Supplier training- Uplifting Program

Nov 2025

Power Brighter Tomorrows

Supplier Training- Uplifting Program

Supplier portal access guideline

1. How to use CLP supplier portal

2. Login ID and Password reset instructions

Invoice submission guideline via supplier portal

1. Invoicing channel

2. Step-by-step guide for submitting PO invoices

Common Invoice-Related Queries

1. Reason for inability to locate PO

2. How to edit invoices

3. How to remove the incomplete invoice?

4. How to handle "in Process" invoice?

5. How to follow up your invoice

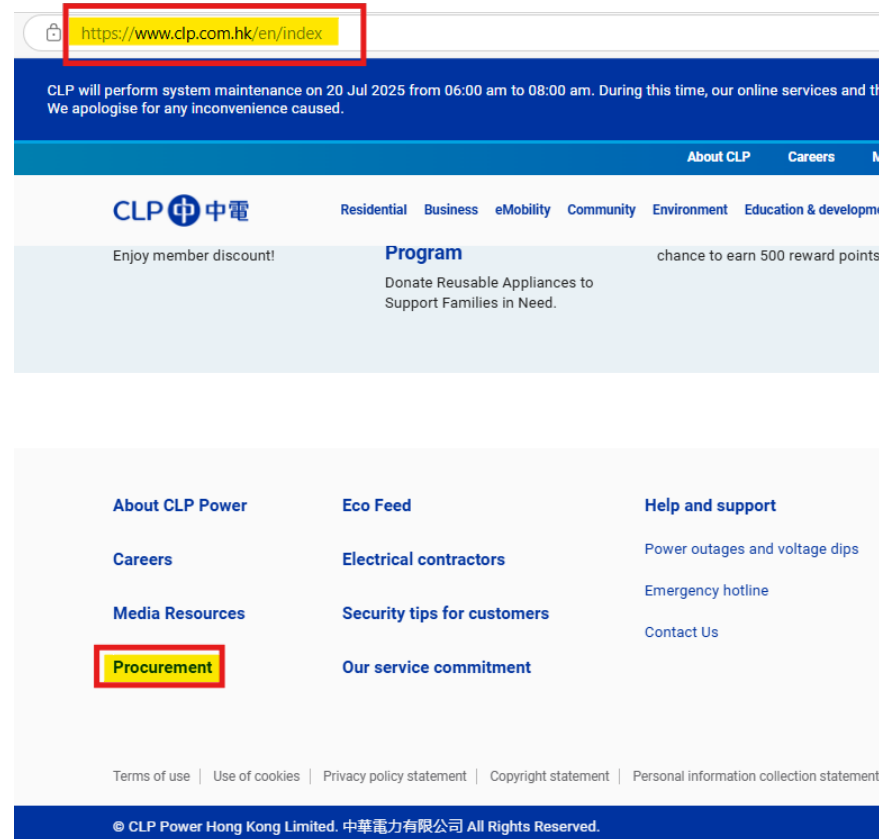6. Can I use same Invoice number for multiple PO and submit in Portal?

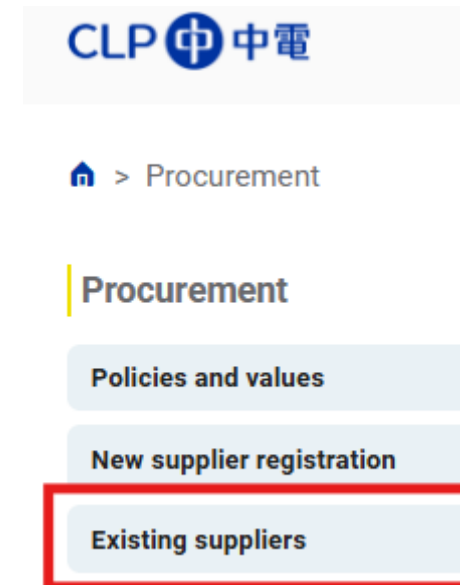**Payment-Related Inquiries**

1. Payment-related inquiries

How to use CLP supplier portal?

