



PROVIDING YOUR COMPANY & PAYMENT DETAILS TO HSBC

Supplier Guidance Document



HSBC ONBOARDING PROCESS FOR SUPPLIERS HAS BEEN UPDATED

As part of HSBC's digital transformation, we are using Coupa to collaborate with suppliers and exchange documents.

Coupa is a user-friendly Procurement software and platform, which covers the entire procurement process from initiating sourcing activity and contracting through to purchase orders and invoicing.

You will now receive an email notification when we request information from you to support the onboarding process.

This guide will help you to complete and submit the information request to onboard you as a supplier to HSBC.



Please ensure all information is accurate and if you are unsure about what information to enter, please ask your **HSBC buyer** before submitting.

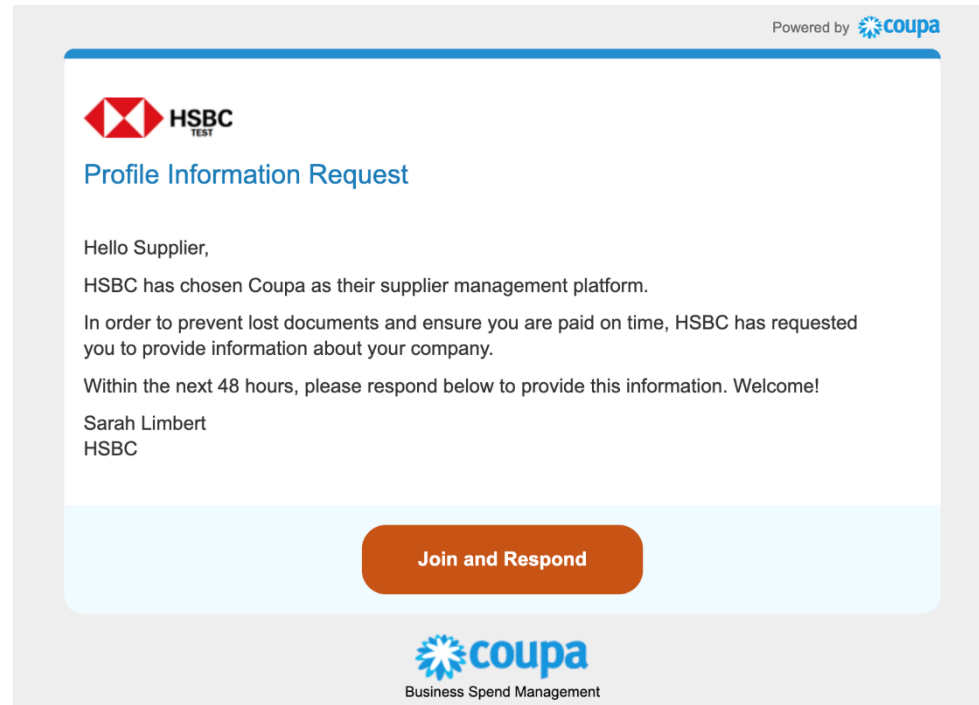
Step 1. Register to use Coupa Supplier Portal

Coupa Supplier Portal Registration

When a supplier is being onboarded by HSBC an email explaining the purpose of the contact will be sent from Coupa.

1

To start, click **Join and Respond**.



Coupa Supplier Portal Registration

You will be prompted to **Create an Account**

- 1 Add your **Legal Business Name**
- 2 Your **email address and First Name/Last Name fields** will be automatically populated
- 3 Create a **Password**
- 4 Click on the Privacy Policy and Terms of Use to review. Then **click** on the box to accept
- 5 Click **Create an Account**

Create an Account

Coupa – HSBC is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Coupa – HSBC so you're ready to do business together.

1

*** Business Name**

Your legal business name (or legal personal name if an individual)

2

*** Email**

2

*** First Name**

*** Last Name**

3

*** Password**

*** Confirm Password**

Use at least 8 characters and include a number and a letter.

