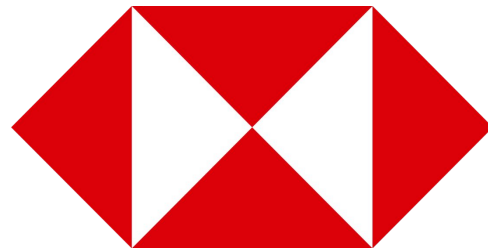


# HSBC US Onboarding: Getting Started with Tradeshift

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, 1<sup>st</sup> May 2023.



## Important Note

Those currently using **Oracle Supplier Portal (OSP)** or **Oracle Business Network (OBN)** **will need to move to Tradeshift by 1st May 2023** as this is being demised and invoices will not be received after this date.

# Agenda

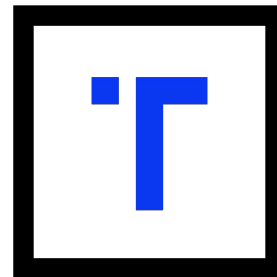
1. Covering The Basics
2. Setting Up Your Account and Company Profile
  - a. Account Activation
  - b. Update Company Profile and Invite Additional User
  - c. Network Connection with Your Customer
3. Navigating Through Your Tradeshift Account
4. WebUI Solution
  - a. HSBC US Branches in Scope
  - b. 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

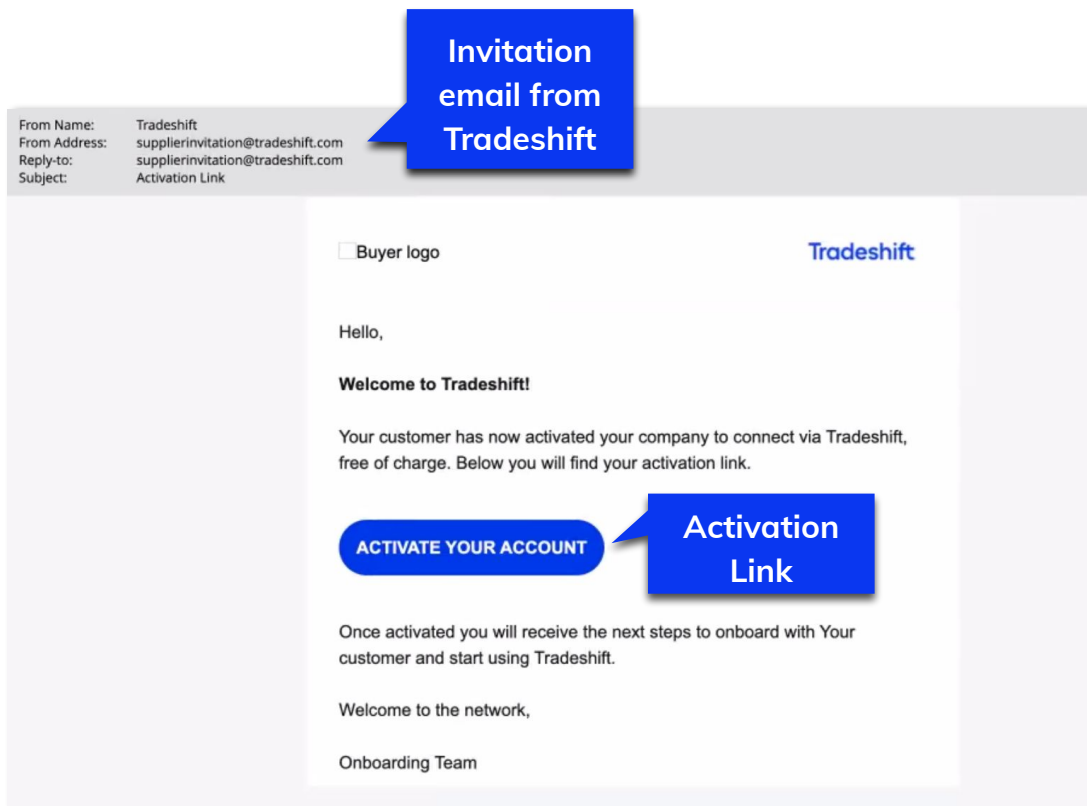
# 02

## Setting Up Your Account and Company Profile

# Account Activation

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

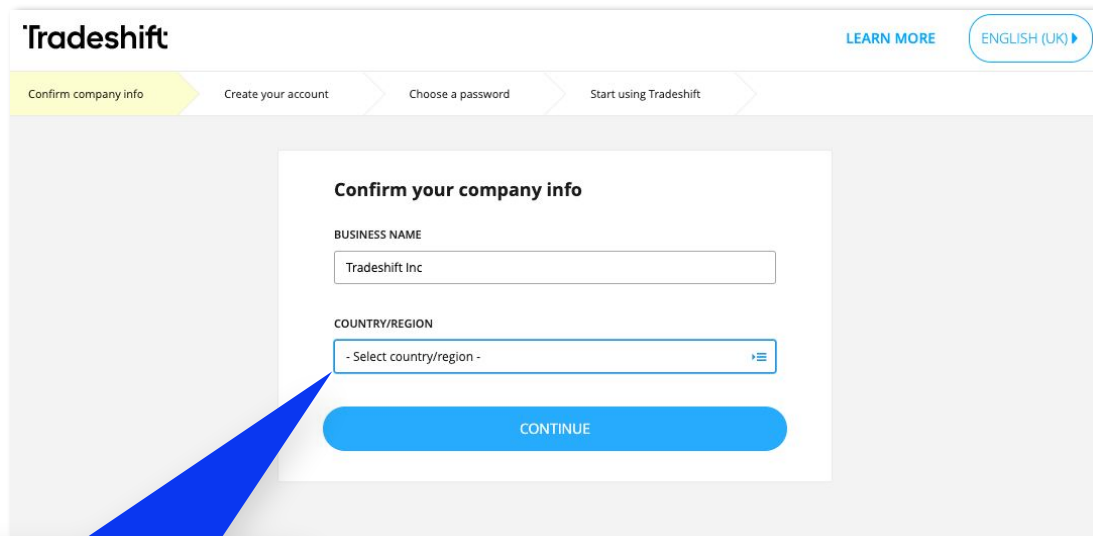
- If you could not find the email, search in the junk/spam mailbox.
- If you did not receive the email, you can raise a Support Ticket via: <https://support.tradeshift.com/requests/new>. Please provide your Company Name and Vendor No. in the Ticket.



