

# How to Invoice HSBC

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## Procurement Processes

### Supplier Guide

07 November 2024

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## Electronic invoicing

As part of our sustainability commitment, HSBC is going paperless globally and moving to electronic invoicing. The Tradeshift platform is our preferred method of transacting with suppliers, where available. Tradeshift allows suppliers to submit invoices electronically and track their status in real time. By using Tradeshift, suppliers will be prompted for any missing information to ensure timely invoice processing.

HSBC suppliers are asked to register on Tradeshift to start transacting with us. To gain access, contact your HSBC Requestor or Procurement Support, for an invitation to activate an account. Only invited suppliers can access this platform.

For more information, visit [HSBC Tradeshift Electronic Invoice Portal](#)

While we encourage Tradeshift registration for streamlined transactions, we acknowledge that in some countries, compliance may require the use of specific government portals alternatively.

## No Purchase Order, No Pay Policy

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. Therefore, supplier invoices need to reference a PO number in order to be paid. Invoices without a valid HSBC-issued PO number present will be returned to the supplier. The supplier will then need to reach out to their HSBC contact to request a PO number before resubmitting the invoice for payment.

## Statutory information

The following list outlines the information that must be included on every invoice, regardless of the route submitted to HSBC. Please ensure that the invoice is clear, legible and in black text.

General information / Invoice header level:

Field	Details
Document Type	The document type, 'Tax Invoice', 'Debit Note' or 'Credit Note'.
Supplier name and address	The legal name and address.

Field	Details
Bill to company	The <b>Bill to</b> company must be a valid legal entity in the country you are delivering goods. It must be the same as stated on the Purchase Order.  HSBC GSTIN details are mandatory for India only.
Email address for remittance advice	The email address where your business will receive information about invoice payment.
Purchase Order number (PO)	All supplier invoices must quote a valid HSBC Purchase Order (PO) number. Without it, invoices will not be processed and will be returned. If there is no PO linked to the invoice, it is essential that the name and email address for a single HSBC business contact who will process or code the invoice is included. Your business contact will be able to identify the appropriate person to reference.
Invoice date	Date on which the goods or services have been billed. This must be no more than 10 calendar days in advance of the invoice submission date.
Invoice number	This number must be unique, and contain no blank spaces, or symbols.
Currency	Currency expected for the payment. This needs to match the PO currency.
Bank account for payment	For domestic payments, your bank details must be provided. For overseas/foreign payments, the Bank, Branch and either IBAN number or the SWIFT code are required.  (If your details have changed, please confirm them in writing to AP Enquiries to ensure payment is made into the correct bank account).
Payment terms	Contractually agreed terms of payment. Usually 30 days from invoice receipt.
Tax number	This will depend on the country you are invoicing from and may include: Value Added Tax number (VAT), Goods & Services Tax Number (GST), Supplier Sales & Service Tax ID (SST), Supplier Tax Number, etc.
Import / Export classification code	The Harmonized System of Nomenclature Code (HSN) is only required in certain countries.

## Detailed Information / Invoice line level:

Field	Details
Description	Reference to the goods or services provided.
Purchase order line number	If the invoice is related to an HSBC Purchase Order, each invoice line should refer to a Purchase Order line number, to allow each line item to be matched in our system.
Item ID	Include if possible, but not mandatory.
Unit of measure	Actual unit in which the quantity of goods or services are measured.
Quantity	<b>For Services</b> , the value linked to each line of the invoice must not exceed the value on each respective line on the Purchase Order. <b>For Goods</b> , the unit price and quantity must both not exceed the respective price and quantity values on each PO line.
Unit price	The price for a single unit of measure.
Total excluding local tax	The total of all goods and services before any tax or discounts.
Rate of local tax	Ratio at which goods or services are taxed.
Total of local tax	The total amount of tax applicable to the respective goods or services rendered.
Total including local tax	The total amount to be paid, which includes goods, credits, discounts, taxes, etc.