4

☐ I accept the [Privacy Policy](#) and the [Terms of Use](#)

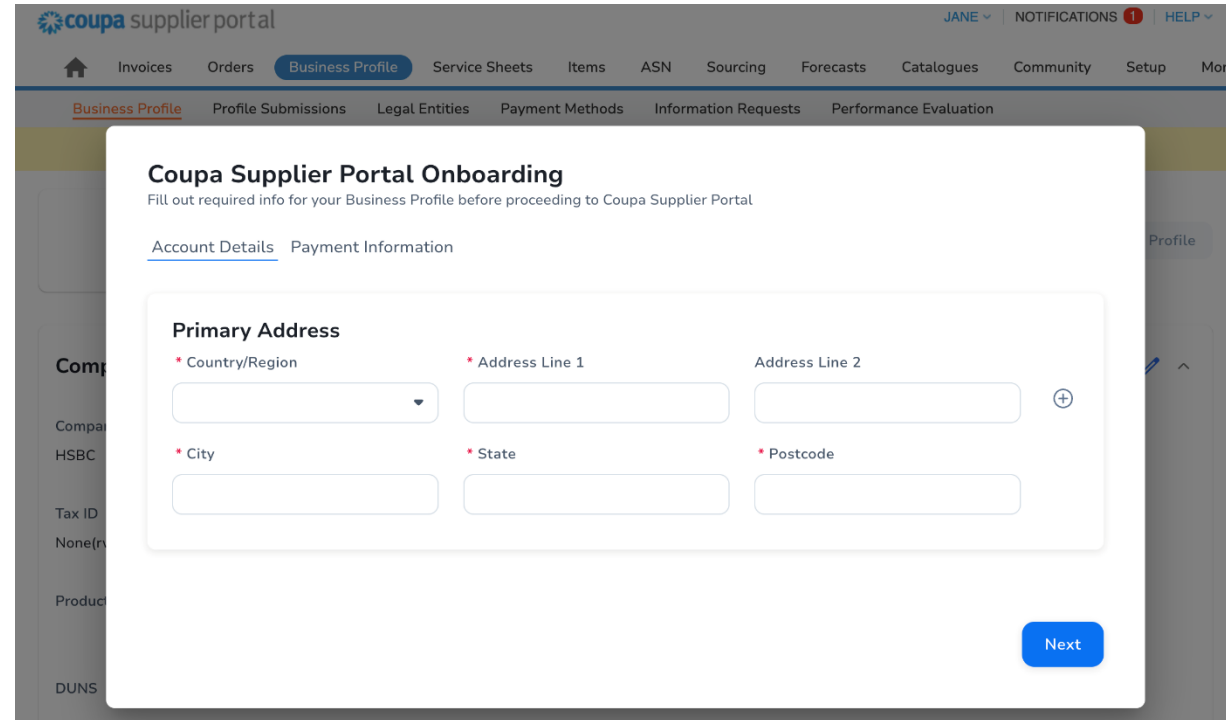
5

[Create an Account](#)

Already have an account? [LOG IN](#)

Coupa Supplier Portal Registration

- 1 Click on the dropdown arrow and select **Country/Region**
- 2 Add your **Legal Registered Address**
- 3 Add **City, State and Postal Code**
- 4 Click **Next**



The screenshot shows the 'Coupa Supplier Portal Onboarding' form. The form is titled 'Coupa Supplier Portal Onboarding' and includes the instruction 'Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal'. The form is divided into two tabs: 'Account Details' (selected) and 'Payment Information'. The 'Primary Address' section contains the following fields:

- * Country/Region (dropdown menu)
- * Address Line 1 (text input)
- Address Line 2 (text input)
- * City (text input)
- * State (text input)
- * Postcode (text input)

A blue 'Next' button is located at the bottom right of the form.

HSBC About Your Business

Complete **Coupa Supplier Portal Onboarding**.

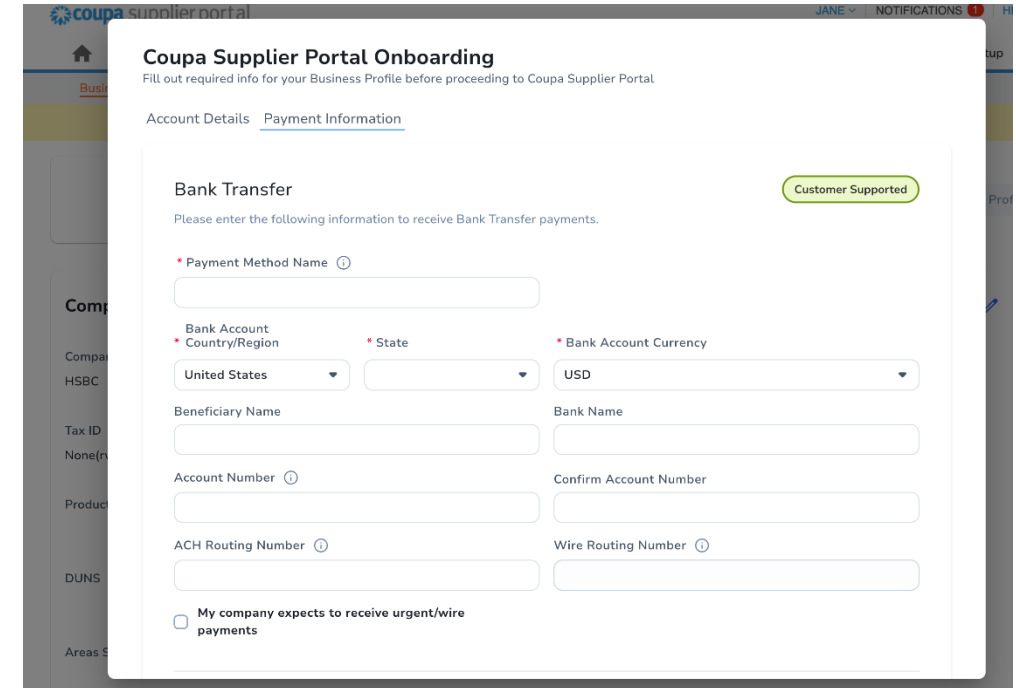
1 **HSBC only accepts Bank Transfer Payment Type**

