HSBC MY Onboarding: Getting Started with Tradeshift

Webinar: PAY WebUI | 2023

HSBC

Tradeshift

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

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

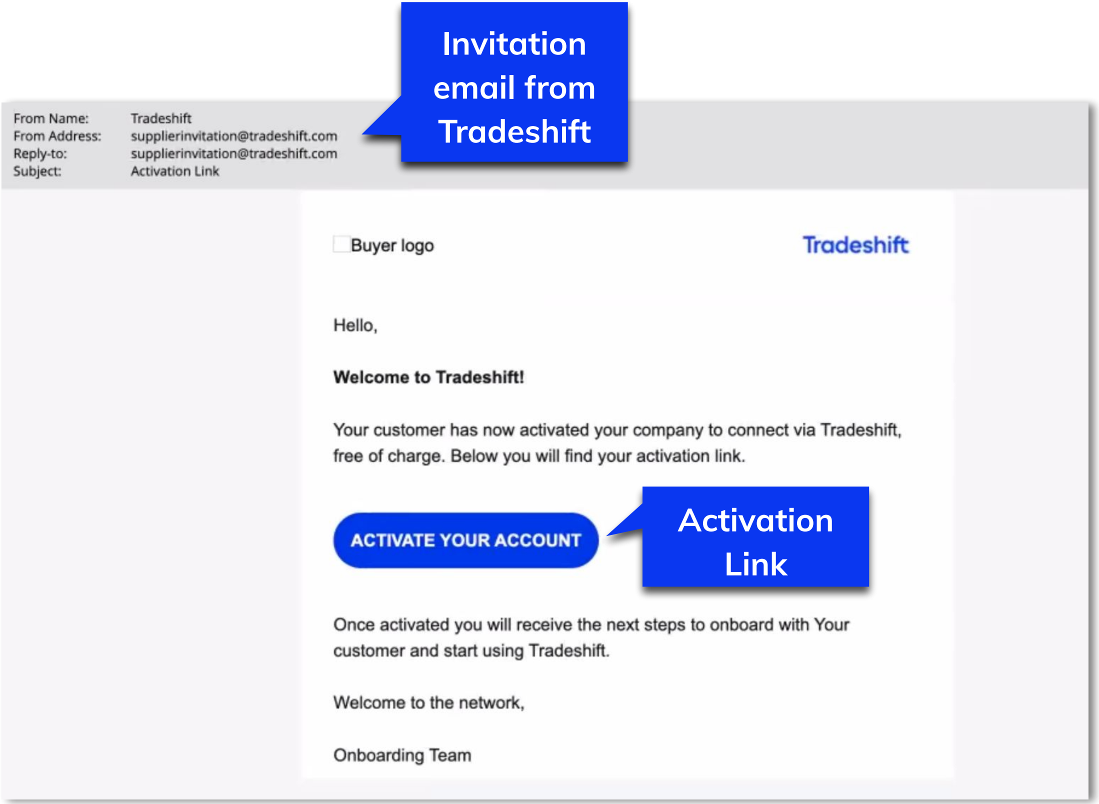
02

Setting Up Your Account and Company Profile

Account Activation

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

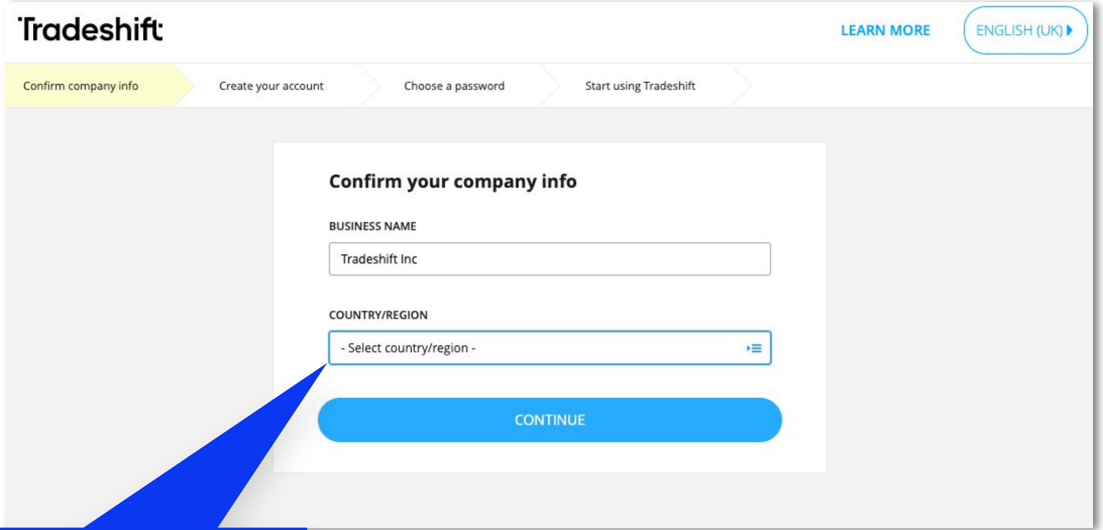
- If you could not find the email, search in the junk/spam mailbox.
- If you did not receive the email, you can raise a Support Ticket via: https://support.tradeshift.com/requests/new. Please provide your Company Name and Vendor No. in the Ticket.



Account Activation

Complete your company information during the registration of account:

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



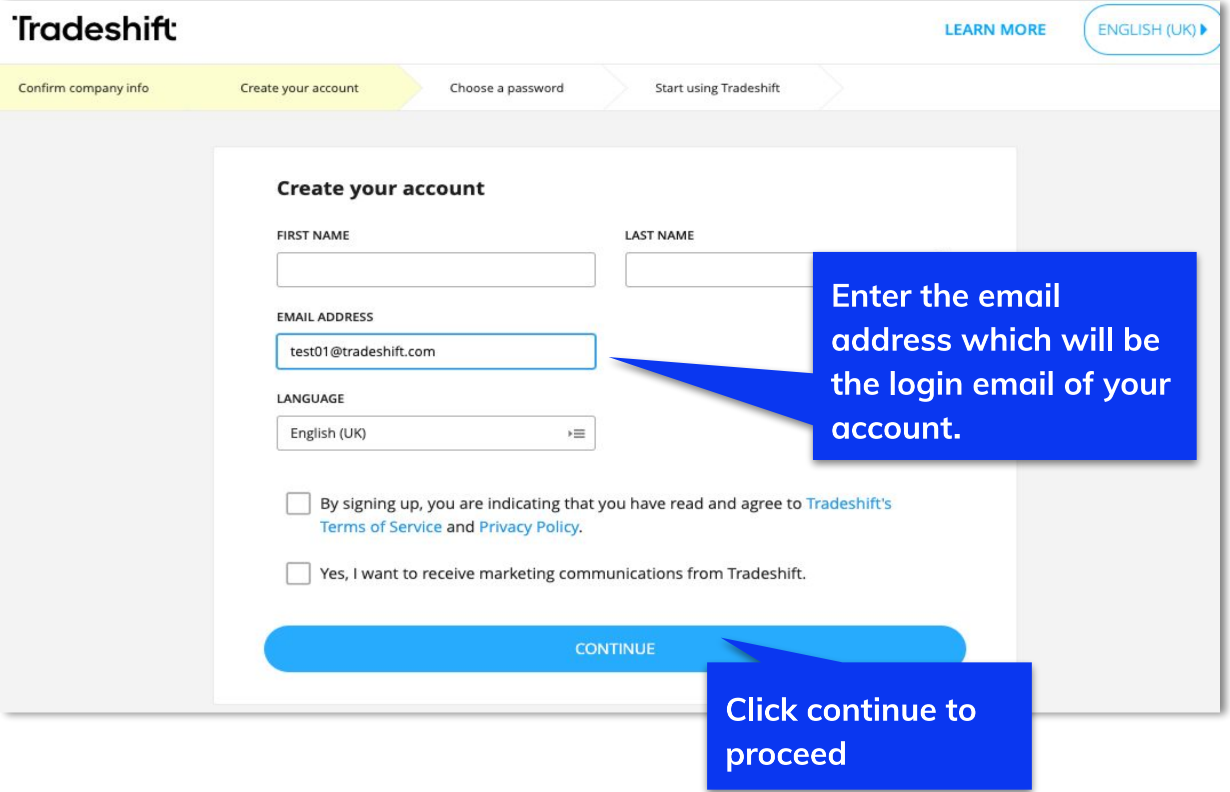
Please make sure you select the correct Country/ Region. It cannot be edited once you have registered the account.

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.

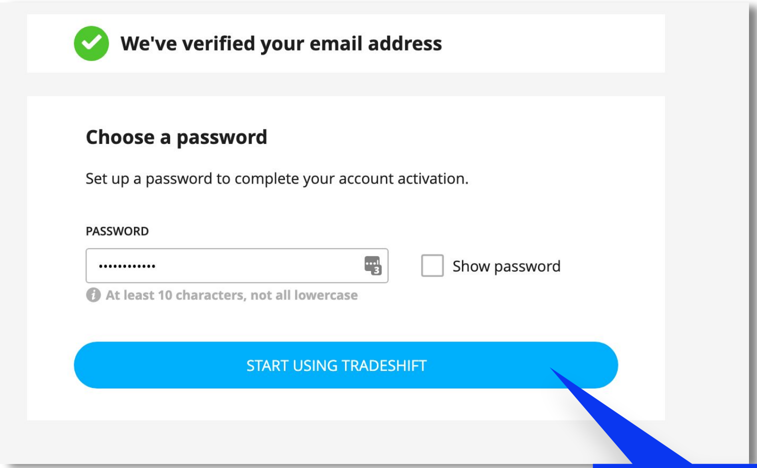


Account Activation

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



Click here to login.

