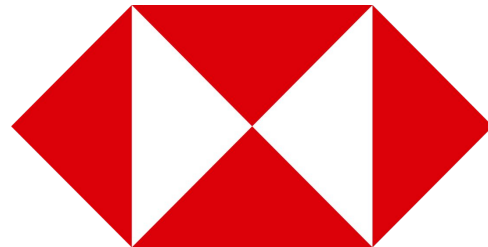


HSBC MY Onboarding: Getting Started with Tradeshift

Webinar: PAY WebUI | 2023

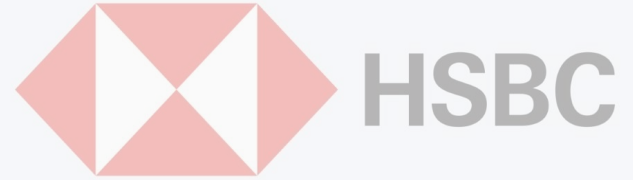


HSBC



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.

This will become the preferred method for receiving invoices at HSBC from Monday, 1st May 2023.



Important Note

From the **1st May**, Tradeshift will be our preferred method for receiving invoices. The Oracle Supplier Portal will no longer be supported after this date

Agenda

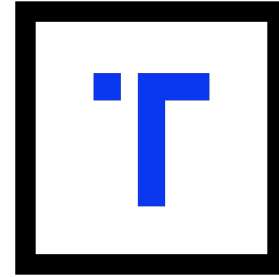
1. Covering The Basics
2. Setting Up Your Account and Company Profile
 - a. Account Activation
 - b. Update Company Profile and Invite Additional User
 - c. Network Connection with Your Customer
3. Navigating Through Your Tradeshift Account
4. WebUI Solution
 - a. HSBC MY Branches in Scope
 - b. PO Flip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



Free for suppliers



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.