2 **Add Payment Method Name**

3 **Add Bank Account Country/Region and State**

4 **Add Bank Account Currency**

5 **Add Account Number and Confirm Account Number**
and complete remaining fields as required.



The screenshot shows the 'Coupa Supplier Portal Onboarding' form. The title is 'Coupa Supplier Portal Onboarding' with a subtitle 'Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal'. There are two tabs: 'Account Details' and 'Payment Information'. The 'Payment Information' tab is active. The form is titled 'Bank Transfer' with a 'Customer Supported' badge. Below the title, it says 'Please enter the following information to receive Bank Transfer payments.' The form fields are: 'Payment Method Name' (text input), 'Bank Account Country/Region' (dropdown menu with 'United States' selected), 'State' (dropdown menu), 'Bank Account Currency' (dropdown menu with 'USD' selected), 'Beneficiary Name' (text input), 'Bank Name' (text input), 'Account Number' (text input), 'Confirm Account Number' (text input), 'ACH Routing Number' (text input), and 'Wire Routing Number' (text input). At the bottom, there is a checkbox labeled 'My company expects to receive urgent/wire payments'.

Step 2. Respond to HSBC Information Request

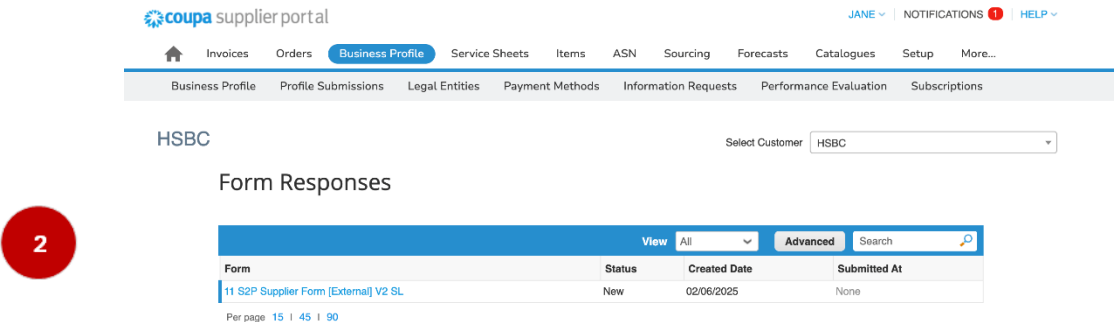
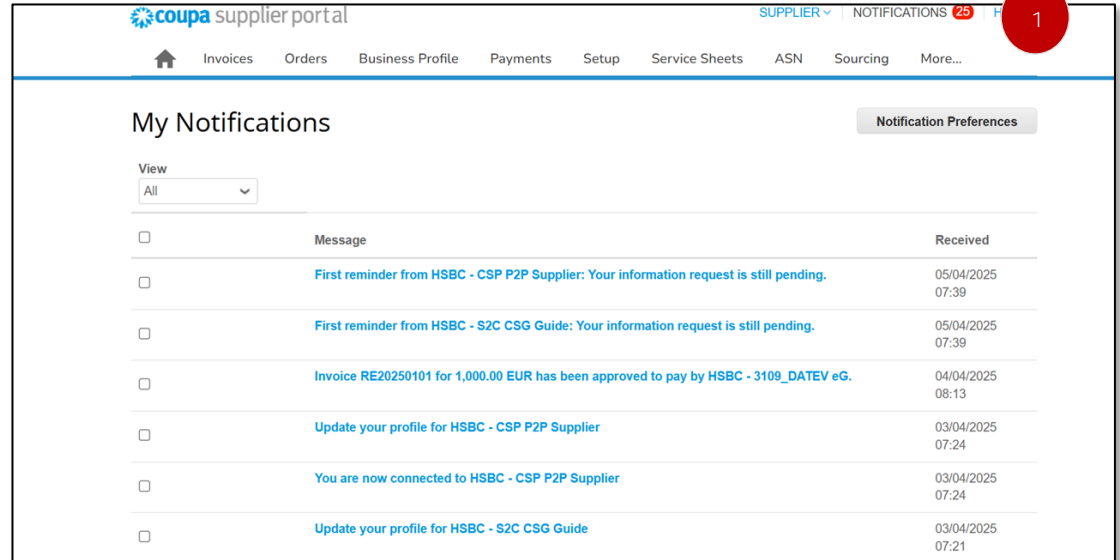
Accessing new requests for information if you have already registered for Coupa Supplier Portal