## How to email your invoice if electronic invoicing is not available

- ◆ Tradeshift is the preferred method of invoicing. Consider emailing your invoice **only** if unable to use our electronic invoice portal. For more information:
  - [HSBC Tradeshift Electronic Invoice Portal](#)



- ◆ Submit a **valid invoice** (details above) only through the correct email address for invoice processing.
- ◆ Ensure the actual invoice is the first page to scan followed by the supporting documents.
- ◆ Multiple invoice file attachments are permitted within one email, but must send only one invoice per non-editable file.
- ◆ Ensure your file is no more than 10MB in size.
- ◆ Ensure the email and/or invoice document(s) are not encrypted or password-protected.
- ◆ Always use a non-editable format (e.g. PDF, TIF). Ensure the scanned copy or the text are clear, or it will not be accepted.
- ◆ All invoices must show a valid HSBC Purchase Order number. **Non-Purchase Order invoices are by exception only.**

## Where to send your invoice when electronic invoicing is not available

The following list outlines the email/postal address where to send your invoice for Accounts Payable processing in the country where goods or services are being received. **Only send to the relevant country email address.** Please note that email addresses listed below may only be for invoice submission and may not be monitored for responses. Contact information for Accounts Payable services or Procurement support can be found later in this document.

Country/region	Contact Details for Invoice Submission
Algeria	invoices+Algeria_HSBC@hsbc.coupahost.com
Argentina	pprovedores@hsbc.com.ar
Armenia	accounts.payable_hbam@hsbc.com
Australia	Please use Tradeshift for all invoice submissions.
Bahrain	supplierinvoicesbahrain@hsbc.com
Bangladesh	HSBC Bangladesh, AP Team Bay Park Heights, HSBC Main Office Plot-2 (New) 522 (Old), Road # 9 (New), 8(old) Dhanmondi Residential Area, Dhaka 1205 Bangladesh
Belgium	invoices+Belgium_HSBC@hsbc.coupahost.com
Bermuda	invoices+Bermuda_HSBC@hsbc.coupahost.com
Brazil	hbbz_contasapagar@hsbc.com
Canada	CanadaAPHSBC@hsbc.ca
Channel Islands & IOM	invoices+CIOM_HSBC@hsbc.coupahost.com



Country/region	Contact Details for Invoice Submission
Chile	Chile_procurement@cl.hsbc.com
Mainland China	Post to HSBC Business Contact via the local tax bureau system
广东恩平汇丰村镇银行 有限责任公司(HBGD)	invoices+HBGD@hsbc.coupahost.com
重庆丰都汇丰村镇银行 有限责任公司(HBCF)	invoices+HBCF@hsbc.coupahost.com
大连普兰店汇丰村镇银 行有限责任公司 (HBDP)	invoices+HBDP@hsbc.coupahost.com
北京密云汇丰村镇银行 有限责任公司(HBBJ)	invoices+HBBJ@hsbc.coupahost.com
湖北天门汇丰村镇银行 有限责任公司(HBHT)	invoices+HBHT@hsbc.coupahost.com
重庆荣昌汇丰村镇银行 有限责任公司(HBCQ)	invoices+HBCQ@hsbc.coupahost.com
湖南平江汇丰村镇银行 有限责任公司(HBHU)	invoices+HBHU@hsbc.coupahost.com
山东荣成汇丰村镇银行 有限责任公司(HBSD)	invoices+HBSD@hsbc.coupahost.com
湖北麻城汇丰村镇银行 有限责任公司(HBMC)	invoices+HBMC@hsbc.coupahost.com
湖北随州曾都汇丰村镇 银行有限责任公司 (HBCB)	invoices+HBCB@hsbc.coupahost.com
重庆大足汇丰村镇银行 有限责任公司(HBCD)	invoices+HBCD@hsbc.coupahost.com
福建永安汇丰村镇银行 有限责任公司(HBFU)	invoices+HBFU@hsbc.coupahost.com
Czech Republic	invoices+Czech_HSBC@hsbc.coupahost.com
Egypt	hsbc.suppliers.invoices@hsbc.com suppliers.invoices.heds@hsbc.com
France	francefactures@support.accounts payable.hsbc.com
Germany	invoice.accounts-payable@hsbc.de
Guernsey	ukinvoices@support.accounts payable.hsbc.com
HASE China	procurement.management@noexternalmail.hsbc.com
HASE Hong Kong	Please use Tradeshift for all invoice submissions.
Hong Kong	Please use Tradeshift for all invoice submissions.
India	IndiaInvoices@support.accounts payable.hsbc.com
Indonesia	hbid_accounts_payable@hsbc.co.id
Ireland	invoices+Ireland_HSBC@hsbc.coupahost.com
Israel	invoices+Israel_HSBC@hsbc.coupahost.com
Italy	Invoices+Italy_HSBC@hsbc.coupahost.com

