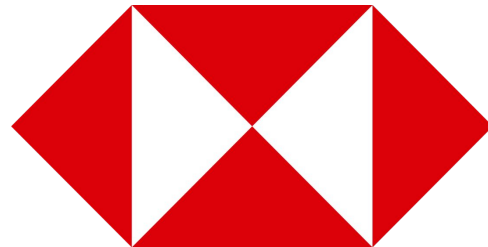


HSBC Onboarding: Getting Started with Tradeshift

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 August.

Agenda

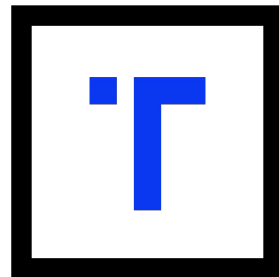
1. Covering The Basics
2. Setting Up Your Account and Company Profile
 - a. Account Activation
 - b. Update Company Profile and Invite Additional User
 - c. Network Connection with Your Customer
3. Navigating Through Your Tradeshift Account
4. WebUI Solution
 - a. HSBC Branches in Scope
 - b. PO Flip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

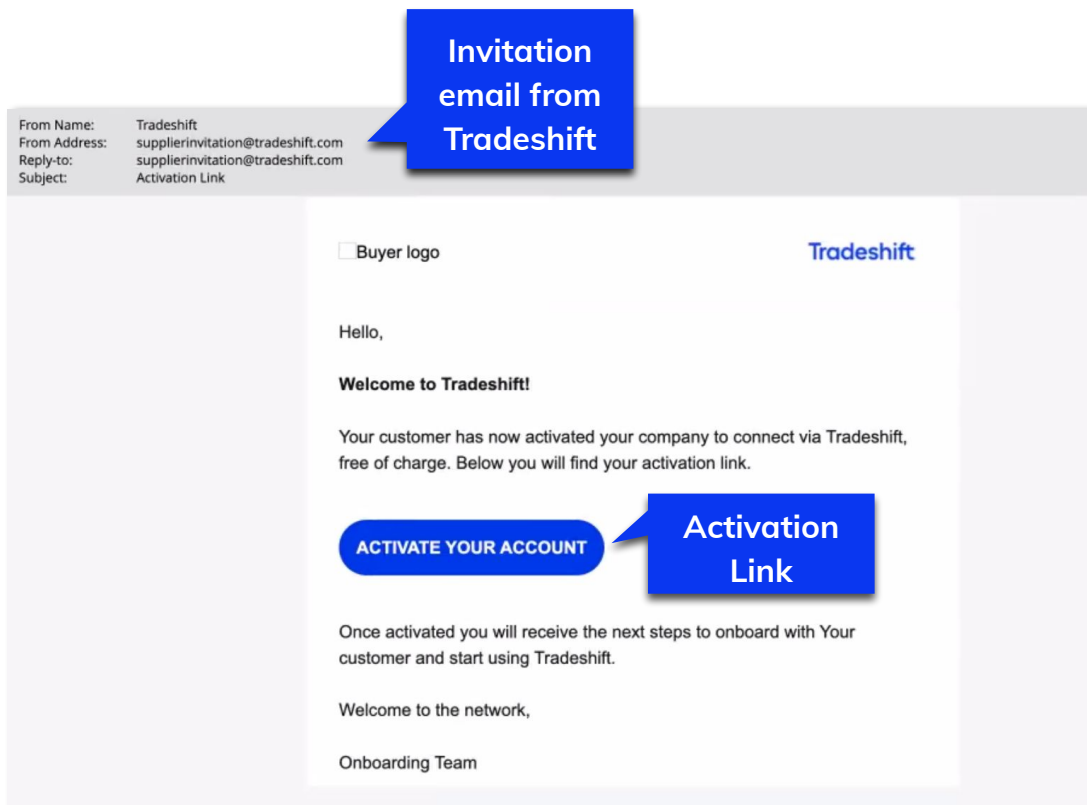
02

Setting Up Your Account and Company Profile

Account Activation

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

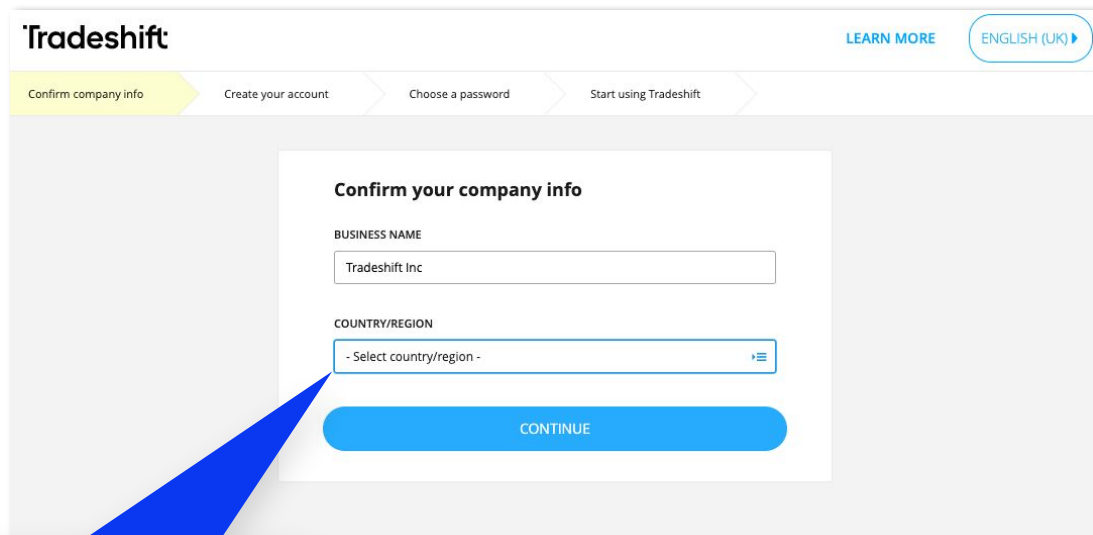
- If you could not find the email, search in the junk/spam mailbox.
- If you did not receive the email, you can raise a Support Ticket via: <https://support.tradeshift.com/requests/new>. Please provide your Company Name and Vendor No. in the Ticket.



Account Activation

Complete your company information during the registration of account:

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



The screenshot displays the Tradeshift registration interface. At the top, the Tradeshift logo is on the left, and 'LEARN MORE' and 'ENGLISH (UK)' are on the right. A progress bar below the logo 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 positioned below the fields. A blue