1 From Home Page, click on **Notifications** icon top right.

2 You will see **Form Responses** – these are information requests for you to respond to.

You can check the **Status** and **Submitted At** to identify the **new request** for information.

i You can also navigate to **Business Profile>Information Requests** to see **Form Responses** – these are information requests for you to respond to.



HSBC Supplier Set Up Form

You will be directed to the **HSBC Supplier Set Up Form**.

[Your Profile](#) [Information Requests](#) [Performance Evaluation](#)

Coupa – HSBC

Profile Coupa – HSBC

✓ We have auto-filled some information from your Public Profile.

S2P External Supplier Data Capture - NO DIVERSITY

Supplier Information

Supplier Guide Ltd

HSBC Supplier Set Up Form

Dear Supplier,

We kindly ask you to provide your company information through this form to allow us to transact with you for Purchase Orders, Invoices and Payment.

We do this to ensure valid information in our vendor master data.

Any comments will be captured in the Comments section at the bottom of the page.

We thank you for your cooperation in advance.

Regards,

HSBC Team

HSBC Supplier Code of Conduct

1 Click, open and read the **HSBC Code of Conduct & Data Privacy Notice**

2 Click the dropdown arrow and confirm you have read and will adhere to the **HSBC Supplier Code of Conduct**

3 Enter reason for non-acceptance (*if applicable*)

1

HSBC Supplier Code of Conduct Acknowledgement

HSBC Code of Conduct & Data Privacy Notice

 <https://www.hsbc.com/who-we-are/esg-and-responsi...>

Find pdf documents included in the HSBC Supplier Code of Conduct section

* I acknowledge the Data Privacy notice

☐

* I have read and will adhere to the HSBC Supplier Code of Conduct above

Enter reason for non-acceptance of the Code of Conduct

If you have not accepted the HSBC Supplier Code Of Conduct enter your reasoning above

2

3

HSBC Supplier Details


- 1 **Supplier Legal Name** will be pre-populated
- 2 Complete as much information in the remaining fields as you can


Supplier Details

* **Supplier Legal Name**
Legal / Registered Name


Trading Name
Official name used for carrying out business which is different to Legal / Registered Name

Native Name
Name in local language (i.e non-Latin) if applicable

Date of Incorporation 
LTD company only

Country of Incorporation 
LTD company only

Commercial Registration/Company Number

Dun & Bradstreet (DUNS) Number 
LTD company only

HSBC Tax Details

- 1 Confirm if you are **registered for VAT/Tax**
- 2 The following fields will appear. Click on the dropdown arrow to select the **Country**
- 3 Add your **Tax Number**

1

Are you registered for VAT/Tax?

Select ▼

Are you applicable for Withholding Tax?