Free for Suppliers

Registration is free

No additional charges, no matter how many documents you send/create



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

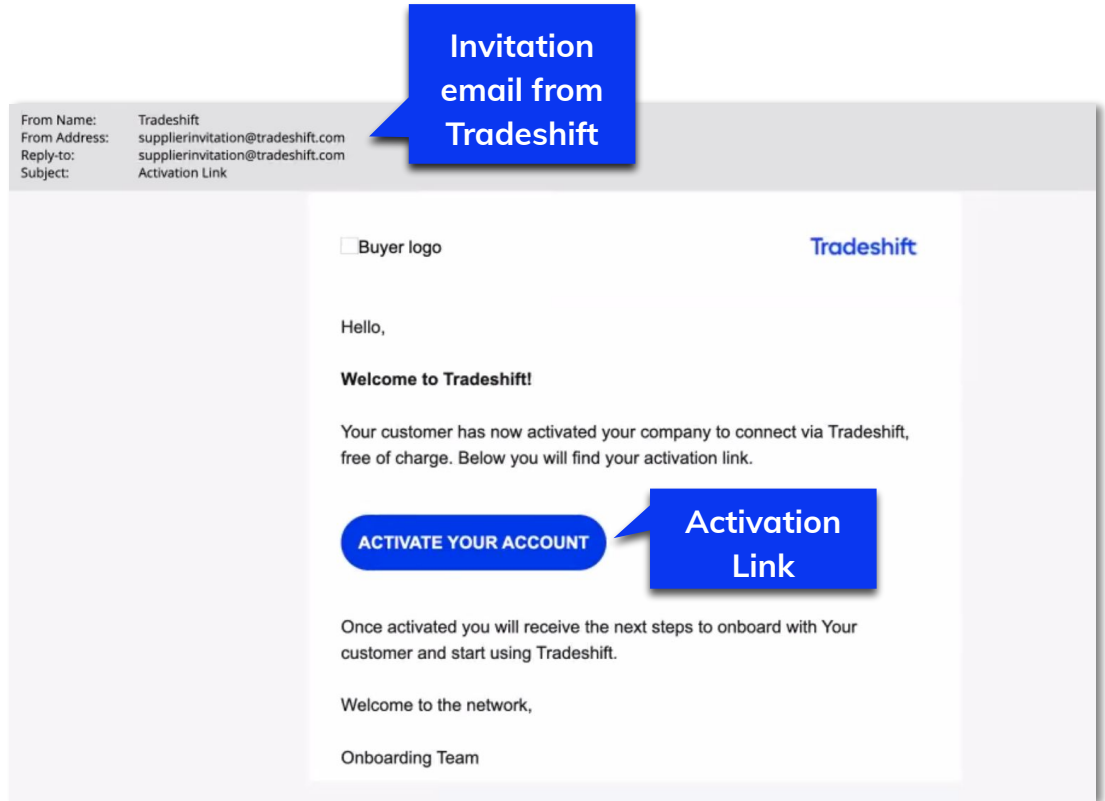
02

Setting Up Your Account and Company Profile

Account Activation

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

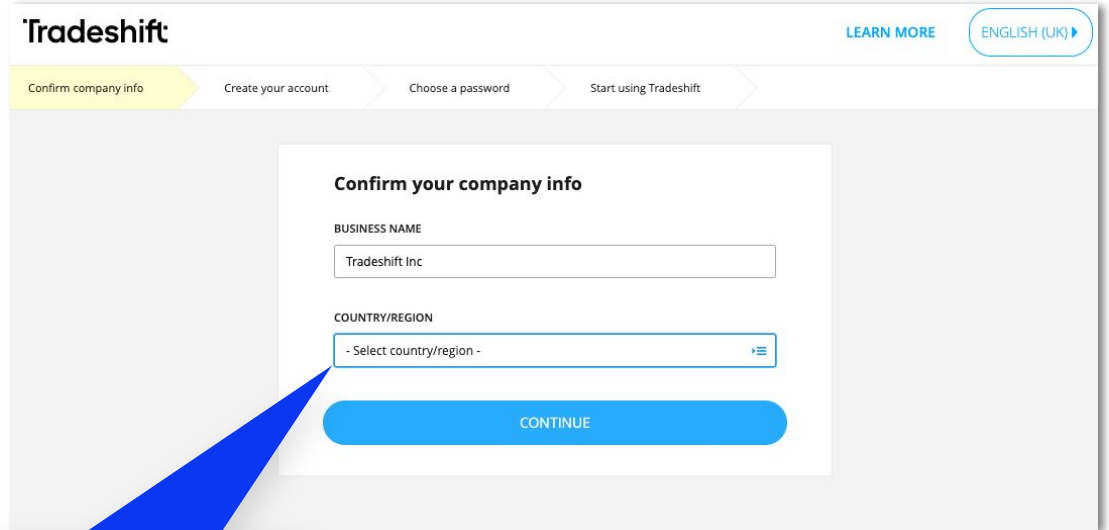
- If you could not find the email, search in the junk/spam mailbox.
- If you did not receive the email, you can raise a Support Ticket via: <https://support.tradeshift.com/requests/new>. Please provide your Company Name and Vendor No. in the Ticket.



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. At the top, the Tradeshift logo is on the left, and 'LEARN MORE' and 'ENGLISH (UK)' are on the right. Below the logo, a progress bar shows four steps: 'Confirm company info' (highlighted in yellow), 'Create your account', 'Choose a password', and 'Start using Tradeshift'. The main content area is titled 'Confirm your company info' and contains two input fields: 'BUSINESS NAME' with the text 'Tradeshift Inc' and 'COUNTRY/REGION' with a dropdown menu showing '- Select country/region -'. A blue 'CONTINUE' button is 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 icon.
- 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.

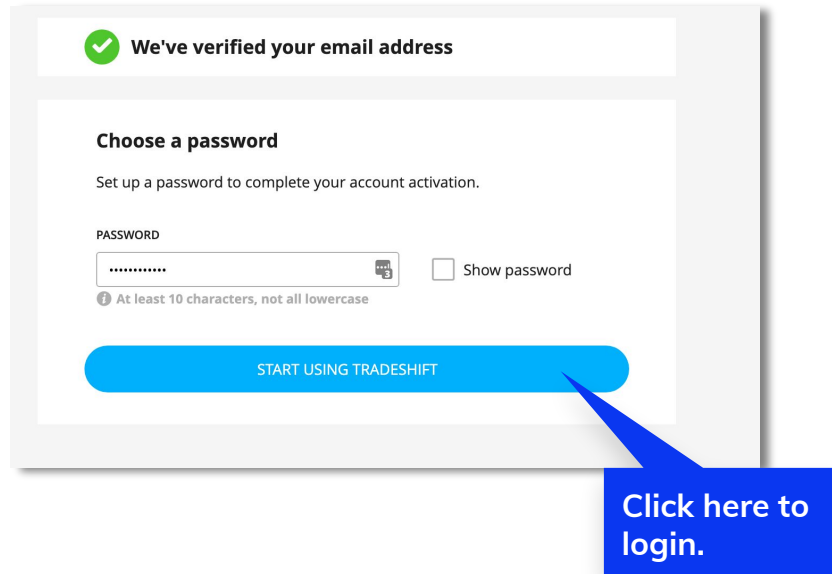
At the bottom of the form is a large blue button labeled 'CONTINUE'. A blue callout bubble points to this button with the text: 'Click continue to proceed'.

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 pointer 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, SST No,)

Optional:

- Company Logo
- Industry
- Phone
- Company Email Address

Update Company Profile

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

Suppliers based in Malaysia:

You must update the **SST no.** (VAT)

⚠ If supplier does not meet the VAT registration threshold to be able to provide a SST, the BRN must be provided.

If supplier cannot provide a BRN, then the account should be marked as either sole proprietorship or general partnership under ‘COMPANY OWNERSHIP’ and no identifier will be required.

Invoices will NOT be submitted successfully if these mandatory fields are not updated.

Company Identifiers

Malaysian GST
Not selected

Malaysian BRN
1231357-A

Internal Identifier
Not selected

Sales & Services Tax (SST)
A11100112314678

GLN
Not selected

EDIT

Company Profile

VIEW AS A VISITOR PROFILE SETTINGS

Add Banner Image

Complete your profile Profile strength 20%

COMPANY NAME
SEC Test Seller Sdn Bhd

COMPANY DESCRIPTION

WEBSITE

INDUSTRY

COMPANY SIZE

SHARE CAPITAL

REGISTRATION ADDRESS

COMPANY EMAIL ADDRESS

COMPANY OWNERSHIP

COMPANY ADDRESS
KL, MY

PHONE

INVITE TEAM MEMBER

DONE

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>

The screenshot shows the Tradeshift Network interface. The sidebar on the left has the 'Network' menu item highlighted with a blue callout '1.'. The main content area shows a warning banner: 'You have 3 unverified relationships to review'. Below this is a search bar and a table of connections. The table has columns for NAME, ACCOUNTING SYSTEM ID, and RELATIONSHIP. The first row is 'Chocolate Bar Test Buyer GmbH' with a 'Connection' status, highlighted with a blue callout '2.'. The second row is 'Test Buyer A Limited' with an 'Unverified relationship' status and a 'VERIFY' button. The third row is 'Test Buyer B Limited' with a 'Connection' status. At the bottom right, there is an 'INVITE COMPANY' button.