callout box points to the 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 header with the Tradeshift logo, a 'LEARN MORE' link, and a language selector for 'ENGLISH (UK)'. A progress bar at the top indicates the current step: 'Create your account' (highlighted in yellow), with previous steps 'Confirm company info' and 'Choose a password', and a next step 'Start using Tradeshift'. The main form area is titled 'Create your account' and contains the following fields and options:

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

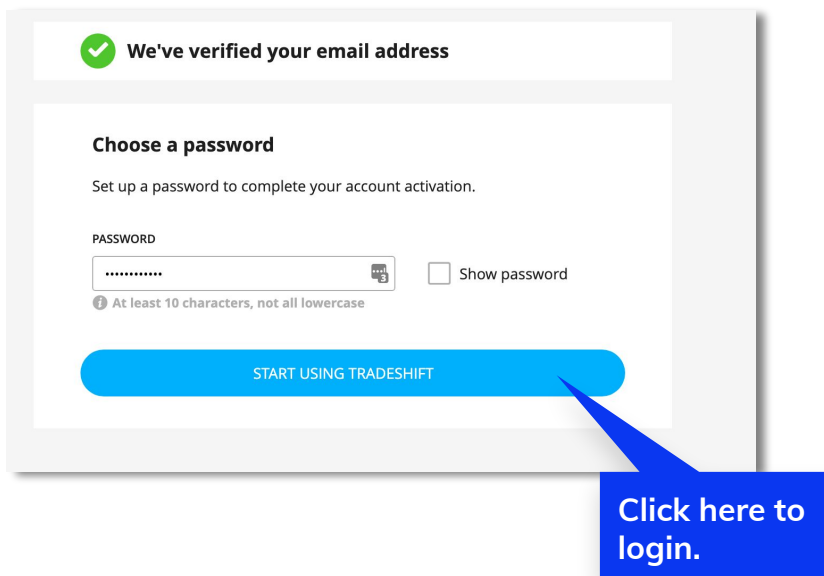
At the bottom of the form is a large blue button labeled 'CONTINUE'. A blue callout bubble points to this button with the text: "Click continue to proceed".

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, 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
Test ID Seller

WEBSITE

COMPANY DESCRIPTION

INDUSTRY

COMPANY OWNERSHIP

COMPANY ADDRESS
Jakarta, ID

PHONE

INVITE TEAM MEMBER

DONE

Click [All apps] to search for [Profile]

Mandatory fields

Tip: Click here to invite additional users

Update Company Profile

Please ensure the “Company Identifiers” section in your Company Profile is updated with the Business Registration Number or Tax ID or both.

These columns are country specific, relevant fields will reflect based on your registered country. Otherwise, you can select the Company ID Type and Tax ID Type to insert the details accordingly.