☐

Check the box if invoices for HSBC would be applicable for Withholding tax

* VAT Number (VRN) / Tax Identification Number

2

Country

3

Number

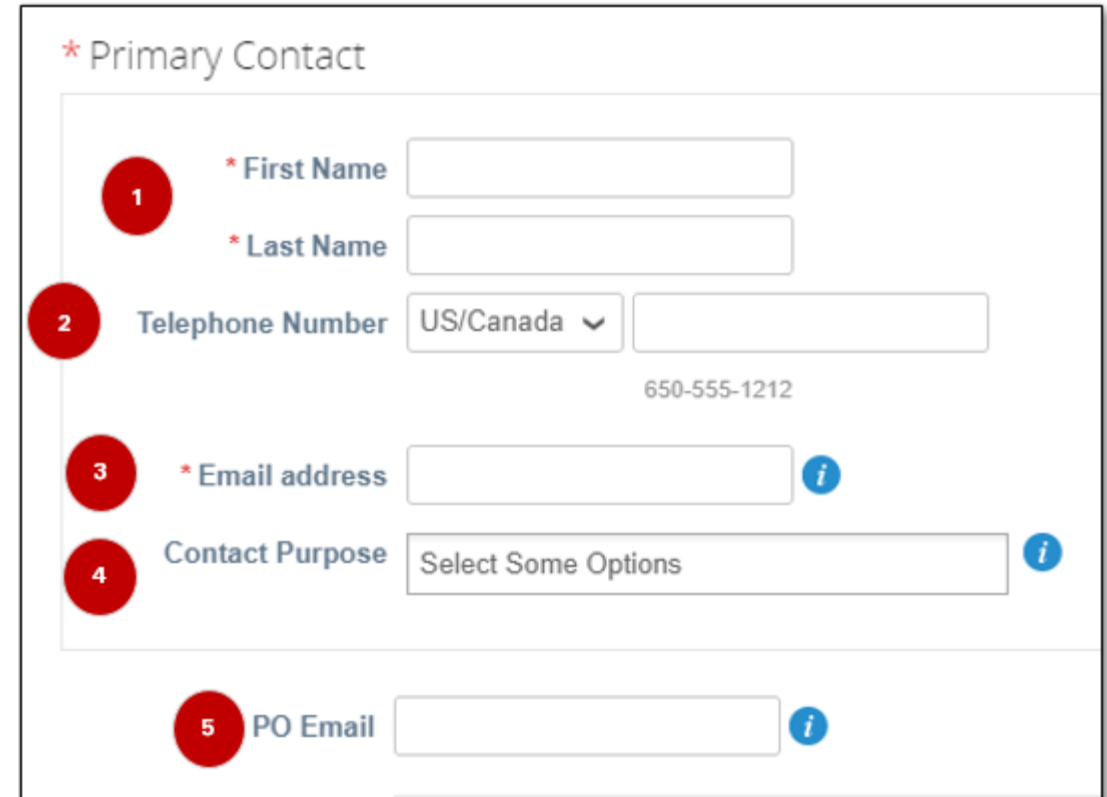
Local ☐



HSBC Primary Contact Details

- 1 **First Name/Last Name** will be pre-populated
- 2 Add a contact **Telephone Number** (*this can be left blank if preferred and is not mandatory*)
- 3 **Email address** will be pre-populated
- 4 Click on the **Contact Purpose** field to select an option (*this can be left blank if preferred and is not mandatory*)
- 5 Add in the **email address** to be used for **Purchase Order notifications**

Please note: The details you entered for Coupa Registration will not be pulled through to the HSBC Form



The screenshot shows the 'Primary Contact' form with the following fields and callouts:

- 1** * First Name (text input)
- 1** * Last Name (text input)
- 2** Telephone Number (dropdown menu showing 'US/Canada' and a text input field containing '650-555-1212')
- 3** * Email address (text input with an information icon)
- 4** Contact Purpose (dropdown menu showing 'Select Some Options' with an information icon)
- 5** PO Email (text input with an information icon)

HSBC Parent Information

1 If you are a subsidiary supplier owned by a Parent Company, please click on the dropdown arrow and select **Yes**. You will be asked to add the name of your **Parent Company**.

Once this Form is submitted and approved by HSBC, this information is visible by our Procurement Team so that HSBC is aware of your Parent Company information.

Otherwise, select **No** and continue

1

Parent Information

* Do you have a Parent Company?

Select


▼

HSBC Address Details

1 Click on the **Address Purpose** to select an option i.e. when HSBC is to use this address (***this can be left blank if preferred and is not mandatory***)

2 Other mandatory fields will be pre-populated. You can update these details if required

Address Details


 **HSBC Supplier Onboarding**

* Registered Address

1

Address Purpose

Select Some Options



* Region

Country/Region

United Kingdom

▼

State Region

Birmingham - BIR

✕ ▼

State ISO Code

GB-BIR

Address Name

987 Main Street

* Street Address

Street 1

Street Address 2

Street Address 3

Street Address 4

* City

Birmingham

* Postal Code

B2 4TH

Location Code

HSBC Remit & Bank Details (1/2)

1 The Supplier Payment Account details you completed via the **Registration Onboarding Wizard** will be defaulted into the payment account fields. Please complete any remaining mandatory fields