# 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 is a progress bar with four steps: 'Confirm company info' (highlighted in yellow), 'Create your account', 'Choose a password', and 'Start using Tradeshift'. The main form area is titled 'Confirm your company info'. It 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 bubble 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 bar 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:

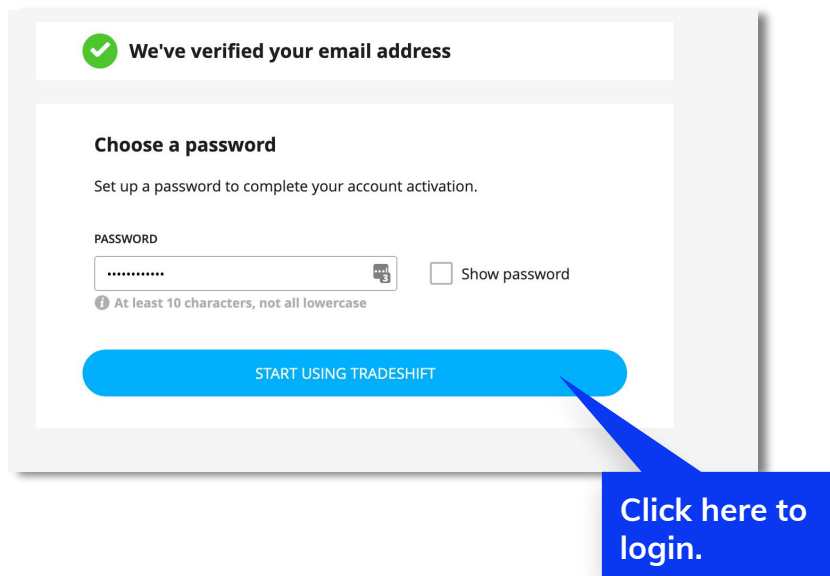
- FIRST NAME**: An empty text input field.
- LAST NAME**: An empty text input field.
- EMAIL ADDRESS**: A text input field containing 'test01@tradeshift.com'. A blue callout bubble points to this field with the text: 'Enter the email address which will be the login email of your account.'
- LANGUAGE**: 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.
- 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](https://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 input field is shown with a placeholder "PASSWORD" and a masked password "\*\*\*\*\*". To the right of the input field is a checkbox labeled "Show password". 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 positioned below the password field. A blue callout box with a white 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

Profile strength 20%

Complete your profile

COMPANY NAME  
HSBC Test US Seller

WEBSITE

INDUSTRY

COMPANY OWNERSHIP

COMPANY ADDRESS  
Montgomery, US

PHONE

INVITE TEAM MEMBER

COMPANY DESCRIPTION

COMPANY SIZE

SHARE CAPITAL

REGISTRATION ADDRESS

COMPANY EMAIL ADDRESS

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 US:

You must update the EIN/ TIN

### Company Identifiers

EDIT

EIN/TIN	GLN
121123455	Not selected
Internal Identifier	
Not selected	



# 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' page. The left sidebar has a 'Network' menu item highlighted with a blue callout '1.'. The main content area shows a list of connections under the 'MY NETWORK' tab. A yellow warning banner at the top states: 'You have 3 unverified relationships to review'. Below this, a table lists connections. The first row, 'Chocolate Bar Test Buyer GmbH', has a status of 'Connection' and is pointed to by a blue callout '2.'. The second row, 'Test Buyer A Limited', has a status of 'Unverified relationship' and a 'VERIFY' button. The third row, 'Test Buyer B Limited', has a status of 'Connection'. 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 <b>VERIFY</b> REMOVE
Test Buyer B Limited Austria		Connection

Click 'VERIFY' to accept the connection request

# 03

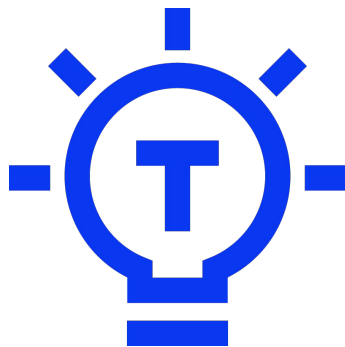
## Navigating Through Your Tradeshift Account

# Dashboard: Overview of Your Account

Click "All apps"  
to search for more  
applications

The screenshot shows the Tradeshift dashboard for a user named 'HSBC Test US Seller'. The interface includes a dark sidebar on the left with navigation options: Create, Dashboard, Messages, Document Manager, Network, Profile, Support Center, and All apps (highlighted with a red circle). The main content area is divided into several sections. At the top, there's a header with the user's name, a document count of 121123455, and links for Admins (1) and Users (0). Below this, the 'Documents' section shows a 'Sales' tab with an 'Invoices' dropdown and a large circular graphic displaying the number '2' next to 'Unpaid 2'. To the right, the 'Create document' section offers options to create an 'Invoice' or an 'Other document type'. At the bottom, a 'Support' section provides 'Crucial knowledge' with links to a support page and knowledge base, and lists 'Top questions' such as 'I need to invoice a customer. How do I create an invoice?' and 'I need to add more users to my account. How can I do that?'. The bottom of the sidebar shows the user's role as 'Seller Enablement TS SEC' and 'HSBC Test US Seller'.

