Clinic Session - Supplier Training about Invoice

18 Jul 2025

Power Brighter Tomorrows

Clinic Session

📢 **Supplier Clinic Session Notice**

This supplier clinic session will be conducted **in Cantonese only.**

If you require support in other languages, please stay tuned for future announcements.

📢 供應商系統應用研習會通知

本次供應商系統應用研習會將以廣東話進行。

如您需要其他語言支援，請留意日後公佈。

Clinic Session

Invoice and Payment Enquiries

1. Invoice Channels

2. How to submit invoice

   a. Supplier Portal

   b. AP_invoice@clp.com.hk

3. Common Enquiries about invoice

   1. Why cannot find my invoice

   2. Supplier needs to edit invoice

   3. Supplier needs to cancel invoice

   4. CLP Finance requests supplier to edit invoice

   5. CLP Finance requests supplier to cancel & resubmit invoice

4. Enquiries about payment

   1. Status

   2. Overdue

1. Invoice Channels

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Invoice Submission Channels

| Invoices Types		Supplier Portal		Email digital Invoice^ (AP_invoice@clp.com.hk) ^ *Refer submission guideline (Slide 18)*
		Submit with PO number • Create Invoice	**Submit without PO number** • Create Invoice Without PO	
Purchase Order Invoice *a)System will auto generate invoice after user Receipt (Supplier can check with user on their GR-status to avoid late payment) ,b) Supplier cannot found the PO number in supplier portal for invoice submission and c) Check Manage PO - Pay on receipt ☑	Unenabled Pay on Receipt — Pay on receipt	**YES**	**NO**	**YES**
	Enabled Pay on Receipt* ✓ Pay on receipt	**NO**	**NO**	**NO**
	Unenabled Pay on Receipt Retainage release invoice	**YES**	**NO**	**NO**
	Enabled Pay on Receipt Retainage release invoice	**NO**	**NO**	**YES** (retainage release only)
	Prepayment	**NO**	**NO**	**YES**
Non-Purchase Order Invoice		**NO**	**YES**	**YES**
Estimated Order# # Buyer will inform separately that the invoice only can submit by Email digital invoice if document type is an Estimated Order. You also can check the document type in Manage Order. Please "DO NOT "submit in supplier Portal.		**NO**	**NO**	**YES**

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2. How to submit invoice
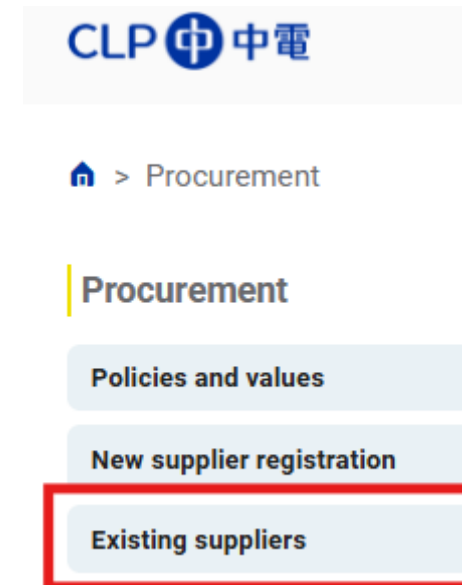
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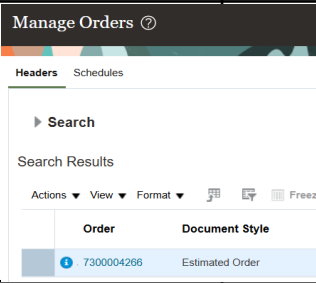
Supplier Portal- Create Invoice (User Role setting) COE

① Access CLP.com.hk> click bottom left corner "Procurement "
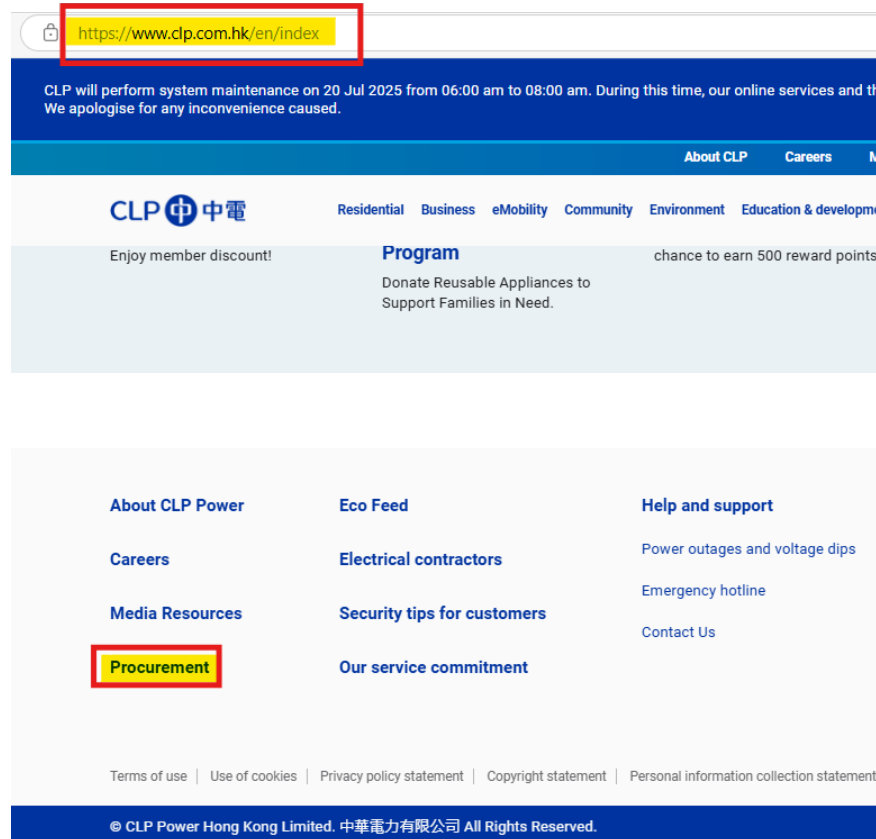
② Select "Existing suppliers"

