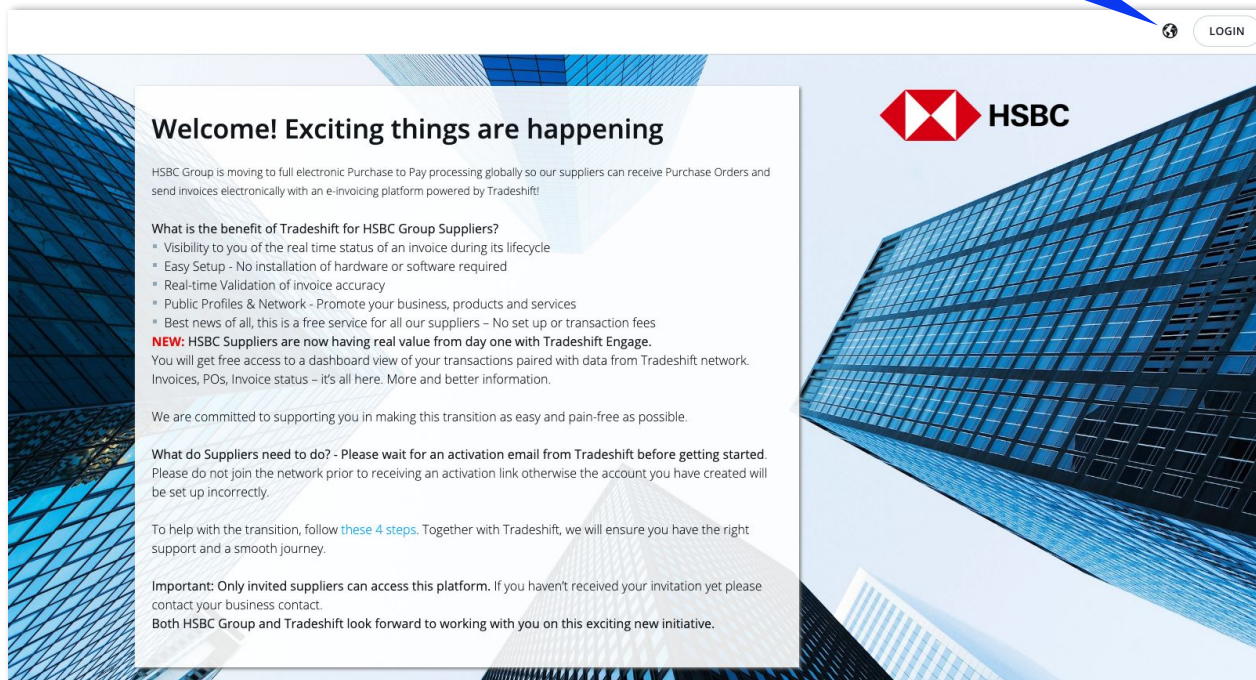
Landing page is where you will find all necessary information regarding your Customer's transition to Tradeshift.

It also contains the [Invoicing Validation Rules](#) set by HSBC.

HSBC Landing Page link will be shared to you via the invitation email.

Nevertheless, you may access it directly via <https://hsbc.support.tradeshift.com/>

Click here for other language options



Welcome! Exciting things are happening

HSBC Group is moving to full electronic Purchase to Pay processing globally so our suppliers can receive Purchase Orders and send invoices electronically with an e-invoicing platform powered by Tradeshift!

What is the benefit of Tradeshift for HSBC Group Suppliers?

- Visibility to you of the real time status of an invoice during its lifecycle
- Easy Setup - No installation of hardware or software required
- Real-time Validation of invoice accuracy
- Public Profiles & Network - Promote your business, products and services
- Best news of all, this is a free service for all our suppliers - No set up or transaction fees

NEW: HSBC Suppliers are now having real value from day one with Tradeshift Engage.

You will get free access to a dashboard view of your transactions paired with data from Tradeshift network. Invoices, POs, Invoice status – it's all here. More and better information.

We are committed to supporting you in making this transition as easy and pain-free as possible.

What do Suppliers need to do? - Please wait for an activation email from Tradeshift before getting started. Please do not join the network prior to receiving an activation link otherwise the account you have created will be set up incorrectly.

To help with the transition, follow [these 4 steps](#). Together with Tradeshift, we will ensure you have the right support and a smooth journey.

Important: Only invited suppliers can access this platform. If you haven't received your invitation yet please contact your business contact.

Both HSBC Group and Tradeshift look forward to working with you on this exciting new initiative.