Country/region	Contact Details for Invoice Submission
Japan	invoices+Japan_HSBC@hsbc.coupahost.com
Korea, Republic of	accounts.payable.sel@kr.hsbc.com
Kuwait	Supplier.Invoice.Kuwait@HSBC.com
Luxembourg	invoices+Luxembourg_HSBC@hsbc.coupahost.com
M&S Bank	accountspayable.msb@mandsbank.com
Macau	accounts.payable.mmo@hsbc.com.mo
Malaysia	Please use Tradeshift for all invoice submissions.
Maldives	hdpl_fusioninvoicing@hsbc.co.in
Malta	account.payable.malta@hsbc.com
Mauritius	invoices+Mauritius_HSBC@hsbc.coupahost.com
Mexico	mexico.facturas.cxp@hsbc.com.mx
Netherlands	invoices+Netherlands_HSBC@hsbc.coupahost.com
New Zealand	invoices+NewZealand_HSBC@hsbc.coupahost.com
Oman	supplier.invoice.oman@hsbc.com
Philippines	mnl.accounts.payable@support.accountspayable.hsbc.com
Poland GSC	gsce.invoice@hsbc.com
Poland Bank	pl.invoice.payments@hsbc.com
Qatar	supplier.invoice.qatar@hsbc.com
Saudi Arabia HBSA	invoices+SaudiArabia_HSBC@hsbc.coupahost.com
Singapore	Please use Tradeshift for all invoice submissions.
South Africa	invoices+SouthAfrica_HSBC@hsbc.coupahost.com
Spain	invoices+Spain_HSBC@hsbc.coupahost.com
Sri Lanka	HDPL_fusioninvoicing@hsbc.co.in
Sri Lanka Bank	HSBC_fusioninvoicing@hsbc.com.lk
Sweden	invoices+Sweden_HSBC@hsbc.coupahost.com
Switzerland	Please use Tradeshift for all invoice submissions.
Taiwan	supplier.invoice.twm@hsbc.com.tw
Thailand	HSBC Building 968 Rama IV Road, Silom, Bangrak, Bangkok 10500
Turkey	maliisler@hsbc.com.tr
United Kingdom	Please use Tradeshift for all invoice submissions.
United Arab Emirates	Please use Tradeshift for all invoice submissions.
Uruguay	Uruguay.pagos@hsbc.com.uy
USA	Please use Tradeshift for all invoice submissions.
Vietnam	apvnm@hsbc.com.vn

## Further Support

Use the following contact details only for Accounts Payable enquiries or Procurement Support but not for invoice submission.

Country/region	Contact Details for Accounts Payable Enquiries or Procurement Support
Algeria	AP.Algeria@hsbc.com Algeria_sourcing@hsbc.com
Argentina	pproveedores@hsbc.com.ar business.central_po@hsbc.com.ar
Armenia	accounts.payable_hbam@hsbc.com
Australia	HSBCAccountsPayable.AUS@procurement-support.hsbc.com AUS.Sourcing@procurement-support.hsbc.com
Bahrain	menaaccounts.payable@hsbc.com BAH.Sourcing@procurement-support.hsbc.com
Bangladesh	HSBCbdaccountspayable@hsbc.com.bd procurement.bd@hsbc.com.bd
Belgium	AP.Belgium@hsbc.com Belgium_sourcing@hsbc.com
Bermuda	accounts.payable@hsbc.bm Bermuda_Sourcing@hsbc.com
Brazil	HBBZ_contasapagar@hsbc.com HBBZ.procurement@hsbc.com
Canada	HSBCAccountsPayable.CAN@procurement-support.hsbc.com CAN.Sourcing@procurement-support.hsbc.com
Channel Islands & IOM	AP.CIOM@hsbc.com CIOM_sourcing@hsbc.com
Chile	Chile_procurement@cl.hsbc.com
Mainland China	HSBCAccountsPayable.CHN@procurement-support.hsbc.com CHN.Sourcing@procurement-support.hsbc.com
Czech Republic	AP.Czech@hsbc.com Czech_sourcing@hsbc.com