Company Identifiers

COMPANY ID TYPE
 »

GLN [What is GLN?](#) PPN

INTERNAL IDENTIFIER

DONE

Company Identifiers

COMPANY ID TYPE
 »

TAX ID TYPE
 »

GLN [What is GLN?](#) INTERNAL IDENTIFIER

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 list of connections under the 'MY NETWORK' tab. A yellow warning banner at the top states 'You have 3 unverified relationships to review'. The list of connections includes:

NAME	ACCOUNTING SYSTEM ID	RELATIONSHIP ...
Chocolate Bar Test Buyer GmbH Germany		Connection
Test Buyer A Limited United Kingdom		Unverified relationship
Test Buyer B Limited Austria		Connection

A red callout points to the 'VERIFY' button for 'Test Buyer A Limited'.

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 'Test ID Seller' account. The left sidebar contains navigation options: Create, Dashboard (selected), Messages, Document Manager, Task Manager, Users, Tradeshift Knowledge Base, and All apps (circled in red). The main content area is divided into several sections: 'Documents' (Last month) with tabs for Sales and Purchases, and a sub-tab for Invoices; 'Support' (HSBC Network) with links for Crucial knowledge, Support page: HSBC Network, Knowledge Base, and Top questions; and 'Create document' with options for Invoice, Other document type, and Upload document.

Tradeshift

Test ID Seller

Admins 2 Users 0 Manage

Documents Last month

Sales Purchases

Invoices

No documents available for the selected period

Support HSBC Network

Crucial knowledge

Support page: [HSBC Network](#)

[Knowledge Base](#)

Top questions

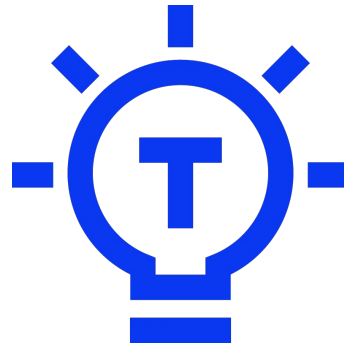
Create document

Invoice Use the invoice creator app to generate and send invoices to your buyers

Other document type Quote, credit note, purchase order, prepayment invoice, and pro forma invoice

Upload document Use a PDF, UBL or any of the other supported formats

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

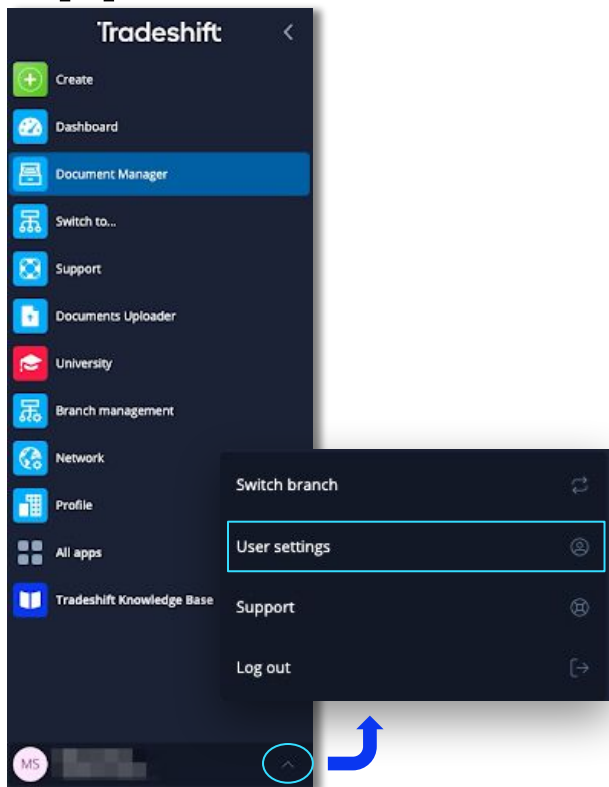
- All assistance in every step
- Encompass many forms of content: FAQs, Process Guides, Video demonstrations etc.



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

Branches in Scope

The current branches in scope are as below:

