

## Information to suppliers about local specifics of the payment process in Croatia

Dear Hitachi ABB Power Grids (ABB Power Grids Zagreb d.o.o.) Supplier,

As part of global standardization of the payment process within Power Grids, find below the country specific information regarding the payment process.

This document contains country specific details. In case no local exception is defined in this document, the global standard applies mandatory.

The latest version of the global Power Grids Procure to Pay Process (P2P) for suppliers is available at the Power Grids supplier portal <https://www.hitachiabb-powergrids.com/about-us/supplying/doing-business-with-pg/invoice-handling>.

### How to send invoices to Power Grids (related to chapter 2 of global P2P)

#### I. Invoices via email:

Invoices through email should be sent to this address:  
[hr-office@hitachi-powergrids.com](mailto:hr-office@hitachi-powergrids.com)

Instructions for emailing invoices:

- Emailed invoices must be submitted in either .pdf format.
- Each email attachment must contain only one invoice along with supporting documentation for that invoice (each invoice and all the associated supported documentation must be attached as one complete file and do not submit invoices and supporting documents as separate files).
- Multiple e-mail attachments (Invoices) can be sent in a single email. Max. 10 PDF's per email (5MB Total).
- The invoices billed are to be emailed only once. Please address any invoice process issues (missing invoice) through our inquiry process.
- This email id should be used for the purpose of sending an invoice only. Please use our inquiry process for reminders, statements and other correspondence.
- Invoice image must be of at least 300 dpi resolution.
- Invoice image should be upright and be on the first page of attachment.
- Any invoices that do not meet the above criteria are subject for rejection.

Note: File name attached should not contain special symbol or characters such as #, \$, \* @, : -, & etc.

Note: Please do not send any emails with attachments that require a password. This feature would not allow the inbound of invoice into the system.

Note: The outlook setting "Delivery request" must be switched off. Otherwise, an automatic reply will be sent, indicating that the e-mail is deleted without reading, although the invoice is inbounded.

Note: .Zipped file or email attached in another email are not acceptable.

Note: Please do not include any written message which requires any action in the email as the message included in the email will not be read.

#### II. Invoices via physical mail service (only when no option for e-mail delivery is in place):

Physical invoices have to be sent to the invoice address mentioned in the PO. In case no invoicing address is provided, invoices have to be sent to the following address:

ABB Power Grids Zagreb d.o.o.  
Ulica Grada Vukovara  
10000 Zagreb  
Croatia

## Invoice requirements - deviations from Global Power Grids standard P2P (related to chapter 6 of global P2P)

Listed below are the minimum details that an invoice must carry to ensure faster processing and avoid rejections. Please note any invoice not meeting this minimum requirement list is liable to be rejected by Power Grids.

- Supplier name, number, address, and supplier reference person including contact details (telephone, e-mail etc.)
- Correct delivery (Ship-To) and invoicing address (Bill-To) of Power Grids, including correct legal entity name
- Best practice is to add to the Billing Address the Power Grids ERP Vendor Number.
- Tax/VAT number of supplier and customer
- Invoice date (dd/mm/yyyy format, unless specified otherwise)
- Invoice number (max of 16 characters)
- Payment terms / Incoterms
- If Purchase Order invoice, state Power Grids purchase order number in customer "Reference" field– in case not applicable, to be confirmed by Power Grids purchaser. The purchase order number (guidance: one PO, one invoice) should be listed in the invoice header fields (together with invoice date, invoice number etc.).
- If No Purchase Order Invoice, state Power Grids name (=invoice approver) or no-purchase order Power Grids identification number in customer "Reference" field. This should be listed in the invoice header fields (together with invoice date, invoice number etc.). No-purchase order invoices without a reference will be disputed or returned/rejected.
- Please adopt the position number from our purchase order
- Quantity, if applicable
- Date of delivery of Goods or Services
- Description of goods and/or services, (line items and description in the purchase order should match the invoice)
- Currency
- Currency rate or VAT amount in HRK (kuna) if invoiced in other currency
- Net amount per position
- Tax rate per position
- Total net amount
- Gross amount (total amount invoiced)
- Bank details your complete address

Best Practice Invoice Address Bill-To example:

ABB Power Grids Zagreb d.o.o.  
Ulica Grada Vukovara  
10000 Zagreb  
Croatia  
PG Vendor No: 123456  
VAT No: HR24690247227

## Inquiries on your invoices

Please visit our website:

<https://www.hitachiabb-powergrids.com/about-us/supplying/doing-business-with-pg/supplier-inquiries>