Country/region	Contact Details for Accounts Payable Enquiries or Procurement Support
Egypt	procurement.support.desk.egypt@hsbc.com procurement.sourcing.activities@noexternalmail.hsbc.com
France	admingestion.achats@hsbc.fr france_sourcing@hsbc.com
Germany	accountspayable@hsbc.de
Guernsey	HSBCAccountsPayableUK@procurement-support.hsbc.com
HASE China	procurement.management@noexternalmail.hsbc.com
HASE Hong Kong	HASE.AccountsPayable@procurement-support.hsbc.com
Hong Kong	HSBCAccountsPayable.HKG@procurement-support.hsbc.com HKG.Sourcing@procurement-support.hsbc.com
India	HSBCAccountsPayable.IND@procurement-support.hsbc.com IND.Sourcing@procurement-support.hsbc.com
Indonesia	HBID_FusionPSD@hsbc.co.id
Ireland	AP.Ireland@hsbc.com Ireland_sourcing@hsbc.com
Israel	AP.Israel@hsbc.com
Italy	AP.Italy@hsbc.com Italy_sourcing@hsbc.com
Japan	AP_japan@hsbc.co.jp group.purchasing.unit.tky@hsbc.co.jp
Korea, Republic of	hsbc.procurement.sel@kr.hsbc.com
Kuwait	menaaccounts.payable@hsbc.com KUW.Sourcing@procurement-support.hsbc.com
Luxembourg	ap.luxembourg@hsbc.com Lux_sourcing@hsbc.com
M&S Bank	accountspayable.msb@mandsbank.com

Country/region	Contact Details for Accounts Payable Enquiries or Procurement Support
Macau	HSBCaccounts payable.MO@procurement-support.hsbc.com MO.Sourcing@procurement-support.hsbc.com
Malaysia	HSBC.AccountsPayableMYH@hsbc.com.my MY.Sourcing@procurement-support.hsbc.com
Maldives	hdpl_fusioninvoicing@hsbc.co.in
Malta	account.payable.malta@hsbc.com Malta_sourcing@hsbc.com
Mauritius	AP.Mauritius@hsbc.co.mu chitra.julha@hsbc.co.mu
Mexico	HSBCAccountsPayable.MEX@procurement-support.hsbc.com MEX.Sourcing@procurement-support.hsbc.com
Netherlands	AP.Netherlands@hsbc.com Netherlands_sourcing@hsbc.com
New Zealand	AP.NZ@hsbc.co.nz
Oman	accountspayable.oman@hsbc.com sourcing.oman@hsbc.com
Philippines	hsbcaccountspayable.php@procurement-support.hsbc.com PHP.Sourcing@procurement-support.hsbc.com
Poland GSC	gsce.accounting@hsbc.com Poland_procurement@hsbc.com
Poland Bank	Poland_procurement@hsbc.com
Qatar	menaaccounts.payable@hsbc.com QAT.Sourcing@procurement-support.hsbc.com
Saudi Arabia HBSA	hsbc.sa.vendor.invoices@hsbcsa.com SA.Sourcing@procurement-support.hsbc.com
Singapore	HSBCAccountsPayable.SGP@procurement-support.hsbc.com SGP.Sourcing@procurement-support.hsbc.com
South Africa	AP.south.africa@hsbc.com Southafrica_sourcing@hsbc.com
Spain	AP.Spain@hsbc.com

