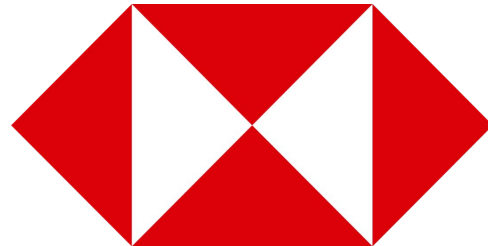


HSBC Vietnam Onboarding: Getting Started with Tradeshift

Webinar: PAY WebUI | 2025



HSBC



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

Agenda

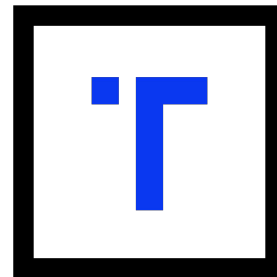
1. Covering The Basics
2. Setting Up Your Account and Company Profile
 - a. Account Activation
 - b. Update Company Profile and Invite Additional User
 - c. Network Connection with Your Customer
3. Navigating Through Your Tradeshift Account
4. WebUI Solution
 - a. HSBC Vietnam Branches in Scope
 - b.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



Create your own reports



View status of global invoices

Tradeshift helps businesses like yours



Increase transparency

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



Save time

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



Invoice processed faster

Tradeshift speeds up invoice processing times.



Simple and Fast

Customer receive invoices
immediately once sent

No longer need to send invoices
via paper copies or email



Secure Access

Reduce errors due to the Business
Firewall

Invoices received and accessed
by customer securely, no lost
invoices

02

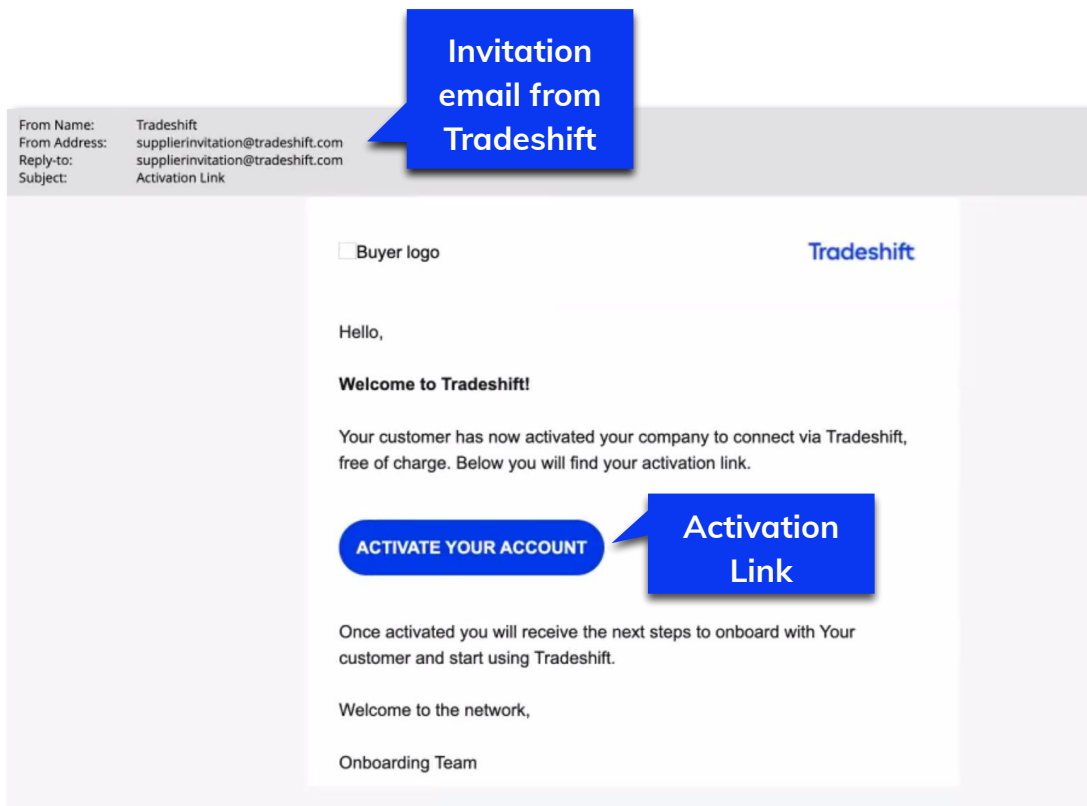
Setting Up Your Account and Company Profile