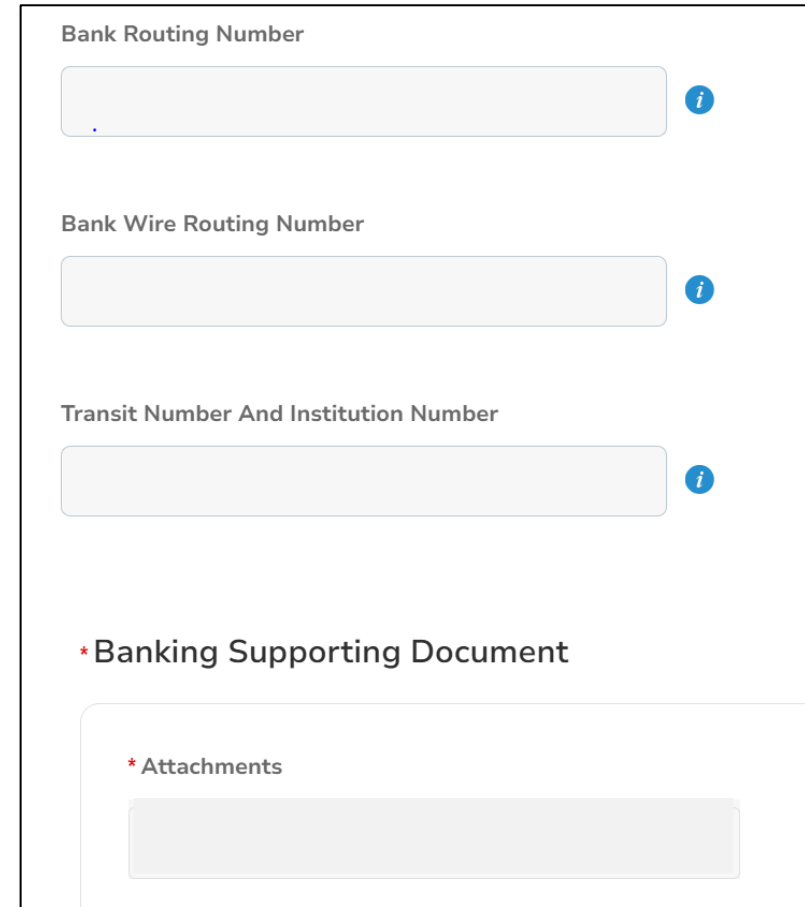
* New Update Remit To	Region	* Account Currency	Sort Code
<div>Active</div> <div>Active</div>	<div>Country/Region</div> <div>Germany</div>	<div>* Account Currency</div> <div>EUR</div>	<div>Sort Code</div> <div></div>
<div>Address Name</div> <div></div>	<div>State Region</div> <div>Bavaria - BY</div>	<div>* Bank Name</div> <div>Commerzbank AG</div>	<div>* Bank Account Number</div> <div></div>
<div>* Street Address</div> <div>Paumgartnerstraße 6-14</div>	<div>State ISO Code</div> <div>DE-BY</div>	<div>Bank State or Region</div> <div></div>	<div>SWIFT Code (BIC)</div> <div>*****XXX</div>
<div>Street Address 2</div> <div></div>	<div>* Postal Code</div> <div>90329</div>	<div>* Bank Country/Region</div> <div>Germany</div>	<div>IBAN Number</div> <div>*****456</div>
<div>* City</div> <div>Nürnberg</div>	<div>* Remit-To Contact Email</div> <div></div>	<div>* Beneficiary Name</div> <div>3109_DATEV eG</div>	<div>Bank Code</div> <div></div>

HSBC Remit & Bank Details (2/2)

IMPORTANT

For Supplier Payment Accounts, it is **mandatory** for you to provide the **Banking Supporting Document**.

1 HSBC requires a **letter from the vendor on their company letterhead saved in PDF format, stating the bank account information which has been selected for payments.**



The screenshot shows a form titled "Bank Routing Number" with a text input field and an information icon. Below it is a "Bank Wire Routing Number" field with an information icon. Then a "Transit Number And Institution Number" field with an information icon. Further down is a section titled "* Banking Supporting Document" which contains a sub-section "* Attachments" with a large text input field. A red circle with the number "1" is positioned to the left of the "Attachments" field.



Please note: If you are adding your Supplier Payment Account Details for the first time or changing your Supplier Payment Account details, you will need to submit your next invoice through the Coupa Supplier Portal to activate the new Supplier Payment Account.

Future invoices can then be submitted via the Coupa Supplier Portal or via the email address you have used previously.

