

INVOICING REQUIREMENTS – Hong Kong

As part of our strategy and continuous improvement efforts, Signify has implemented digital processing of supplier invoices.

To avoid delays that could affect the invoice payment process, it is critical that your invoices comply with:

1. our purchase order
2. general guidelines – click on the following [link to for our general guidelines](#)
3. the requirements as here below.

Note: the word « invoices » used below, refers to both invoices and credit notes issued by you.

Invoice Requirement

Signify only makes payments against valid original invoices. Not complying with the requirements below could result in a delay of payment or rejection of invoice.

Note: Signify does not claim that below invoice requirements cover all today applicable laws and possible future changes in the respective laws. As a Supplier, you remain responsible to ensure that the invoices you issue to Signify always comply with all applicable laws. Therefore, you are obliged to include any additional requirement not listed below.

Supplier information:

- Supplier legal name as mentioned in “Order to” section of the Purchase Order
- Supplier address must match the one as mentioned in “Order to” section of the Purchase Order
- Supplier contact details (telephone number and email address)
- Supplier VAT number (if applicable)
- Supplier remit-to information must have full Bank details
Note Signify’ s preferred method of payment is through wire transfer instead of cheque or other type of payments.
- Ship from address (only applicable for goods delivery)

Signify information:

- The correct Signify entity name
- Signify bill to address as shown on Purchase Order (PO).
For credit note: use same address as the original invoice.
- The correct Purchase Order number issued for your company (one purchase order per invoice).
If you handle more POs from Signify at the same time, for seamless processing and risk of delayed payment, we highly recommend you issue a separate invoice for each PO number.
- Signify VAT number (if applicable)
- Ship to (or delivery) address (only applicable for goods / material delivery)

Invoice Content:

- The word “Invoice” or “Credit/Debit Note” must be clearly printed on the invoice
- Invoice Date cannot be later than submission date
- Your Invoice reference number must be unique and not longer than 16 digits
- Currency (3-digit monetary code e.g. USD; EUR, GBP ...).
The currency must be the same currency as stated on the Purchase order.
- Description and specification of goods and services delivered including quantity, price, and unit of measure of goods and services being invoiced also must be broken per purchase order line item.
Line items in the purchase order should match the invoice
- Invoice amounts expressed in numbers, in the currency as per the PO broken down by:
 - Total net amount
 - Total / gross amount

- Invoice amounts broken down by Purchase Order line item (as mentioned in our Purchase Order), with our line item number mentioned.
Note: Goods / material related invoices, must not include non-related goods or material costs or transportation costs on the same invoice next to the goods / materials even in the case when the purchase order included them as separate lines.
 Either such costs should be included in the goods / materials price (which must be agreed with the purchasing member of Signify) or should be invoiced separately.
 Similarly, unplanned costs must be covered by a purchase order and invoiced separately.
- Any rebates, discounts, and credits (if not included in the unit price) to be clearly mentioned
- Reverse charge - where the customer is liable for the payment of the VAT
- Date of material shipment; delivery of the goods or performance of the services
- For credit notes, invoice number being credited must be stated (one credit note per invoice)

Invoice Submission:

Submit your invoice in **PDF format only** as per [link to for our general guidelines](#)

Send invoices only once by e-mail to the relevant address mentioned below. By sending more than once and / or more than one email address, the invoice will fall into duplicate checks delaying processing and payments of the invoice. If You are not certain to which organization or Entity Code your invoice is for, please refer to the Purchase Order you have received from Signify or contact the requester that placed the order with you. You can find the Entity Code in the “Order from” field between brackets behind the Legal Entity name.

Please do not use these addresses for queries or any other purpose unless mentioned otherwise in the Invoice Query Section. See next section for Invoice queries.

*Please Pay attention to the “. “ or “ – “ in the e-mail address.

Signify Entity being billed	Company code	Email address *
Signify Hong Kong Limited	HK00 / 451402	invoice_HK00@signify.com
Signify Hong Kong Limited	HK04 / 454087	invoice_HK04@signify.com
Signify Hong Kong Limited	HK09 / 455102	invoice_HK09@signify.com

*The first page of the PDF should contain the invoice image with all supporting data & documents in the pages following, advise to add a page separator after the Invoice image. Don't send supporting data in separate attachments.

*Please state the mailbox address in either the 'To' or 'CC' field of the email. Invoices sent to the address mentioned in “BCC” will not be processed.

From the tax and legal point of view, PDF document is treated as an original electronic invoice. Thereby, by agreeing to use PDF as an electronic invoice, no other document can be prepared or issued (ex. paper invoices). As a Supplier, you remain responsible for the invoices you issue to Signify.

Invoice Query:

To enquire the payment status of your invoice on real time basis, please register @ the Signify Vendor Query portal which can be accessed using this Link > [Signify Supplier Management Portal \(apexportal.net\)](#). Refer below mentioned mail for any query and registration at portal.



Reminders, statements, or any other questions/remarks should be sent by e-mail to the relevant Vendor Query address mentioned below.

If You are not certain to which organization or Entity Code your query is for, please refer to the Purchase Order you have received from Signify or contact the requester that placed the order with you. You can find the Entity Code in the “Order from” field between brackets behind the Legal Entity name.

*Please Pay attention to the “. “ or “ – “ in the e-mail address.

Signify Entity being billed	Company code	Email address *
Signify Hong Kong Limited	HK00 / 451402	vq.hk.snow@signify.com
Signify Hong Kong Limited	HK04 / 454087	vq.hk.snow@signify.com
Signify Hong Kong Limited	HK09 / 455102	vq.hk.snow@signify.com

Mention the Purchase Order and Invoice reference number (the same as in the invoice copy) in the subject of the email.

If your question concerns multiple invoices, please send in a format that allows to copy data (preferably in Excel format). Do not send print screen of your accounting systems, as it creates the risk of typing mistakes and additional workloads.

Vendor Master Data (VMD) / Order Query:

The questions related to the Purchase Order / Order confirmation or any changes required in the vendor master data like Name of entity, Bank details, Contact details etc., should be sent to the email address which mentioned below:

*“E-mail” section of Purchase Order.

Please note that any updates or modifications regarding your bank account details must be communicated via the email referred above. It is important to mention that payments are processed using the bank details maintained in the Vendor master data.