Account Activation

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

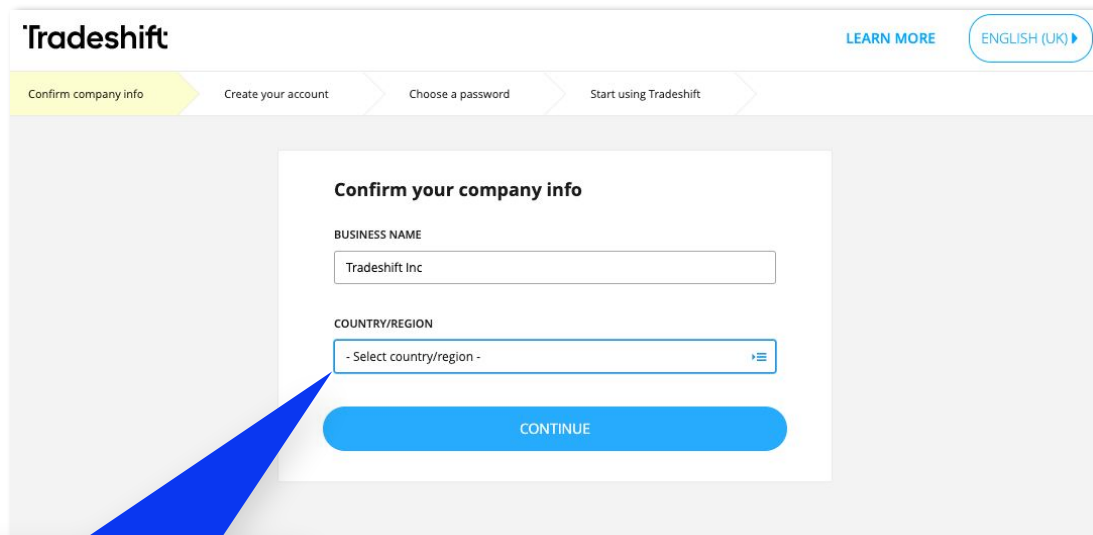
- If you could not find the email, search in the junk/spam mailbox.
- If you did not receive the email, you can raise a Support Ticket via: <https://support.tradeshift.com/requests/new>. Please provide your Company Name and Vendor No. in the Ticket.



Account Activation

Complete your company information during the registration of account:

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



The screenshot shows the Tradeshift account activation process. 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' page on the Tradeshift website. 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 is 'Create your account', with previous steps being 'Confirm company info' and 'Choose a password', and the next step being 'Start using Tradeshift'. The main form area is titled 'Create your account' and contains the following fields and options:

- FIRST NAME**: A text input field.
- LAST NAME**: A 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.
- CONTINUE**: A large blue button at the bottom of the form.

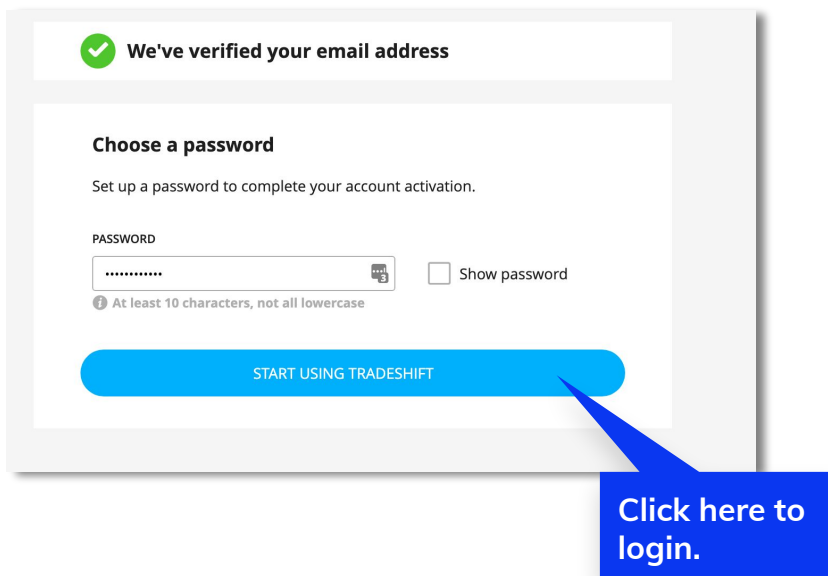
A blue callout bubble points to the 'CONTINUE' button with the text: 'Click continue to proceed'.

