

1. Why did I receive this letter?

We are sending Hiab's invoice requirements to all indirect suppliers. Correct invoicing speeds up the payment process.

2. Who is the indirect supplier?

Indirect supplier provides materials and services required to operate Hiab's business operations, but are not directly used in Hiab's products. Examples include facilities, personnel services and utilities.

If you have a purchase order starting with 49 you are an indirect supplier.

3. What happens if I send an incorrect invoice?

If your invoice is missing or contains incorrect data, it prevents an efficient payment process. Our support team will contact you about the erroneous or missing data, and inform you about the required actions to receive the payment. For new invoices created according to our requirements, Hiab will ensure timely payments.

4. How am I informed that my invoice is not compliant?

Our Invoice handling team (Support team) will contact you via your official query mail or the one you provided to us as a preferred point of contact.

You will receive an email from [Financeservices@cargotec.com](mailto:Financeservices@cargotec.com) with an explanation and action required.

5. How do I get paid if I have sent an incorrect invoice?

If your invoice is not accepted, you need to follow the instructions that we provide you with and issue a new invoice. A properly issued invoice sent to us will be paid according to the agreed payment terms.

6. How to get my PO number if I haven't yet received one?

Contact your designated Hiab partner for goods/ services by whom you have received the order and ask for your PO number. Alternatively, log into Supplier Portal and check your issued PO.

7. What is a [Sourcing@cargotec](mailto:Sourcing@cargotec) Supplier Portal?

An online platform allowing suppliers to check the following:

- General information (company & banking information, supplier's contacts);
- Orders (issued POs with the possibility to acknowledge them, also the purchased goods and services )
- Contracts (contract data and content including the negotiated payment terms)
- Sourcing (used mainly if supplier is invited/participating in auctions);
- Catalogues (internal catalogue info and items are visible for the supplier)

## INVOICE REQUIREMENTS - FREQUENTLY ASKED QUESTIONS



8. How to log into the platform

When a new contact is added into the Hiab database, ID and temporary password are sent out from [no-reply.sourcing@cargotec.com](mailto:no-reply.sourcing@cargotec.com).

9. How to reactivate the account?

If you have never logged in please search for the message described in point 9. The message's subject is "Welcome to sourcing@cargotec Supplier portal". Using the credentials please log into the portal.

If you can't find the message or you forgot your password please follow the 'Lost your password' [instructions](#).

10. Why Purchase Order should be acknowledged in the Portal?

It provides an opportunity to confirm that Purchase Order (PO) is received and will be executed. You may also acknowledge its correctness.

11. How do I validate my payment terms?

By logging into the supplier portal you may check your contracted payment terms and the existing Purchase Orders with specified payment terms. If you don't have contract terms with Hiab and can't log into our supplier portal, please reach out to your Hiab contact.