Other Features - Support Chat Function

Live Chat support is available on working days (Monday ~ Friday)

⚠ Chat is not available for suppliers based in China and Japan

Create invoice [Create from existing document](#)

⚠ The legal invoice issued under Tradeshift is binding and the final invoice. Please ensure the attachment uploaded to Tradeshift is an E-invoice (if applicable) and includes the QR code as well as IRN (64 digit). Please note it is supplier's legal responsibility to generate an E-invoice as well as file their GST returns as per the statutory due dates. If the invoice uploaded on the GST portal by the vendor does not match with the Tradeshift invoice, HSBC would have a right to ask the vendor to immediately correct this on the GST portal.

⚠ As of 1 August 2023, Indian suppliers with a revenue above INR 50M (₹5Cr) are required to comply with the new invoice mandate. In case your company is affected by this mandate, you can opt-in to use the Tradeshift IRP (Invoice Registration Portal) reporting solution. Contact Tradeshift support if you are unsure how. Alternatively, please add the IRN (Invoice Reference Number) to the IRN field in the document creation form and attach the required documents.

To
HSBC InvestDirect Financial Services (India) Limited (E2E)
test
Mumbai 400001
MH
India

Permanent Account Number (PAN) : AAAC3247R
GST identification number (GSTIN) : 27AAAC3247R1ZT
HSBC Internal Identifier : IFSL

[Change recipient](#)

Legal Entity
Select entity

Invoice number

Next number: Invoice190

Issue date * 29/10/24 Currency INR

IRN (Invoice Reference Number)

POS (Place of supply)

HSBC Purchase Order Number

HSBC Contact's Email Address

HSBC Contact Name

Discard Save as draft PREVIEW

Click here to chat with our customer support for assistance.



Chat with us

Hafi Customer Support

Today 16:50

Hi, I need help to invoice to my buyer.

Chat started

Customer Service

Thank you for contacting Tradeshift Support. In a moment you will be connected with one of our Chat Champions.

Hafi joined the chat

Hafi

Good day! Welcome to Tradeshift Support. My name is Hafi and I will be assisting you today.

How may I help you today?

Type a message here...

zendesk

Other Features - Common Error and Solutions

Error message	Cause	Solution
Purchase Order _____ does not match any order on issue date YYYY-MM-DD	Relevant PO is not present on Tradeshift	<ol style="list-style-type: none"> 1. Check with the Customer to enquire about the missing PO. 2. If the Customer confirmed the PO is uploaded, you can reach out to our Support team.
Supplier Party tax identifier is mandatory.	Supplier VAT is missing on company profile	Kindly update the Tax ID/ VAT details under the “Company Identifiers” section in your Company Profile.
Issue Date is mandatory and can't be in the future	Issue date is missing or outside the allowed period	The Invoice Date cannot be beyond today's date.
It appears that you are not yet set up to send documents to this particular client organisation [...]	Incomplete connection properties	Please contact our Support team by raising a Support ticket.
InvalidInput.Line 1: Invoice line quantity can't exceed the remaining balance on the Order line	Amount/ Quantity does not match that of on the PO.	<ol style="list-style-type: none"> 1. Check if the Amount/ Quantity is within the PO amount. 2. If everything is in the correct order, there must be an issue with the invoice's particular line, and our Support team needs to check on it.

Other Features - Common Error and Solutions

Error message	Cause	Solution
The invoice number allows maximum 50 alphanumeric characters except spaces and special characters	Document ID is either longer than the allowed maximum or is empty OR Document ID contains special characters, like !@#\$%^&*() or a space which is not acceptable	The Invoice Number must be in the format of Alphabetical/Number and no special characters are included.
Company identifier has already been used	There is more than 1 account using the same company VAT. This will lead to invoice error.	Please raise a Support ticket as our Support team needs to check on it.
Unable to change company name	The company name has been used.	You can add any special character to make the Company Name unique.
Unable to invite user	The user probably locked on our side.	Please raise a Support ticket as our Support team needs to check on it.
Error - Activating Profile 'A company of that country/region already exists'	The company name initiated for that activation link already exist in the platform.	Please raise a Support ticket as our Support team needs to check on it.

Other Features

Invoice sent to The Hongkong and Shanghai Banking Corporation Limited (E2E)
Sent via Tradeshift — Last update: 38 minutes ago

OTHER ACTIONS MARK AS PAID

Invoice

SENT

To: The Hongkong and Shanghai Banking Corporation Limited (E2E)
Kwai Tak Street, Kwai Chung, New Territories, Hong Kong
HSBC Contact's Email Address: fusiontest@hsbc.com
Business Registration Number: 22091514
HSBC Contact Name: test

26/06/24
Currency: HKD

Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total HKD incl taxes
1	1	item 1	50	pcs	15.00	0%	750.00
Tax inclusive amount: 750.00 Currency: HKD							
Subtotal incl taxes							750.00
HS VAT Exempt 0% of 750.00 HKD							0.00
Total HKD							750.00
Total taxes 0.00 HKD							

Contact document receiver

Click "Other Actions" for more actions. Example: Download the PDF copy of the Invoice.