Update Company Profile

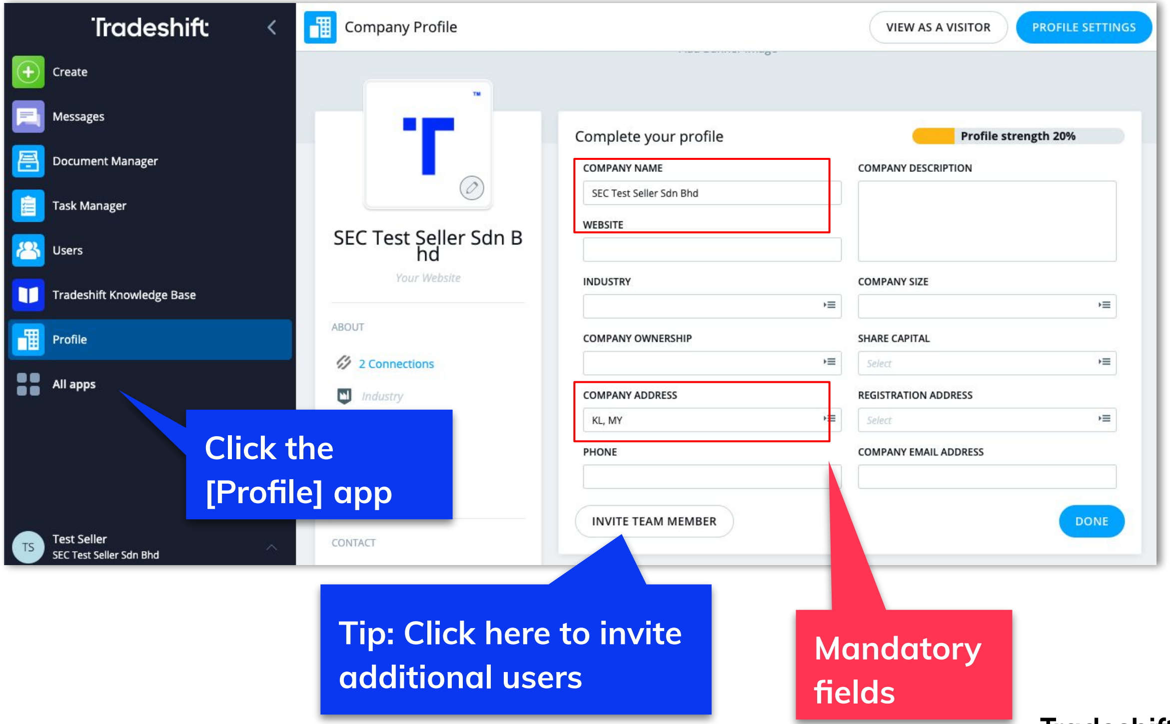
Please ensure the details in your Company Profile are updated before you kick-start the invoicing process by filling in the columns as below:

Mandatory:

- Company Name
- Company Address (Full)
- Company Identifiers (Business registration number, SST No,)

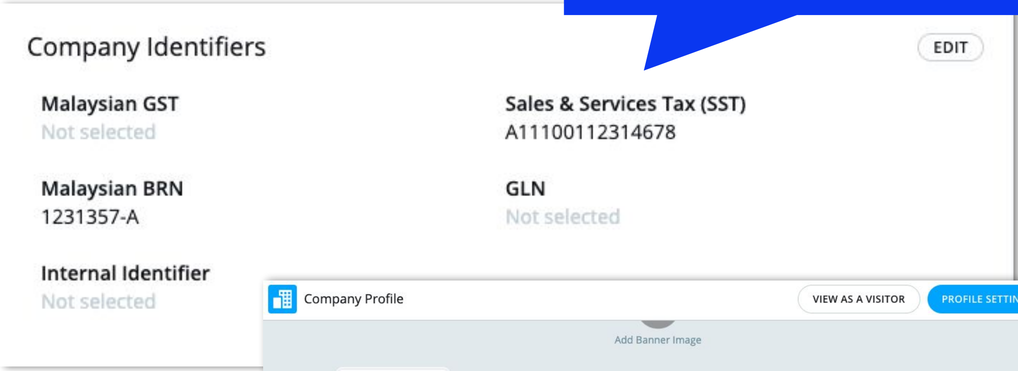
Optional:

- Company Logo
- Industry
- Phone
- Company Email Address



Update Company Profile

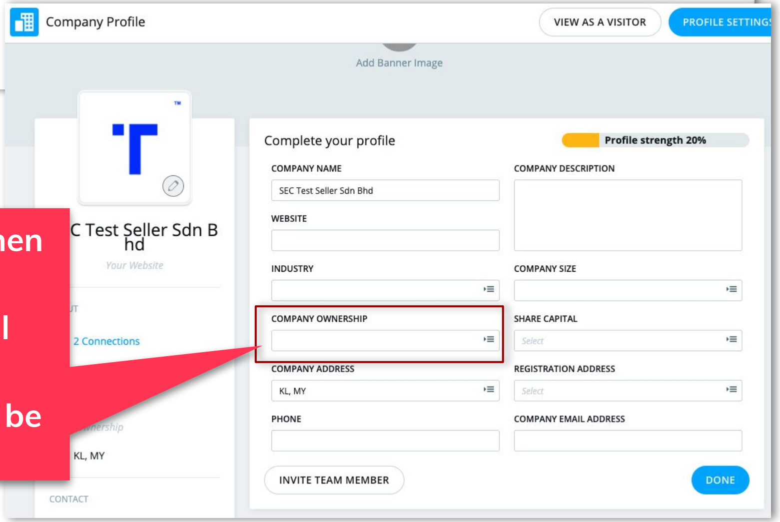
Invoices **will NOT be submitted successfully** if these mandatory fields are not updated.



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.

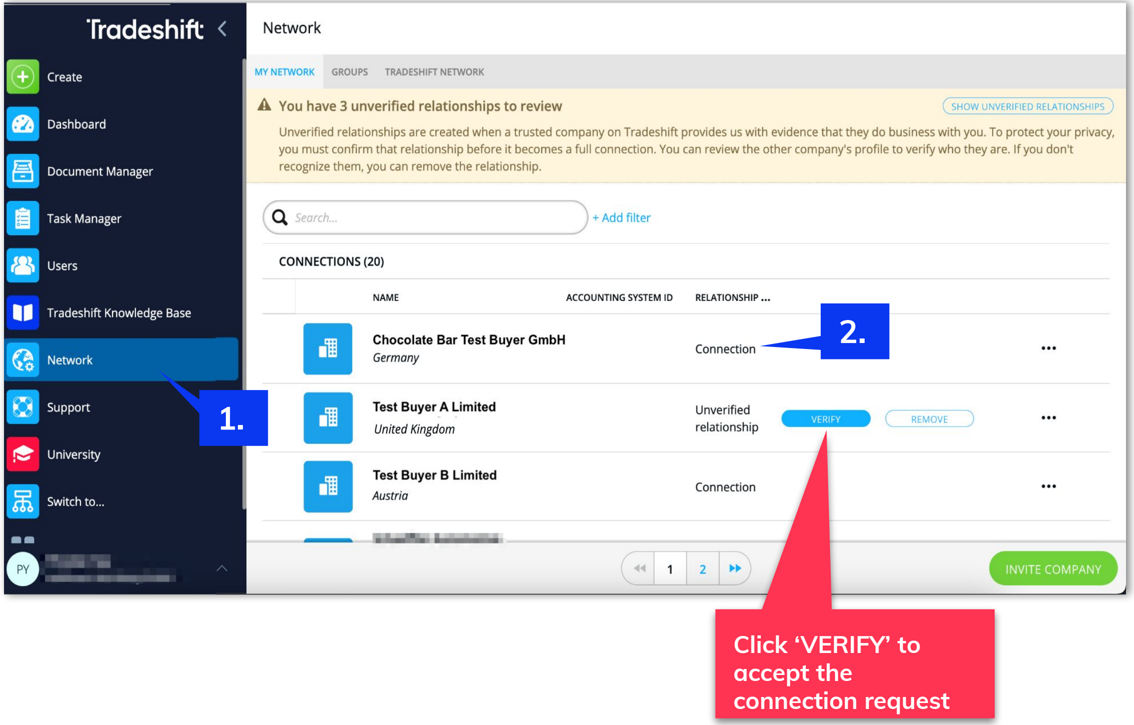
Network Connection with Your Customer

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.

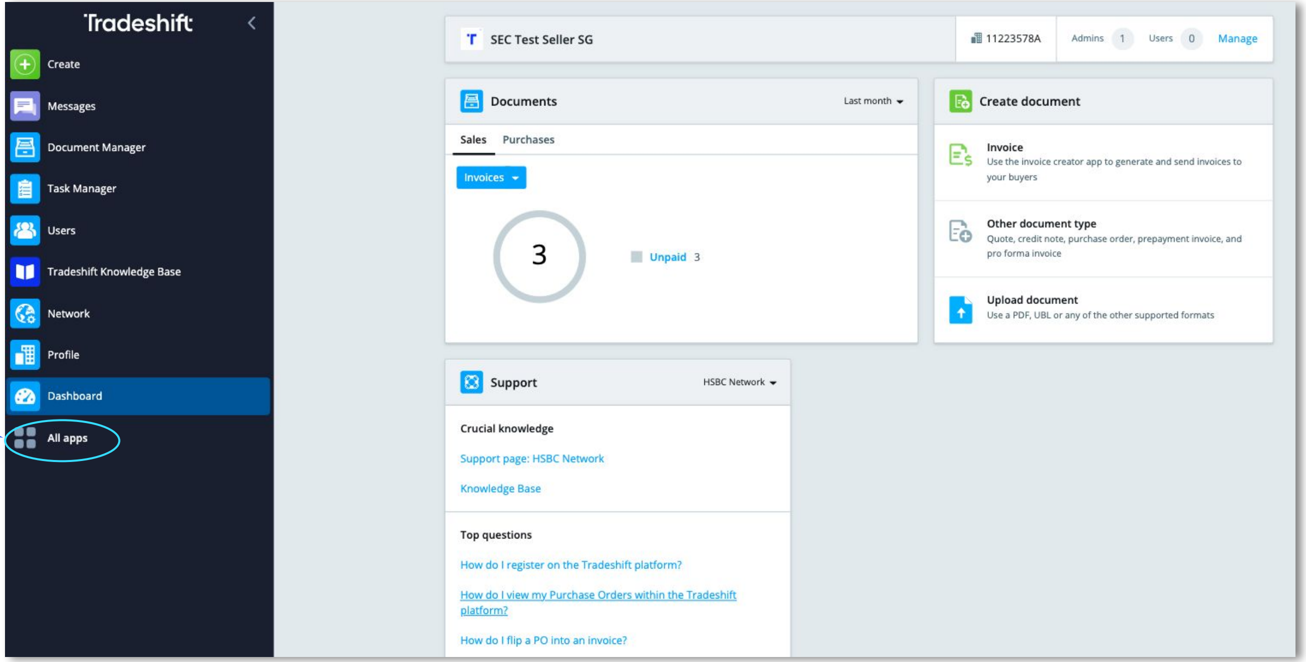
➢ If you could not see any connection, please contact our Support team via Chat or https://support.tradeshift.com/requests/new