Country	HSBC Branch	HSBC Branch ID
Mexico	<ol style="list-style-type: none"> 1. Electronic Data Process México, S.A. de C.V. 2. HSBC Casa de Bolsa, S.A. de C.V., Grupo Financiero HSBC 3. HSBC Servicios Financieros, S.A. de C.V 4. Inmobiliaria Banci, S.A. de C.V. 5. Inmobiliaria Bisa, S.A. de C.V. 6. Grupo Financiero HSBC, S. A. de C. V. 7. HSBC Pensiones, S.A. 8. HSBC Global Asset Management (México), S.A. de C.V., Sociedad Operadora de Fondos de Inversión, Grupo Financiero HSBC 9. HSBC Inmobiliaria (Mexico), S.A. de C.V. 10. HSBC Mexico, S.A., Institucion de Banca Multiple, Grupo Financiero HSBC 11. HSBC Seguros, S.A de C.V., Grupo Financiero HSBC 12. HSBC Servicios, S.A. DE C.V., Grupo Financiero HSBC 13. Inmobiliaria Grufin, S.A. de C.V. 14. Mexicana de Fomento, S.A. de C.V. 15. Promocion en Bienes Raices, S.A. de C.V. 16. Inmobiliaria Guatusi, S.A. de C.V. 	<p>EDPM CBBS INTSFSADCV INMOBSADCV01 INMOBSADCV04 HBMX HSBCPESA AMMX</p> <p>HIMS HBMI INMX HSBCSSADCV_4 INMOGSADCV MEXDFSADCV PREBRSADCV INMOGSADCV01</p>

HSBC

Branches in Scope

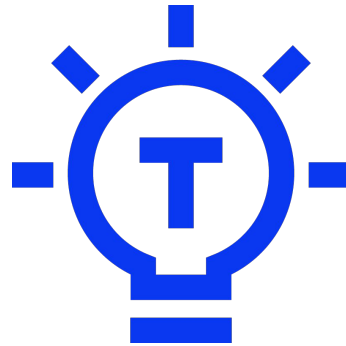
The current branches in scope are as below:

Country	HSBC Branch	HSBC Branch ID
Indonesia	1. PT Bank HSBC Indonesia	HBID
Philippines	1. HSBC Electronic Data Processing (Philippines), Inc. 2. HSBC Savings Bank (Philippines) Inc. 3. HSBC Insurance Brokers (Philippines) Inc. 4. THE HONGKONG AND SHANGHAI BANKING CORP. LTD. (HBAPPHL)	HDPP HBPH INPH HBAPPHL
Macao	1. The Hongkong and Shanghai Banking Corporation Limited Macau Branch	HBAPMAC

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 circled in blue. Below the filter is a list of document types with 'Order' selected. A table of documents is shown with columns for TYPE, DOCUMENT NUMBER, STATUS, AMOUNT, SENDER, RECIPIENT, and ACTIONS. A red callout box contains a tip: 'Tip: Click to CLEAR ALL the filters before searching for other documents such as Invoice or Credit Note'. A blue callout box points to the 'Document Manager' app icon with the text: '1. Click the Document Manager app'. Another blue callout box points to the search filter with the text: '2. Search for the Purchase Order you wish to invoice against'. A third blue callout box points to the first row of the document table with the text: '3. Select the Purchase Order by clicking the Document ID'.

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

1. Click the Document Manager app

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

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 PT Bank HSBC Indonesia

Received via Tradeshift — Last update: over an hour ago

OTHER ACTIONS **CREATE INVOICE** ACCEPT

Purchase Order

To
Test ID Seller
Jalan Hayam Wuruk
Taman Sari
Jakarta 11180
Indonesia

From
PT Bank HSBC Indonesia
World Trade Center 1, 3th Floor, Jalan
Jenderal Sudirman Kavling 29 -
311 JAKARTA JAKARTA 12950/INDONESIA
JAKARTA 12950
Indonesia
HSBC Internal Identifier : HBID
VAT number (PPN) : 013862420091000

Order number
PHBID0000102

Order date
21/06/23

Currency
IDR

Person reference
FusionTest@hsbc.com

Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total IDR excl taxes
1		Test Item 1	65	pcs	125.00		8,125.00
Transport Reference : Goods							
2		Test Item 2	20	pcs	160.00		3,200.00
Transport Reference : Goods							
Subtotal excl taxes							11,325.00
Total IDR							11,325.00
Total taxes 0.00 IDR							

Delivery details

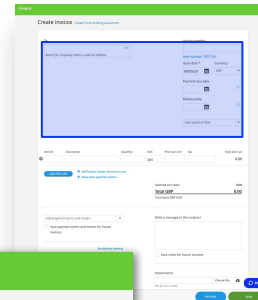
Address One Time Delivery Address
Jakarta
Indonesia

Contact document sender Contact colleague

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 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
PT Bank HSBC Indonesia
World Trade Center 1, 3th Floor, Jalan Jenderal Sudirman Kavling 29 -
31/JAKARTA JAKARTA 12950/INDONESIA
JAKARTA 12950
Indonesia
HSBC Internal Identifier : HBID
VAT number (PPN) : 013862420091000
[Change recipient](#)

1.

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

2.

Invoice number

Next number: 4

Issue date * Currency

Delivery date

HSBC Purchase Order Number

Purchase order issue date

HSBC Contact's Email Address

HSBC Contact Name

3.