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Supplier portal access and login procedures

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

② Select "Existing suppliers"

Supplier portal access and login procedures

Login ID and Password reset instructions

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Login ID (email)

- By default, the registration email is login ID

- The system administrator has the authority to add, remove, or modify email addresses.

If you are still unable to access it, please submit your inquiry through the CLP Supplier Portal Enquiry Form.

Password reset instructions

1.Click "Forgot Password"
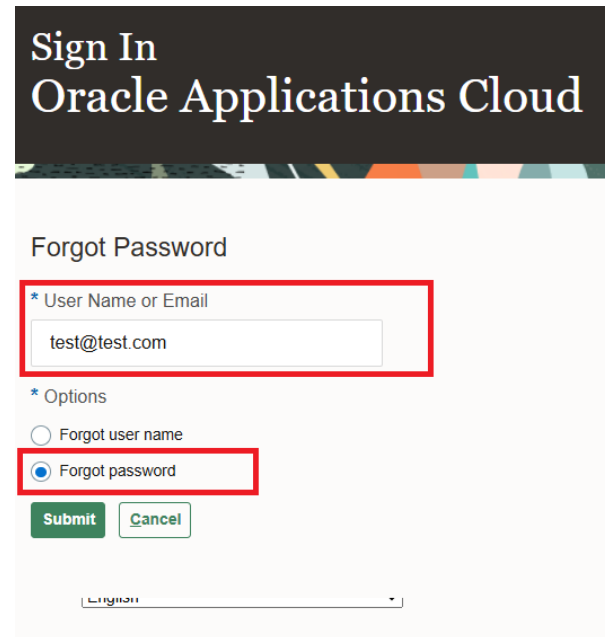
2. Enter your CLP registered email address and select the option 'Forgot password'.

3. You will receive an email from Oracle*. Click on the hyperlink in the email.

Sign In
Oracle Applications Cloud

User ID

User ID

Password

Password

Forgot Password

Sign In

Select Language

English

Sign In
Oracle Applications Cloud

Forgot Password

* User Name or Email

test@test.com

* Options

○ Forgot user name

● Forgot password

Submit   Cancel

English

寄件者：⟨iabhtj.fa.sender@workflow.email.ap-singapore-1.ocs.oraclecloud.com⟩
日期:2025 年　月　日
寄件者:Oracle Fusion Applications-Password Reset Information
收件者: ⟨　　　　　　　　⟩

Dear chan

You have requested to reset your password for Oracle Fusion Applications through Self Service Portal.

Please follow the link below to reset your password.

https://iabhtj.fa.ocs.oraclecloud.com:443/hcmUI/faces/ResetPassword?ase.gid=136b99eebd9f498fbcc2e1c6e4

If you did not request this information or have any question, contact your system administrator.
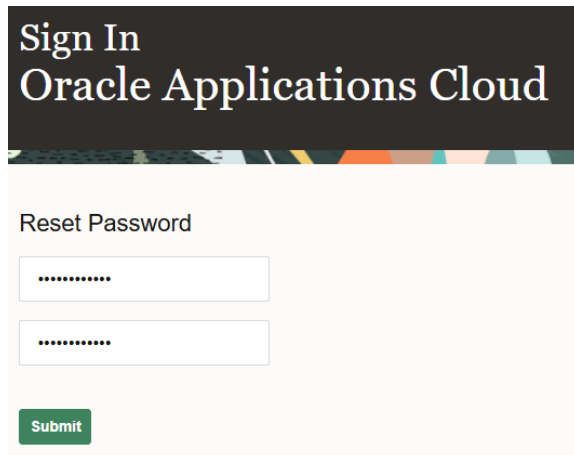
Thank You,
Oracle Fusion Applications

*Check your junk or spam folder if you do not receive any email in your primary inbox.