03

Navigating Through Your Tradeshift Account

Dashboard: Overview of Your Account



Click "All apps" to search for more applications

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

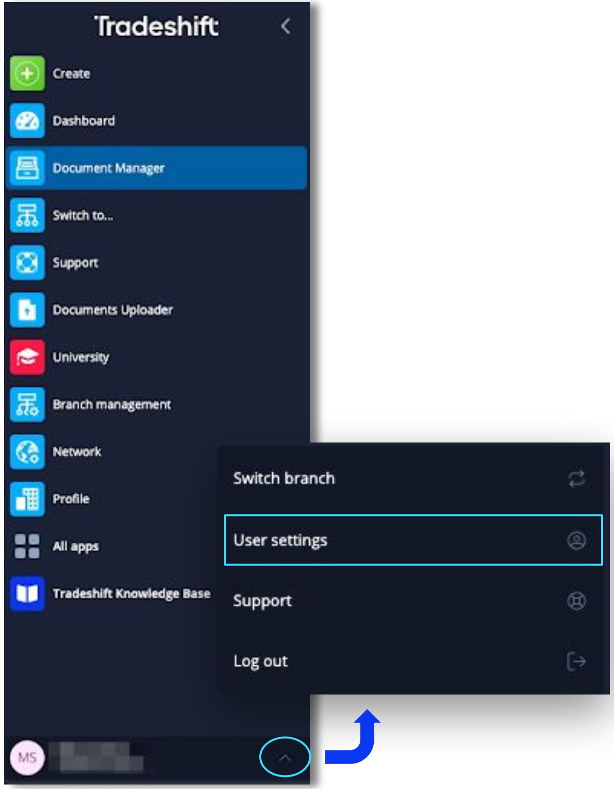
Knowledge Base

- 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

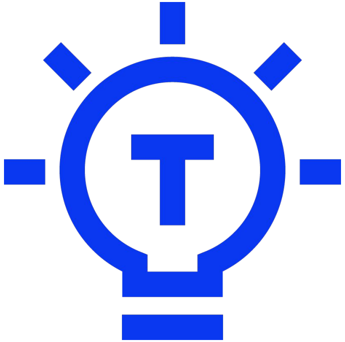
The current branches in scope are as below:

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

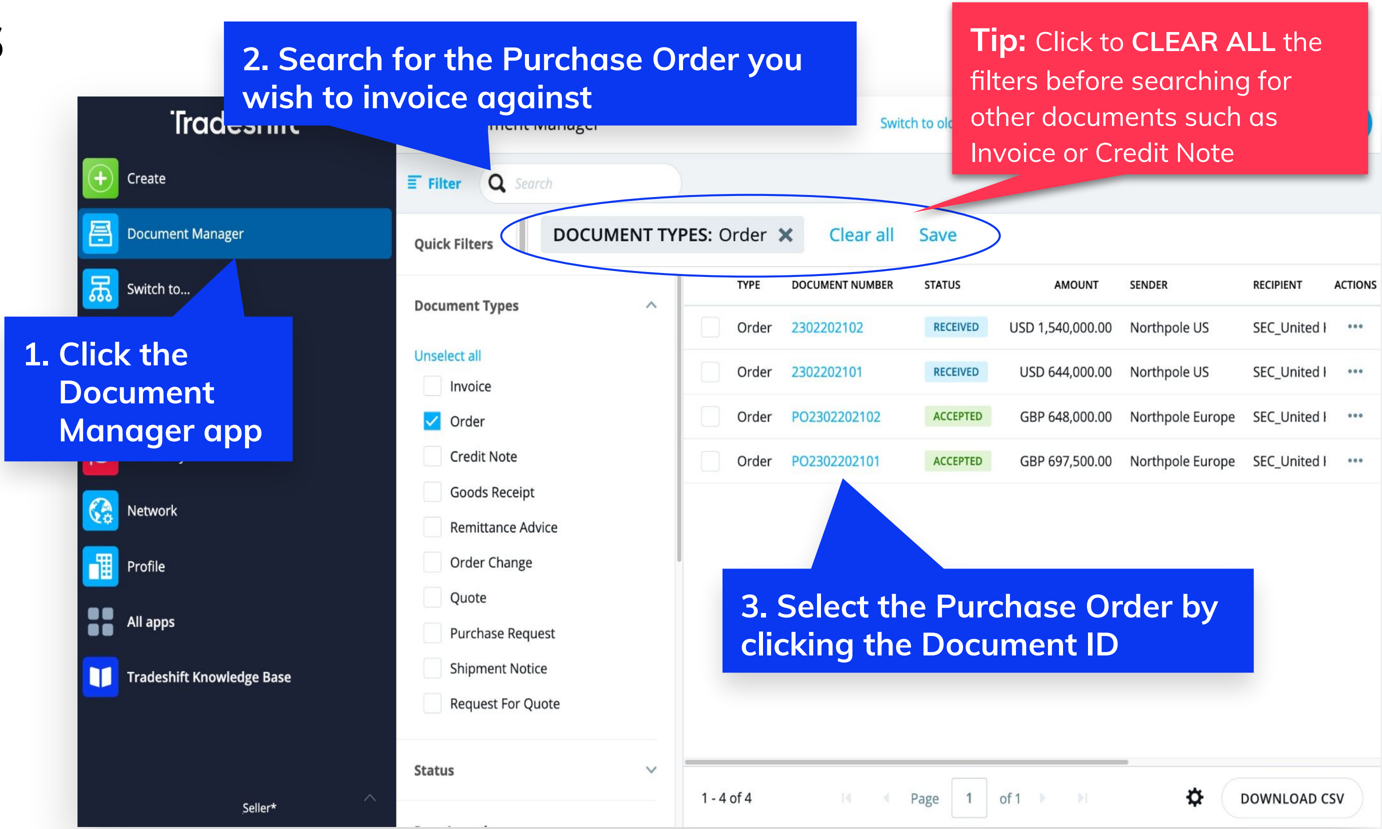
Do you know?

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

PO flip means that you are generating an Invoice.

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

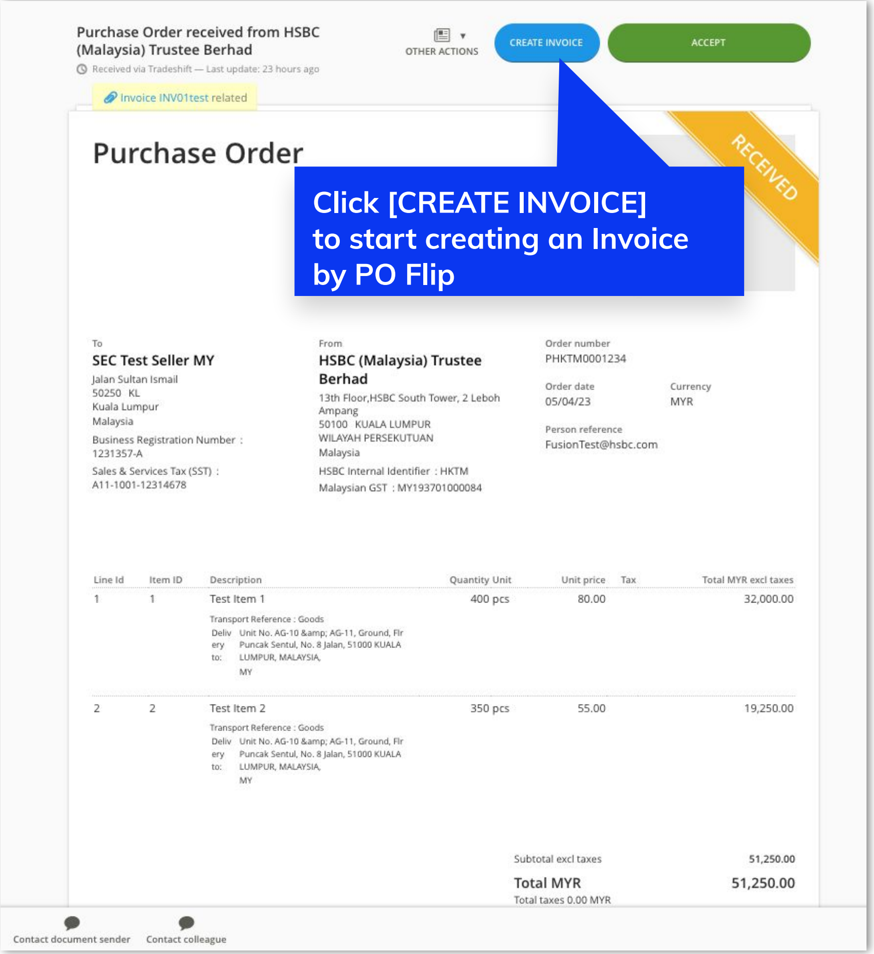
Invoice flip means that you are generating a **Credit Note.**