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 ten dots. To the right of the input field is a small icon of a person with a lock. Further right 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". At the bottom of the form is a large blue button with the text "START USING TRADESHIFT". A blue callout box with a white border points to the button, containing 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

Complete your profile

Profile strength 20%

COMPANY NAME
HSBC Test UK Seller

COMPANY DESCRIPTION

WEBSITE

INDUSTRY

COMPANY OWNERSHIP

COMPANY ADDRESS
London, GB

PHONE

COMPANY SIZE

SHARE CAPITAL

REGISTRATION ADDRESS

COMPANY EMAIL ADDRESS

INVITE TEAM MEMBER

DONE

Click the
[Profile] app

Tip: Click here to invite
additional users

Mandatory
fields

Update Company Profile

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

Sellers based in Vietnam:

You must update the **VAT Number**

Company Identifiers

[EDIT](#)

VAT number
GB100456799

Company number
Not selected

GLN
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 VERIFY 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

Tradeshift

Create

Dashboard

Messages

Document Manager

Task Manager

Tradeshift Knowledge Base

Create Documents

Network

University

Profile

All apps

Sugendra Nedunchaliyan
HSBC Test UK Seller

HSBC Test UK Seller

GB100456799 Admins 1 Users 0 Manage

Documents Last month

Sales Purchases

Invoices

No documents available for the selected period

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

Support

Crucial knowledge

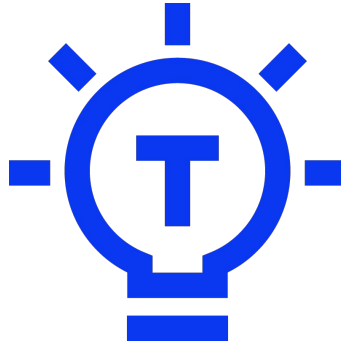
Support page: [Tradeshift Network](#)

[Knowledge Base](#)

Top questions

Click "All apps" to
search for more
applications

Frequently Used Applications



Frequently Used Applications



Profile

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



Network

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



Document Manager

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

Frequently Used Applications



Create

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



Support Center

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

Frequently Used Applications



Tradeshift University

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



Knowledge Base

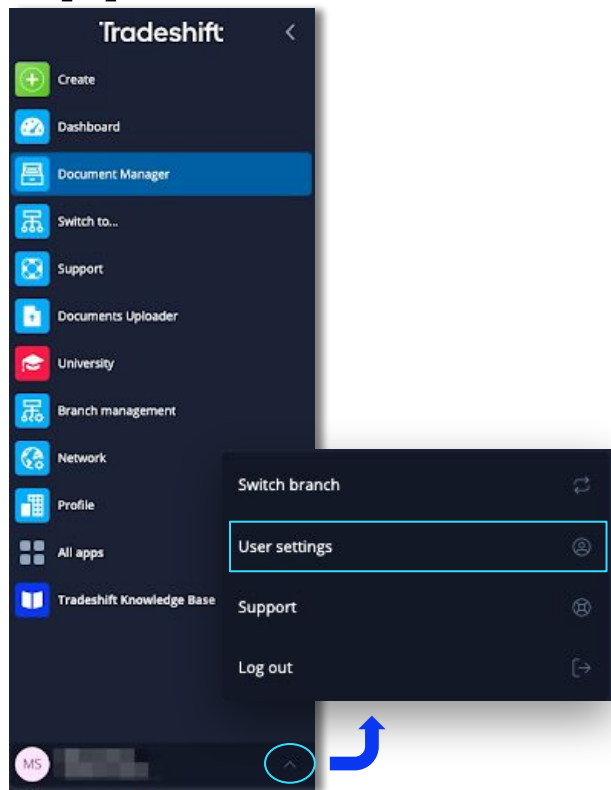
- All assistance in every step
- Encompass many forms of content: FAQs, Process Guides, Video demonstrations etc.



Dashboard

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

Frequently Used Applications



Settings

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

04

WebUI Solution

HSBC Vietnam

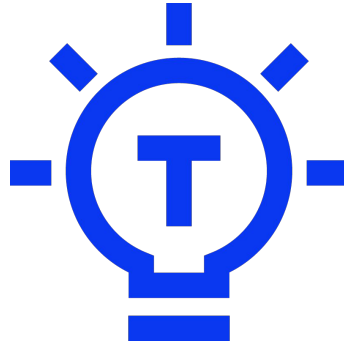
Branches in Scope

The current branches in scope are as below:

Country	HSBC Branches in Scope	Branch ID
Vietnam	HBVN Da Nang Branch	HBVNSVDN
	HBVN Hanoi Branch	HBVNSVHN
	HBVN Head Office	HBVNSVHO
	HBVN Ho Chi Minh Branch	HBVNSHCM
	HBVN Le Dai Hanh Branch	HBVNSLDH

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. Below the search bar, there's a 'Filter' button and a 'DOCUMENT TYPES: Order' filter with 'Clear all' and 'Save' buttons. A list of document types is shown with checkboxes: Invoice, Order (checked), Credit Note, Goods Receipt, Remittance Advice, Order Change, Quote, Purchase Request, Shipment Notice, and Request For Quote. Below this is a 'Status' dropdown. The main table displays a list of documents with columns: TYPE, DOCUMENT NUMBER, STATUS, AMOUNT, SENDER, RECIPIENT, and ACTIONS. The table contains four rows of data. A blue callout box points to the 'DOCUMENT TYPES: Order' filter. A red callout box points to the 'Clear all' and 'Save' buttons. A blue callout box points to the 'DOCUMENT ID' in the first row of the table.