# 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

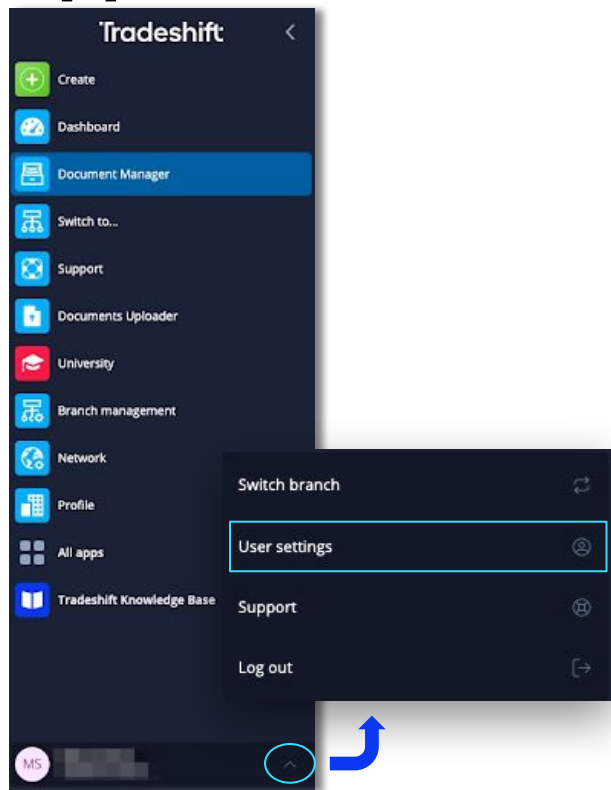
- All assistance in every step
- Encompass many forms of content: FAQs, Process Guides, Video demonstrations etc.



## 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 US

## Branches in Scope

The current branches in scope are as below:

Country	HSBC Branches in Scope	Branch ID
USA	Decision One Mortgage Company	DECIONMOLL
	Giller Ltd	GILLER
	Household Pooling Corporation	HOUSEPOOLI
	HSBC Bank USA, National Association	HBUS
	HSBC Capital (USA), Inc.	PEUS
	HSBC Card Services Inc	HOUSEHOLD
	HSBC Finance Corporation	HBIO
	HSBC Global Asset Management Inc	AMUS
	HSBC Insurance Agency (USA) Inc	INNY
	HSBC Markets (USA) Inc	HMUS
	HSBC Mortgage Corporation USA	HMCU
	HSBC North America Holdings Inc	HNAH

# HSBC US

## Branches in Scope

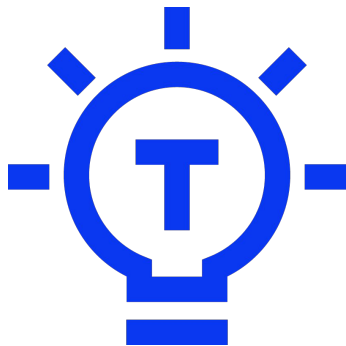
The current branches in scope are as below:

Country	HSBC Branches in Scope	Branch ID
USA	HSBC Realty Credit Corporation (USA)	HRCC
	HSBC Securities (USA) Inc	HCSU
	HSBC Technology & Services (USA) Inc	HTSU
	HSBC Trust Company (Delaware), National Association	HTCD
	HSBC USA Inc.	HUSI
	HSBC Ventures USA Inc	HSVC
	HSI Asset Securitization Corporation	HSIASSEC
	The Real Estate Collateral Management Company	REALESCOMA

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 a menu containing: Create, Document Manager (highlighted), Switch to..., Network, Profile, All apps, and Tradeshift Knowledge Base. The main area is titled 'Document Manager' and has a search bar with 'Filter' and 'Search' buttons. Below the search bar, there's a 'DOCUMENT TYPES: Order' filter with 'Clear all' and 'Save' buttons. A list of documents is shown with columns: TYPE, DOCUMENT NUMBER, STATUS, AMOUNT, SENDER, RECIPIENT, and ACTIONS. The list contains four items, all of type 'Order'. The first two are 'RECEIVED' and the last two are 'ACCEPTED'. A blue callout box points to the 'DOCUMENT TYPES: Order' filter with the text '2. Search for the Purchase Order you wish to invoice against'. A red callout box points to the 'Clear all' button with 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 ID' column with the text '3. Select the Purchase Order by clicking the Document ID'. A blue callout box points to the 'Document Manager' menu item with the text '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

1. Click the Document Manager app

3. Select the Purchase Order by clicking the Document ID

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 Bank USA, National Association  
Received via Tradeshift — Last update: 18 hours ago

OTHER ACTIONS [CREATE INVOICE](#) [ACCEPT](#)

**Purchase Order**

**To**  
**HSBC Test US Seller**  
Street name  
Montgomery AL 36013  
United States  
EIN/TIN : 12-1123455

**From**  
**HSBC Bank USA, National Association**  
452 Fifth Avenue  
NEW YORK NY 10018  
United States  
HSBC Internal Identifier : HBUS  
EIN/TIN : 20-1177241

Order number  
PHBUS0000112

Order date  
3/29/23

Currency  
USD

Person reference  
FusionTest@hsbc.com

Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total USD excl. taxes
1	1	Item 1	5	pcs	100.00		500.00
Transport Reference : Services							
2	2	Item 2	2	pcs	135.00		270.00
Transport Reference : Services							
Subtotal excl. taxes							770.00
<b>Total USD</b>							<b>770.00</b>
Total taxes 0.00 USD							

**Delivery details**

Address 1133 Avenue of the Americas  
NEW YORK  
NEW YORK  
10036  
United States

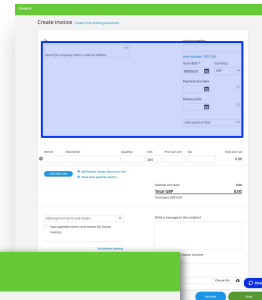
Contact document sender Contact colleague