Password reset instructions

4. Enter your new password. Click Submit
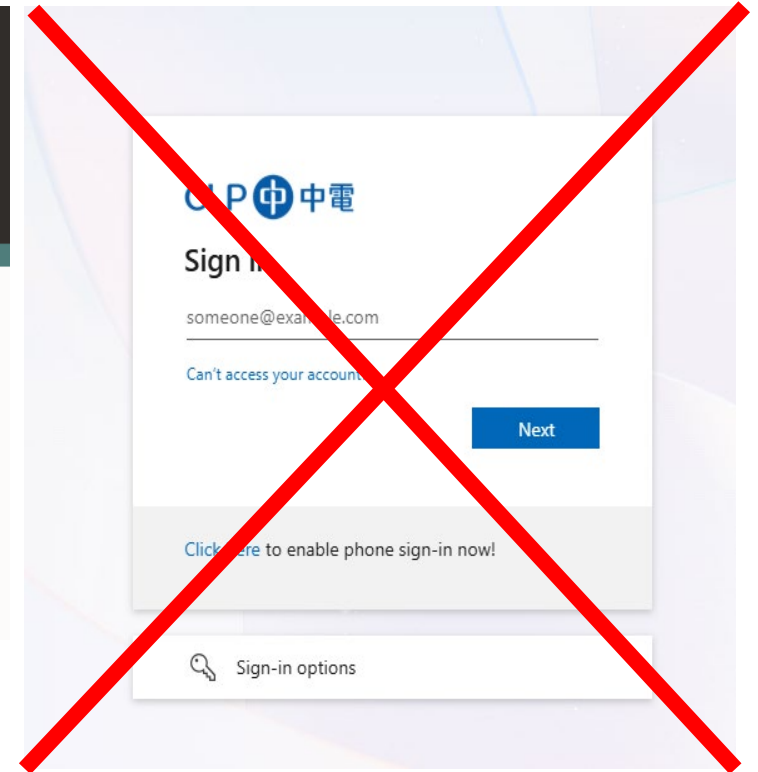
5. **DO NOT** click sign in or input email here
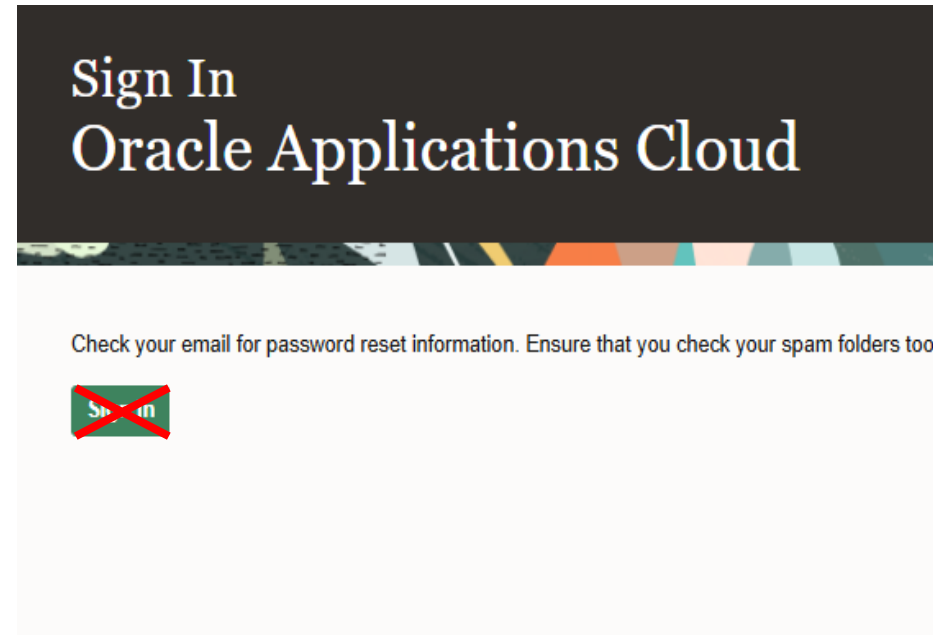
Password reset instructions