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
☐ Order	2302202102	RECEIVED	USD 1,540,000.00	Northpole US	SEC_United I	***
☐ Order	2302202101	RECEIVED	USD 644,000.00	Northpole US	SEC_United I	***
☐ Order	PO2302202102	ACCEPTED	GBP 648,000.00	Northpole Europe	SEC_United I	***
☐ 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 (Vietnam) Ltd.

Received via Tradeshift — Last update: over a minute ago

OTHER ACTIONS

CREATE INVOICE

ACCEPT

Purchase Order

RECEIVED

To

HSBC Test UK Seller
18 Charlotte St
London
W1T 2LZ
United Kingdom
VAT number : GB100456799

From

HSBC Bank (Vietnam) Ltd.
TEST
12345 TEST
Vietnam
HSBC Internal Identifier : HBVN

Order number

PHBVN0011333

Order date

18/08/25

Currency

USD

Person reference

anh.thi.van.nguyen@hsbc.com.vn

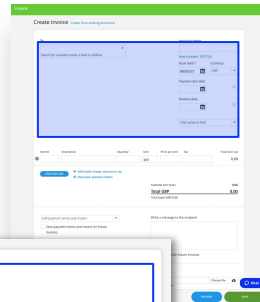
Line Id	Item ID	Description	Quantity	Unit	Unit price	Tax	Total USD excl taxes
1		GD Merch 001	50	pcs	1,808.00		90,400.00
		Transport Reference : Services					
2		GD Merch 002	88	pcs	100.00		8,800.00

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

Creating an Invoice using PO Flip Method

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

Header level details



To

HSBC Bank (Vietnam) Ltd.- Ho Chi Minh Branch
The Metropolitan, 235 Dong Khoi, Ben Nghe Ward, District 1,
Ho Chi Minh City
VN
Vietnam

Tax number : 0301232798-010
[Change recipient](#)

Legal Entity
HSBC Bank (Vietnam) Ltd.- Ho Chi Minh Branch

1.

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

Invoice number

Next number: UKTest101

Issue date * Currency

Delivery date

HSBC Purchase Order Number

Purchase order issue date

HSBC Contact's Email Address

HSBC Contact Name

2.

3.

Add optional field

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

The screenshot displays the 'Create Invoice' interface. At the top, a green bar contains the word 'Invoice'. Below this, a table lists two line items. Callout 4 points to the 'Quantity' column of the first line item, which is highlighted in yellow. Callout 5 points to the 'Tax' column of the first line item, which is highlighted in blue. Callout 6 points to a button labeled '+ Add header charge, discount or tax' at the bottom of the interface. A smaller inset window in the top right corner shows a 'Create Invoice' dialog box with a 'Tax' dropdown menu.

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

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

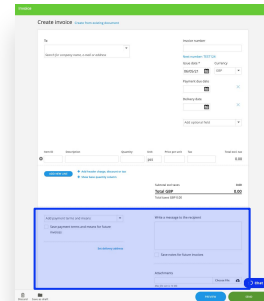
DISCARD Save as draft PREVIEW SEND Chat

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. (Optional) **Delivery Address** is pre-filled based on the PO. **Do not amend the details.**
9. (Optional) Leave a note to your Customer (*limited to 140 characters*)
10. **(Mandatory)** Upload your system generated e-invoice with e-signature via Tradeshift during the submission of e-invoice as reference to HSBC.
 - Uploading supporting documents as additional reference is optional.

Tip: Tick here to save the details for future invoices

Bank details and attachments



7.

8.

9.

10.

Discard Save as draft

PREVIEW SEND

chat

What is a GLN?