Supplier Portal- Create Invoice (User Role setting) COE

③

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Supplier login guide

System Guide	Guide	Video
First Time Login / Password Reset	Quick Ref	link
Supplier Log-on Guide	Quick Ref	
CLP Supplier Portal - FAQ	FAQ	

If you are an existing supplier, you can access your account by clicking on LOGIN HERE

LOGIN HERE

④

Privacy Policy Statement

You can find out more about CLP's policies on privacy and personal data protection by accessing our privacy policy statement available on the CLP website at https://www.clpgroup.com/en/pages/privacy.html

Unless specified otherwise, references to "CLP" and the "CLP Group" shall mean CLP Holdings Limited, its subsidiaries and affiliates.

By pressing the "ACCEPT" button, you confirm that you have read, agreed to, and accepted all the terms and conditions above. You may then proceed with the registration process. *

ACCEPT

⑤

Sign In
Oracle Applications Cloud

User ID

| User ID |

Password

| Password |

Forgot Password

Sign In

Select Language

| English ▾ |

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Supplier Portal- Create Invoice (User Role setting)

6 Manage Company Profile

Company Profile

- Manage Profile

7 Contacts> select your user account

Company Profile ⑦

Edit | Done

Last Change Request 199002

Request Status Canceled

Requested By Testing, CSCM

Request Date 04/28/2025

Change Description

Organization Details | Tax Identifiers | Addresses | **Contacts** | Payments | Business Classifications | Products and Services

View ▼ Format ▼ Status [Active ▼] | Freeze | Detach | Wrap

Name		Job Title		Email		Phone	Administrative Contact	User Account	Status
Testing, CSCM				@outlook.com		+852 2345.6789	✓	✓	Active

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Supplier Portal- Create Invoice (User Role setting)

Supplier User Role setting

⑧

The user account MUST have the following user role to view and edit the invoice.

CLP SCM SP Supplier Accounts Receivable Specialist JR

Supplier Portal- Create Invoice (PO invoice)

Ensure to click this icon to get the PO related line for invoice creation only ⚠️ ⚠️ ⚠️

Supplier Portal- Create Invoice (PO invoice)

- invoice amount (Qty*Unit rate) at the bottom right corner **MUST EQUAL to** the **attached** **(8)** **invoice amount.**
(especially the decimal place of the invoice)

- Select the correct PO line is the only way for AP team process payment.
- Incorrect PO lines lead to system hold and payment delay.
- Hesitation on PO line with "same price" and "similar description", contact PO requestor for clarification first before submitting invoice.

Supplier Portal- Create Invoice (PO invoice)

Important Message:
- Must attach the ***invoice***
- Must press the ***submit*** button

Otherwise, even PO requestor perform the Receipt, AP team cannot pick the mentioned invoices for payment as the invoice is not yet submitted to CLP.

Invoice Status Step 9 (SAVE)	Invoice Status Step 10 (SUBMIT)
Supplier ABLE to edit invoice	*Supplier UNABLE* to edit invoice
CLP AP UNABLE to process payment	**CLP AP ABLE** to process payment
Invoice Status — Incomplete	Invoice Status — In process

Where to find the Invoice creation demonstration?

