

Information to suppliers about local specifics of the payment process in Croatia (Valid as per October 22nd, 2021)

Dear Hitachi Energy (Hitachi Energy d.o.o.) Supplier,

As part of global standardization of the payment process within Hitachi Energy, 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 Hitachi Energy Procure to Pay Process (P2P) – invoice handling and supplier payments for suppliers is available at the Hitachi Energy supplier portal [Supplier Invoicing](#). Note: You can find e.g., in this document a description of the usage of the End-of-Month Payment term (section 9 in the [Global Version](#)) within Hitachi Energy.

Please submit invoices via e-invoice or e-mail. Hard copy invoices will not be accepted.

How to send invoices to Hitachi Energy (related to chapter 2 of global P2P)

I. Invoices via email:

Invoices through email should be sent to this address:

hr-office@hitachienergy.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 PDFs 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 to 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.

Invoice requirements - deviations from Global Hitachi Energy 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 Hitachi Energy.

- 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 Hitachi Energy, including correct legal entity name
- Best practice is to add to the Billing Address the Hitachi Energy 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 Hitachi Energy purchase order number in customer "Reference" field– in case not applicable, to be confirmed by Hitachi Energy purchaser/buyer. 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 Hitachi Energy name (=invoice coder/reviewer) or no-purchase order Hitachi Energy 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 and your complete address

Best Practice Invoice Address Bill-To example:

Hitachi Energy d.o.o.
Ulica Grada Vukovara
10000 Zagreb
Croatia
HE Vendor No: 123456
VAT No: HR24690247227

Inquiries on your invoices

Please visit our website:

[Supplier Invoicing](#)