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

# Creating an Invoice using PO Flip Method

1. Make sure the your customer's Legal Entity is correct
2. Insert the **mandatory fields** such as:
  - Invoice Number
  - Issue Date
  - Currency (of the invoice) (*pre-filled*)
  - Delivery date
  - HSBC Purchase Order Number (*pre-filled*)
  - Purchase order issue date (*pre-filled*)
  - **Optional:** HSBC Contact's Email Address (*pre-filled*)
  - **Optional:** HSBC Contact Name
3. **Add mandatory field:** '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



Invoice

Create Invoice [Create from existing document](#) Auto-saved as draft: under a minute ago

**⚠ This invoice has been automatically filled with information from a previous invoice, please check all details below before proceeding.**

To  
HSBC Bank USA, National Association  
452 Fifth Avenue  
NEW YORK NY 10018  
United States  
  
HSBC Internal Identifier : HBUS  
EIN/TIN : 20-1177241  
[Change recipient](#)

Invoice number  
  
Next number: 2

Issue date \*  Currency

Delivery date

HSBC Purchase Order Number

Purchase order  
Issue date

HSBC Contact's Email Address

HSBC Contact  
Name

Add optional field

Discard Save as draft

PREVIEW SEND

Chat

1.

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

2.

3.

# 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**

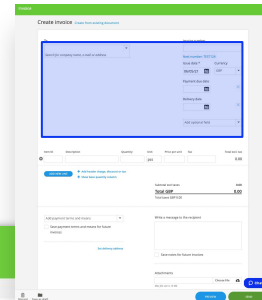
## Refer to the steps as below:

- 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





# 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.

Line level details

Invoice

Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
1	Item 1	5	pcs	100.00	0%	500
2	Item 2	2	pcs	135.00	0%	270

Purchase order number: PHBUS0000112

PO line number: 1

Line Type: Services

Add optional field

ADD NEW LINE

+ Add header charge, discount or tax

+ Show base quantity column

Chat

DISCARD Save as draft PREVIEW SEND

# Creating an Invoice using PO Flip Method

At Step 5, if you could not find the relevant tax % from the list, you can create new taxes with the following steps:

- Click 'Add new tax'
- Make sure the COUNTRY is correct, then click 'ADD NEW TAX' at the bottom
- Add the tax manually
- Click on 'SAVE TAX' at the bottom

Once the tax is added, it will be available in the list for selection.

Select tax

TAXES (USER DEFINED)

Add new tax **a.** +

TAXES (UNITED STATES)

- US Non-Taxable 0%
- US Tax 7.6%
- US Tax Exempt 0%
- Enter fixed tax amount →

Line level details



Add new tax

COUNTRY

United States

You can base your new tax on an existing tax from the list below.

SELECT AN EXISTING TAX

- US Non-Taxable 0%
- US Tax 7.6%
- US Tax Exempt 0%

If none of the taxes above are suitable you can add a new tax.  
If you would like to add stacked taxes use the Advanced Tax Editor.

**b.** ADD NEW TAX

ADVANCED TAX EDITOR

Add tax manually

COUNTRY

United States

TAX TYPE

STT - State sales tax

TAX RATE

S - Standard rate

PERCENTAGE

0%

DESCRIPTION

US STT 0%

**d.** SAVE TAX

# 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. **(Optional)** Upload 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

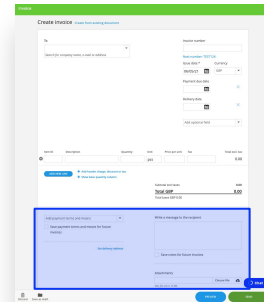
The screenshot shows the 'Create Invoice' form in the Tradeshift system. It includes a green header bar with the word 'Invoice'. The form is divided into several sections: 'Add payment terms and means' with a dropdown and a checkbox 'Save payment terms and means for future invoices'; 'Delivery details' with fields for 'Country/Region' (pre-filled with 'Australia'), 'Postbox', 'Number', 'Street', 'One Time Delivery Address', 'City' (pre-filled with 'Sydney'), 'State' (pre-filled with 'New Sout'), 'Postal/ZIP' (pre-filled with '2000'), 'GLN', and 'Company Name'; 'Payment Details' with a large 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' icon.

7. Add payment terms and means

8. Delivery details

9. Payment Details

10. Attachments



# 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.**

Invoice

Add payment terms and means

☒ Save payment terms and means for future invoices

Payment Details

Delivery details

Country/Region

Postbox Number

Street

One Time Delivery Address

City State Postal/ZIP

GLN

What is a GLN?

Company Name

Attachments

Choose File

May file size is 10 MB

PREVIEW

SEND

11.

Invoice

EDIT

SEND

12.

Invoice

To: HSBC Bank USA, National Association  
452 Fifth Avenue  
NEW YORK NY 10018  
United States  
EIN/TIN : 20-1177241

From: HSBC Test US Seller  
Street name  
Montgomery AL 36013  
United States  
se-support+UStest@tradeshift.com  
EIN/TIN : 12-1123455

Invoice number  
TestINV01

Issue date  
3/30/23

Currency  
USD

HSBC Purchase Order  
Number  
PHBUS0000112

Purchase order issue date  
3/29/23

Delivery date  
3/27/23

HSBC Contact's Email Address  
FusionTest@hsbc.com

HSBC Contact Name

Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total USD exd. taxes
1	1	Item 1	1	pcs	100.00	0%	100.00

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

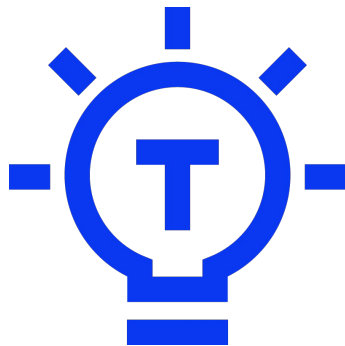
Invoice number cannot contain special characters and cannot be more than 50 characters