1 Access CLP.com.hk> click bottom left corner "Procurement "

2 Select "Existing suppliers"

3
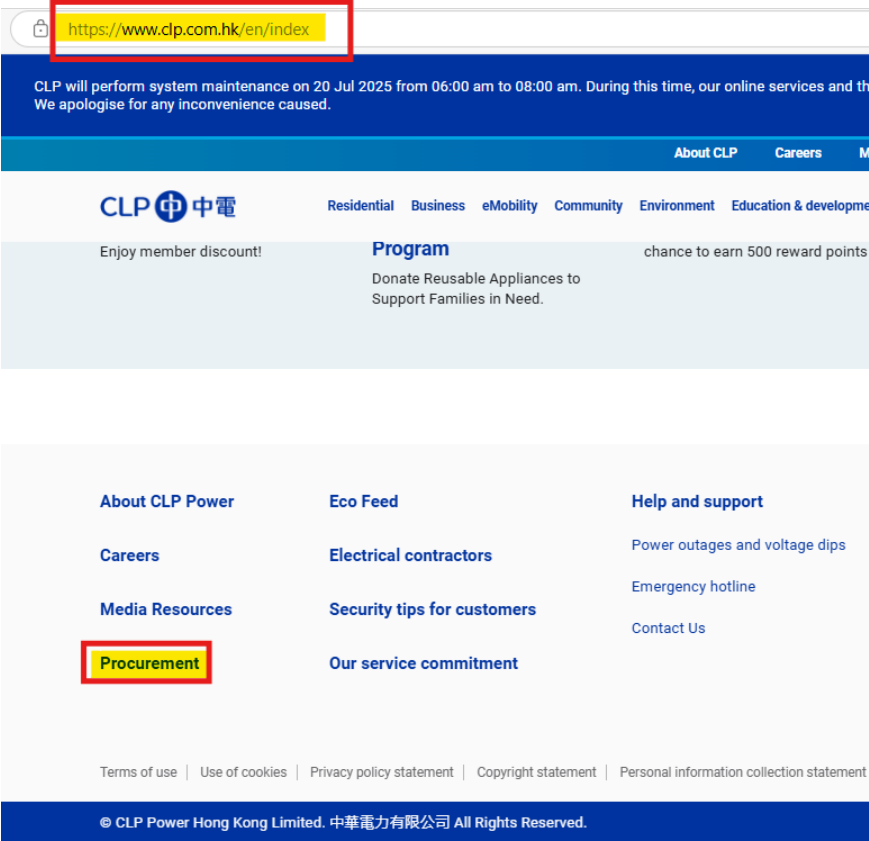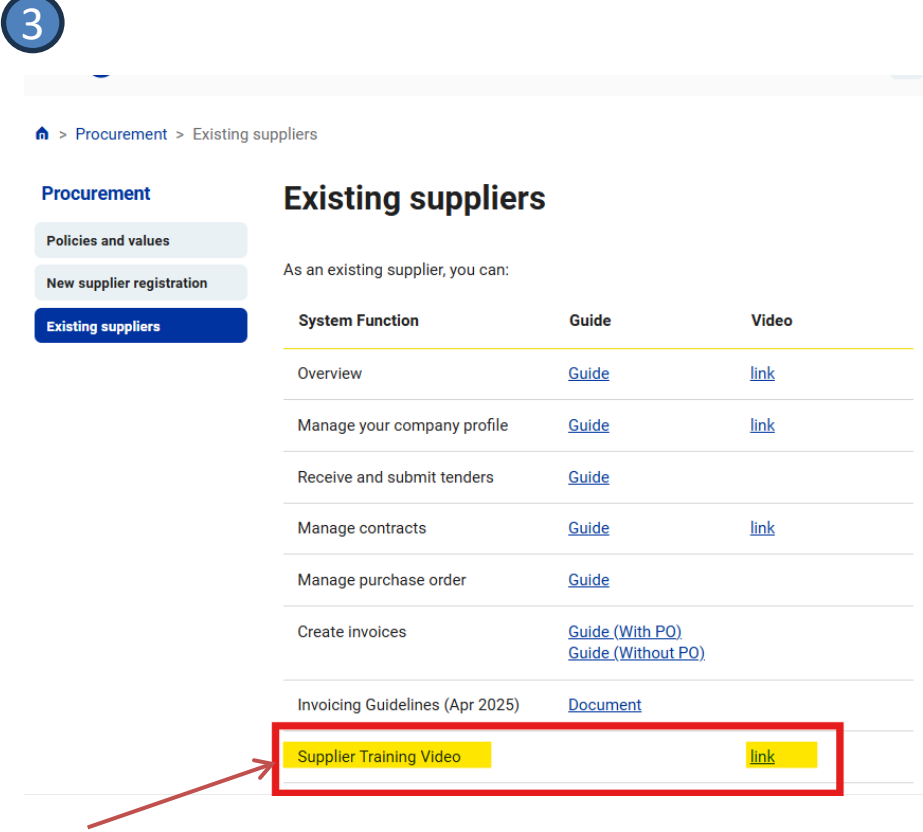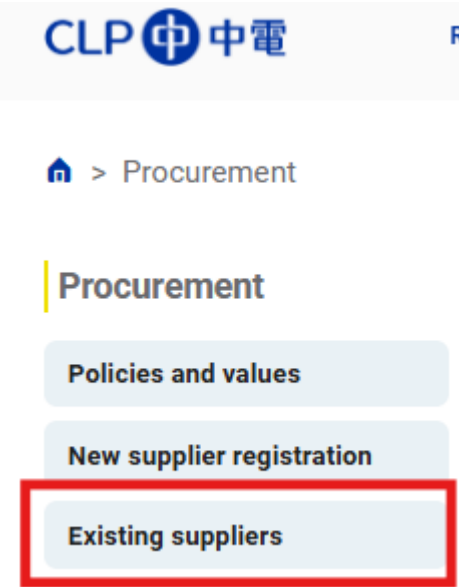
Select Supplier Training Video "link"