Company Name

GLN

Sydney New Sout 2000

City State Postal/ZIP

Street

Postbox Number

Country/Region Australia

Delivery details

☒ Save payment terms and means for future invoices

Add payment terms and means

Payment Details

☐ Save notes for future Invoices

Attachments

Choose File

Max file size is 10 MB

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.**

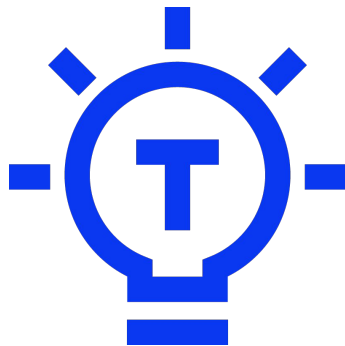
The screenshot shows the HSBC invoice creation interface. The form includes sections for 'Add payment terms and means', 'Delivery details' (Country/Region, Postbox, Number, Street, One Time Delivery Address, City, State, Postal/ZIP, GLN), and 'Attachments'. At the bottom, there are 'PREVIEW' and 'SEND' buttons. A blue callout bubble with the number '11.' points to the 'PREVIEW' button.

The screenshot shows the invoice preview screen. The header includes 'Invoice' and a logo. The main content area displays the invoice details, including 'To' (HSBC Bank (Vietnam) Ltd.- Ho Chi Minh Branch), 'From' (HSBC Test UK Seller), 'Invoice number' (INV-VN-01), 'Issue date' (19/08/25), 'Currency' (USD), 'HSBC Purchase Order Number' (PHBVN0011333), and 'Purchase order issue date' (18/08/25). At the bottom, there are 'EDIT' and 'SEND' buttons. A blue callout bubble with the number '12.' points to the 'SEND' button.

! 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

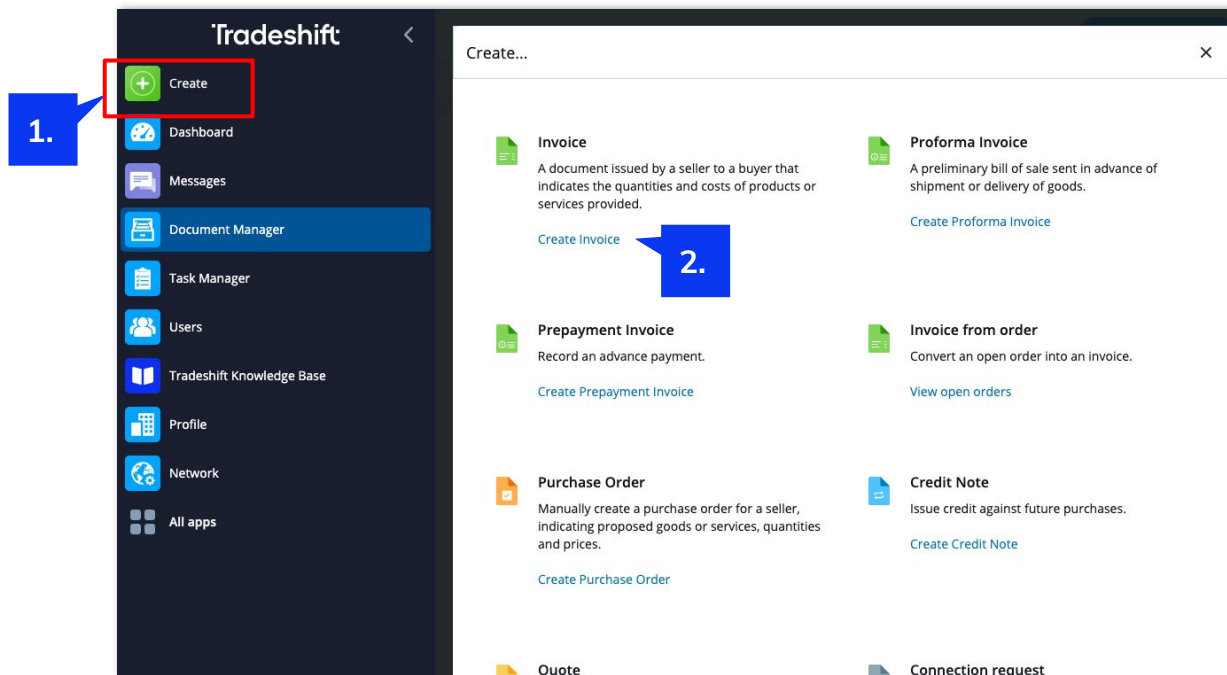
Applicable to Non-PO sellers (sellers who invoice without a PO)



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 HBVNSVDN, HBVNSVHN etc (refer to the branches in scope [here](#))

NOTES: For VN Sellers, please choose HSBC VN entities in Vietnamese

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*)

Header level details

To

HSBC Bank (Vietnam) Ltd.
VN

No match? Search or add a connection in Network

3.