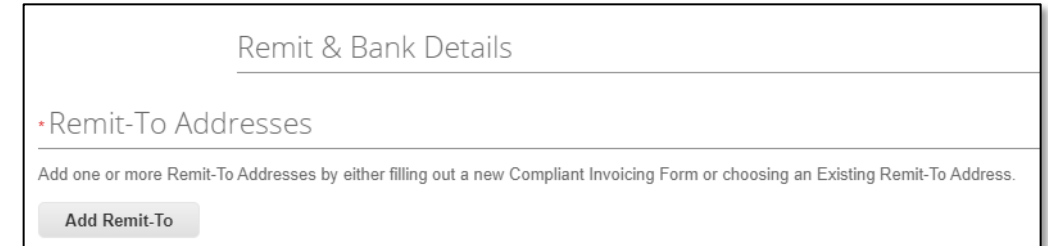
HSBC Remit & Bank Details

1 To add another Supplier Payment Account, click on **Add Remit-To**.

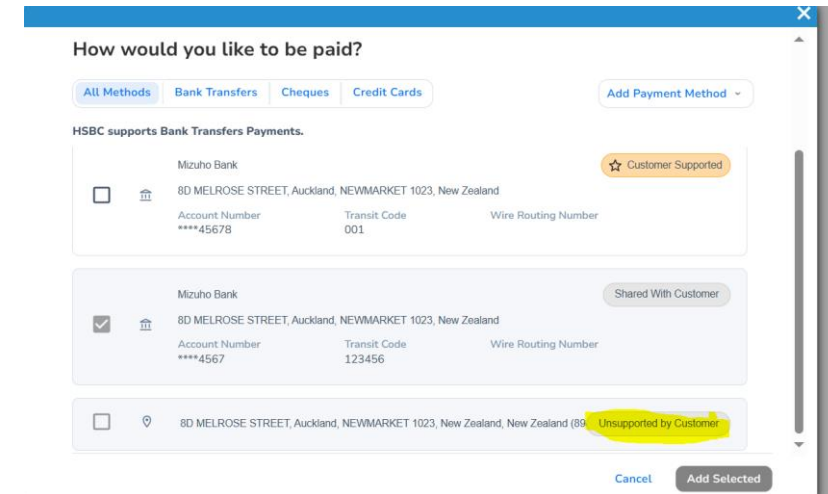
HSBC only accepts Bank Transfer Payment Method.

When you add a Bank Transfer Payment Method for HSBC it will show as **Customer Supported**. Other Payment Types will show as **Unsupported by Customer**.

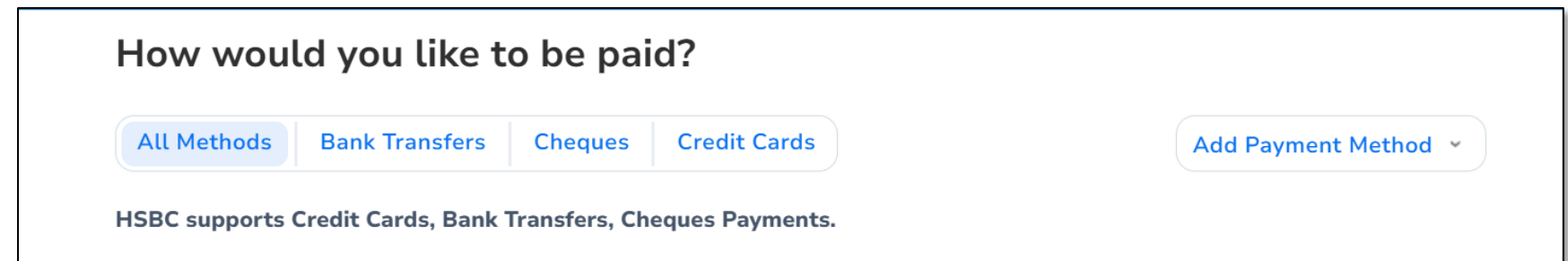
2 Click on **Add Payment Method**



1



2



HSBC Environment Details

1

Read through the Options and click on the **Select Some Options** Field. Hold Control to select multiple options

Environment

- Option 1. My company has targets in place to reduce operational emissions by 50% or greater by 2030
- Option 2. My company has targets in place to reduce operational emissions by less than 50% by 2030
- Option 3. My company publicly reports carbon emissions.
- Option 4. My company has committed to setting a science-based target (SBTi) in the next two years (will provide link)
- Option 5. My company's carbon reduction target is a validated science-based target (SBTi)
- Option. 6 My company has an environmental management system (EMS) addressing our significant environmental impacts.
- Option. 7 None of the above option is applicable.

*** Please choose the options below that are applicable to your company**

Select Some Options

Hold Control to select multiple options

1

HSBC Human Rights & ESG Details

1

Read through the Options and click on the **Select Some Options** Field. Hold Control to select multiple options

1

Human Rights & ESG Risk (Governance)

- Option 1. My company has a public human rights or modern slavery policy or statement.
Option 2. My company has a grievance mechanism to report human right violations.
Option 3. My company conducts human rights due diligence in our supply chain.
Option 4. None of the above option is applicable.