Invoice creation demonstration

Timestamp: 49:15 - 52:48

Supplier Portal- Do and Don't for Invoice creation (PO Invoice)

AP

DO	DON'T
Ensure all invoice details, such as invoice number, invoice date, quantity, invoice amount, and currency, are correct and match with the purchase order.	Providing incorrect invoice information could lead to invoice on hold in Oracle and delay in payment.
Review Before Submission. But remember to press the "Submit" button after the invoice information is good and ready to submit.	Without clicking submit button = We cannot process payment.
One invoice for single PO	NOT ALLOW one invoice with multiple PO
Confirm with Requester/User for the GR Amount before submitting invoice.	Mismatch overall GR amount to overall Invoice submission amount (more than one invoice under same PO) **Cause all invoices payment on hold**
	For "Pay on receipt" PO invoice, don't submit invoice to CLP.
	Do not submit the same invoice by different channels at the same time (say via supplier portal, via email to AP_invoice @clp.com.hk or send physical invoice to CLP), it will lead to hold all the invoices by Oracle, cause confusion and further delay of payment.
	Cannot support "Prepayment Invoice" (i.e. former Downpayment Invoice) via Supplier Portal

Supplier Portal- Create Invoice (NPO invoice)
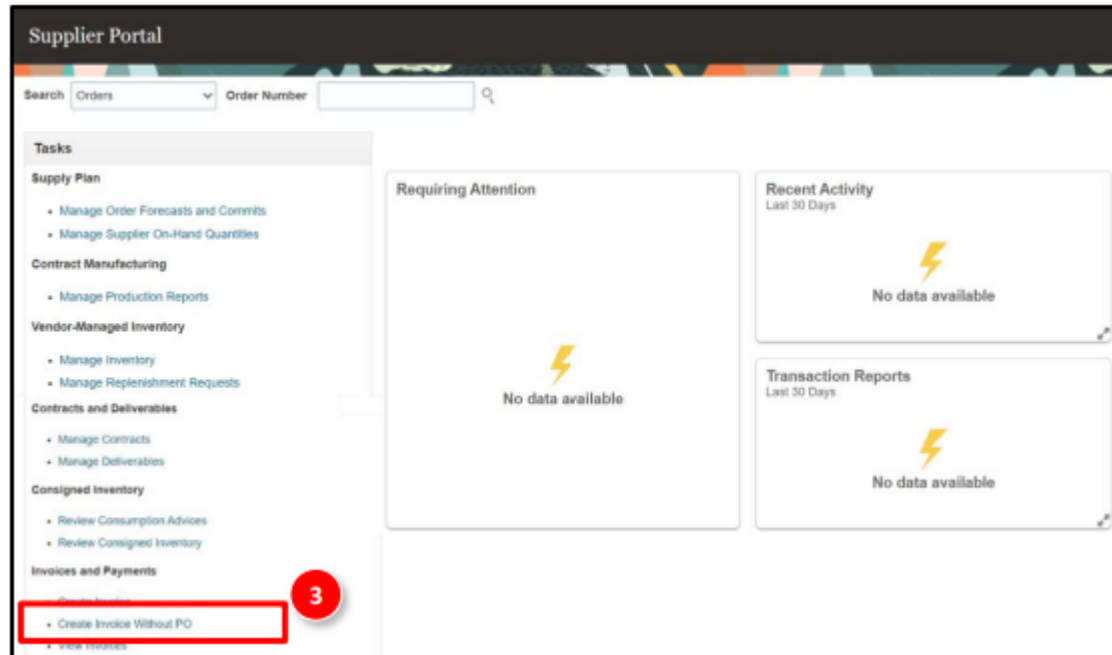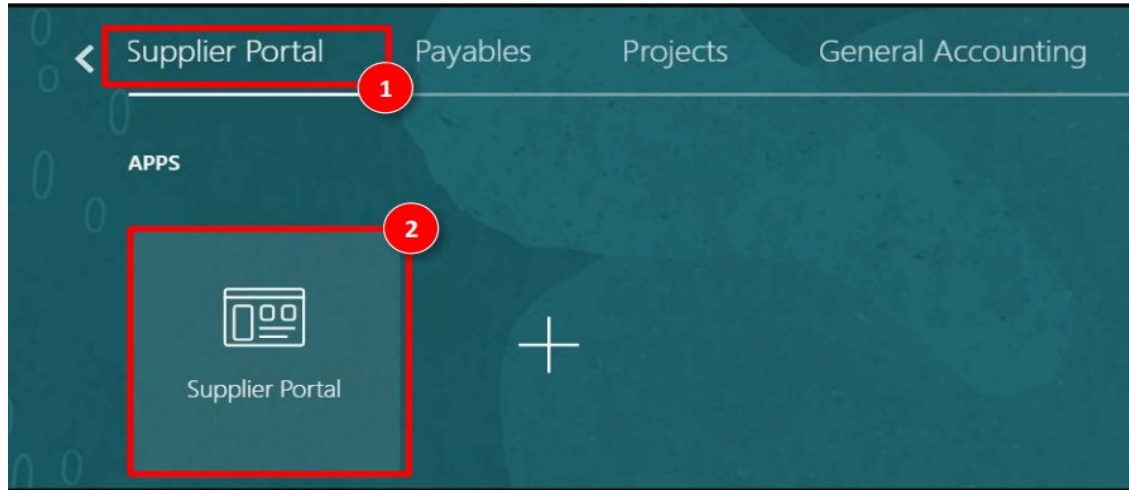
MUST select supplier with corresponding business unit (i.e. bill to legal entity) in step 4 under Supplier Site.