PO Flip Method

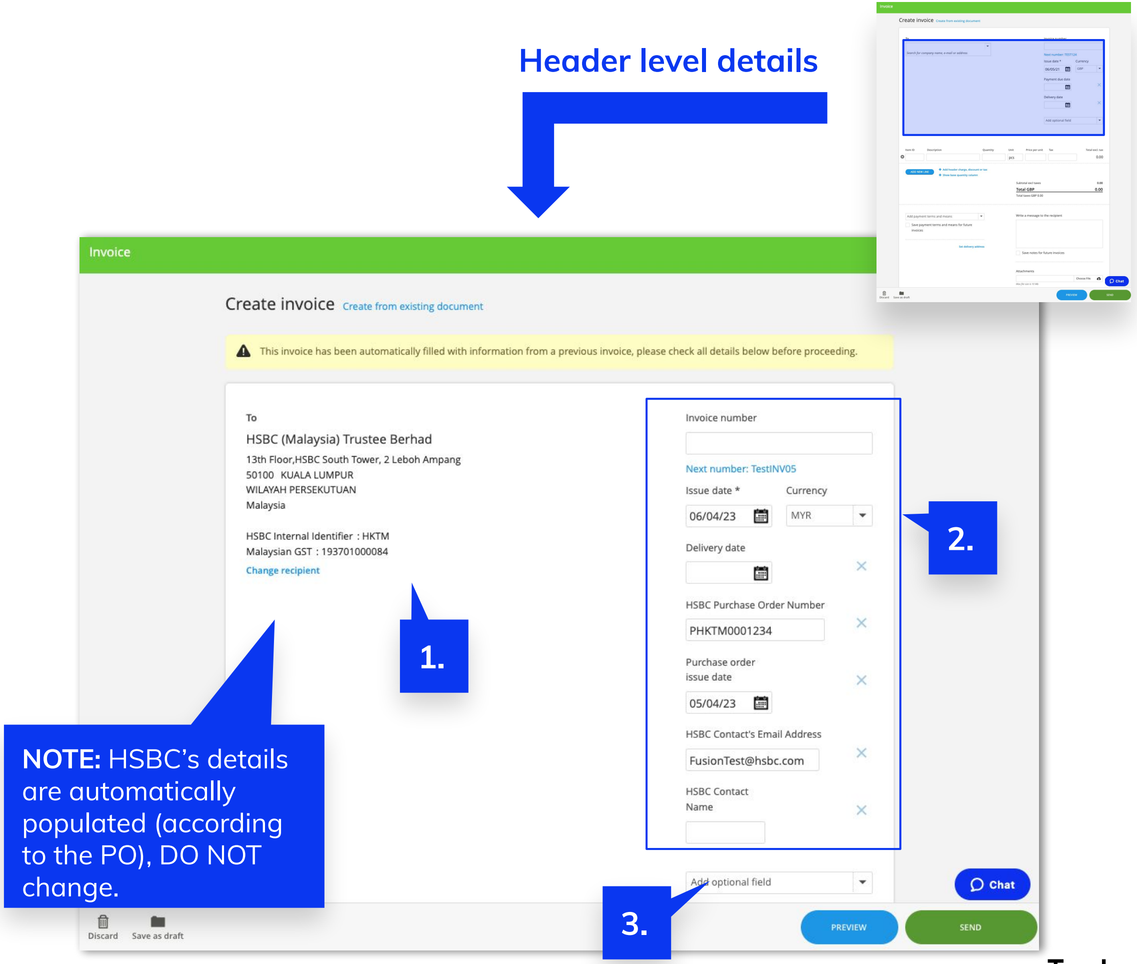
Always ensure all details are accurate before flipping any documents.

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



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**



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:

a. Insert the **exchange rate.** This exchange rate should be known by the supplier. If not, please check with your Finance department.

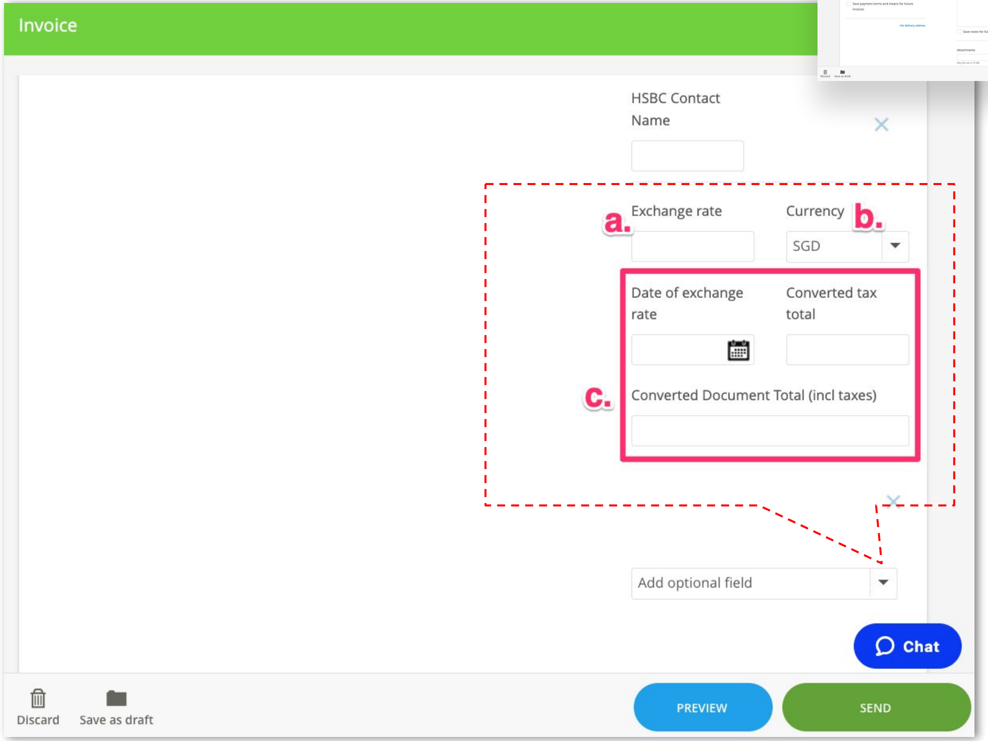
b. **Currency:** The currency in the supplier's country (which is different with the invoice currency)

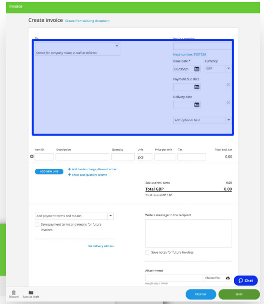
c. **Date of exchange rate:** Must be aligned with an exchange rate value

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

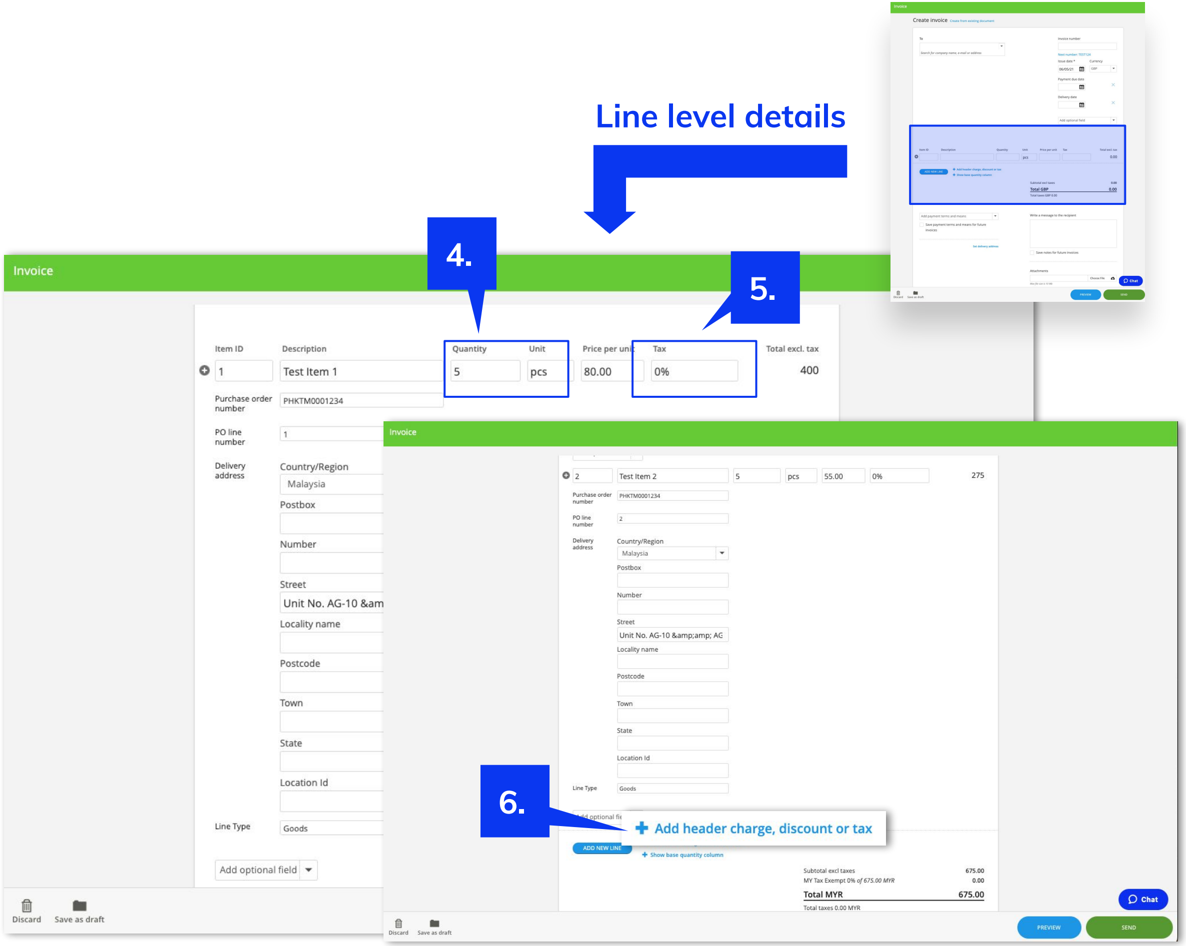




Creating an Invoice using PO Flip Method

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.



Creating an Invoice using PO Flip Method

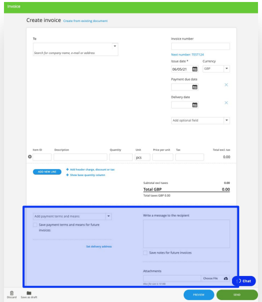
7. (Optional) Click here to select a payment method. Invoices submitted via Tradeshift **will only be paid to the primary supplier bank account registered with HSBC Group.** If there are any changes, please contact HSBC directly.