NAME	ACCOUNTING SYSTEM ID	RELATIONSHIP ...
Chocolate Bar Test Buyer GmbH Germany		Connection
Test Buyer A Limited United Kingdom		Unverified relationship <input type="button" value="VERIFY"/> <input type="button" value="REMOVE"/>
Test Buyer B Limited Austria		Connection

Click 'VERIFY' to accept the connection request

03

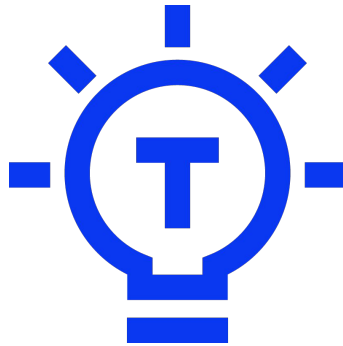
Navigating Through Your Tradeshift Account

Dashboard: Overview of Your Account

Click "All apps"
to search for more
applications

The screenshot displays the Tradeshift dashboard for user 'SEC Test Seller SG'. The sidebar on the left includes options like 'Create', 'Messages', 'Document Manager', 'Task Manager', 'Users', 'Tradeshift Knowledge Base', 'Network', 'Profile', 'Dashboard', and 'All apps'. The main content area features a 'Documents' section with a 'Sales' and 'Purchases' filter, showing 3 invoices, with 3 unpaid. Below this is a 'Support' section with 'Crucial knowledge' and 'Top questions' links. The right-hand panel offers 'Create document' options: 'Invoice', 'Other document type', and 'Upload document'.

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

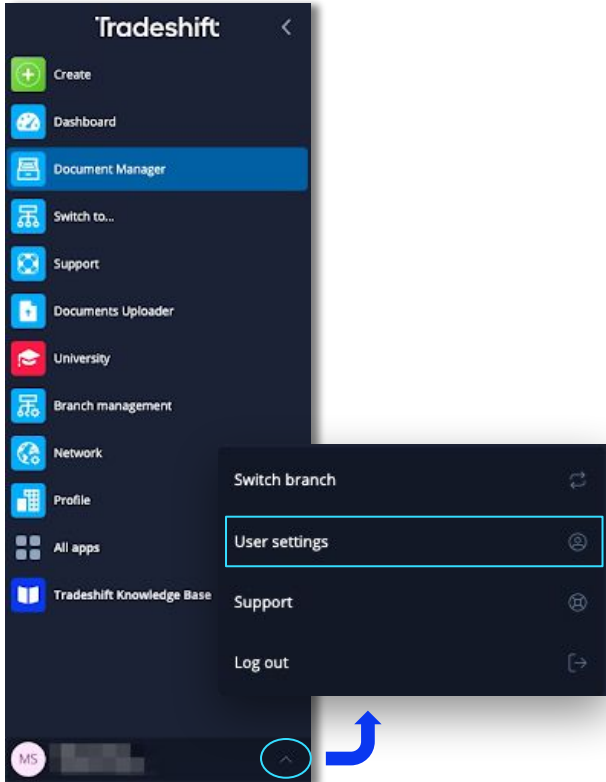
- All assistance in every step
- Encompass many forms of content: FAQs, Process Guides, Video demonstrations etc.



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

WebUI Solution

HSBC MY

Branches in Scope

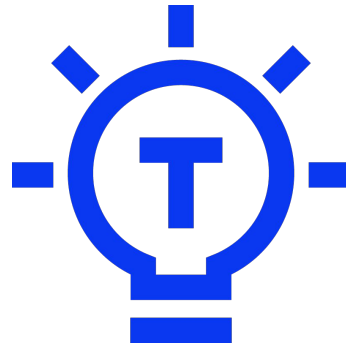
The current branches in scope are as below:

Country	HSBC Branches in Scope	Branch ID
Malaysia	The Hongkong and Shanghai Banking Corporation Limited, Labuan Branch	HBAPMYS
	HSBC Amanah Malaysia Berhad	HBMS
	HSBC Bank Malaysia Berhad	HBMY
	HSBC Corporate Advisory (Malaysia) Sdn Bhd	HCAM
	HSBC Electronic Data Processing (Malaysia) Sdn Bhd	HDPM
	HSBC (Malaysia) Trustee Berhad	HKTM
	HSBC Global Services Limited [Malaysia Branch]	HSBCGLOOPE

When other buyer branches are launched and need to start using Tradeshift, HSBC will inform all suppliers accordingly.

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. On the left is a dark sidebar with navigation options: Create, Document Manager (highlighted), Switch to..., Network, Profile, All apps, and Tradeshift Knowledge Base. The main area displays a search filter for 'DOCUMENT TYPES: Order' with 'Clear all' and 'Save' buttons. Below the filter is a list of document types with checkboxes, where 'Order' is selected. A table of documents is shown with columns for TYPE, DOCUMENT NUMBER, STATUS, AMOUNT, SENDER, RECIPIENT, and ACTIONS. A table with 7 columns and 4 rows of data is visible. A blue callout box points to the 'DOCUMENT TYPES: Order' filter. A red callout box points to the 'Clear all' button. A blue callout box points to the 'Order' document type in the list. A blue callout box points to the '2302202102' document ID in the table. The bottom of the interface shows pagination '1 - 4 of 4', 'Page 1 of 1', and a 'DOWNLOAD CSV' button.

1. Click the Document Manager app

2. Search for the Purchase Order you wish to invoice against

Tip: Click to **CLEAR ALL** the filters before searching for other documents such as Invoice or Credit Note

3. Select the Purchase Order by clicking the Document ID

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 (Malaysia) Trustee Berhad
Received via Tradeshift — Last update: 23 hours ago

OTHER ACTIONS **CREATE INVOICE** **ACCEPT**

Invoice INV01test related

Purchase Order

RECEIVED

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

To: **SEC Test Seller MY**
Jalan Sultan Ismail
50250 KL
Kuala Lumpur
Malaysia
Business Registration Number : 1231357-A
Sales & Services Tax (SST) : A11-1001-12314678

From: **HSBC (Malaysia) Trustee Berhad**
13th Floor, HSBC South Tower, 2 Leboh Ampang
50100 KUALA LUMPUR
WILAYAH PERSEKUTUAN Malaysia
HSBC Internal Identifier : HKTM
Malaysian GST : MY193701000084

