

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

Dear Hitachi Energy (Hitachi Energy Taiwan Co., Ltd.) 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:

Foreign invoices through email should be sent to this address:

<mailto:tw-apg.accountspayable@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 (pdf) 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 or Tiffs 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.
- 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.
- The above email id should be used for the purpose of sending an invoice only. Please use our inquiry process for reminders, statements, and other correspondence.

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.

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 or 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
- Net amount per position
- Tax rate per position
- Total net amount
- Gross amount (total amount invoiced)
- Bank details and your complete address

For All documents (Invoices/Credit/Debit Notes)	PO Invoices	Non-PO Invoices	Credit/Debit Memos
Complete Hitachi Energy Legal Entity Name, address, VAT registration number (only for VAT invoice)	Hitachi Energy Purchase Order number and item number, PO quantity	Name of the person responsible from Hitachi Energy (who ordered services or goods)	Number and date of the invoice to which is related (credit/debit note)
Complete your company name, VAT registration number (only for VAT invoice), address and bank account. If you are Hitachi Energy company, your ABACUS code and BU are requested	For Transport invoices – Hitachi Energy Purchase Order number for transport, not for goods transferred	Hitachi Energy division/Business unit (for which services or goods were ordered)	Reason of the credit/debit note (e.g., cancelation of the invoice, return material, price/quantity differences, bonus, etc.)
Invoice / Credit or Debit note number and date		Expense description and charge period	Hitachi Energy Purchase Order number for Po related credit/debit memos, Hitachi Energy contact person and DV/BU for Non-PO related credit/debit memos
Currency, invoice amount, tax amount (only for VAT invoice)			

Best Practice Invoice Address Bill-To example:

Hitachi Energy Taiwan Co., Ltd.
5F, No. 18, Jihu Rd., Neihu District 11492
Taipei
Taiwan
HE Vendor No: 123456
VAT No: 82886772

Inquiries on your invoices

Please visit our website:

[Supplier Invoicing](#)