8. Delivery Address is pre-filled based on the PO. **Do not amend the details.**

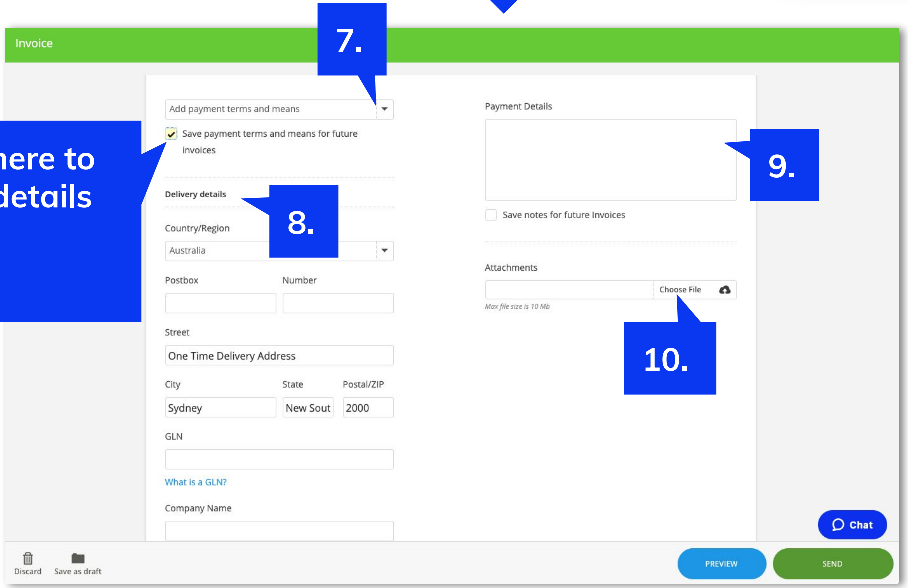
9. (Optional) Leave a note to your Customer *(limited to 140 characters)*

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)*

Bank details and attachments



Tip: Tick here to save the details for future invoices

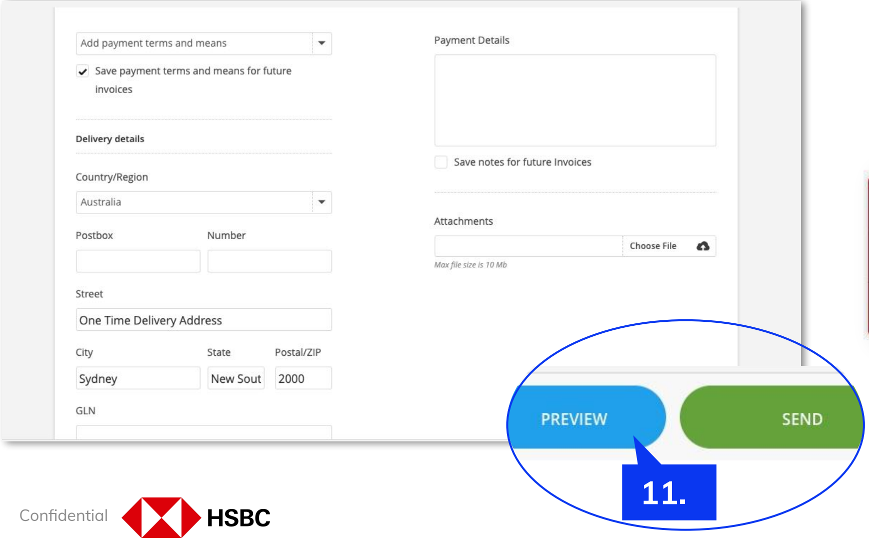


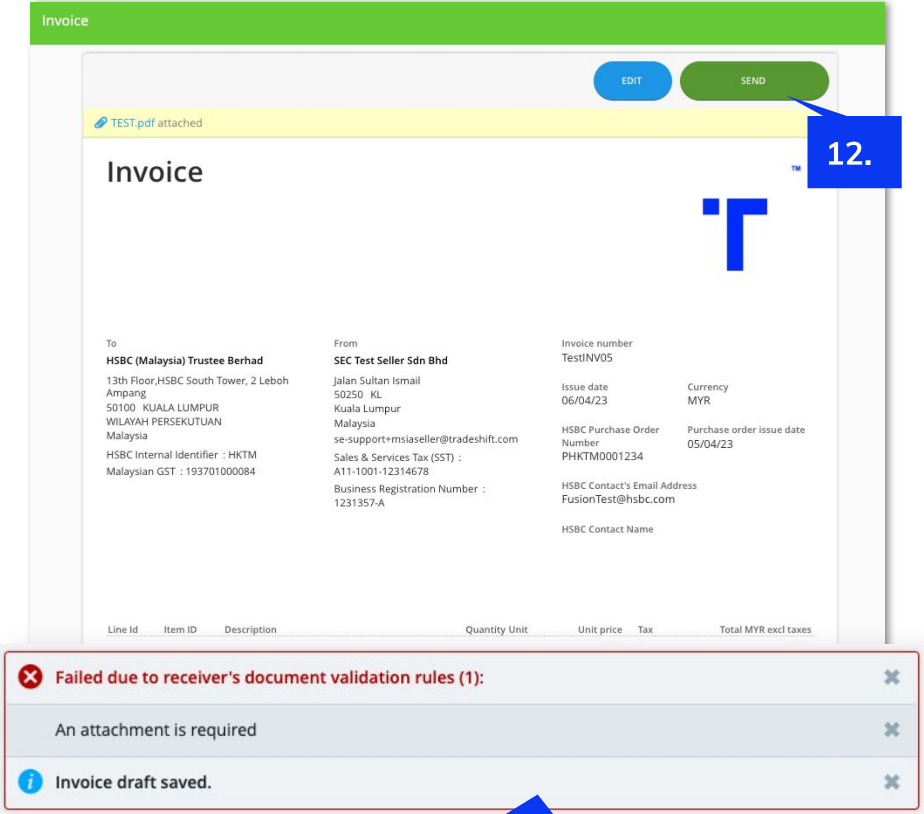
Creating an Invoice using PO Flip Method

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.**





⚠️ 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).

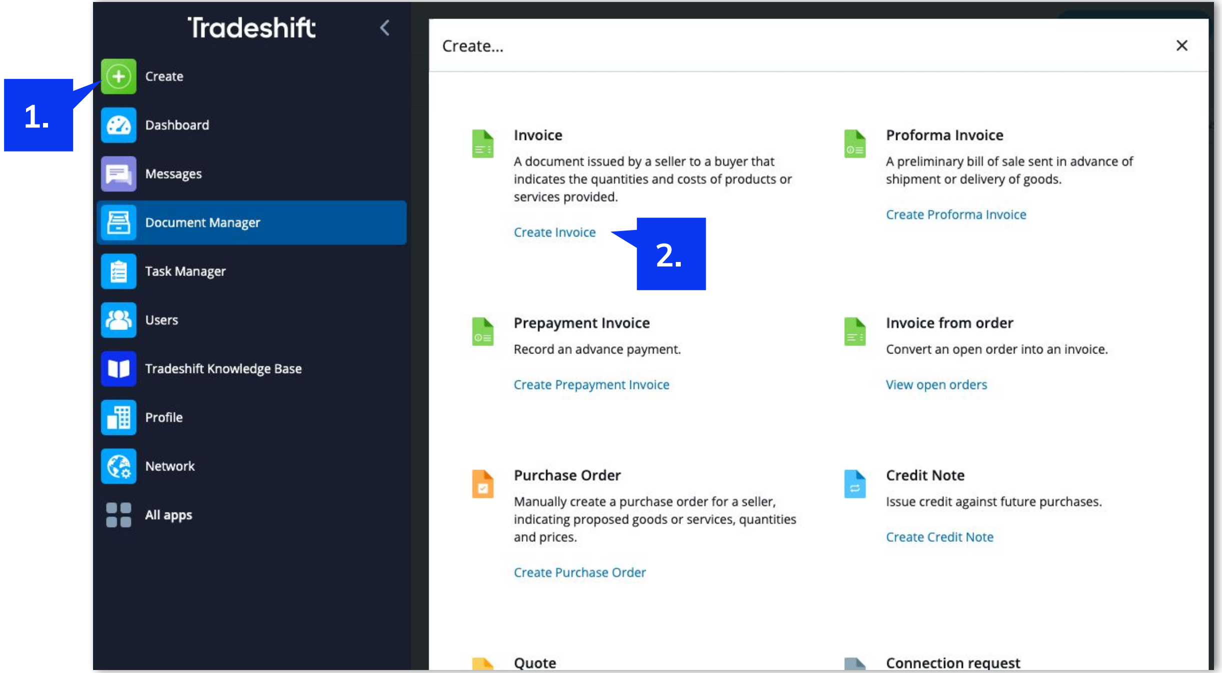
CREATE Launcher

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

How to invoice from the CREATE Launcher

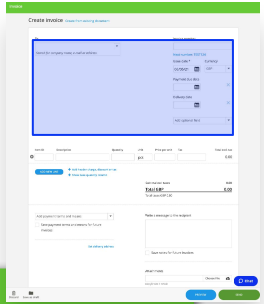
You can create an Invoice **without a PO** via the **CREATE** Launcher.