Add optional field

DISCARD SAVE AS DRAFT PREVIEW SEND Chat

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**

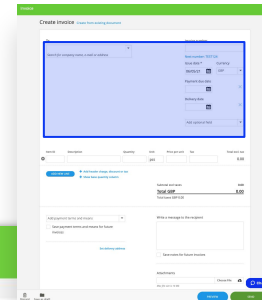
Refer to the steps as below:

- 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

c. Converted tax total

Converted Document Total (incl taxes)

Add optional field

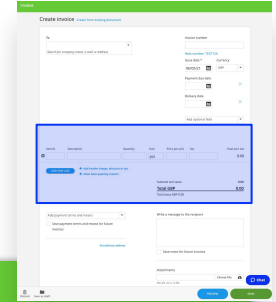
Discard Save as draft PREVIEW SEND Chat

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 tax

⚠ 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
<input type="text"/>	Test Item 1	65	pcs	125.00	<input type="text"/>	8,125
Purchase order number: PHBID0000102 PO line number: 1 Line Type: Goods						
Add optional field						
<input type="text"/>	Test Item 2	20	pcs	160.00	<input type="text"/>	3,200 ✕
Purchase order number: PHBID0000102 PO line number: 2 Line Type: Goods						
Add optional field						

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

Subtotal excl taxes 11,325.00
Total IDR 11,325.00
Total taxes 0.00 IDR

Chat

DISCARD Save as draft PREVIEW SEND

Click the 'x' to remove the line item (if required)

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 Tradeshift. The form is divided into several sections: 'Add payment terms and means', 'Delivery details', 'Payment Details', and 'Attachments'. Callout 7 points to the 'Add payment terms and means' dropdown menu. Callout 8 points to the 'Country/Region' dropdown menu, which is currently set to 'Indonesia'. Callout 9 points to the 'Save payment terms and means for future invoices' checkbox, which is checked. Callout 10 points to the 'Attachments' section, which includes a 'Choose File' button and a note that the maximum file size is 10 MB. The form also includes fields for 'Postbox Number', 'Street', 'One Time Delivery Address', 'Locality name', 'Town', 'Postcode', and 'GLN'. At the bottom of the form, there are buttons for 'Discard', 'Save as draft', 'PREVIEW', and 'SEND', along with a 'Chat' button.

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. At the bottom of the form, there are two buttons: a blue 'PREVIEW' button and a green 'SEND' button. A blue callout bubble with the number '11.' points to the 'PREVIEW' button.

The screenshot shows the 'Invoice' preview page. At the top right, there are two buttons: a blue 'EDIT' button and a green 'SEND' button. A blue callout bubble with the number '12.' points to the 'SEND' button. The invoice details are as follows:

To	From	Invoice number
PT Bank HSBC Indonesia World Trade Center 1, 3th Floor, Jalan Jenderal Sudirman Kavling 29 - 31/JAKARTA, JAKARTA 12950/INDONESIA JAKARTA 12950 Indonesia VAT number (PPN) : 013862420091000	Test ID Seller Jalan Hayam Wuruk Taman Sari Jakarta 11180 Indonesia se-support+test_indo@tradeshift.com	INVD1

Issue date	Currency
21/06/23	IDR

HSBC Purchase Order Number	Purchase order issue date
PHBID0000101	21/06/23

Delivery date
02/06/23

HSBC Contact's Email Address
test@hsbc.com

HSBC Contact Name

Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total IDR excl taxes
1		test item 1	5	pcs	250.00	10%	1,250.00

Tax inclusive amount: 1375.00

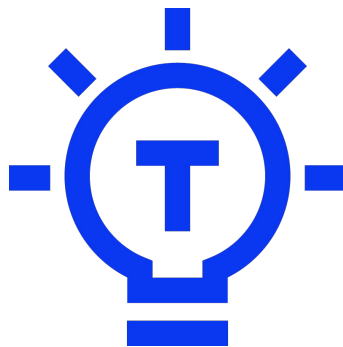
The screenshot shows a notification box with three messages:

- 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

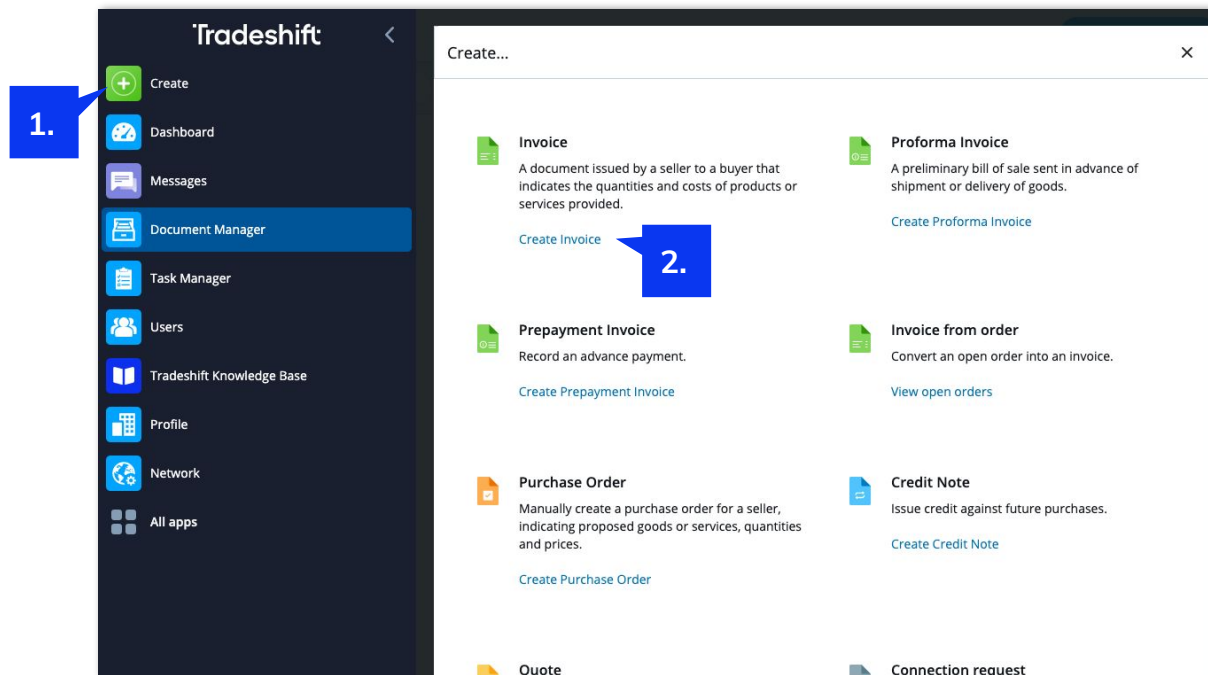
Applicable to Non-PO sellers (sellers who invoice without a PO)



How to invoice from the CREATE Launcher

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

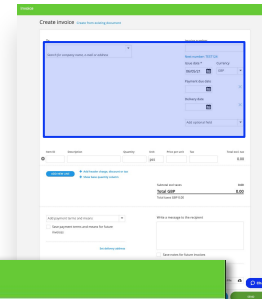
1. Click the [Create] app
2. Click on “Create Invoice”



How to invoice from the CREATE Launcher

3. Search for your Customer's name. You can insert the branch ID ie. HBID, HBAPMAC 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*)
 - Delivery Date
 - HSBC Contact's Email Address (*must be in the form of "name"@hsbc.com*)
5. **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'

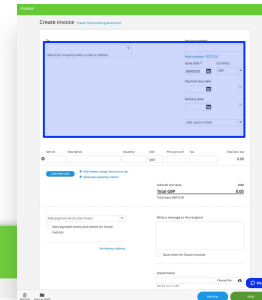
Refer to the steps as below:

- 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

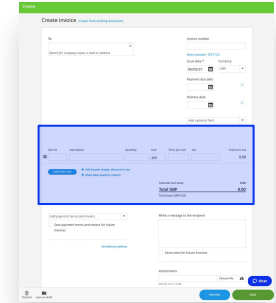
DISCARD Save as draft PREVIEW SEND Chat

The main interface shows a form for creating an invoice. A green header bar contains the word 'Invoice'. Below it, there is a section for 'HSBC Contact Name' with a text input field. A red dashed box highlights a section of the form containing several fields: 'Exchange rate' (input field), 'Currency' (dropdown menu showing 'SGD'), 'Date of exchange rate' (input field with a calendar icon), 'Converted tax total' (input field), and 'Converted Document Total (incl taxes)' (input field). A red box highlights the 'Date of exchange rate' and 'Converted tax total' fields. A red dashed line with an arrow points from the bottom right corner of the red dashed box to the 'Add optional field' dropdown menu. At the bottom of the interface, there are buttons for 'DISCARD', 'Save as draft', 'PREVIEW', and 'SEND', along with a 'Chat' button.