6. **_RETURN TO_** CLP web page (Existing suppliers) and click **_"LOGIN HERE"_**
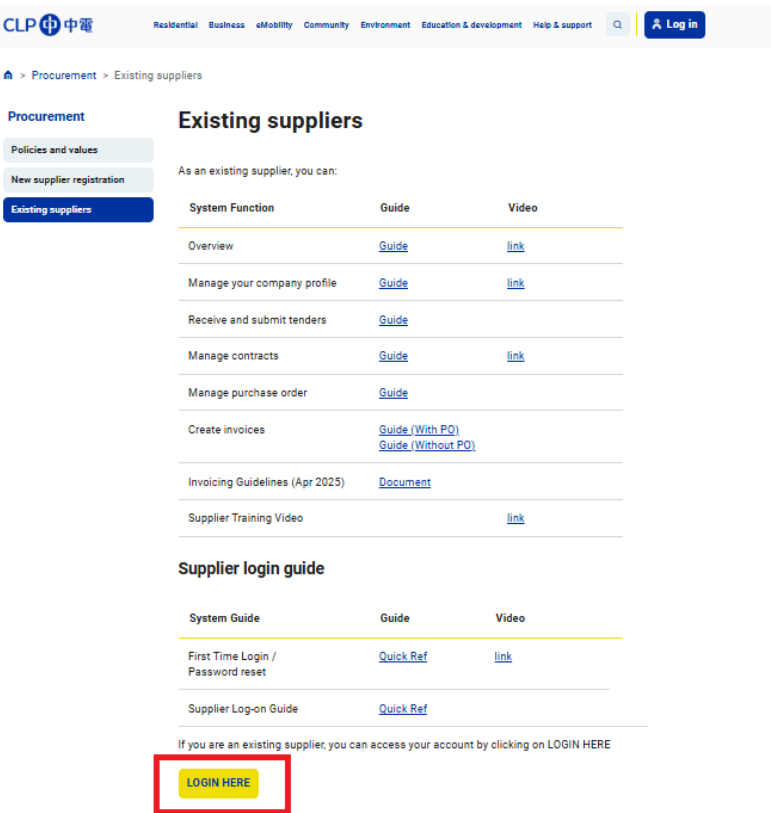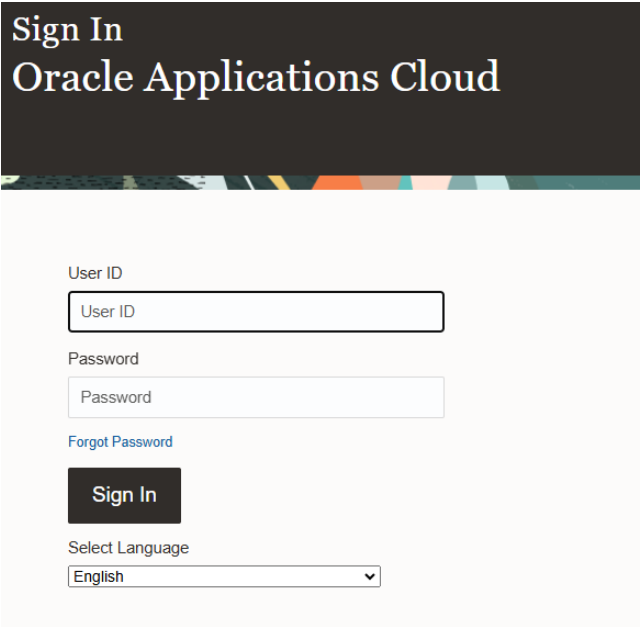

7. Read and accept CLP Supplier Portal Terms of Use and Personal Information Collection Statement (**scroll to bottom for the Accept button**)