Country/region	Contact Details for Accounts Payable Enquiries or Procurement Support
Sri Lanka	HSBCAccountsPayable.SL@procurement-support.hsbc.com SL.Sourcing@procurement-support.hsbc.com
Sri Lanka Bank	hsbc_fusioninvoicing@hsbc.com.lk
Sweden	AP.Sweden@hsbc.com Sweden_sourcing@hsbc.com
Switzerland	ch.accountspayable@hsbcpb.com Switzerland_sourcing@hsbc.com
Taiwan	procurement.support.desk.tw@noexternalmail.hsbc.com
Thailand	kawita.maneechod@hsbc.co.th thitimon.theerapornset@hsbc.co.th jarunee.chenpanich@hsbc.co.th
Turkey	maliisler@hsbc.com.tr hsbc.satinalma@hsbc.com.tr
United Kingdom	HSBCAccountsPayableUK@procurement-support.hsbc.com UK.Sourcing@procurement-support.hsbc.com
United Arab Emirates	menaaccounts.payable@hsbc.com UAE.Sourcing@procurement-support.hsbc.com
Uruguay	Uruguay.pagos@hsbc.com.uy Uruguay.compras@hsbc.com.uy or leticia.real@hsbc.com.uy
USA	HSBCAccountsPayable.US@procurement-support.hsbc.com US.Sourcing@procurement-support.hsbc.com
Vietnam	gpvnm@hsbc.com.vn

## No Purchase Order, No Pay Policy Frequently Asked Questions (FAQ's)

### Why has HSBC implemented No PO, No Pay?

Ensuring a Purchase Order is available on your invoices increases efficiency, allowing for a streamlined payment process. The use of purchase orders provides clear specification of what



is required, when it is needed, agreed pricing and specifies the terms and conditions. This results in a reduced likelihood of payment queries and delays.

### **Which areas of HSBC are affected by this change?**

All businesses within HSBC are covered by this policy.

### **Will payments be any quicker if a Purchase Order number is quoted?**

Standard HSBC payment terms are 30 days from date of invoice receipt or as per agreed contract terms. However, invoices without a PO number will be returned, unprocessed, meaning that a refreshed invoice referencing a PO will be needed.

### **Past invoices without a Purchase Order number have been paid. Will this still happen?**

No. You are required to obtain a valid PO number before delivery of goods or services. Our internal teams are aware of this so they should provide this information to you.

### **How can a Purchase order number be obtained, if an invoice is returned?**

Contact the staff member who gave the instructions to supply the goods and ask them to provide a PO number. When a PO has been obtained, send a replacement invoice quoting the valid PO number for payment processing. If you are unable to contact the staff member who placed the order, please reach out through the team email listed in this document in the specific country where you are delivering goods or services.

### **What should I do if I have received this notification and I am not a supplier?**

Some individuals who have received payments from the Bank in the past have been recognised in our accounting system as suppliers. If you have received a notification and do not currently provide us with goods and/or services, please disregard this letter and accept our apologies for the inconvenience.

### **Will I receive Purchase Orders by post?**

No, POs will usually be submitted electronically to the email address provided in your supplier details, however, they can be mailed if necessary. PO numbers can also be confirmed over the phone if there is an issue with submitting electronically.

### **What should I do if I do not receive a Purchase Order?**

Contact the person who placed the order and ask for a written PO.

### **What happens if I receive a Purchase Order and it does not seem to be correct?**

Work with the person who placed the PO (contact details will be quoted on the order) and ask for clarification. If necessary, the original PO can be cancelled, and a replacement issued.

### **How do I know that the Purchase Order has been approved by the correct level of authority?**

All HSBC POs have been approved by the correct level of authority prior to it being submitted to you. This provides you with assurance that the spend has been approved and accounted for prior to delivery.

### **What should I do if I have sent an invoice and my payment appears to be delayed?**



Contact the person who placed the order or is named on the PO. Invoices may be disputed or returned to you for varied reasons and will always be sent back to the supplier address on record with an explanation. Some examples are:

- No Purchase Order number quoted on the invoice.
- Multiple Purchase Order numbers are quoted on one invoice. Send individual invoices for each PO.
- Multiple invoices in one PDF document. Send one invoice per PDF file.
- No invoice number quoted.
- No invoice date quoted.
- Not addressed to HSBC or not addressed to the correct HSBC entity.
- No VAT (Value Added Tax) amount or VAT registration number (if VAT applies).
- No total amount owed.
- No clear description of what you are charging for.

**Will I still get paid if I do not include the Purchase Order number on my invoice?**

Unless there is an agreed exception, all invoices must quote HSBC's PO number. If this is not provided, the invoice will be returned to the sender and will be processed once a new invoice is received with a PO number quoted on the invoice.