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

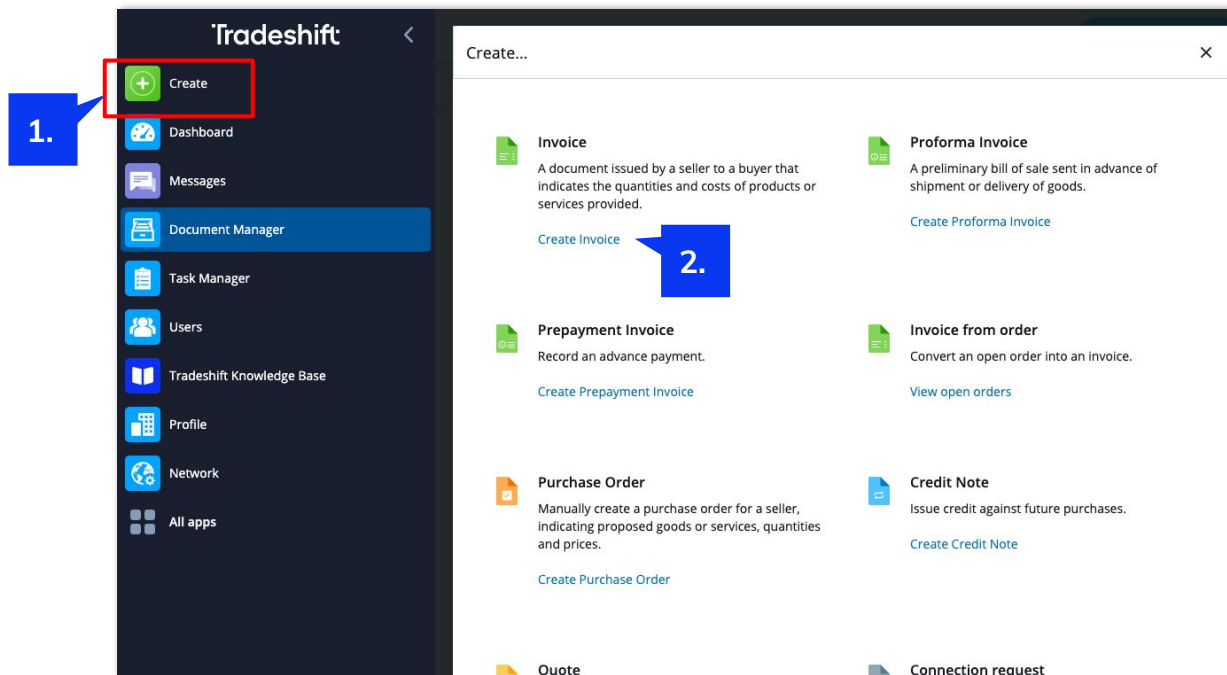
**Applicable to Non-PO sellers (sellers who invoice without a PO)**



# 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 HBUS, HBIO etc (refer to the branches in scope [here](#))
4. Fill in the **mandatory fields** such as:
  - Invoice Number
  - Issue Date
  - Currency (of the invoice) (*pre-filled*)
  - Delivery date
  - HSBC Contact's Email Address  
(*must be in the form of "name"@hsbc.com*)
5. **Add mandatory field:** 'Payment due date' date from the drop down at header. **Add the [Exchange Rate] from this drop down for non-local currency transactions**

Header level details

The screenshot shows the 'Edit Invoice' interface. A green header bar at the top contains the word 'Invoice'. Below it, the title 'Edit Invoice' is followed by the text 'Auto-saved as draft: under a minute ago'. The main content area is divided into two sections. The left section, titled 'To', contains a search bar with 'hsbc bank usa' entered. Below the search bar, two results are listed: 'HSBC Bank USA, National Association' with address 'US 452 Fifth Avenue, NEW YORK NY 10018', and 'HSBC Bank USA N.A. (DEV)' with address 'US 1800 Tysons Boulevard, Suite 50, Tysons Virginia 22102'. A yellow banner at the bottom of this section says 'No match? Search or add a connection in Network'. A blue callout '3.' points to the search bar. The right section contains a form with the following fields: 'Invoice number' (text input), 'Next number: 3' (text), 'Issue date \*' (calendar icon, showing '30/03/23'), 'Currency' (dropdown menu, showing 'USD'), 'Delivery date' (calendar icon, with a close button 'x'), 'HSBC Purchase Order Number' (text input, with a close button 'x'), 'HSBC Contact's Email Address' (text input, with a close button 'x'), and 'HSBC Contact Name' (text input, with a close button 'x'). A blue callout '4.' points to the 'Issue date' field. At the bottom of the form, there is a dropdown menu labeled 'Add optional field' and a blue callout '5.' pointing to it. At the bottom of the interface, there are two buttons: 'DISCARD' and 'Save as draft'. On the right side, there is a 'Chat' button with a speech bubble icon. At the bottom right, there are two large buttons: 'PREVIEW' (blue) and 'SEND' (green).

# 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'

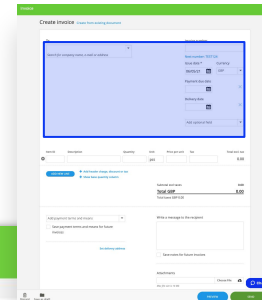
Refer to the steps as below:

- 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

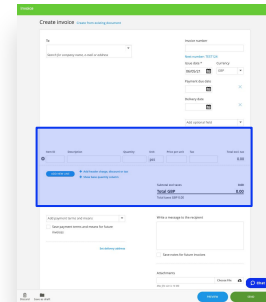
DISCARD Save as draft PREVIEW SEND Chat



# How to invoice from the CREATE Launcher

6. Fill in the line details and Tax %
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



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

Add optional field ▼

ADD NEW LINE

+ 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**

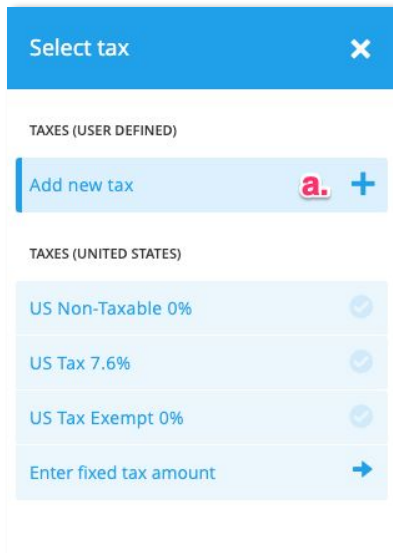
Total taxes 4.00 SGD

# How to invoice from the CREATE Launcher

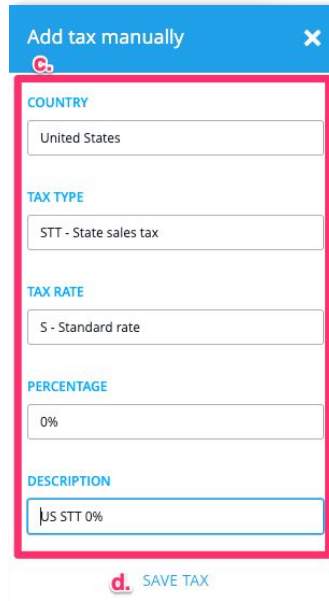
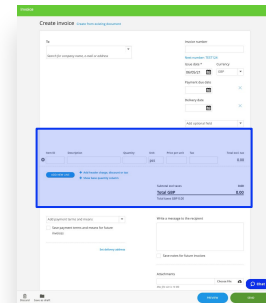
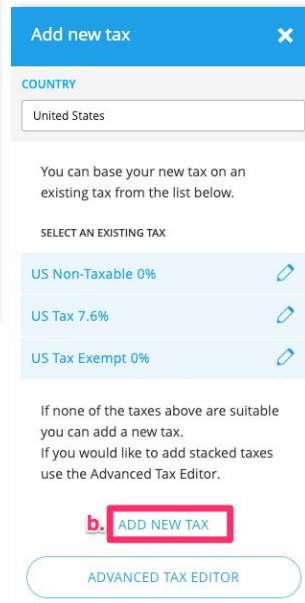
At Step 6, if you could not find the relevant tax % from the list, you can create new taxes with the following steps:

- Click 'Add new tax'
- Make sure the COUNTRY is correct, then click 'ADD NEW TAX' at the bottom
- Add the tax manually
- Click on 'SAVE TAX' at the bottom

Once the tax is added, it will be available in the list for selection.



Line level details



# How to invoice from the CREATE Launcher

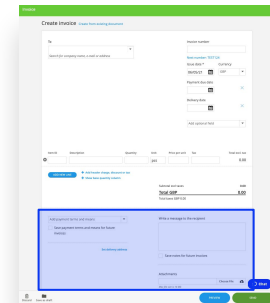
10. (Optional) Click here to select a payment method. Invoices submitted via Tradeshift **will only be paid to the primary supplier bank account registered with HSBC Group**. If there are any changes, please contact HSBC directly.
11. Set the **delivery address** here. The delivery details: Country, Street name, City, State, Postal/ ZIP are **mandatory**
12. (Optional) Leave a note to your Customer *(limited to 140 characters)*
13. (Optional) Upload supporting documents as additional reference *(maximum 4 attachments of 3Mb each are allowed)*

The screenshot shows the 'Create Invoice' form with the following elements and callouts:

- Callout 10:** Points to the 'Add payment terms and means' dropdown menu.
- Callout 11:** Points to the 'Set delivery address' button, which is highlighted with a red box. A blue tip box next to it says: "Tip: Tick here to save the details for future invoices".
- Callout 12:** Points to the 'Write a message to the recipient' text area.
- Callout 13:** Points to the 'Choose File' button in the 'Attachments' section.

Other visible form elements include a 'Save payment terms and means for future invoices' checkbox (checked), a 'Save notes for future invoices' checkbox (unchecked), and a 'Max file size is 10 Mb' note.