Order number: PHKTM0001234
Order date: 05/04/23
Currency: MYR
Person reference: FusionTest@hsbc.com

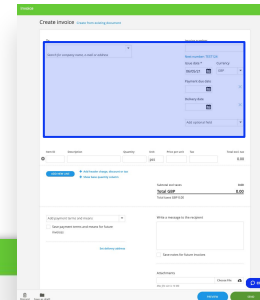
Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total MYR excl taxes
1	1	Test Item 1 Transport Reference : Goods Deliv Unit No. AG-10 & amp; AG-11, Ground, Firery Puncak Sentral, No. 8 jalan, 51000 KUALA LUMPUR, MALAYSIA, to: MY	400	pcs	80.00		32,000.00
2	2	Test Item 2 Transport Reference : Goods Deliv Unit No. AG-10 & amp; AG-11, Ground, Firery Puncak Sentral, No. 8 jalan, 51000 KUALA LUMPUR, MALAYSIA, to: MY	350	pcs	55.00		19,250.00
Subtotal excl taxes							51,250.00
Total MYR							51,250.00
Total taxes 0.00 MYR							

Contact document sender Contact colleague

Creating an Invoice using PO Flip Method

1. Make sure your customer's Legal Entity is correct
2. Insert the **mandatory fields** such as:
 - Invoice Number
 - Issue Date
 - Currency (of the invoice) *(pre-filled)*
 - HSBC Purchase Order Number *(pre-filled)*
 - Purchase order issue date *(pre-filled)*
 - **Optional:** Delivery date
 - **Optional:** HSBC Contact's Email Address *(pre-filled)*
 - **Optional:** HSBC Contact Name
3. **Add optional fields** such as Payment due date from the drop down at header. **Add the [Exchange Rate] from this drop down for non-local currency transactions**

Header level details



NOTE: HSBC's details are automatically populated (according to the PO), DO NOT change.

Creating an Invoice using PO Flip Method

If exchange rate is applicable:

- Add the [Exchange Rate] by clicking the 'Add optional field' at header **for non-local currency transactions** → Select 'Exchange rate'
- The Invoice currency **must follow the currency in the PO**

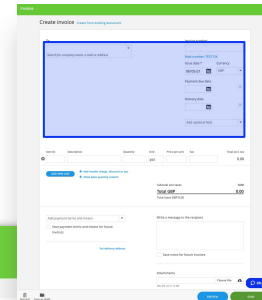
Refer to the steps as below:

- Insert the **exchange rate**. This exchange rate should be known by the supplier. If not, please check with your Finance department.
- **Currency**: The currency in the supplier's country (which is different with the invoice currency)
- **Date of exchange rate**: Must be aligned with an exchange rate value

Converted tax total (in supplier's country currency): Total tax charged in the invoice, based on calculation by the supplier.

Converted document total (in supplier's country currency): Total amount after conversion based on the exchange rate, based on calculation by the supplier.

Header level details



Invoice

HSBC Contact Name

a. Exchange rate **b.** Currency

Date of exchange rate

Converted tax total

c. Converted Document Total (incl taxes)

Add optional field

Discard Save as draft PREVIEW SEND Chat

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

⚠ 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.

The screenshot displays the 'Invoice' creation interface. At the top, a green bar contains the word 'Invoice'. Below it, a table lists invoice items. The first item is 'Test Item 1' with a quantity of 5, unit 'pcs', price per unit of 80.00, and a tax rate of 0%. A blue callout box labeled '4.' points to the quantity field, and another labeled '5.' points to the tax rate field. A large blue arrow labeled 'Line level details' points from the top right towards the table. To the right, a smaller inset window shows a 'Create Invoice' dialog box with various fields and a 'Total excl. tax' of 256.00. Below the main table, a detailed view for 'Test Item 2' is shown, including fields for purchase order number, PO line number, delivery address, and line type. A blue callout box labeled '6.' points to a button that says '+ Add header charge, discount or tax'. At the bottom right, a summary section shows 'Subtotal excl taxes: 675.00', 'MY Tax Exempt 0% of 675.00 MYR: 0.00', and 'Total MYR: 675.00'. The interface includes 'Discard' and 'Save as draft' buttons at the bottom left, and 'Preview' and 'Send' buttons at the bottom right.

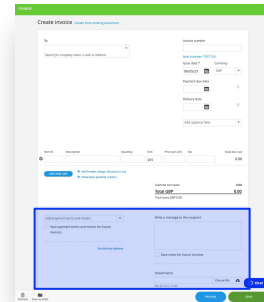
Creating an Invoice using PO Flip Method

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. Delivery Address is pre-filled based on the PO. **Do not amend the details.**
9. (Optional) Leave a note to your Customer (*limited to 140 characters*)
10. **Mandatory:** Upload your invoice copy here. You can also attach other supporting documents as additional reference (*maximum 4 attachments of 3Mb each are allowed*)

Tip: Tick here to save the details for future invoices

Bank details and attachments

The screenshot shows the 'Create Invoice' form in Tradeshift. The form is titled 'Invoice' and has a green header. It contains several sections: 'Add payment terms and means' with a dropdown menu and a checked checkbox 'Save payment terms and means for future invoices'; 'Delivery details' with fields for Country/Region (Australia), Postbox, Number, Street, One Time Delivery Address, City (Sydney), State (New Sout), and Postal/ZIP (2000); 'Payment Details' with a text area and a checkbox 'Save notes for future Invoices'; and 'Attachments' with a 'Choose File' button and a note 'Max file size is 10 Mb'. At the bottom, there are buttons for 'Discard', 'Save as draft', 'PREVIEW', and 'SEND', along with a 'chat' button. Callouts 7, 8, 9, and 10 point to the 'Save payment terms and means for future invoices' checkbox, the 'Delivery details' section, the 'Payment Details' text area, and the 'Choose File' button respectively.



