

Information to suppliers about local specifics of the payment process in Vietnam (Valid as per November 1st)

Dear Hitachi Energy (Hitachi Energy Vietnam Company Limited) 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 – 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:

vn-invoicing@hitachienergy.com

Instructions for emailing invoices:

- Emailed invoices must be submitted in .pdf or .xml file format.
- PO No. for invoice must be mentioned in mail subject row
- 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 be switched off. Otherwise, an automatic reply will be sent, indicating that the e-mail is deleted without reading, although the invoice is inbound.

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.

1. For overseas invoices issued by suppliers outside Vietnam:

- Supplier name, address
- Correct Sold-to (entity name), delivery (Ship-To) and invoicing address (Bill-To) of Hitachi Energy
- Tax or VAT number of supplier and customer
- Invoice date
- Invoice number
- Payment terms / Incoterms
- "Reference" Hitachi Energy purchase order number. The purchase order reference number (guidance: one PO, one invoice) should be listed in the invoice header fields (together with invoice date, invoice number etc.).
- 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)
- Total net amount
- Currency, Tax/VAT/GST amount
- Gross amount (total amount invoiced)
- Electronic signature or state clearly that the invoice is signed electronically (only electronic invoices are accepted to be sent via email, paper invoice must be sent in original to address above).

2) For VAT invoice issued by suppliers within Vietnam

| Criteria | Explanation |
|-----------------|--|
| Invoice general | - No erase, no amendment on invoice - Same ink color, red ink is not allowed. - text should be continuous. |
| Invoice date | Invoice date should be close to the transaction date. |
| Invoice type | E.g.: 01GTKT3/001 |
| Invoice serial | E.g.: AB/18P; AB/18T or AB/18E |
| Copy number | Invoice received from supplier must be Copy 2: Sent to customer |

| | |
|---|--|
| Name/address/tax code of buyer and seller | - Name should be correct followed by registration to Tax Authority |
| Description of goods/service/quantity/unit price/total amount in numbers and words. | - The information should match with PO/contract and good receipt note/service report/settlement minute. Any of the mismatch, need to come back operation for further explanation & correction. Some of the mistakes on invoice could be either amended by amendment minute or cancelled to issue new one. - For hand-writing invoice, it needs to be crossed the blank part. This requirement is not applied for self-printed invoice or e-invoice. |
| Signature/full name and stamp of Buyer and Seller. | - In case representatives of Seller does not sign on invoice, the delegation will sign, and the seller's chop will be on the up-left corner of the invoice - Some company is waived the chop on their invoices due to their large volume of invoice, so these company need to submit Hitachi Energy the approval of chop waive. - For e-invoice: the signature of seller is digitally signed. |
| Invoice printing company | Invoice printing company should be stated on invoice, or else, the invoice could be fake |
| Language on invoice | Vietnamese is compulsory, bilingual languages are allowed but the font size of foreign language should be smaller than Vietnamese's |
| About fare, ticket | Some of compulsory information above can be waived, such as seller's signature or buyer's chop, name/address/tax code and signature. |
| PO information | - PO number(s) need to be stated on invoice for easy of checking. In case, the PO number is put wrongly, the amendment minute for invoice is needed. - Goods/services must be for business purposes. For services, BUs need to prove the benefits of services to Hitachi Energy and maintain proper evidence to explain tax authority when requested. For welfare expenses, the expenses should be clearly stated in Company policies & procedures |
| Currency | Currency default in VND, other cases stated in Tax law. |

Best Practice Invoice Address Bill-To example (Foreign invoices only):

Hitachi Energy Vietnam Company Limited
 Km9, National Road 1A, Hoang Liet Ward, Hoang Mai District
 Hanoi
 Vietnam
 HE Vendor No: 0123456789

Best practice Invoice Address Sold-to example (Foreign invoice only):

Hitachi Energy Vietnam Company Limited
 Km9, National Road 1A, Hoang Liet Ward, Hoang Mai District, Hanoi, Vietnam
 VAT No.: 0100114441

Hitachi Energy Vietnam Company Limited, Bac Ninh branch
 No.1, TS-23 road, Tien Son industrial zone, Dong Nguyen, Tu Son, Bac Ninh, Vietnam
 VAT No.: 0100114441-001

Inquiries on your invoices

Please visit our website:

[Supplier Invoicing](#)