MUST input step 6 (Requester email) in order to click off the CLP internal invoice verification process

Select Type=Item, then input invoice line amount and invoice line description

Supplier Portal- Create Invoice (NPO invoice)

Important Message:
- **Must attach the invoice**
- **Must press the submit button**
- **Must input CLP internal requestor's correct email**

Supplier Portal- Do and Don't for Invoice creation (NPO Invoice)

AP

DO	DON'T
Ensure all invoice details, such as invoice number, invoice date, quantity, invoice amount, and currency, are correct.	Providing incorrect invoice information could lead to invoice on hold in Oracle, rejected by CLP internal requestor and delay in payment.
Review Before Submission. Must press the "Submit" button after the invoice information is correct and ready to submit.	Without clicking submit button = We cannot process payment.
Once submitted the NPO invoice in supplier portal, please inform CLP internal requestor (i.e. step 6 in previous slide) to approve the mentioned invoice submission in Oracle.	Without CLP internal requester approval = We cannot process payment.
	Cannot support Estimated PO Invoice (i.e. former FO invoice) in Supplier Portal

Email digital Invoice (AP_invoice@clp.com.hk) –Submission Guideline

	Submission Guideline	Details
1	Invoice addressed to the correct CLP entity name (example: CLP Power Hong Kong Ltd/CLP Holding Ltd etc.......)	Indicate the full CLP entity name to which the invoice is being sent to. It should tie with the PO or the bill to legal entity
2	Invoices are emailed	Scanned copy of the invoice must be sent to this email address: AP_invoice@clp.com.hk Include your CLP Business Contact in the email cc. List.
3	Email invoiced in PDF or image format	Invoices can be sent in PDF, JPEG, JPG, TIFF and PNG.
4	No handwriting	Handwritten invoices will not be processed
5	Invoice to be put on the first page if submitted with multi-page documents	Do not place other documents (e.g. receipts, certificate, statement of accounts) ahead of the invoice within the same scanned file.

Email digital Invoice (AP_invoice@clp.com.hk) –Submission Guideline

	Submission Guideline	Details
6	No zipped files	Zipped files (.zip, .rar, etc) will not be accepted
7	Put CLP PO number correctly!	Indicate the CLP PO number without any suffix or prefix.
8	Invoice Line Item	The item details must match that of the CLP PO i.e. • PO Line Number • Line Description • Quantity (same unit of measure as PO) • Rate (same currency as PO) • Amount (consistent with Rate and Quantity)
9	Full Supplier Name and Supplier Number	Full Supplier Name (preferably in English) and Supplier Number should match with the details registered with CLP.

3. Common Enquiries about invoice

Why I cannot find the PO in Supplier Portal for invoice creation?

1. **Newly award Contract and Purchase Order awaiting system approval**

    If the purchase order has not been approved in the system, it is not visible yet.

2. **Purchase order that has been fully PAID will not be displayed in Oracle**

3. **Pay on Receipt Purchase Order**

    For purchase orders that are "Pay on Receipt", there is NO NEED to submit invoice.

4. **Past SAP Purchase Order (Older than 7 years)**

    Special arrangement, please contact CLP user

5. **Other cases**

    Please contact CLP user

Can I edit Invoice?

YES – CAN

View Invoices   Done

Search
Advanced   Saved Search   All Invoices

** At least one is required

** Invoice Number   INV 1234   Consumption Advice
** Supplier   Invoice Status
   Supplier Site   Paid Status
** Purchase Order   Payment Number

Search   Reset   Save...

Search Results

View ▾ | Detach

① Number	Invoice Date	Type	Purchase Order	Supplier	Supplier Site	Unpaid Amount	Invoice Amount	Invoice Status	Payment Number	Comments
INV 1234	07/11/2025	Standard	7300004262	ESP Testing Vendor 002	ESP TEST-HK	HKD	5,000.00 HKD	Incomplete		
INV 12345	07/11/2025	Standard	7300004263	ESP Testing Vendor 002	ESP TEST-HK	698,700.0u HKD	698,700.00 HKD	In process		

Invoice Status

Incomplete

Incomplete status
(means you do not click submit and only saved)

NO-CANNOT

Invoice Status

In process

In Process status
(means you submitted)
Refer to Slide 25 - table

② Edit Invoice ⓘ

Identifying PO   7300004262
Supplier   ESP Testing Vendor 002
Taxpayer ID
Supplier Site   ESP TEST-HK
Address   Testing, HONGKONG, HON
Supplier Tax Registration Number

Customer

Customer Taxpayer ID   CLPHKLRN

Lines
View ▾ + ✕ 🗎 Cancel Line

③ You cannot delete line if matched with PO

Error   ✕

You can't delete an invoice line that has been matched to a purchase order.