Invoice number

Next number: INV-VN-04

Issue date * 11/08/25

Currency VND

Payment due date

Delivery date

Add optional field

4.

Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
+			pcs			0.00

ADD NEW LINE

+ Add header charge, discount or tax

+ Show base quantity column

Subtotal excl taxes 0

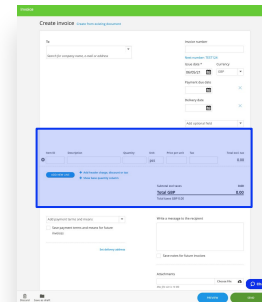
Total VND 0

Total taxes 0 VND

How to invoice from the CREATE Launcher

5. Fill in the line details and Tax %
 - Line Type value - must be "Goods" or "Services"
6. Click "ADD NEW LINE" for additional line item
7. Click here to insert additional costs or discount (if any)

Line level details



5.

Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
+	GD Merch 001	10	pcs	88	0%	880
Line Type		Services				
Add optional field ▼						

6.

ADD NEW LINE

+ Add header charge, discount or tax

7.

+ Show base quantity column

6.

+ Add header charge, discount or tax

+ Show base quantity column

Subtotal excl taxes	880.00
GB VAT Exempt 0% of 880.00 GBP	0.00
Total GBP	880.00
Total taxes 0.00 GBP	

How to invoice from the CREATE Launcher

8. (Optional) Click here to select a payment method.
 - Invoices submitted via Tradeshift **will only be paid to the primary supplier bank account registered with HSBC Group.**
 - If there are any changes, please contact HSBC directly.
9. (Optional) Set the **delivery address** here. The delivery details: Country, Street name, City, State, Postal/ ZIP are **mandatory**
10. (Optional) Leave a note to your Customer *(limited to 140 characters)*
11. **(Mandatory)** Upload your system generated e-invoice with e-signature via Tradeshift during the submission of e-invoice as reference to HSBC.
 - Uploading supporting documents as additional reference is optional.

The screenshot shows the 'Create Invoice' form in Tradeshift. A large blue arrow points from the top right towards the form. Callout 8 points to the 'Add payment terms and means' dropdown. Callout 9 points to the 'Set delivery address' link. Callout 10 points to the 'Write a message to the recipient' text area. Callout 11 points to the 'Choose File' button for attachments. A tip box points to the 'Save payment terms and means for future invoices' checkbox.

Bank details and attachments

8. Add payment terms and means

☒ Save payment terms and means for future invoices

Tip: Tick here to save the details for future invoices

9. Set delivery address

10. Write a message to the recipient

☐ Save notes for future invoices

Attachments

Choose File

Max file size is 10 Mb

11.

How to invoice from the CREATE Launcher

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

13. Click **SEND**

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

The screenshot shows the '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 a 'Set delivery details' link. Below this is a 'Set Ship From details' link. The 'Attachments' section has a 'Choose File' button and a 'Max file size' indicator. The 'PREVIEW' button is highlighted with a blue circle and a callout box containing the number '12'.

The screenshot shows the 'Invoice' preview screen. It includes a header with 'EDIT' and 'SEND' buttons. The 'SEND' button is highlighted with a blue circle and a callout box containing the number '13'. The invoice details are as follows:

To	From	Invoice number
HSBC Bank (Vietnam) Ltd.- Ho Chi Minh Branch The Metropolitan, 235 Dong Khoi, Ben Nghe Ward, District 1, Ho Chi Minh City Vietnam Tax number : 0301232798-010	HSBC Test UK Seller 18 Charlotte St London W1T 2LZ United Kingdom misya.samad@tradeshift.com VAT number : GB 100456799	INV-VN-01
		Issue date 19/08/25 Currency GBP
		HSBC Contact's Email Address ha.thi.cam.trinh@hsbc.com.vn
		HSBC Contact Name TEST

Below the invoice details, there is a red error message box with the following content:

- 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

- Our **No PO, No Pay policy** calls for purchases of goods or services to have a Purchase Order (PO) issued by HSBC before delivery from the supplier can take place.
- The supplier shall request PO number from HSBC's contact before providing goods/services to avoid the risk of no pay.