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



How to invoice from the CREATE Launcher

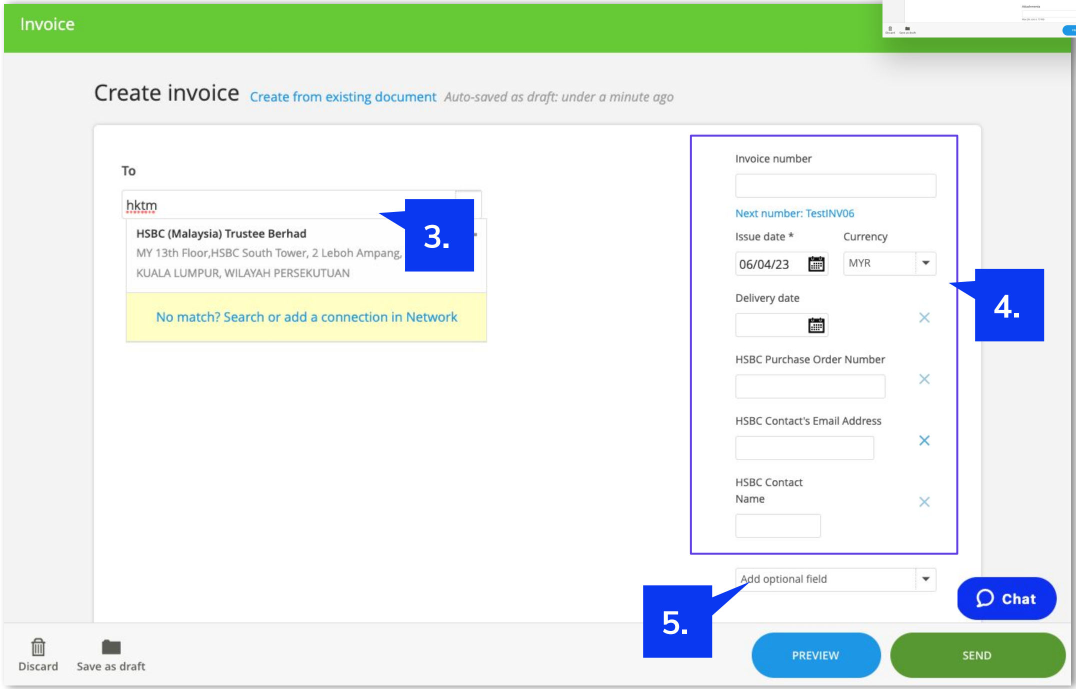
Header level details



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**



Tradeshift

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:

a. Insert the **exchange rate.** This exchange rate should be known by the supplier. If not, please check with your Finance department.
b. **Currency:** The currency in the supplier’s country (which is different with the invoice currency)
c. **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.

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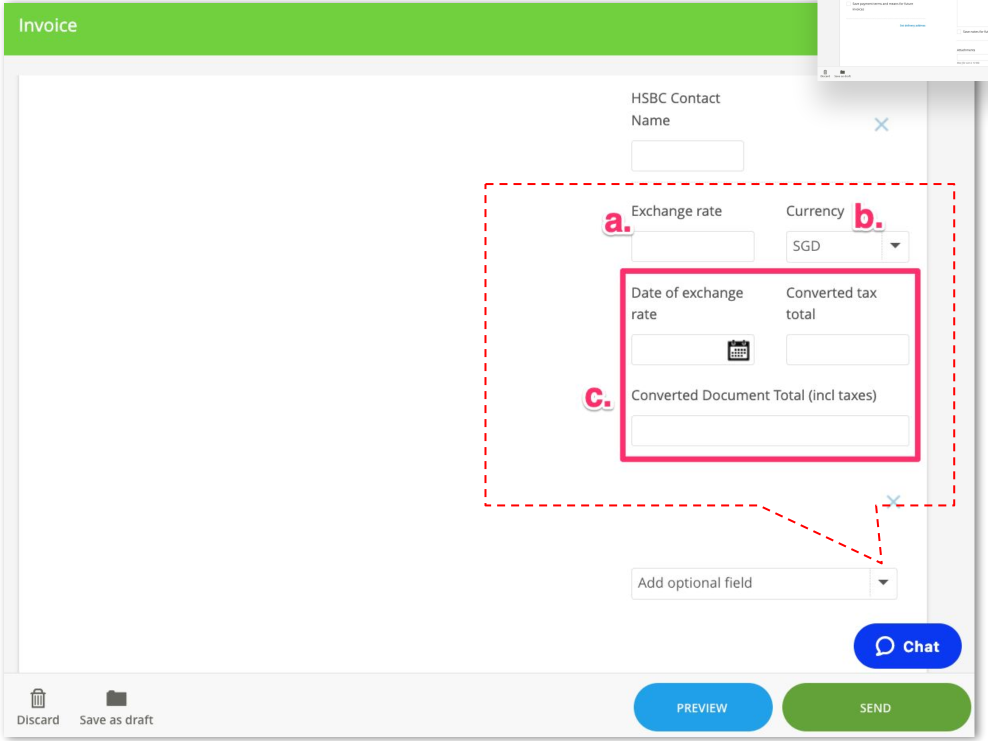
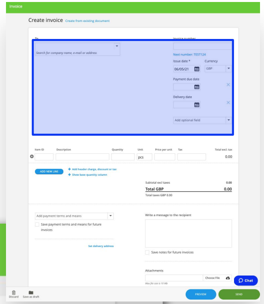
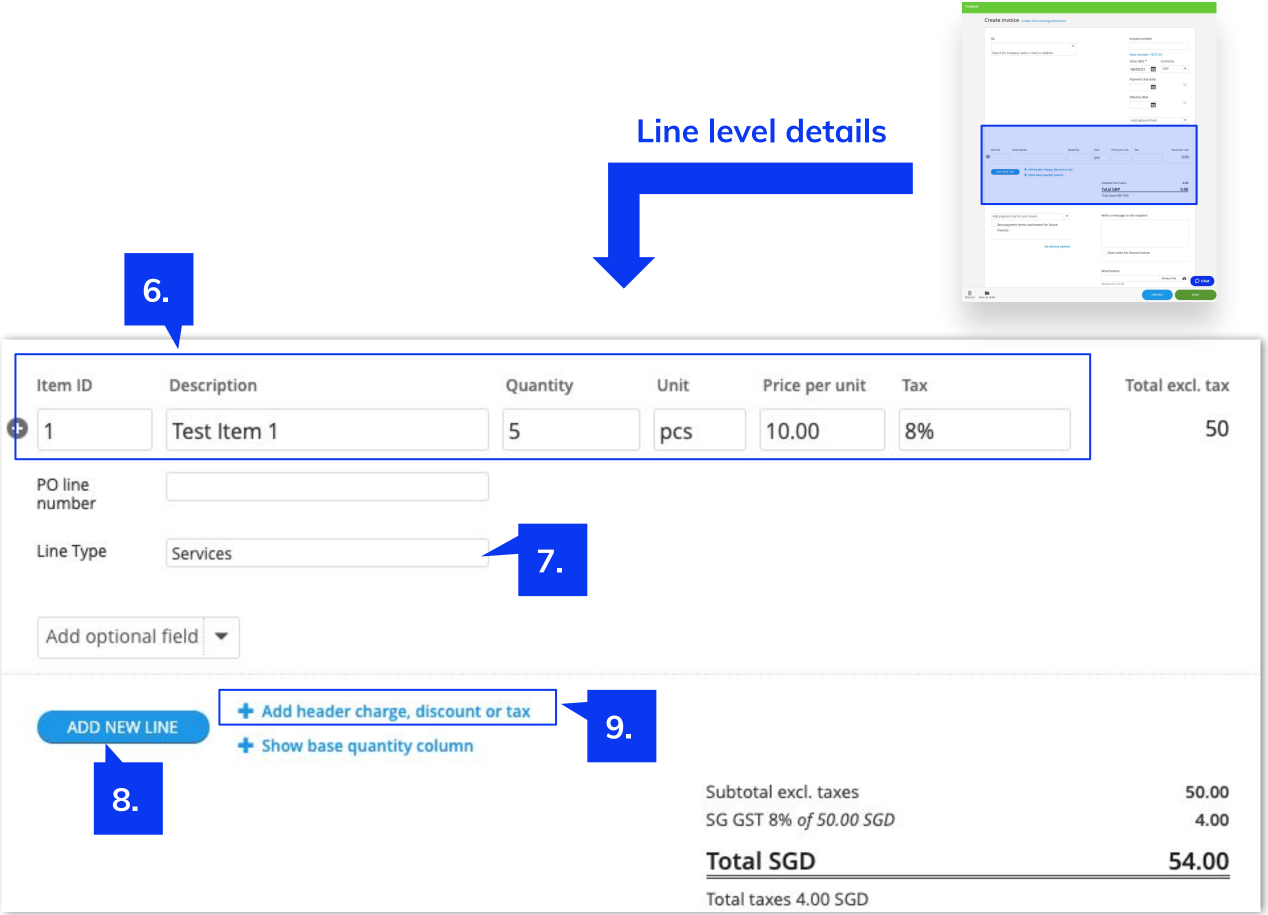
Header level details





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)

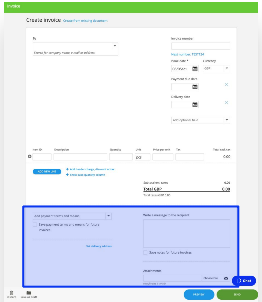


How to invoice from the CREATE Launcher

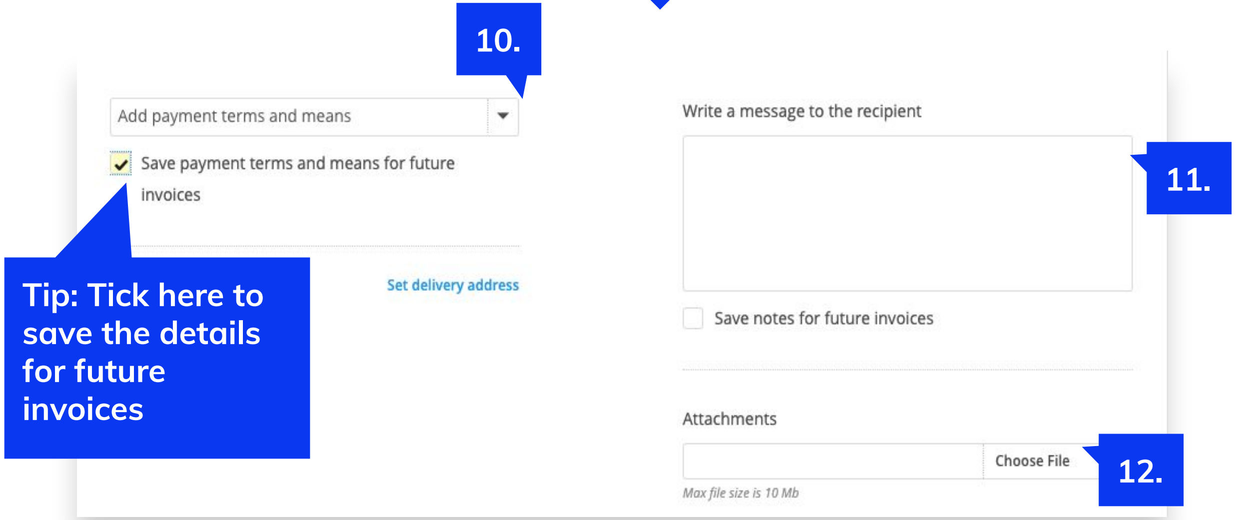
10. *(Optional)* Click here to select a payment method. Invoices submitted via Tradeshift **will only be paid to the primary supplier bank account registered with HSBC Group.** If there are any changes, please contact HSBC directly.