Bank details and attachments

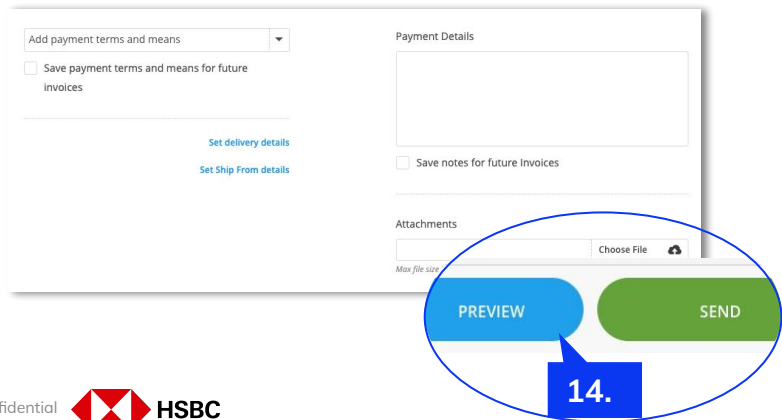


# How to invoice from the CREATE Launcher

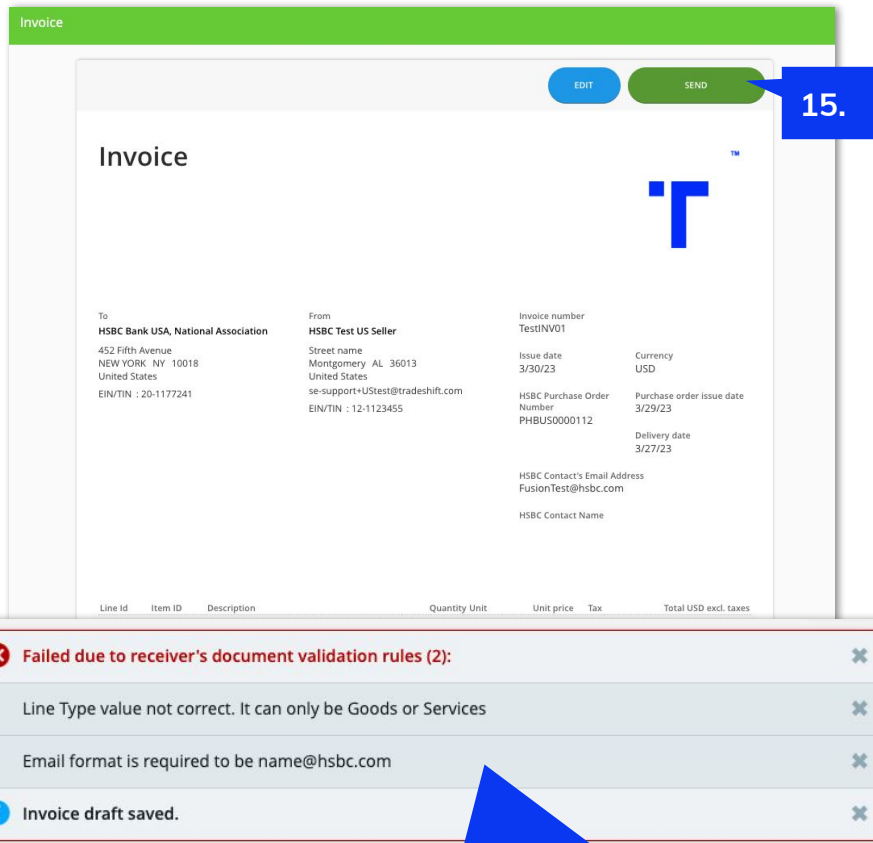
14. Click **PREVIEW** to verify the details

15. 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 for 'Add payment terms and means', a checkbox for 'Save payment terms and means for future invoices', and links for 'Set delivery details' and 'Set Ship From details'. Below this is the 'Attachments' section with a 'Choose File' button. At the bottom, the 'PREVIEW' button is highlighted with a blue circle and a callout box labeled '14.'.




The screenshot shows the 'Invoice' preview screen. It includes a header with 'Invoice' and a 'SEND' button highlighted with a blue circle and a callout box labeled '15.'. The main content area displays the invoice details, including the 'To' and 'From' information, the 'Invoice number', 'Issue date', 'Currency', 'HSBC Purchase Order Number', 'Purchase order issue date', 'Delivery date', 'HSBC Contact's Email Address', and 'HSBC Contact Name'. Below the details is a table with columns for 'Line Id', 'Item ID', 'Description', 'Quantity Unit', 'Unit price', 'Tax', and 'Total USD excl. taxes'.

 **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 .
- 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.
- Those currently using **Oracle Supplier Portal (OSP)** or **Oracle Business Network (OBN)** will need to move to **Tradeshift by 1st May 2023** as this is being demised and invoices will not be received 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.

**Tradeshift** Document Manager

Filter Search

DOCUMENT TYPES: Invoice X

TYPE	DOCUMENT NUMBER	AMOUNT	SENDER	REC
<input type="checkbox"/> Invoice	Test001-invAug-09	P 1,093.50	SEC_United Kingdom_Seller	Test
<input type="checkbox"/> Invoice	Test001-invAug-05	547,820.00	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	Test