*** Please choose the options below that are applicable to your company.**

Select Some Options

Hold Control to select multiple options

HSBC Diversity & Inclusion – Supplier Diversity

1

Read through the Diversity Consent Statement and select your **Consent Feedback**

Diversity Consent Statement

To further support one of the bank's core values, we value difference, and Global procurement's target of increasing our spend with diverse suppliers – we are now adding supplier diversity questions to Coupa Supplier Information Module (SIM). This will enable us to identify diverse suppliers in our supply chain and meet the Sustainable Procurement Mandatory Procedure of always including one diverse supplier in our commercial events.

You consent to HSBC's use of the Supplier Diversity Data that you provide in response to the diversity questions after registering in Coupa for the purpose of assessing and managing the diversity in the HSBC Supplier Portal in accordance with the terms of HSBC's [Data Privacy Notice to Suppliers](#) and to the inclusion of that data in the HSBC Supplier Diversity data base.

You confirm that you are authorised by any individual whose data you submit to Coupa, and have obtained consent from such individuals for HSBC's processing and use of such data, including the answers to the diversity questions and have provided the HSBC's [Data Privacy Notice to Suppliers](#) to such individuals and informed that the data will be used by HSBC in this way.

You also acknowledge by your continued use and engagement with Coupa:

-that any further information that you submit to Coupa will be processed by HSBC for the purposes set out in and in accordance with the terms of HSBC's [Data Privacy Notice to Suppliers](#); and you confirm that you are authorised by any individual whose data you submit to Coupa and have obtained consent from such individual's for HSBC's processing and use of such data, including the answers to the diversity questions and have provided the HSBC [Data Privacy Notice to Suppliers](#) to such individuals and informed that the data will be used by HSBC in this way.

Please note that consent can be withdrawn at any time by emailing hsbc.supplier.diversity@hsbc.com. If consent is withdrawn, HSBC will no longer have the right to collect additional data and any data collected up to the time of withdrawal will be kept for the time necessary. Please also reach out to this email address with any questions in relation to Supplier Diversity Data

"I give my consent based on the above consent statement."

* Consent Feedback

Select



Please select one option

HSBC Diversity & Inclusion – Supplier Diversity

1

Read through the Options and click on the **Select Some Options** Field. Hold Control to select multiple options

1

Diversity & Inclusion - Supplier Diversity

Option 1. My company is a diverse owned company (51% or more owned, managed and controlled by a historically and locally under-represented group). Please note that this option relates to the ownership of the company.

Option 2. My company has a supplier diversity program to increase spend with diverse owned companies (51% or more owned, managed and controlled by a historically and locally under-represented group) in our supply chain. Please note that this option relates to the ownership of the companies in your supply chain.

Option 3. My company is a Small, or Medium Sized Enterprise (SME) based on country definition of an SME where my company is located.

Option 4. My company has a policy that prohibits discrimination, bullying or harassment in the workplace.

Option 5. None of the above is applicable.

* Please choose the options below that are applicable to your company.

Select Some Options

Hold Control to select multiple options

HSBC Sustainability Contact

1

Add a **Contact Name** and select **Contact Purpose**.

Read through the Options and click on the **Select Some Options** Field. Hold Control to select multiple options

Please provide a contact point for sustainability related matters

First name

Surname

Work Phone

US/Canada

650-555-1212

Email address

Contact Purpose

Select Some Options



1

HSBC Review details and Submit to HSBC

- 1 **Review Contact Details** and click **Submit for Approval**. You can also click on **Save** if you want to return to the Form to review before submitting for approval

Contacts

Add one or more Contacts.

Add Contact

Please provide a contact point for sustainability related matters

First Name

Last Name

Work Phone

US/Canada

650-555-1212

Email address

Contact Purpose

Select Some Options

If you have a Sustainability contact provide their details here
Select Other as the Contact Purpose

Decline

Save

Submit for Approval

- 2 You will see a Green banner which confirms your information has been submitted to HSBC and is **Pending Approval**

Coupa – HSBC

Profile Coupa – HSBC

Your information has been submitted

S2P External Supplier Data Capture - NO DIVERSITY

Pending Approval

HSBC Confirmation Email

1

You will receive an email confirmation that your Supplier Profile information has recently been updated in Coupa.



Questions?



Please direct all queries relating to the onboarding process to your buyer who will provide you with a solution directly or triage your query to the appropriate team.