OK

Lines
View ▾ + ✕ 🗎 Cancel Line

* Number	* Type	Purchase Order
		* Number	* Line
1	Item	7300004...

Total

④ You can "select and add" or "cancel line"

Lines
View ▾ + ✕ 🗎 Cancel Line

* Number	* Type	Purchase Order			Consumption Advic
		* Number	* Line	* Schedule	Number	Line
1	Item	7300004262	1	1		
2	Item	7300004262	1	1		

Total

How to remove the incomplete invoice?
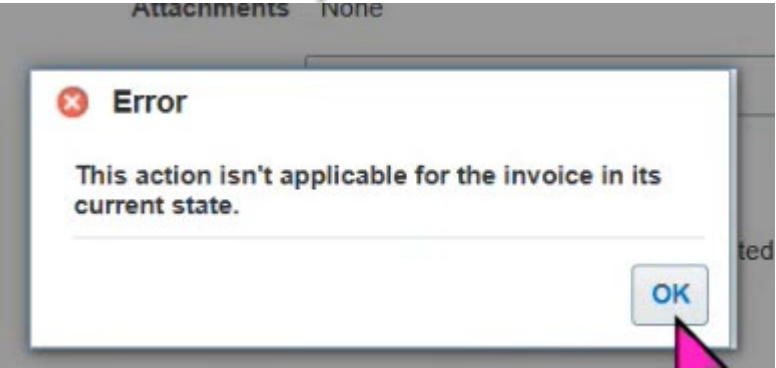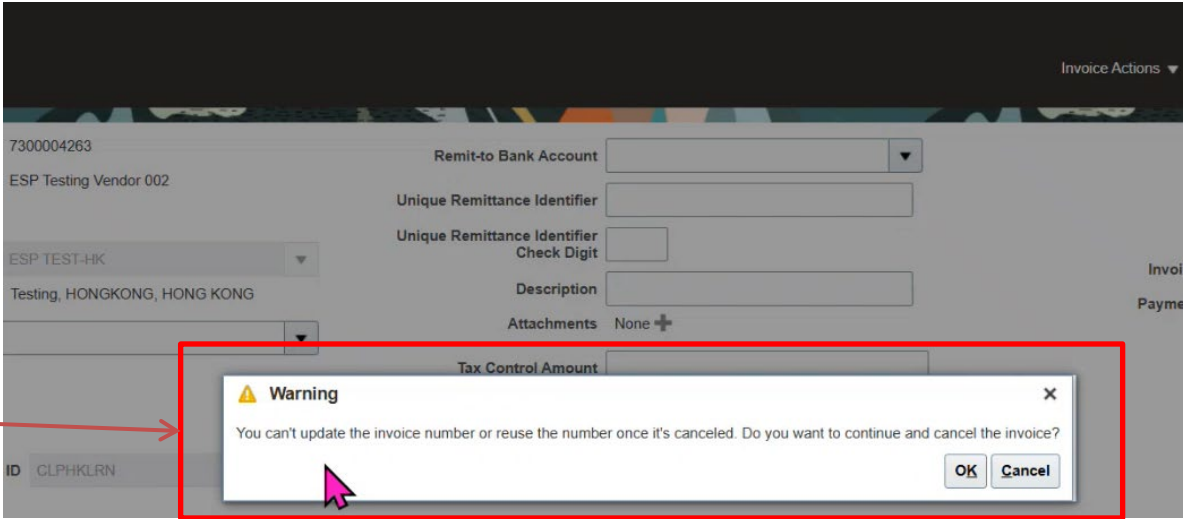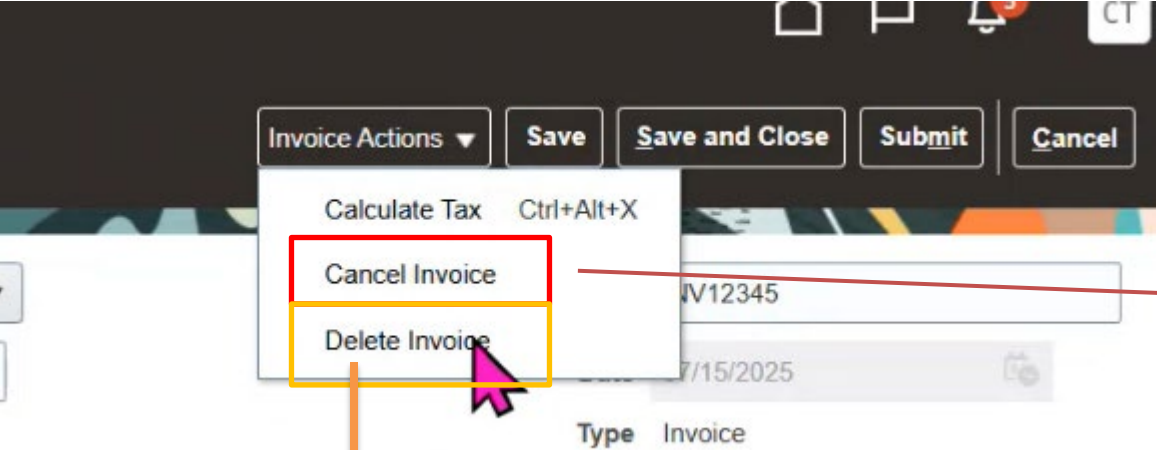
	Incomplete PO Invoice	Incomplete Non-PO invoice
Option 1	Submit invoice	Submit invoice
Option 2	Cancel invoice	Cancel invoice
Remarks	❌ Unable to delete invoice	