8. Input user ID with using **_email address_** and **_updated password_**

System guideline

https://www.clp.com.hk/en/procurement/existing-suppliers

CLP.com.hk> Procurement> Existing suppliers

Invoicing Channel

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Invoice Submission Channels

Invoices Types	Supplier Portal Submit with PO number
Purchase Order Invoice — Pay on receipt	**YES**
Enabled Pay on Receipt Purchase Order Invoice ✓ Pay on receipt	**NO**

- System will auto generate invoice after user Receipt (Supplier can check with user on their GR-status to avoid late payment)
- Supplier cannot find the PO number in supplier portal for invoice submission and check Manage PO - Pay on receipt ☑
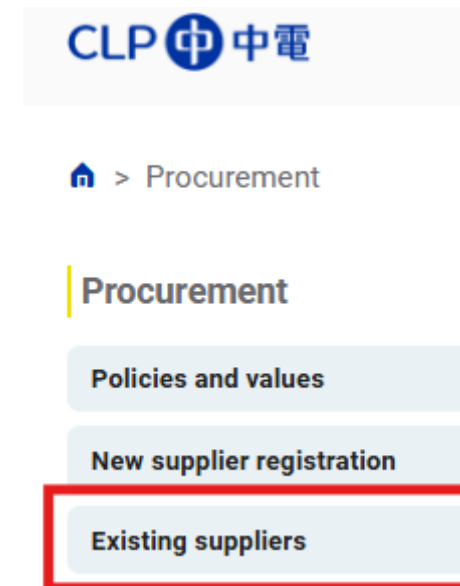
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Invoice Submission Channels

Step-by-step guide for submitting PO invoices

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

② Select "Existing suppliers"

Step-by-step guide for submitting PO invoices

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
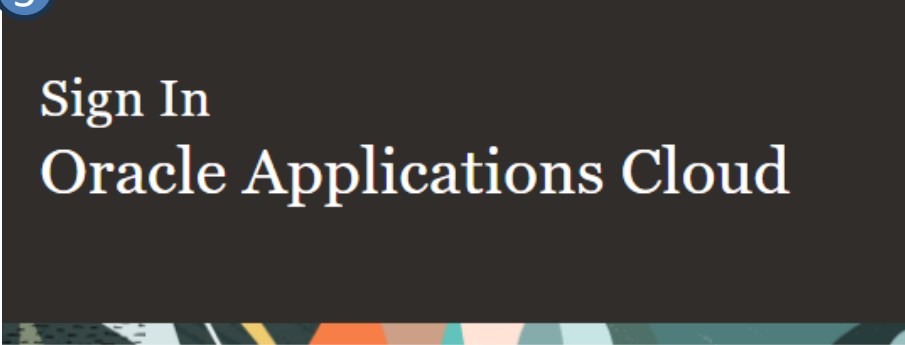
LOGIN HERE

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. *
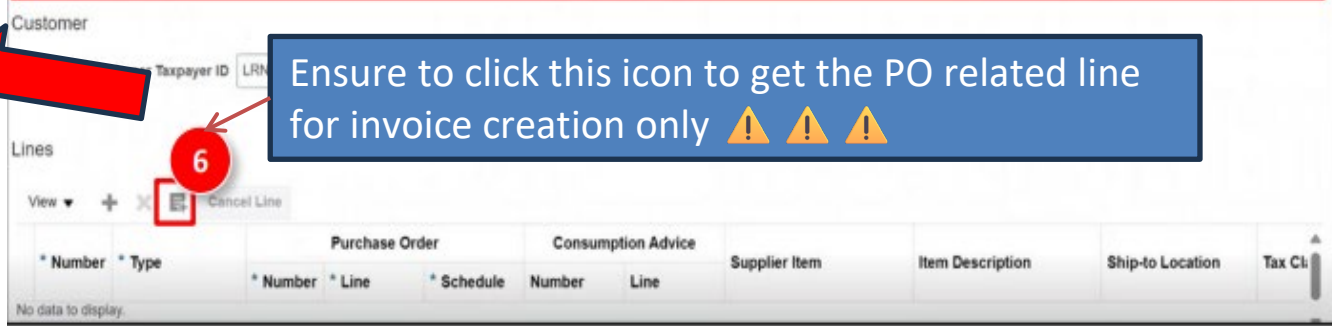
ACCEPT

