

# How to Invoice HSBC

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## Procurement Processes

### Supplier Guide

17 December 2025

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## Electronic invoicing

As part of our global sustainability initiative, HSBC is moving towards a fully paperless environment by adopting electronic invoicing. E-invoicing is now recognised as the standard practice internationally, with numerous countries mandating the use of government-approved domestic invoicing platforms.

To support our suppliers and maintain compliance across various regions, HSBC partners with leading platforms such as Tradeshift and Coupa Supplier Portal (CSP). These platforms enable suppliers to submit invoices electronically and monitor their progress in real time. Additionally, they prompt suppliers to provide any missing information, helping to ensure invoices are processed promptly.

HSBC will reach out to you to invite you to register on either Tradeshift or CSP (depending on jurisdiction) to begin transacting with us. For access and further guidance, please contact your HSBC Procurement support team as outlined in the further support section below. For more information on:

- Tradeshift, visit [HSBC Tradeshift Electronic Invoice Portal](#)
- CSP, visit [Invoicing HSBC via Coupa Supplier Portal](#).

While we encourage Tradeshift and CSP 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 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: - <b>'Tax Invoice'</b> , <b>'Debit Note'</b> or <b>'Credit note'</b>
Supplier name and address	The legal name and address.

Field	Details
Bill to company	<p>The Bill to 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.</p> <p>HSBC GSTIN details are mandatory for India only.</p>
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 payment which must match the PO currency.
Bank account for payment	<p>This information should be captured during the supplier onboarding process. It does not need to be shown on the invoice, unless it forms part of your standard invoice template or preferred invoice format.</p> <p>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.</p> <p>(If your details have changed, please confirm them in writing to AP Enquiries to ensure payment is made into the correct bank account).</p>
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	<p>For Services, the value linked to each line of the invoice must not exceed the value on each respective line on the Purchase Order.</p> <p>For Goods, the unit price and quantity must both not exceed the respective price and quantity values on each PO line.</p>
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 and Coupa Supplier Portal (CSP) are the preferred method of receiving invoices. Please use these channels for efficient processing of invoices. Consider emailing your invoice only if you are unable to use our electronic invoice portals. For more information [HSBC Tradeshift Electronic Invoice Portal](#) or [Invoicing HSBC via Coupa Supplier 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	<a href="mailto:invoices+Algeria_HSBC@hsbc.coupahost.com">invoices+Algeria_HSBC@hsbc.coupahost.com</a>
Australia	<a href="#">HSBC Tradeshift Electronic Invoice Portal</a>
Bahrain	<a href="mailto:supplierinvoicesbahrain@hsbc.com">supplierinvoicesbahrain@hsbc.com</a>
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	Domestic invoices: E-invoicing platform Peppol Foreign invoices: <a href="mailto:invoices+Belgium_HSBC@hsbc.coupahost.com">invoices+Belgium_HSBC@hsbc.coupahost.com</a>
Bermuda	<a href="mailto:invoices+Bermuda_HSBC@hsbc.coupahost.com">invoices+Bermuda_HSBC@hsbc.coupahost.com</a>
Brazil	<a href="mailto:hbbz_contasapagar@hsbc.com">hbbz_contasapagar@hsbc.com</a>
Canada	<a href="mailto:CanadaAPHSBC@hsbc.ca">CanadaAPHSBC@hsbc.ca</a>
Channel Islands & IOM	<a href="mailto:invoices+CIOM_HSBC@hsbc.coupahost.com">invoices+CIOM_HSBC@hsbc.coupahost.com</a>
Chile	<a href="mailto:Chile_procurement@cl.hsbc.com">Chile_procurement@cl.hsbc.com</a>
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)	<a href="mailto:invoices+HBGD@hsbc.coupahost.com">invoices+HBGD@hsbc.coupahost.com</a>
重庆丰都汇丰村镇银行 有限责任公司(HBCF)	<a href="mailto:invoices+HBCF@hsbc.coupahost.com">invoices+HBCF@hsbc.coupahost.com</a>
大连普兰店汇丰村镇银行有 限责任公司 (HBDP)	<a href="mailto:invoices+HBDP@hsbc.coupahost.com">invoices+HBDP@hsbc.coupahost.com</a>
北京密云汇丰村镇银行 有限责任公司(HBBJ)	<a href="mailto:invoices+HBBJ@hsbc.coupahost.com">invoices+HBBJ@hsbc.coupahost.com</a>
湖北天门汇丰村镇银行 有限责任公司(HBHT)	<a href="mailto:invoices+HBHT@hsbc.coupahost.com">invoices+HBHT@hsbc.coupahost.com</a>
重庆荣昌汇丰村镇银行 有限责任公司(HBCQ)	<a href="mailto:invoices+HBCQ@hsbc.coupahost.com">invoices+HBCQ@hsbc.coupahost.com</a>