Creating an Invoice using PO Flip Method

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

12. 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 a form for creating an invoice. On the left, there are sections for 'Add payment terms and means' (with a dropdown and a checked checkbox to save for future invoices), 'Delivery details' (with a country/region dropdown set to 'Australia', and fields for postbox, number, street, one-time delivery address, city, state, postal/zip, and GLN). On the right, there are 'Payment Details' (with a large empty text area and a checkbox to save notes for future invoices) and 'Attachments' (with a 'Choose File' button and a note 'Max file size is 10 MB'). At the bottom of the form, there are two buttons: a blue 'PREVIEW' button and a green 'SEND' button.

11.

The screenshot shows the 'Invoice' preview screen. At the top, there are 'EDIT' and 'SEND' buttons. Below them, a yellow bar indicates 'TEST.pdf attached'. The main content area is titled 'Invoice' and features a large blue 'T' logo. The invoice details are as follows:

To	From	Invoice number
HSBC (Malaysia) Trustee Berhad 13th Floor, HSBC South Tower, 2 Leboh Ampang 50100 KUALA LUMPUR WILAYAH PERSEKUTUAN Malaysia HSBC Internal Identifier : HKTM Malaysian GST : 193701000084	SEC Test Seller Sdn Bhd Jalan Sultan Ismail 50250 KL Kuala Lumpur Malaysia se-support+msiaseller@tradeshift.com Sales & Services Tax (SST) : A11-1001-12314678 Business Registration Number : 1231357-A	TestINV05
		Issue date 06/04/23
		Currency MYR
		HSBC Purchase Order Number PHKTM0001234
		Purchase order issue date 05/04/23
		HSBC Contact's Email Address FusionTest@hsbc.com
		HSBC Contact Name

At the bottom, there is a table header for the invoice items:

Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total MYR excl taxes
---------	---------	-------------	----------	------	------------	-----	----------------------

12.

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

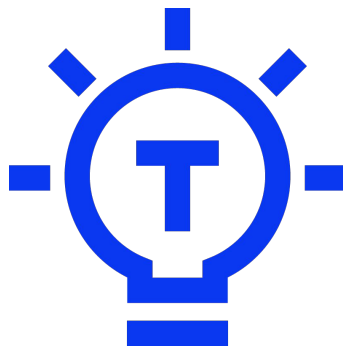
An attachment is required

! 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

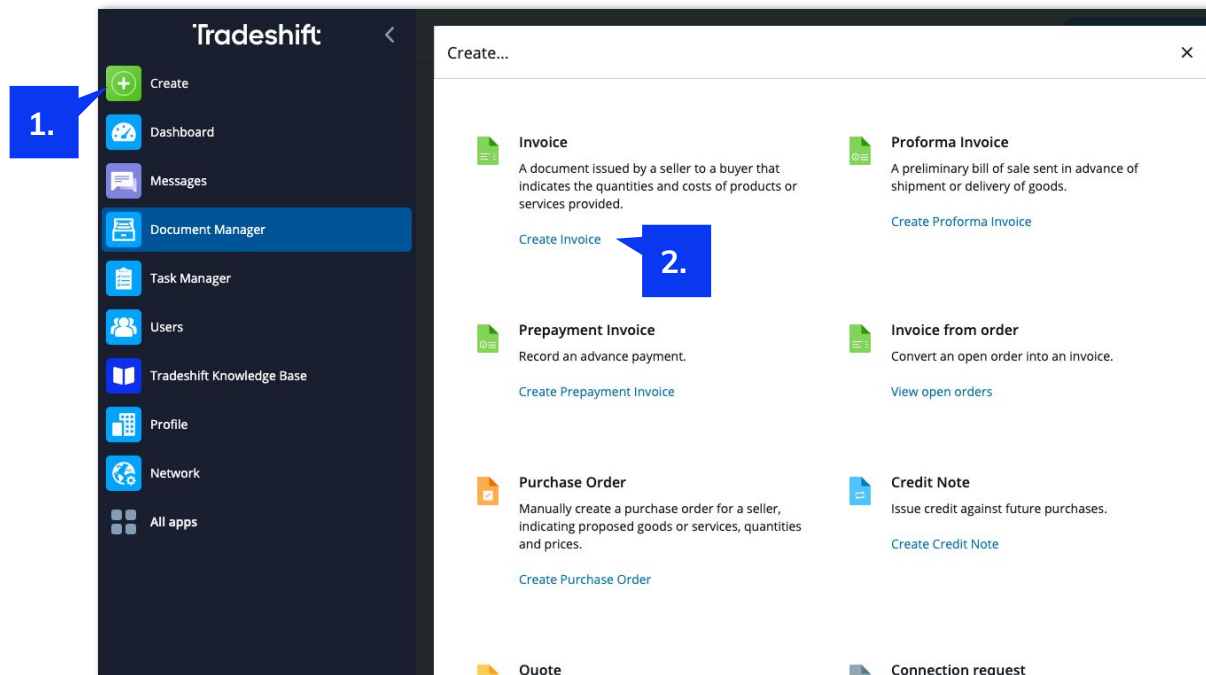
Applicable to Non-PO sellers (sellers who invoice without a PO)



How to invoice from the CREATE Launcher

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

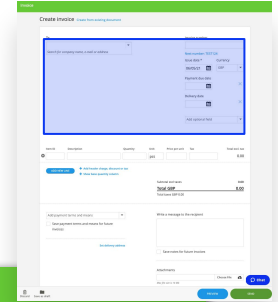
1. Click the [Create] app
2. Click on “Create Invoice”