⑤

Sign In
Oracle Applications Cloud

User ID

[User ID]

Password

[Password]

Forgot Password

Sign In

Select Language

[English ▼]

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Step-by-step guide for submitting PO invoices

COE

Add

Select and add

Ensure to click this icon to get the PO related line for invoice creation only ⚠️ ⚠️ ⚠️
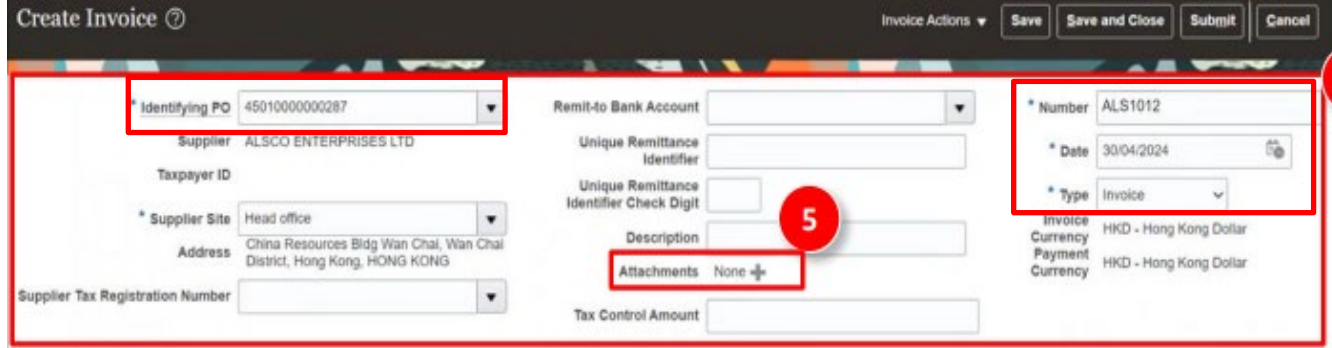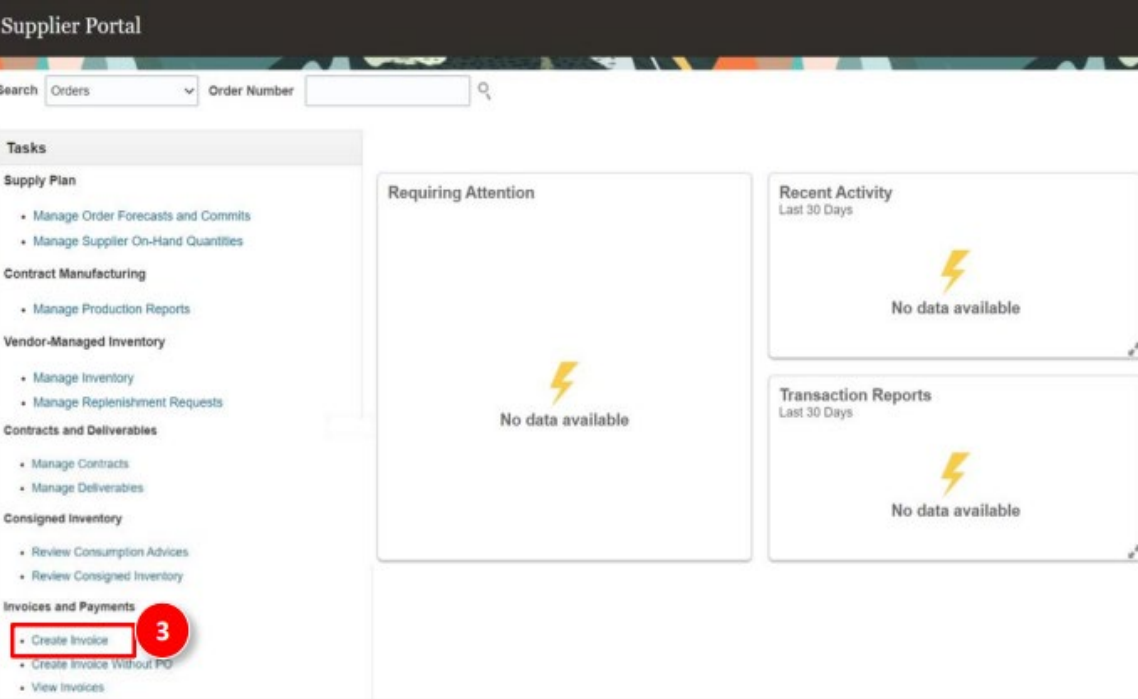
Step-by-step guide for submitting PO invoices