Country/region	Contact Details for Invoice Submission
湖南平江汇丰村镇银行 有限责任公司(HBHU)	<a href="mailto:invoices+HBHU@hsbc.coupahost.com">invoices+HBHU@hsbc.coupahost.com</a>
山东荣成汇丰村镇银行 有限责任公司(HBSD)	<a href="mailto:invoices+HBSD@hsbc.coupahost.com">invoices+HBSD@hsbc.coupahost.com</a>
湖北麻城汇丰村镇银行 有限责任公司(HBMC)	<a href="mailto:invoices+HBMC@hsbc.coupahost.com">invoices+HBMC@hsbc.coupahost.com</a>
湖北随州曾都汇丰村镇银行 有限责任公司 (HBCB)	<a href="mailto:invoices+HBCB@hsbc.coupahost.com">invoices+HBCB@hsbc.coupahost.com</a>
重庆大足汇丰村镇银行 有限责任公司(HBCD)	<a href="mailto:invoices+HBCD@hsbc.coupahost.com">invoices+HBCD@hsbc.coupahost.com</a>
福建永安汇丰村镇银行 有限责任公司(HBFU)	<a href="mailto:invoices+HBFU@hsbc.coupahost.com">invoices+HBFU@hsbc.coupahost.com</a>
Czech Republic	<a href="mailto:invoices+Czech_HSBC@hsbc.coupahost.com">invoices+Czech_HSBC@hsbc.coupahost.com</a>
Egypt	<a href="mailto:hsbc.suppliers.invoices@hsbc.com">hsbc.suppliers.invoices@hsbc.com</a> <a href="mailto:suppliers.invoices.heds@hsbc.com">suppliers.invoices.heds@hsbc.com</a>
France	<a href="mailto:francefactures@support.accountspayable.hsbc.com">francefactures@support.accountspayable.hsbc.com</a>
Germany	<a href="mailto:invoices+Germany_HSBC@hsbc.coupahost.com">invoices+Germany_HSBC@hsbc.coupahost.com</a>
Guernsey	<a href="mailto:ukinvoices@support.accountspayable.hsbc.com">ukinvoices@support.accountspayable.hsbc.com</a>
HASE China	<a href="mailto:procurement.management@noexternalmail.hsbc.com">procurement.management@noexternalmail.hsbc.com</a>
HASE Hong Kong	<a href="#">_HSBC Tradeshift Electronic Invoice Portal</a>
Hong Kong	<a href="#">_HSBC Tradeshift Electronic Invoice Portal</a>
India	<a href="#">_HSBC Tradeshift Electronic Invoice Portal</a>
Ireland	<a href="mailto:invoices+Ireland_HSBC@hsbc.coupahost.com">invoices+Ireland_HSBC@hsbc.coupahost.com</a>
Israel	<a href="mailto:invoices+Israel_HSBC@hsbc.coupahost.com">invoices+Israel_HSBC@hsbc.coupahost.com</a>
Italy	Domestic invoices: E-invoicing platform Aruba Foreign invoices: <a href="mailto:invoices+Italy_HSBC@hsbc.coupahost.com">invoices+Italy_HSBC@hsbc.coupahost.com</a>

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

## 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	<a href="mailto:AP.Algeria@hsbc.com">AP.Algeria@hsbc.com</a> <a href="mailto:Algeria_sourcing@hsbc.com">Algeria_sourcing@hsbc.com</a>
Australia	<a href="mailto:HSBCAccountsPayable.AUS@procurement-support.hsbc.com">HSBCAccountsPayable.AUS@procurement-support.hsbc.com</a> <a href="mailto:AUS.Sourcing@procurement-support.hsbc.com">AUS.Sourcing@procurement-support.hsbc.com</a>
Bahrain	<a href="mailto:menaaccounts.payable@hsbc.com">menaaccounts.payable@hsbc.com</a> <a href="mailto:BAH.Sourcing@procurement-support.hsbc.com">BAH.Sourcing@procurement-support.hsbc.com</a>
Bangladesh	<a href="mailto:HSBCbdaccounts payable@hsbc.com.bd">HSBCbdaccounts payable@hsbc.com.bd</a> <a href="mailto:procurement.bd@hsbc.com.bd">procurement.bd@hsbc.com.bd</a>
Belgium	<a href="mailto:AP.Belgium@hsbc.com">AP.Belgium@hsbc.com</a> <a href="mailto:Belgium_sourcing@hsbc.com">Belgium_sourcing@hsbc.com</a>
Bermuda	<a href="mailto:accounts.payable@hsbc.bm">accounts.payable@hsbc.bm</a> <a href="mailto:Bermuda_Sourcing@hsbc.com">Bermuda_Sourcing@hsbc.com</a>
Brazil	<a href="mailto:HBBZ_contasapagar@hsbc.com">HBBZ_contasapagar@hsbc.com</a> <a href="mailto:HBBZ_procurement@hsbc.com">HBBZ_procurement@hsbc.com</a>
Canada	<a href="mailto:HSBCAccountsPayable.CAN@procurement-support.hsbc.com">HSBCAccountsPayable.CAN@procurement-support.hsbc.com</a> <a href="mailto:CAN.Sourcing@procurement-support.hsbc.com">CAN.Sourcing@procurement-support.hsbc.com</a>
Channel Islands & IOM	<a href="mailto:AP.CIOM@hsbc.com">AP.CIOM@hsbc.com</a> <a href="mailto:CIOM_sourcing@hsbc.com">CIOM_sourcing@hsbc.com</a>
Chile	<a href="mailto:Chile_procurement@cl.hsbc.com">Chile_procurement@cl.hsbc.com</a>
Mainland China	<a href="mailto:HSBCAccountsPayable.CHN@procurement-support.hsbc.com">HSBCAccountsPayable.CHN@procurement-support.hsbc.com</a> <a href="mailto:CHN.Sourcing@procurement-support.hsbc.com">CHN.Sourcing@procurement-support.hsbc.com</a>
Czech Republic	<a href="mailto:AP.Czech@hsbc.com">AP.Czech@hsbc.com</a> <a href="mailto:Czech_sourcing@hsbc.com">Czech_sourcing@hsbc.com</a>

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

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

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

## No Purchase Order, No Pay Policy Frequently Asked Questions (FAQs)

### 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.

### 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, an invoice must quote HSBC 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.