Invoice Status: "In Process"

Common Enquiry	Who Should I contact for?		
	PO Requester* (User/Engineer)	AP Team	Buyer
After <u>invoice submitted</u> and I want to update/cancel/re-submit? *(Supplier cannot cancel/update after invoice submitted)*	**Yes/No**	**Yes**	**Yes/No**
Action/Discussion:	GR is not matched to your invoices? Discussion and Validation	AP team can help to remove your submitted invoice in Portal	When commercial related clarification required

- **Check the requester name by downloading the PO pdf. in PO.**
- **Check the Order life cycle the received amount is done before you submit the invoices.**

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	Common Enquiry	What to do?
1	For PO with Milestone payment, not in whole PO amount, how to do in portal?	Example: 10% for the Milestone **Case 1-** Since do not have unit price, but with Ordered "50,000", just need to input the Amount $5,000. **Case 2-** Since there are unit price, with Ordered Qty. i.e. 1 X 1,000,000, you need to input 0.1 in Quantity.

How to follow up your invoice?

Only invoiced, but NO Receipt, so you need to follow up with User/Engineer.

You can click view details for more info.

Click view details

Incomplete means you still have NOT clicked "Submit" button for processing

If invoice status is on hold,

Name	Reason	Meaning
Amount received	Amount billed exceeds amount received	Goods Receipt has not been completed
Maximum received amount	Billed amount exceeds received amount by tolerance amount	Goods Receipt has not been completed
Project cost validation failure	The project cost attributes failed business rule and transaction control validations. Review the hold details for more information.	Mis-match project information

Please contact PO requestor/Engineer to follow up
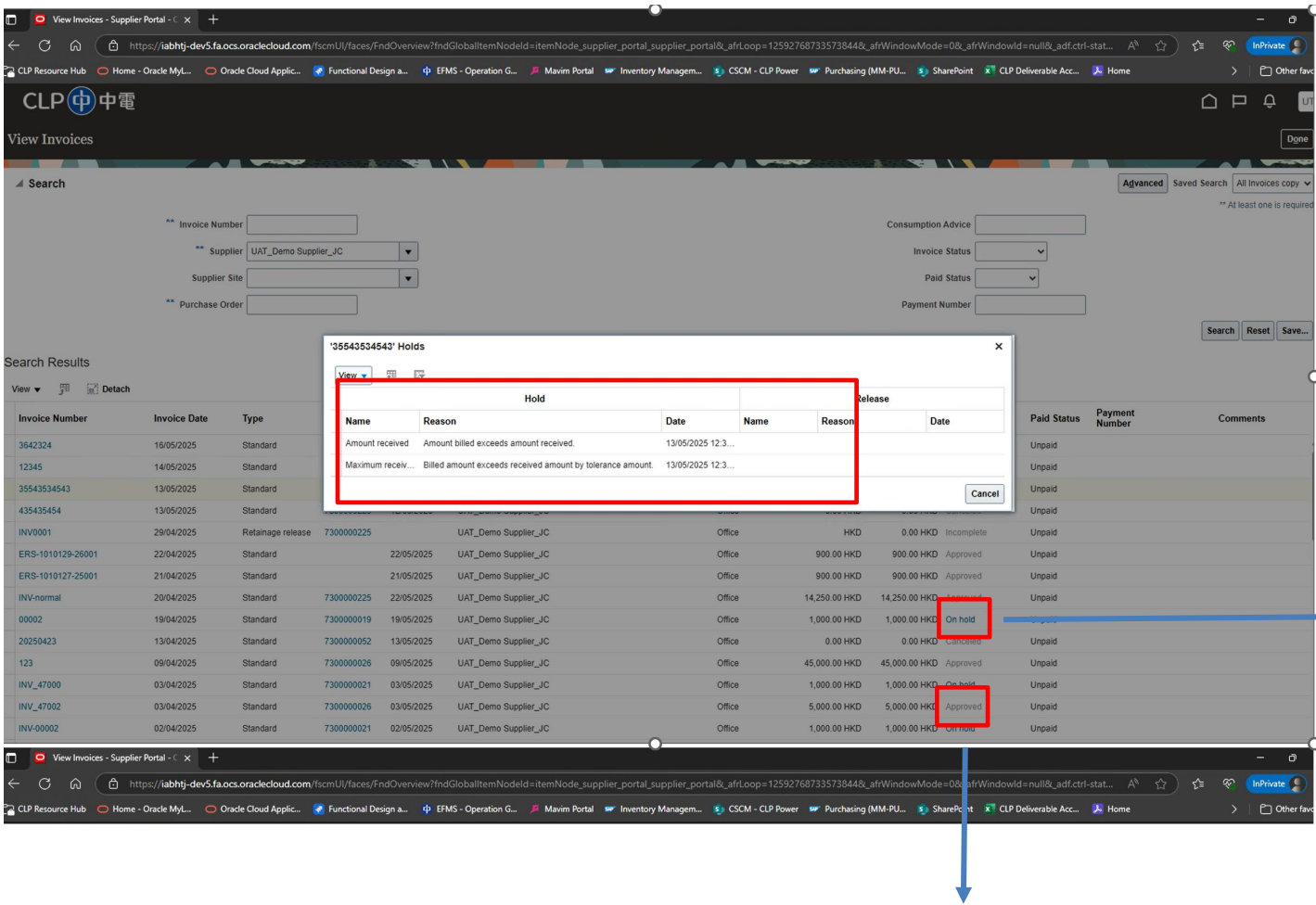
If invoice status is approved, payment should be arranged according to the payment due date