Open Conversation panel

Contact document receiver

Conversation

0 participants

ISSUE DATE: 16 May 21

Invoice sent to Australia 2 days ago

Australia accepted invoice 2 days ago

Australia
Comment in document
Expected payment due date: 2021-09-14.

Invoice created by AUSTRALIA a day ago

Invoice INV

TOTAL COST: -AUD 526.6

RECEIVER: AUSTRALIA ...

18 May 21

sent to Australia a day ago

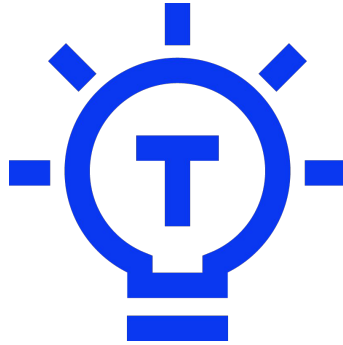
NEW MESSAGE

Click here to add attachments

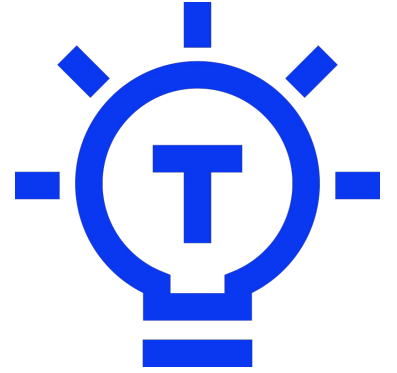
Conversation panel displays timestamped statuses and actions taken on the document such as:

- The document is Accepted or Rejected
- Reason of rejection (if any)
- Expected payment due date (if any)

Tradeshift Platform Walkthrough



Start taking these steps **today!**



1. Activate your account via **Activation Link provided** in the invitation email.
2. Update your company information: **Company Name** , **Company Address** and **Company Identifier** (Company ID/VAT ID) on the company Profile.
3. Check the NETWORK app and make sure you are **connected to relevant HSBC branch** .
4. Start creating and submitting invoices through **PO Flip Method** (PO Seller) or the **Create Launcher app** (Non-PO Seller).
5. Refer to the **Document Manager app** to track the **real-time Document Status** .

07

Frequently Asked Questions


FAQs

1. **If I require support after the Webinar, how can I reach Tradeshift for further assistance?**

You can reach our Support team by raising a Support ticket via

<https://support.tradeshift.com/requests/new>

Our Support team will reach you via email.

Alternatively, We offer assistance via  Chat on the platform. Go to the “Create Invoice” app to find live chat support.

Nevertheless, if you have payment-related or contract/PO-related enquiries, please contact HSBC directly. Please [click here](#) to view your regional HSBC Group procurement support contact information.

2. **How do I obtain the invitation email with Activation Link from Tradeshift?**

You will receive the invitation with activation link from Tradeshift via email. If you could not find it in the mailbox, please check the junk/spam folder. If you have yet to receive the invitation email, please contact our Support team by raising a Support ticket via <https://support.tradeshift.com/requests/new>.

FAQs

3. Do PDF/ paper copies need to be submitted to the Customer after sending an e-invoice through Tradeshift?

No. PDF/ paper copies are not needed. Nevertheless, you may attach your system generated PDF invoice via Tradeshift during the submission of e-invoice as reference to HSBC.

4. HSBC is sending their POs via Tradeshift. I could not find the relevant PO in the Document Manager. What should I do?

Please contact HSBC directly to enquire about the missing PO. If your customer has confirmed the PO is uploaded onto Tradeshift, you can reach our Support team by raising a Support ticket via

<https://support.tradeshift.com/requests/new>

HSBC Wave I contact: suppliers@hsbc.com

FAQs

5. **I have sent an Invoice, but realized that I made a mistake. How do I correct this?**

An already sent invoice cannot be directly modified due to the VAT certification.

Nevertheless, if you made a mistake or wish to change something on an invoice, then you can do so by creating a credit note related to that invoice. Refer to [this article](#) on how to create a Credit Note.

6. **My invoice volume is significant. Is there other option to automate the invoicing process?**

If you have an invoice volume greater than 300 invoices/ year, we offer the option of an EDI integration. If you would like to proceed with EDI, please reach out to HSBC directly for the request. On the other hand, you may refer to <https://tradeshift.com/integrate/> to find out more information about integrating with Tradeshift for invoicing.

Thank you!

Tradeshift PAY | WEBUI