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)*



Bank details and attachments



How to invoice from the CREATE Launcher

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

14. Click **SEND**

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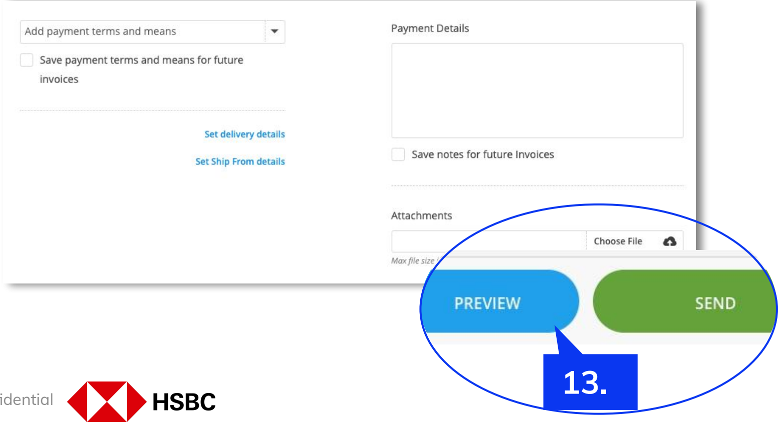
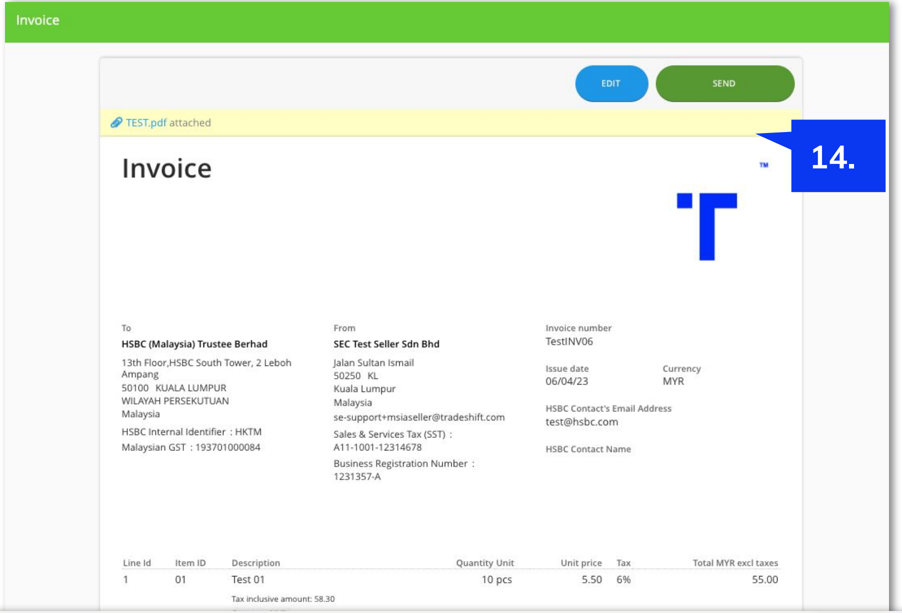




⚠️ You will see error messages (in red) if your document is incomplete. In this case, follow the instruction and insert the details to fix the error(s).

Important Notes

Invoicing with a PO

- **The PO must exists 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.

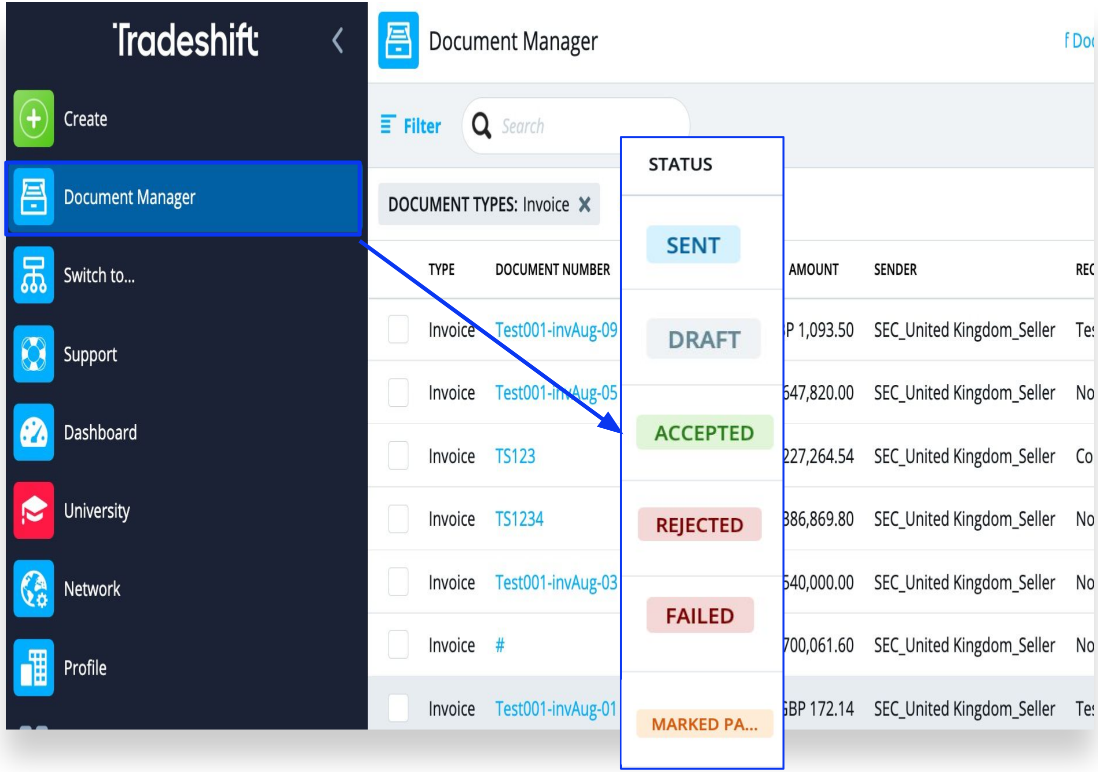
DRAFT
Invoice is created (saved as Draft), but has not been sent. A draft Invoice can be edited or discarded if required.

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.