How to invoice from the CREATE Launcher

3. Search for your Customer's name. You can insert the branch ID such as HKTM, HBMS, HBMY etc (refer to the branch in scope [here](#))
4. Fill in the **mandatory fields** such as:
 - Invoice Number
 - Issue Date
 - Currency (of the invoice) (*pre-filled*)
 - HSBC Contact's Email Address (*must be in the form of "name"@hsbc.com*)
 - **Optional:** Delivery date
5. **Add optional fields** such as Payment due date from the drop down at header. **Add the [Exchange Rate] from this drop down for non-local currency transactions**

Header level details



How to invoice from the CREATE Launcher

If exchange rate is applicable:

- Add the [Exchange Rate] by clicking the 'Add optional field' at header **for non-local currency transactions** → Select 'Exchange rate'

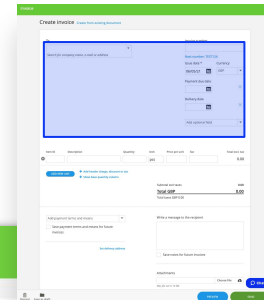
Refer to the steps as below:

- Insert the **exchange rate**. This exchange rate should be known by the supplier. If not, please check with your Finance department.
- Currency**: The currency in the supplier's country (which is different with the invoice currency)
- Date of exchange rate**: Must be aligned with an exchange rate value

Converted tax total (in supplier's country currency): Total tax charged in the invoice, based on calculation by the supplier.

Converted document total (in supplier's country currency): Total amount after conversion based on the exchange rate, based on calculation by the supplier.

Header level details



Invoice

HSBC Contact Name

Exchange rate

Currency

Date of exchange rate

Converted tax total

Converted Document Total (incl taxes)

Add optional field

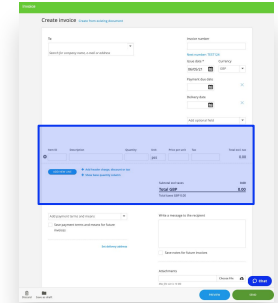
DISCARD Save as draft PREVIEW SEND Chat

The main interface shows a form for creating an invoice. A red dashed box highlights the 'Exchange rate' section, which includes fields for 'Exchange rate', 'Currency', 'Date of exchange rate', 'Converted tax total', and 'Converted Document Total (incl taxes)'. A red 'a.' is next to the 'Exchange rate' field, a red 'b.' is next to the 'Currency' dropdown, and a red 'c.' is next to the 'Converted Document Total' field. A blue arrow points from the 'Header level details' text to the 'Invoice' header area. A smaller inset screenshot shows the 'CREATE INVOICE' interface with the 'Add optional field' dropdown menu open, showing 'Exchange rate' as one of the options.

How to invoice from the CREATE Launcher

6. Fill in the line details and Tax % (Select the correct Tax % from the list by clicking the Tax column)
7. Insert the Line Type - Allowed values "Goods" or "Services" (not case sensitive). This field **must be added to every invoice line** to ensure HSBC Group can process the invoice correctly.
8. Click "ADD NEW LINE" for additional line item
9. Click here to insert additional costs or discount (if any)

Line level details



6.

Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
1	Test Item 1	5	pcs	10.00	8%	50

PO line number

Line Type: Services 7.

Add optional field

8. ADD NEW LINE

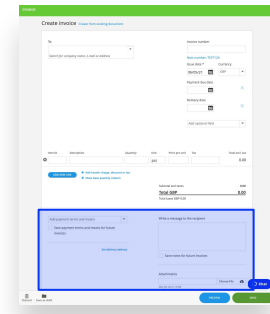
9. + Add header charge, discount or tax
+ Show base quantity column

Subtotal excl. taxes	50.00
SG GST 8% of 50.00 SGD	4.00
Total SGD	54.00
Total taxes 4.00 SGD	

How to invoice from the CREATE Launcher

10. **(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.
11. **(Optional)** Leave a note to your Customer (*limited to 140 characters*)
12. **Mandatory:** Upload your invoice copy here. You can also attach other supporting documents as additional reference (*maximum 4 attachments of 3Mb each are allowed*)

The screenshot shows the 'CREATE INVOICE' form. Callout 10 points to the 'Add payment terms and means' dropdown menu. Callout 11 points to the 'Write a message to the recipient' text area. Callout 12 points to the 'Attachments' section, which includes a 'Choose File' button and a note that the maximum file size is 10 Mb. A large blue arrow points from the top right towards the 'Attachments' section.



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.**

The screenshot shows the 'Payment Details' section of the invoice creation form. It includes a dropdown menu for 'Add payment terms and means', a checkbox for 'Save payment terms and means for future Invoices', and a text area for 'Payment Details'. There are also checkboxes for 'Save notes for future Invoices' and 'Attachments'. At the bottom, there are two buttons: 'PREVIEW' (blue) and 'SEND' (green). A blue circle highlights the 'PREVIEW' button, with a callout box containing the number '13'.

The screenshot shows the 'Invoice' preview screen. At the top, there are 'EDIT' and 'SEND' buttons. A yellow bar at the top indicates 'TEST.pdf attached'. The main content area displays the invoice details, including the recipient 'HSBC (Malaysia) Trustee Berhad' and the sender 'SEC Test Seller Sdn Bhd'. A table at the bottom shows the invoice line items. A blue callout box with the number '14' points to the 'SEND' button.

Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total MYR excl taxes
1	01	Test 01	10	pcs	5.50	6%	55.00

- 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.

Important Notes

- **HSBC is moving towards mandating POs for all invoices later this year**, thus it is important to submit invoices based on best practice with POs. HSBC recommends suppliers to obtain a Purchase Order (PO) prior to delivery of goods or services. If suppliers do not have it, please reach out to HSBC contact and request the PO.
- From the **1st May**, Tradeshift will be our preferred method for receiving invoices. The Oracle Supplier Portal will no longer be supported after this date

05

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.