**STATUS**

- SENT
- DRAFT
- ACCEPTED
- REJECTED
- FAILED
- MARKED PAID




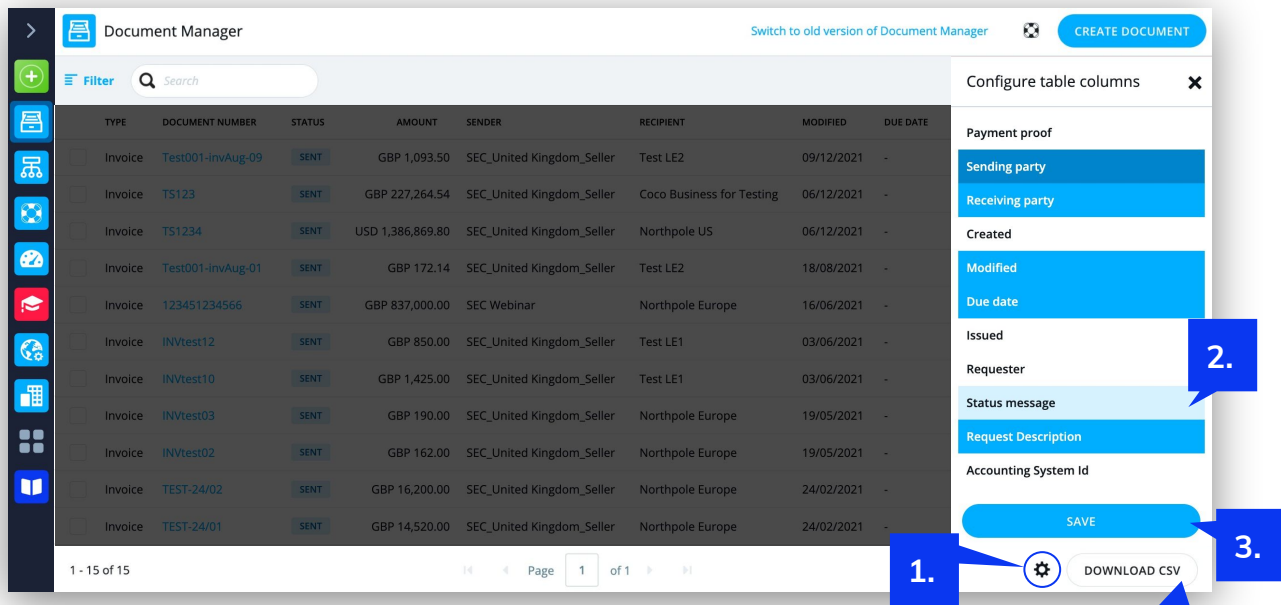
# Customizing the table

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

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

# HSBC Landing Page

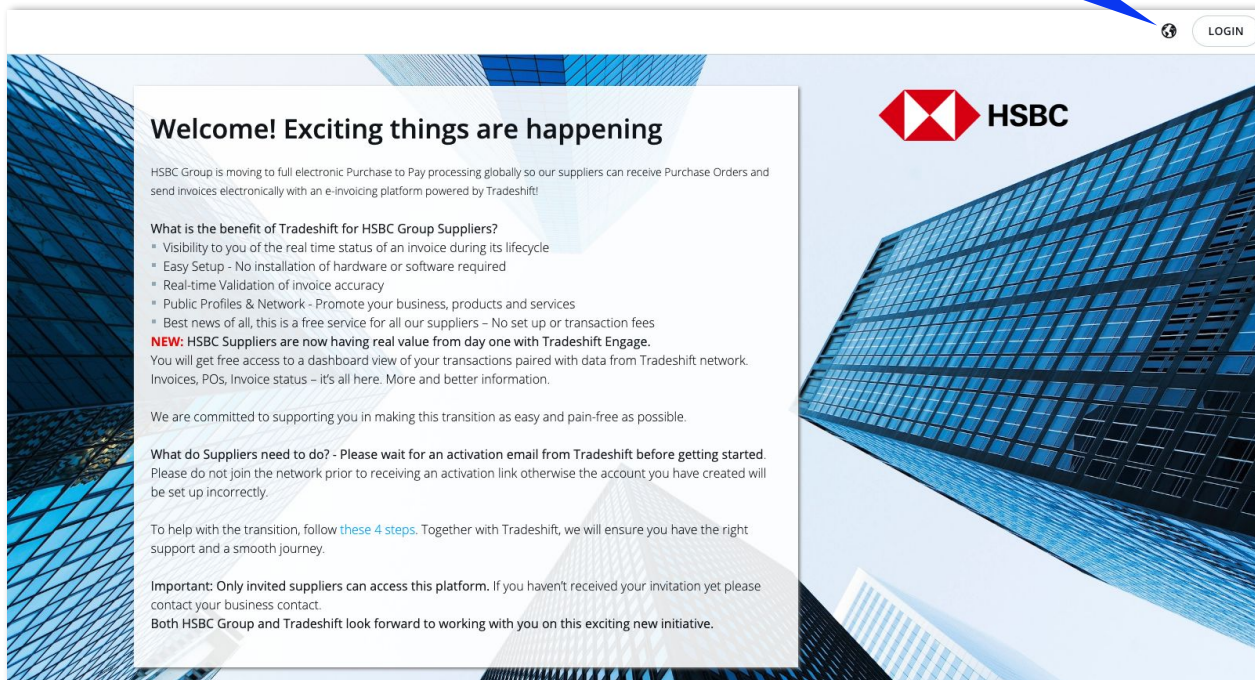
Landing page is where you will find all necessary information regarding your Customer's transition to Tradeshift.

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



## 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

Invoice

Edit invoice

To  
HSBC Bank USA, National Association  
452 Fifth Avenue  
NEW YORK NY 10018  
United States

HSBC Internal Identifier : HBUS  
EIN/TIN : 20-1177241  
[Change recipient](#)

Invoice number

Next number: 3

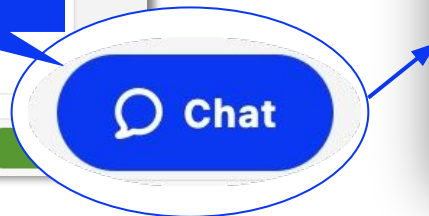
Issue date \*  Currency

Delivery date

HSBC Purchase Order Number

Add optional field

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"> <li>1. Check with the Customer to enquire about the missing PO.</li> <li>2. If the Customer confirmed the PO is uploaded, you can reach out to our <a href="#">Support team</a>.</li> </ol>
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 <a href="#">Support team</a> 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"> <li>1. Check if the <a href="#">Amount/ Quantity</a> is within the PO amount.</li> <li>2. If everything is in the correct order, there must be an issue with the invoice's particular line, and our <a href="#">Support team</a> needs to check on it.</li> </ol>

## 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 <b>Alphabetical/Number</b> and <b>no special characters are</b> 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 <a href="#">Support team</a> 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 <a href="#">Support team</a> 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 <a href="#">Support team</a> 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

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

## Invoice

SENT

To: Northpole Europe  
12 Street1  
Country: 3247234  
United Kingdom  
VAT number: GB 773 4567 90

From: SEC\_United Kingdom\_Seller  
#1, SEC Webinar, TEST ROAD  
London  
SW3  
United Kingdom  
sellerenablement+sandbox@tradeshift.co.uk  
Company registration number: 01010101  
VAT number: GB 223 3445 56

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
GST 20% of 12,100.00 GBP							2,420.00
<b>Total GBP</b>							<b>14,520.00</b>
Total taxes 2,420.00 GBP							

Payment terms and methods accepted  
BIC • IBAN / SEPA Credit transfer  
BIC/SWIFT: NAIAGB21  
IBAN: DE 112233445566789

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

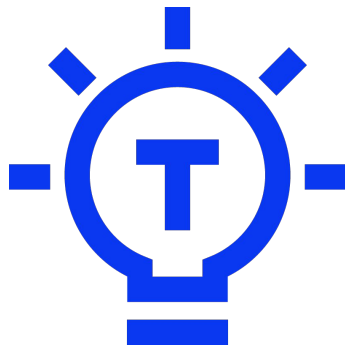
NEW MESSAGE

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

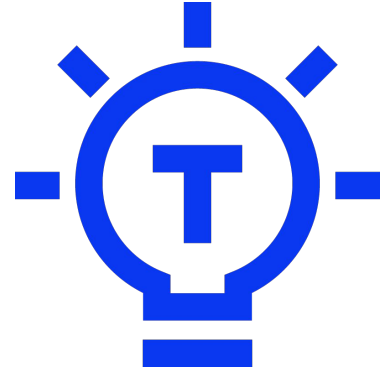
- The document is Accepted or Rejected
- Reason of rejection (if any)
- Expected payment due date (if any)

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 US contact:**

[US.Sourcing@procurement-support.hsbc.com](mailto:US.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