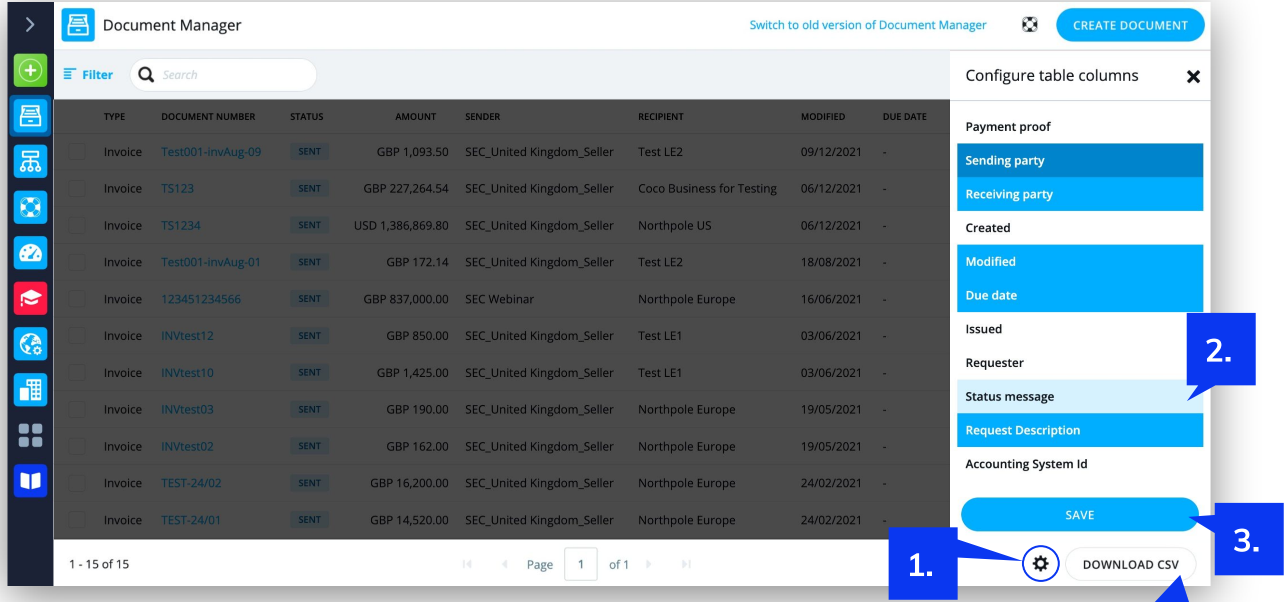
Customizing the table

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



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

HSBC Landing Page

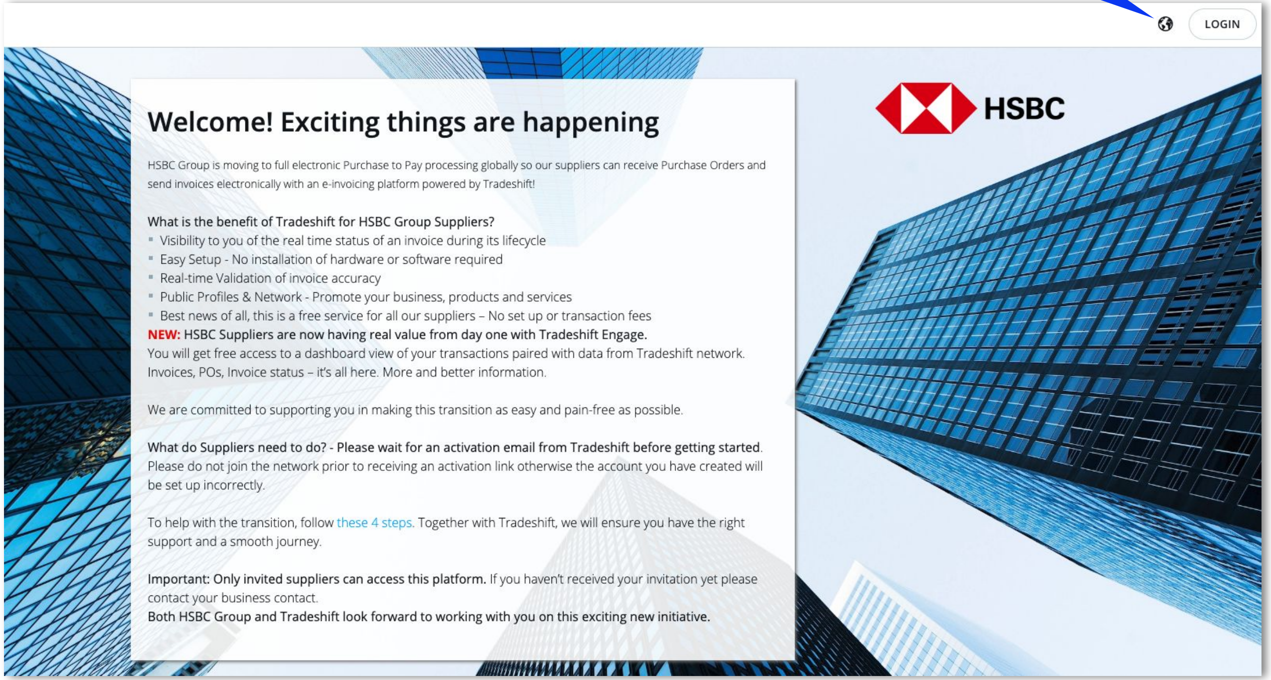
Click here for other language options

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.

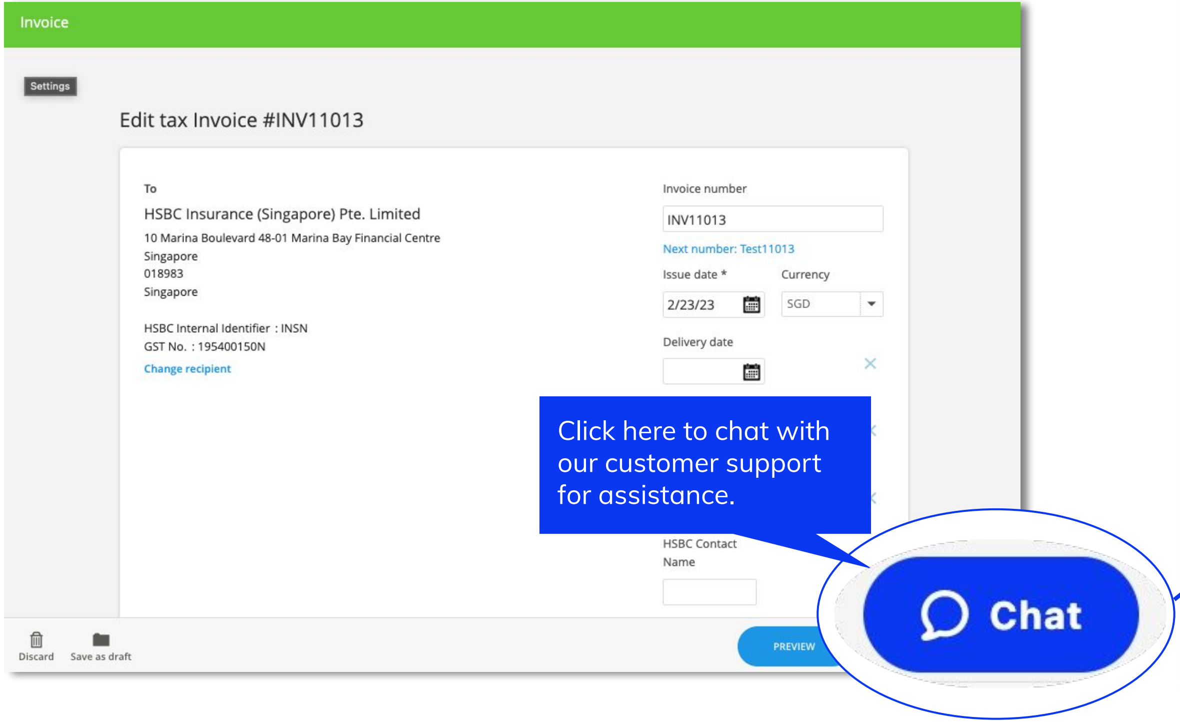
Nevertheless, you may access it directly via https://hsbc.support.tradeshift.com/

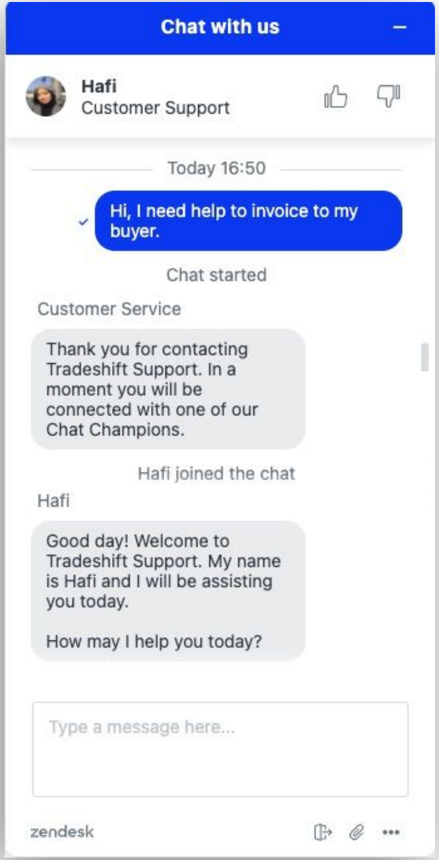


Other Features - Support Chat Function

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

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





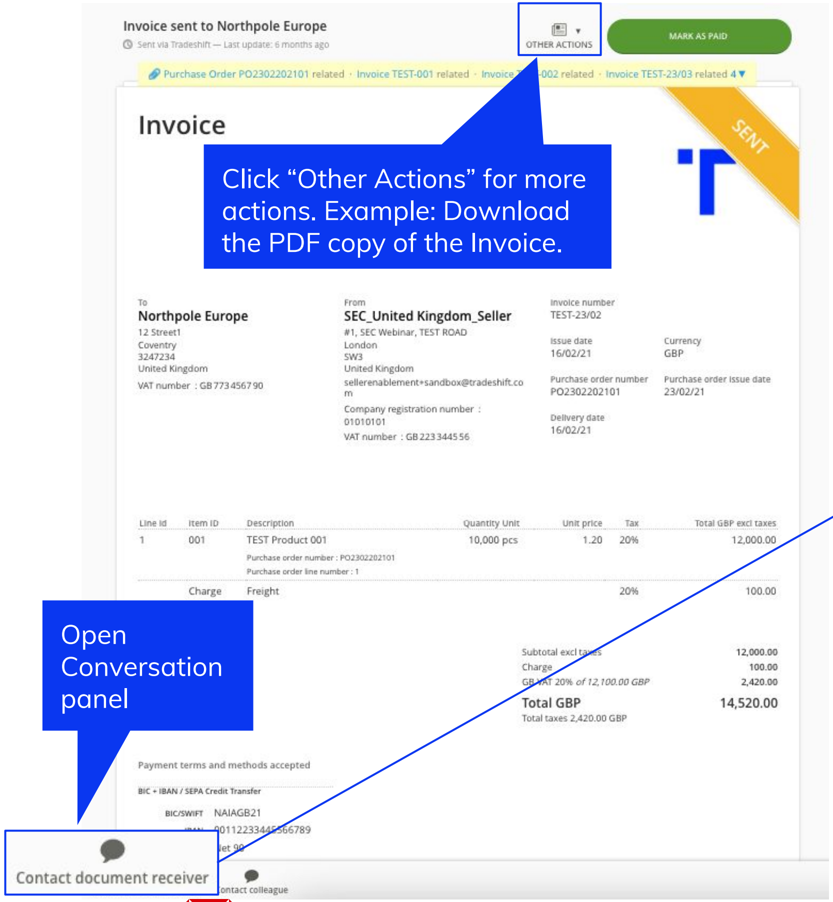
Other Features - Common Error and Solutions

Error message	Cause	Solution
Purchase Order __________ does not match any order on issue date YYYY-MM-DD	Relevant PO is not present on Tradeshift	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.	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

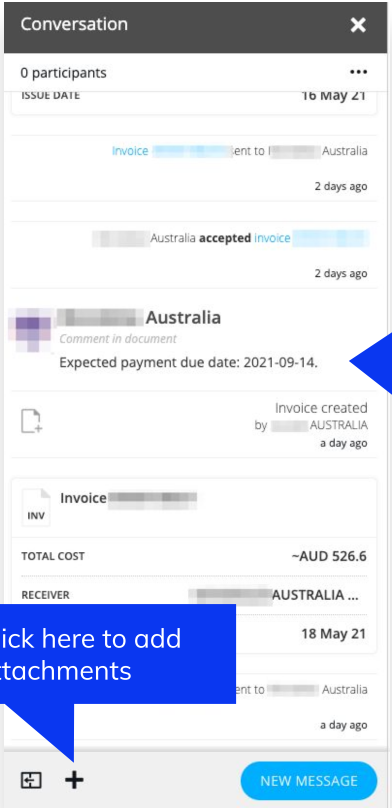
Error message	Cause	Solution
The invoice number allows maximum 50 alphanumeric characters except spaces and special characters	Document ID is either longer than the allowed maximum or is empty OR Document ID contains special characters, like !@#$%^&*()) or a space which is not acceptable	The Invoice 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



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

Open Conversation panel



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)

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