Can I use same Invoice number for multiple PO and submit in Portal?

- Each invoice number can only be used once.
- It is <mark>NOT ALLOWED</mark> to input an invoice with multiple PO numbers in the portal.

<mark>IMPORTANT:</mark>
It is prohibited to add special characters or spaces to bypass the invoice number verification.

How to submit invoice with retainage release (NON-PAY ON RECEIPT)?

How to submit credit note in Supplier Portal?

Please input negative quantity for credit memo

4. Enquiries about payment

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How to check Payment Status

- Payment advice generated by Oracle when CLP arrange payment

  (Normally at least 3 days in advance for HKD payment and more than 3 days in advance for

  Forex payment)

Payment Remittance Advice

04/16/2025 (Payment preparation date)

From Payer	CLP Power Hong Kong Limited	Supplier or Party To Payee	Supplier Name Supplier Name Supplier Address
		Bank Name	Beneficiary Bank Name
		Bank Number	Beneficiary Bank Code
		Branch Number	Dummy Branch code, not affect payment
		Bank BIC Code	Beneficiary bank swift code (if provided by supplier)
		Bank Account	Beneficiary Bank Account (XXXXXXX1234)
		IBAN	Beneficiary bank IBAN (valid for overseas vendor in Europe)

The following payment has been remitted.

Payment Reference Number	267 (for CLP reference only))
Paper Document Number	
Payment Date	04/22/2025
Payment Currency	HKD
Payment Amount	257,098.00

Remittance Detail

Document Reference Number	Document Date	Document Currency	Document Amount	Amount Withheld	Discount Taken	Amount Paid
Supplier Invoice Number	Invoice Date	HKD	257,098.00	0.00	0.00	257,098.00
		Total		0.00	0.00	257,098.00

How to check Payment Status in Supplier Portal

- Supplier Portal

  1. Login to Supplier Portal, select "View Payment"

How to check Payment Status

- Supplier Portal

  2.1. Input the payment parameter and then click search

How to check Payment Status

- Supplier Portal

You can view payment details breakdown for the selected payment date

How to check Payment Status

- Supplier Portal

  3. Can find the payment details with invoice number, PO number, GR number, Payment Date and Payment Amount

Payment: 3

Business Unit	CLP POWER HONG KONG LIMITED
Payee	ESP Testing Vendor 002
Payee Site	ESP TEST-ERS ON
Address	Testing, HONGKONG, HONG KONG
Payment Status	Negotiable

Payment Amount	87,655.00 HKD
Payment Date	07/17/2025
Payment Type	Payment Process Request
Remit-to Account	
Payment Document	0100-BEA Cu 1 H_DD

Paid Invoices

Number	Invoice Date	Type	Purchase Order	Receipt	Consumption Advice	Paid Amount	Invoice Amount	Invoice Status	Due Date	Paid Status
ERS-101000005481-45484	07/16/2025	Standard	7300004264	101000005481		100,000.00 HKD	100,000.00 HKD	Workflow approved	08/15/2025	Fully paid
TESTING-16/7-1	07/16/2025	Credit memo				-12,345.00 HKD	-12,345.00 HKD	Manually approved	08/15/2025	Fully paid

Invoice Number for Pay on Receipt
= ERS-Receipt No-Running No

Invoice Type:
- Standard invoice
- Credit memo
- Retainage release

If no PO Order
= Non-PO invoice

- +ve paid amount = Standard invoice & Retainage Release
- -ve paid amount = credit memo

How to check Payment Status

- Supplier Portal

   4. Click the hyperlink for invoice number --> can view invoice details

How to check Payment Status

- Supplier Portal

    5. Click the hyperlink of PO number, can view the PO details with PO description

How to check Payment Status

- Supplier Portal

    6. Click the View Details, can further PO information, GR information and invoice information

Closing

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