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

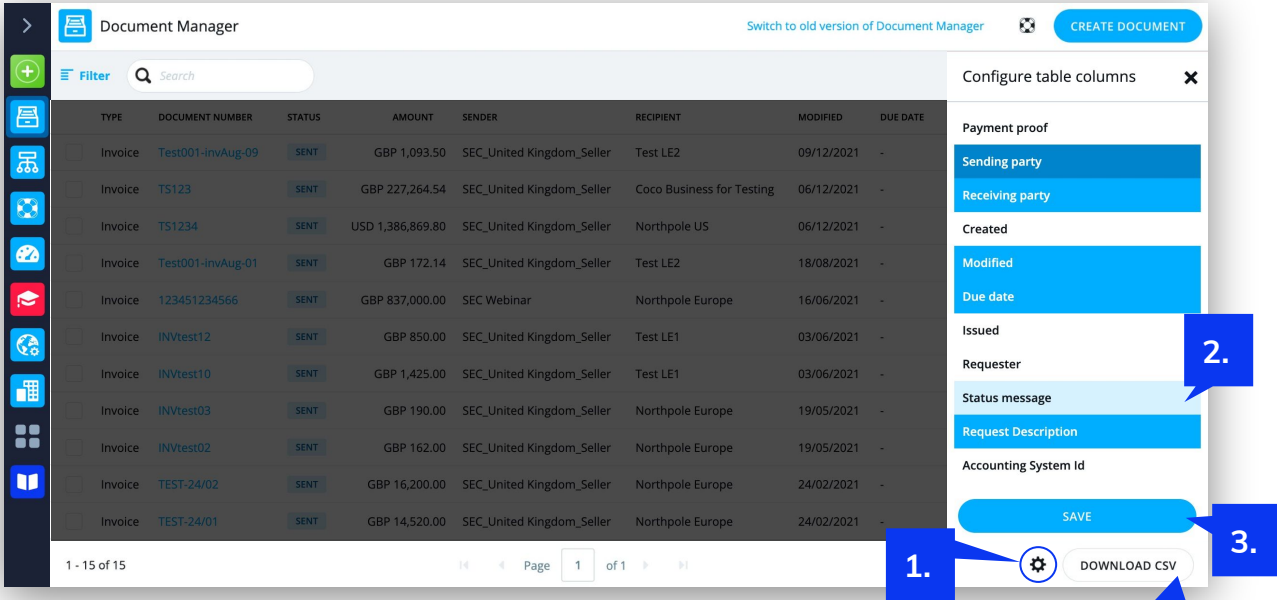
Customizing the table

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

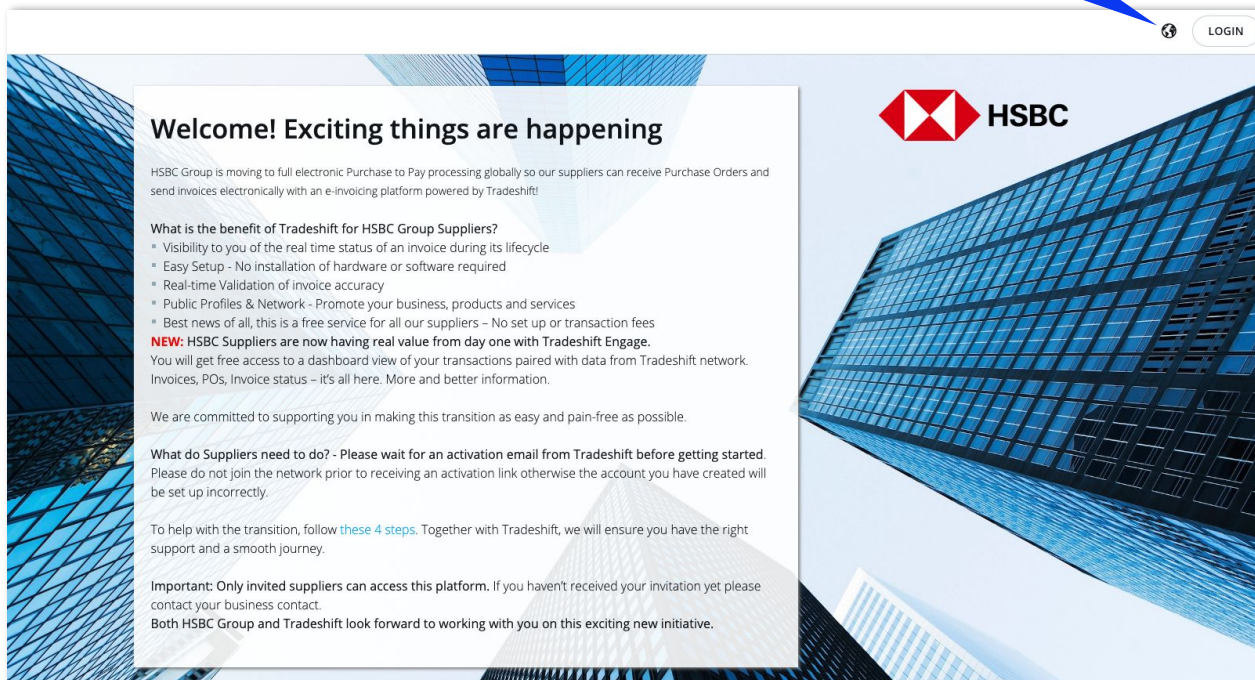
Landing page is where you will find all necessary information regarding your Customer's transition to Tradeshift.

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.