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 add **additional** charge (ie. Freight), discount or tax

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	Services						
Add optional field							
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid blue; padding: 5px; border-radius: 10px; background-color: #007bff; color: white;">ADD NEW LINE</div> <div style="border: 1px solid blue; padding: 5px; border-radius: 5px; background-color: #e9ecef;"> + Add header charge, discount or tax </div> <div style="border: 1px solid blue; padding: 5px; border-radius: 10px; background-color: #007bff; color: white;">9.</div> </div> <div style="margin-top: 5px;"> + Show base quantity column </div>							
						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. [Optional] Upload supporting documents as additional reference (*maximum 4 attachments of 3Mb each are allowed*)

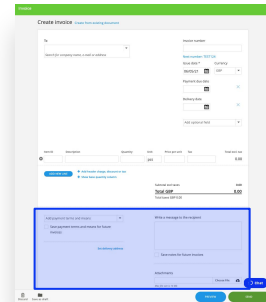
Tip: Tick here to save the details for future invoices

The screenshot shows the 'CREATE INVOICE' form with three callouts:

- 10.** Points to the 'Add payment terms and means' dropdown menu.
- 11.** Points to the 'Write a message to the recipient' text area.
- 12.** Points to the 'Attachments' section, which includes a 'Choose File' button and a note 'Max file size is 10 Mb'.

Other visible elements include a 'Set delivery address' link, a 'Save payment terms and means for future invoices' checkbox (checked), and a 'Save notes for future invoices' checkbox (unchecked).

Bank details and attachments



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 'Set delivery details' link. Below this is the 'Attachments' section with a 'Choose File' button and a 'Max file size' field. At the bottom, the 'PREVIEW' button is circled in blue, with a blue callout box containing the number '13.' pointing to it.

The screenshot shows the 'Invoice' preview screen. The header includes 'Invoice' and buttons for 'EDIT' and 'SEND'. A blue callout box with the number '14.' points to the 'SEND' button. The main content area displays invoice details:

To	From	Invoice number
The Hongkong and Shanghai Banking Corporation Limited Macau Branch 639 Avenida da Praia Grande Edificio Si Tol Commercial Macao Macao VAT Reg. No. : 81000160 HSBC Internal Identifier : HBAPMAC	Test ID Seller Jalan Hayam Wuruk Taman Sari Jakarta 11180 Indonesia se-support@test_indo@tradeshift.com	INV02
		Issue date 21/06/23
		Currency IDR
		Delivery date 02/06/23
		HSBC Contact's Email Address test@hsbc.com
		HSBC Contact Name

Below the details is a table with columns: Line ID, Line ID, Description, Quantity, Unit, Unit Price, Tax, Total Price, and Tax Amount. Below the table is a red-bordered box containing error messages:

- 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.

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

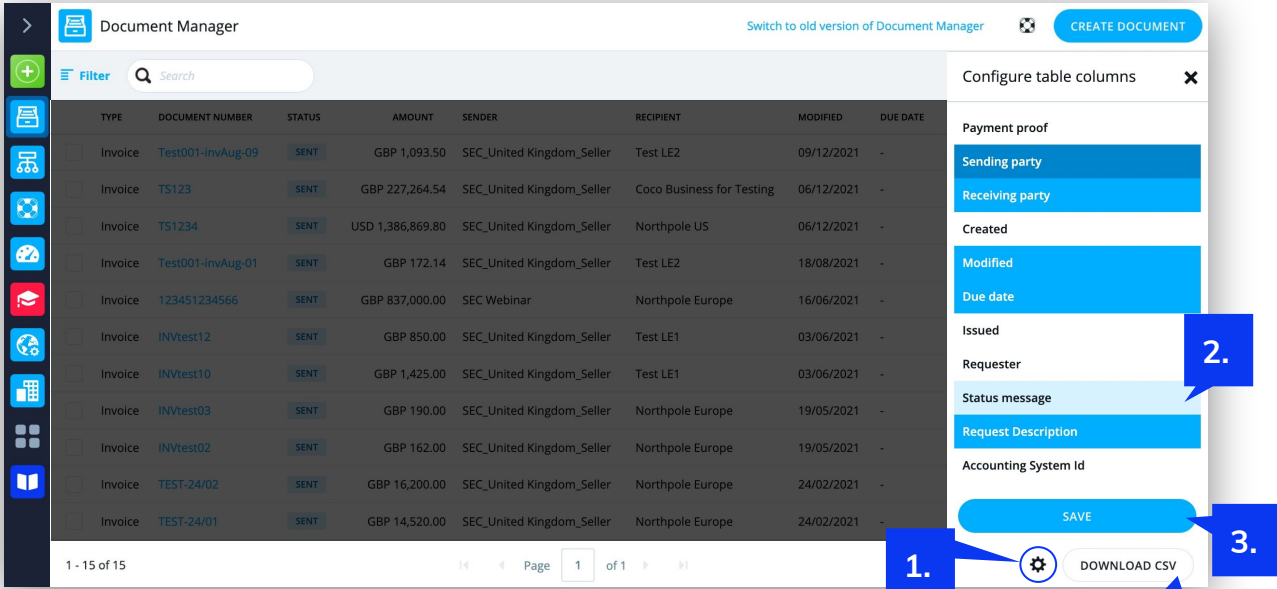
Customizing the table

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

Invoice

Settings

Edit tax Invoice #INV11013

To
HSBC Insurance (Singapore) Pte. Limited
10 Marina Boulevard 48-01 Marina Bay Financial Centre
Singapore
018983
Singapore