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
☐ Invoice	Test001-invAug-09	P 1,093.50	SEC_United Kingdom_Seller	Test
☐ Invoice	Test001-invAug-05	547,820.00	SEC_United Kingdom_Seller	No
☐ Invoice	TS123	227,264.54	SEC_United Kingdom_Seller	Co
☐ Invoice	TS1234	386,869.80	SEC_United Kingdom_Seller	No
☐ Invoice	Test001-invAug-03	540,000.00	SEC_United Kingdom_Seller	No
☐ Invoice	#	700,061.60	SEC_United Kingdom_Seller	No
☐ Invoice	Test001-invAug-01	GBP 172.14	SEC_United Kingdom_Seller	Test

STATUS

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

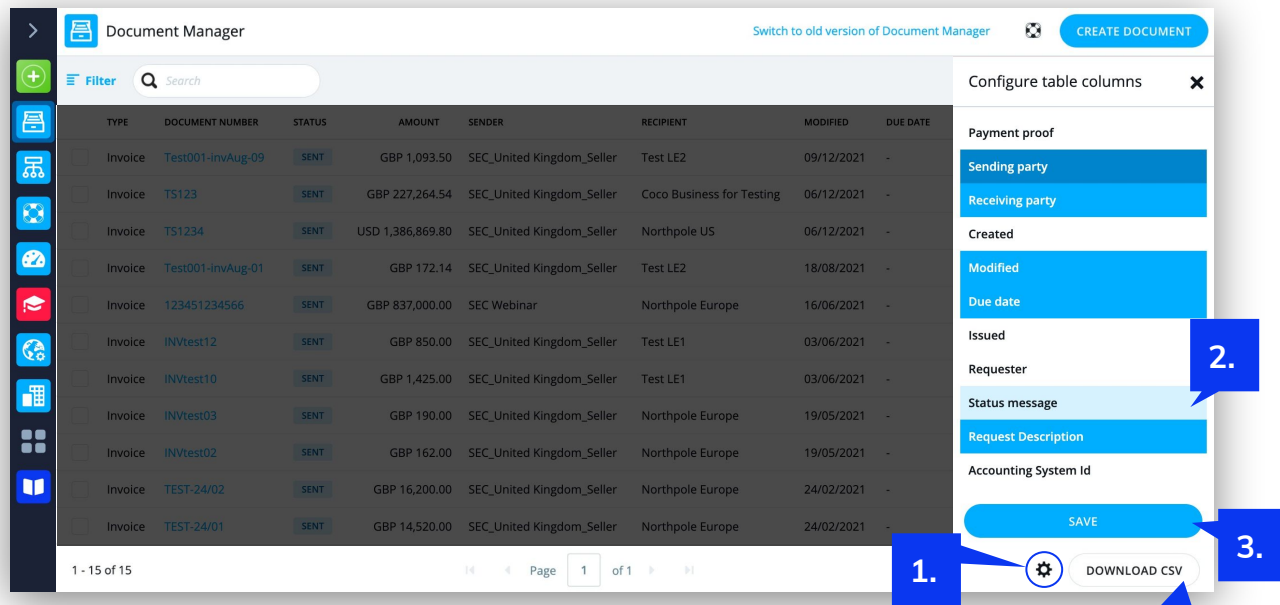
Customizing the table

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

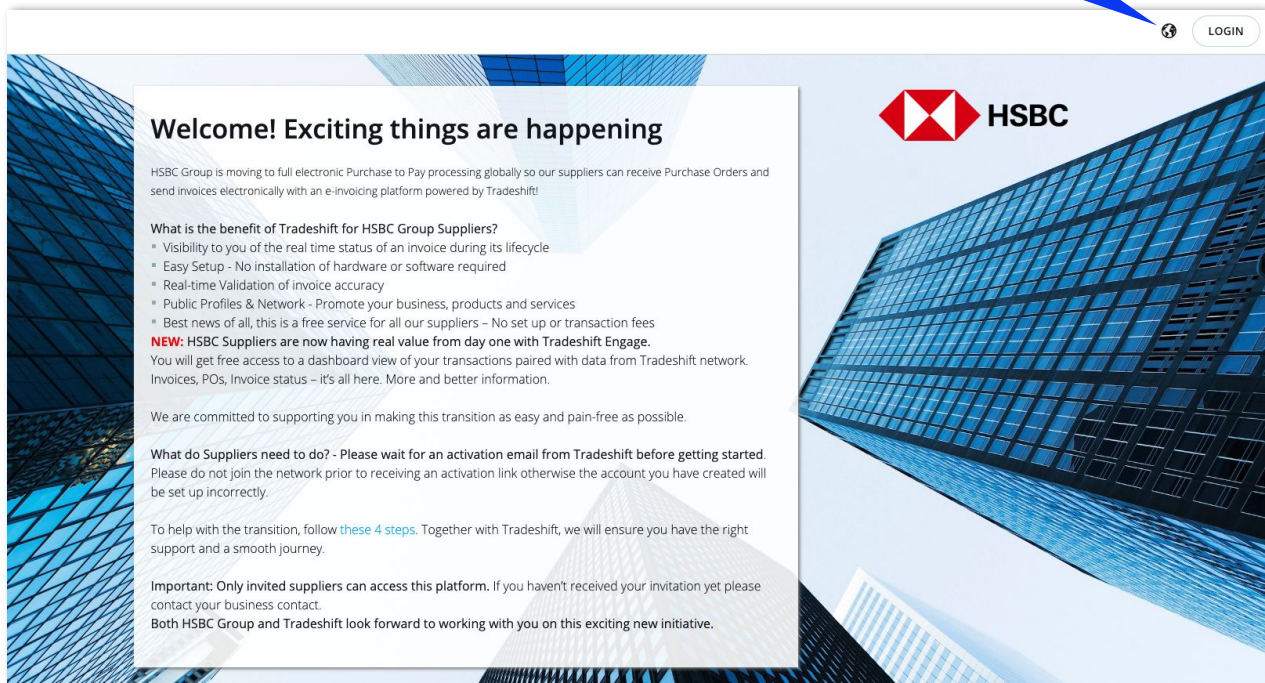
Landing page is where you will find all necessary information regarding your Customer's transition to Tradeshift.