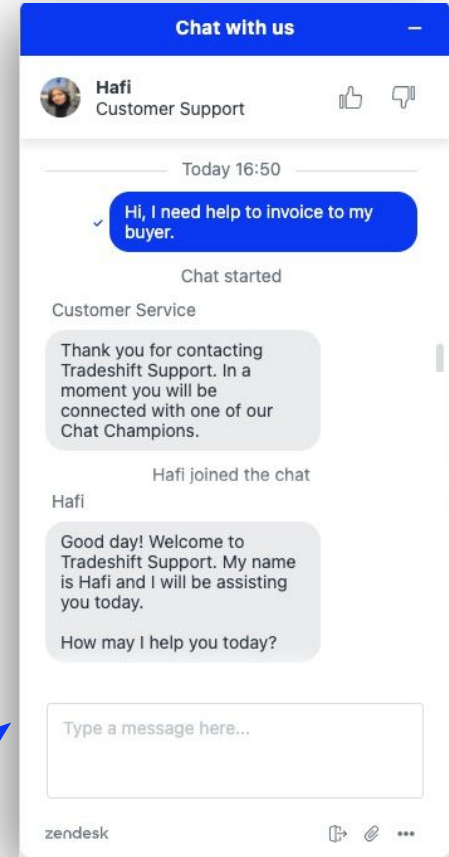
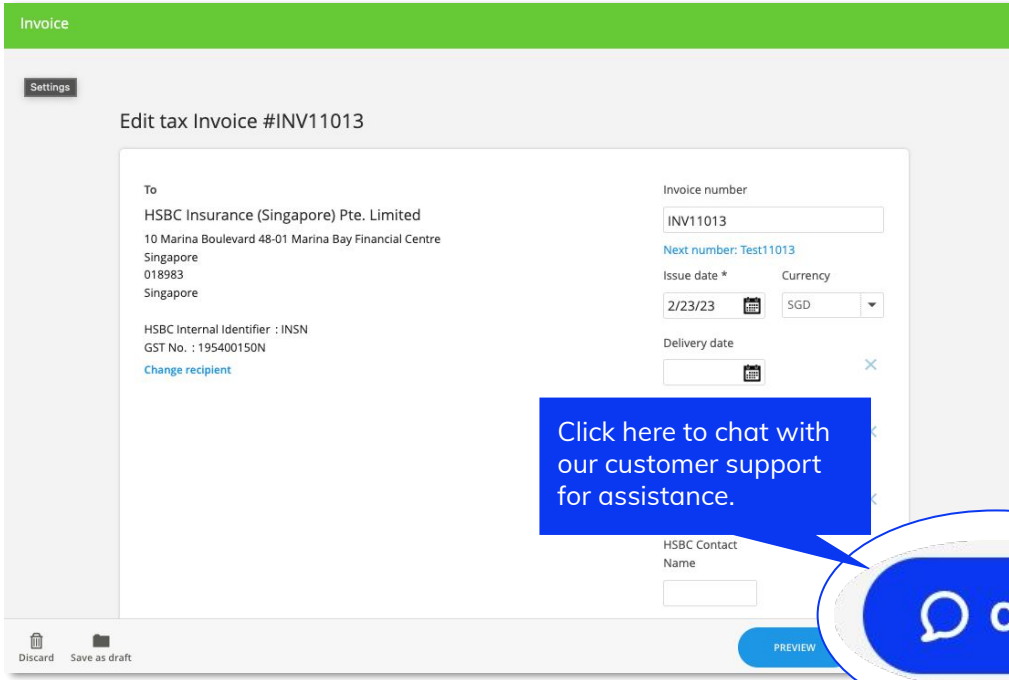
To help with the transition, follow [these 4 steps](#). Together with Tradeshift, we will ensure you have the right support and a smooth journey.

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



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 Northpole Europe
Sent via Tradeshift — Last update: 6 months ago

OTHER ACTIONS MARK AS PAID

Purchase Order PO2302202101 related · Invoice TEST-001 related · Invoice TEST-002 related · Invoice TEST-23/03 related 4

Invoice

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

To: Northpole Europe
12 Street1
Coventry
CV47234
United Kingdom
VAT number : GB 773 456790

From: SEC_United Kingdom_Seller
#1, SEC Webinar, TEST ROAD
London
SW3
United Kingdom
sellerenablement@sandbox@tradeshift.com
Company registration number : 01010101
VAT number : GB223344556

Invoice number: TEST-23/02
Issue date: 16/02/21
Currency: GBP
Purchase order number: PO2302202101
Purchase order issue date: 23/02/21
Delivery date: 16/02/21

Line id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total GBP excl taxes
1	001	TEST Product 001	10,000	pcs	1.20	20%	12,000.00
		Purchase order number : PO2302202101					
		Purchase order line number : 1					
Charge	Freight					20%	100.00
Subtotal excl taxes							12,000.00
Charge							100.00
GB VAT 20% of 12,100.00 GBP							2,420.00
Total GBP							14,520.00
Total taxes 2,420.00 GBP							

Payment terms and methods accepted

BIC + IBAN / SEPA Credit transfer

BIC/SWIFT: NAIAGB21
IBAN: DE44 011223344556789

Contact document receiver

Contact colleague

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

NEW MESSAGE

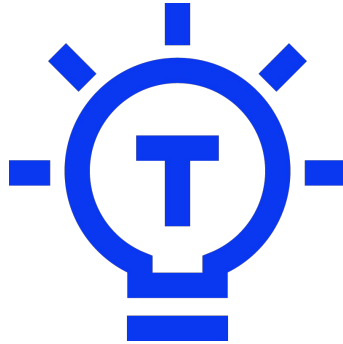
Conversation panel displays timestamped statuses and actions taken on the document such as:

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

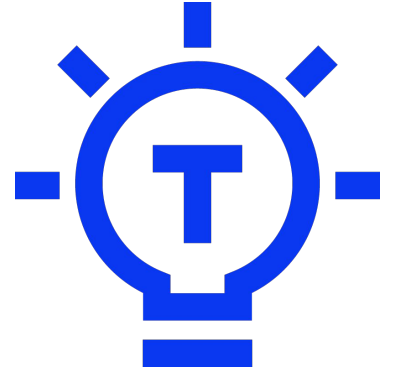
Open Conversation panel

Click here to add attachments

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**.

06

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 Malaysia contact:

MY.Sourcing@procurement-support.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