

# How to Work with Hiab as our Supplier

## Your guide for a successful collaboration and timely payments

Thank you for being a valued member of Hiab Limited UK's supplier network. Your partnership is vital to our success.

To ensure a smooth process where we are able to pay our suppliers promptly please find below some requirements that must be included as part of your invoicing process.

### 1 Ensure a Purchase Order is issued

**Critical:** Ensure all invoices have a **valid Hiab Purchase Order (PO)**. When a new indirect goods or services order is issued, you will receive an email notification from [no-reply.sourcing@cargotec.com](mailto:no-reply.sourcing@cargotec.com) with a 10-digit Purchase Order starting with 49. You can also find this on the [portal](#) where you have the opportunity to confirm receipt.

### 2 Mandatory invoice content information

To facilitate our automated Purchase to Pay process, please ensure your invoice includes the following essential details:

- **Hiab contact person (full name) and PO Reference:** Clearly state the Hiab purchaser's name and PO number
- **Invoice Identification:** Provide the invoice number, issue date, delivery and service dates and agreed payment terms
- **Supplier Details:** Include your company's name, address, VAT registration number and bank details
- **Invoicing and Delivery Addresses:** Specify Hiab's invoicing and delivery addresses, including Hiab VAT registration (GB945684087)
- **Goods/Services Description:** Detail the supplied goods/services, including quantities, amounts, and PO line reference numbers
- **Invoice Totals and Currency:** State the net amount, VAT, and gross total in the specified currency using the international abbreviation, e.g. GBP, EUR

For a complete list of invoice requirements, visit [Mandatory Invoice Content Requirements](#)

**Attention:** Non-compliant invoices will be returned for correction, potentially delaying payment.

### 3 How to send your invoices

By using our Invoicing platform (Basware) there are multiple options to submit your invoices:

## E-Invoices

This is the preferred way for Hiab to receive invoices, and the most sustainable option. Send structured e-invoice data directly from your billing system via your [e-invoicing provider](#). Please follow the [e-invoice setup](#) and send it to GB945684087, operator BAWCFI22, for the fastest and most reliable way.

### PDF invoices via Email

If using the PDF format, send each invoice as a separate PDF file (no more than 10 MB) to [hiab.uk@bscs.basware.com](mailto:hiab.uk@bscs.basware.com). For more guidelines regarding PDF invoice submission please visit [PDF Invoice Guidelines](#).

### Self input

Use Basware portal Key-in services to input invoice data free of charge. This service provides immediate feedback for any discrepancies. Learn more and register through [Basware Portal Registration](#)

For assistance with technical issues or queries, please contact us through [Technical Support Form](#)

## 4 Log in to the Supplier Portal

This secured online platform ([sourcing@cargotec](mailto:sourcing@cargotec)) provides information relating to the order, such as bank and contact details, contract and purchase orders, and delivered goods and services.

**Important:** Please regularly update your company information under the 'General Info → My Company Information' section.

## 5 Support and query handling

### Useful Contacts:

Purchasing and Delivery Inquiries: [store@cargotec.com](mailto:store@cargotec.com)

Invoice and Payment Queries: [supplier.queries@cargotec.com](mailto:supplier.queries@cargotec.com)

Additional information [Supplier Information Page](#) and [Frequently Asked Questions](#)

Kind regards



Gary Thomson

Business Controller, UK & Ireland