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

Create invoice [Create from existing document](#)

To
HSBC Finance Transformation (UK) Limited
8 Canada Square
1
London
E14 5HQ
United Kingdom
Company registration number : 01889590
[Change recipient](#)

Invoice number
Next number: 1
Issue date * 08/04/24
Currency GBP
Add optional field

Item ID	Description	Quantity	Unit	Price per unit	Tax	Total excl. tax
			pcs		20%	0.00

[ADD NEW LINE](#) [Add header charge, discount or tax](#) [Show base quantity column](#)

Subtotal excl. taxes 0.00
Total GBP 0.00
Total taxes 0.00 GBP

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

Write a message to the recipient

Discard Save as draft

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	1. Check with the Customer to enquire about the missing PO. 2. If the Customer confirmed the PO is uploaded, you can reach out to our Support team.
Supplier Party tax identifier is mandatory.	Supplier VAT is missing on company profile	Kindly update the Tax ID/ VAT details under the “Company Identifiers” section in your Company Profile.
Issue Date is mandatory and can't be in the future	Issue date is missing or outside the allowed period	The Invoice Date cannot be beyond today's date.
It appears that you are not yet set up to send documents to this particular client organisation [...]	Incomplete connection properties	Please contact our Support team by raising a Support ticket.
InvalidInput.Line 1: Invoice line quantity can't exceed the remaining balance on the Order line	Amount/ Quantity does not match that of on the PO.	1. Check if the Amount/ Quantity is within the PO amount. 2. If everything is in the correct order, there must be an issue with the invoice's particular line, and our Support team needs to check on it.

Other Features - Common Error and Solutions

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

Other Features

Invoice sent to Northpole Europe

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
m
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
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 00112233445566789

Contact document receiver

Contact colleague

Conversation

0 participants

ISSUE DATE 16 May 21

Invoice sent to Australia 2 days ago

Australia accepted invoice 2 days ago

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

Invoice created by AUSTRALIA a day ago

Invoice INV

TOTAL COST -AUD 526.6

RECEIVER AUSTRALIA ... 18 May 21

sent to Australia a day ago

+

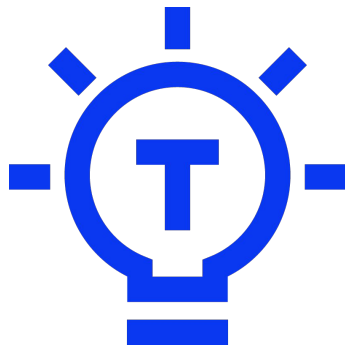
NEW MESSAGE

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

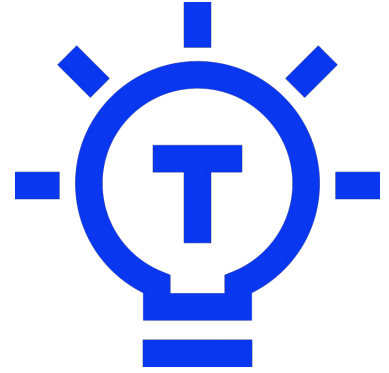
- The document is Accepted or Rejected
- Reason of rejection (if any)
- Expected payment due date (if any)

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.

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. However, it is **mandatory** to attach your system generated e-invoice with e-signature via Tradeshift during the submission of e-invoice as reference to HSBC.

4. 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>

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 should reach out to Tradeshift to cancel the incorrect invoice to avoid invoice interfacing to Fusion.

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