HSBC Internal Identifier : INSN
GST No. : 195400150N
[Change recipient](#)

Invoice number
INV11013
[Next number: Test11013](#)

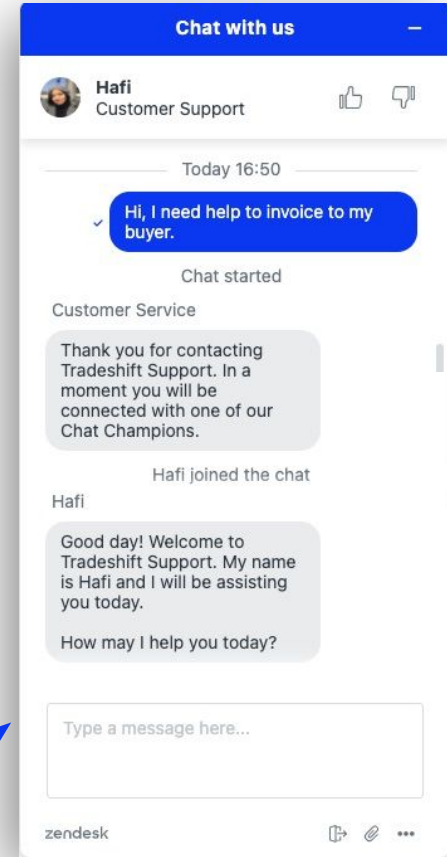
Issue date * Currency
2/23/23 SGD

Delivery date

HSBC Contact
Name

Discard Save as draft PREVIEW

Click here to chat with our customer support for assistance.



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

SENT

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 2512 0310 0001 1223 3445 5678 9

Contact document receiver

Contact colleague

Open Conversation panel

Contact document receiver

Conversation

0 participants

ISSUE DATE: 16 May 21

Invoice sent to Australia
2 days ago

Australia accepted invoice
2 days ago

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

Invoice created by AUSTRALIA
a day ago

Invoice INV

TOTAL COST: -AUD 526.6

RECEIVER: AUSTRALIA ...

18 May 21

sent to Australia
a day ago

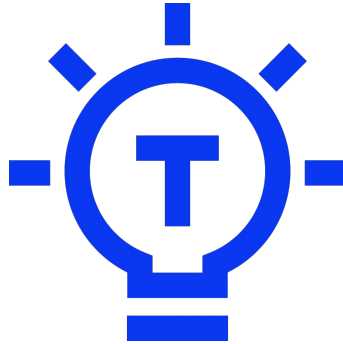
NEW MESSAGE

Click here to add attachments

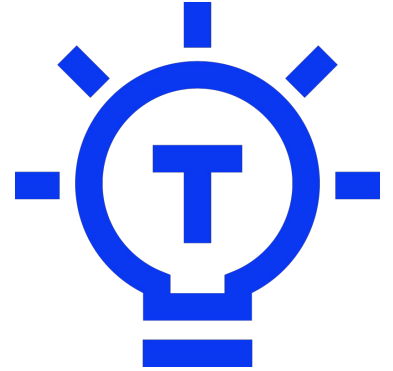
Conversation panel displays timestamped statuses and actions taken on the document such as:

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

Tradeshift Platform Walkthrough



Start taking these steps **today!**



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


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  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 Group directly.

HSBC Group contacts:

Indonesia: hbid_accounts_payable@hsbc.co.id

Philippines:
hsbcaccountspayable.php@procurement-support.hsbc.com
(Hotline: 632-85402689)

Macau:
HSBCAccountspayable.MO@procurement-support.hsbc.com

Mexico:
HSBCAccountspayable.MEX@procurement-support.hsbc.com

FAQs

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>.

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.

FAQs

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 Group contacts:

Indonesia: hbid_accounts_payable@hsbc.co.id

Philippines:

hsbcaccountspayable.php@procurement-support.hsbc.com

(Hotline: 632-85402689)

Macau:

HSBCAccountspayable.MO@procurement-support.hsbc.com

Mexico:

HSBCAccountsPayable.MEX@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