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

Step-by-step guide for submitting PO invoices

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?

COE

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

https://www.clp.com.hk/en/index

② Select "Existing suppliers"

③

Procurement > Existing suppliers

Existing suppliers

As an existing supplier, you can:

System Function	Guide	Video
Overview	Guide	link
Manage your company profile	Guide	link
Receive and submit tenders	Guide	
Manage contracts	Guide	link
Manage purchase order	Guide	
Create invoices	Guide (With PO) Guide (Without PO)	
Invoicing Guidelines (Apr 2025)	Document	
Supplier Training Video		link
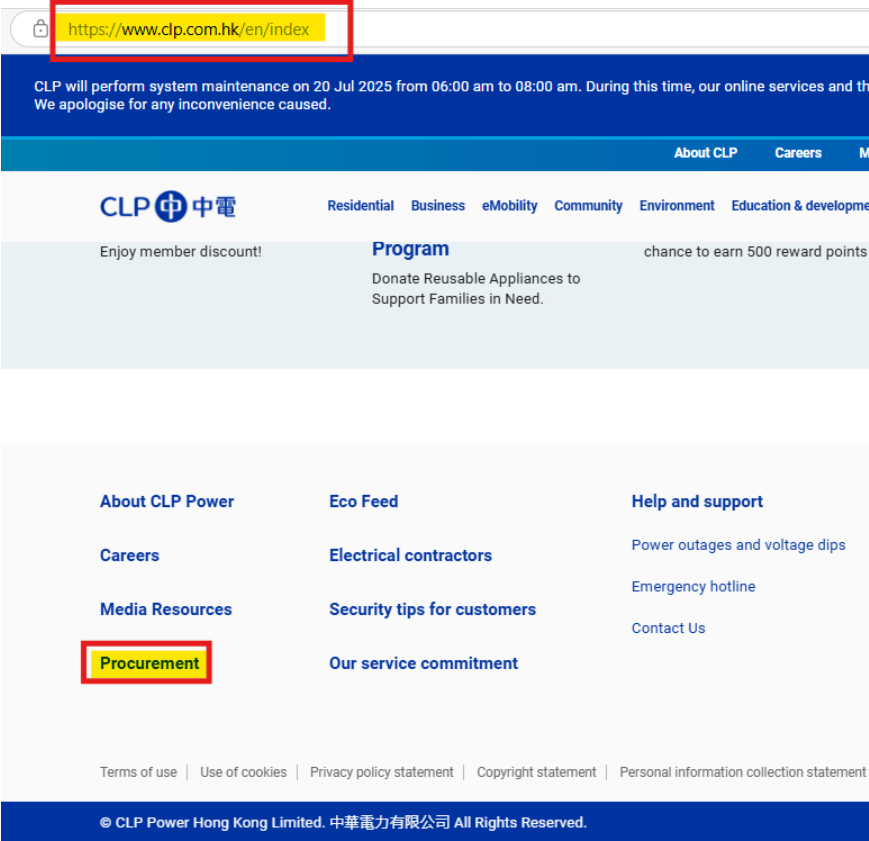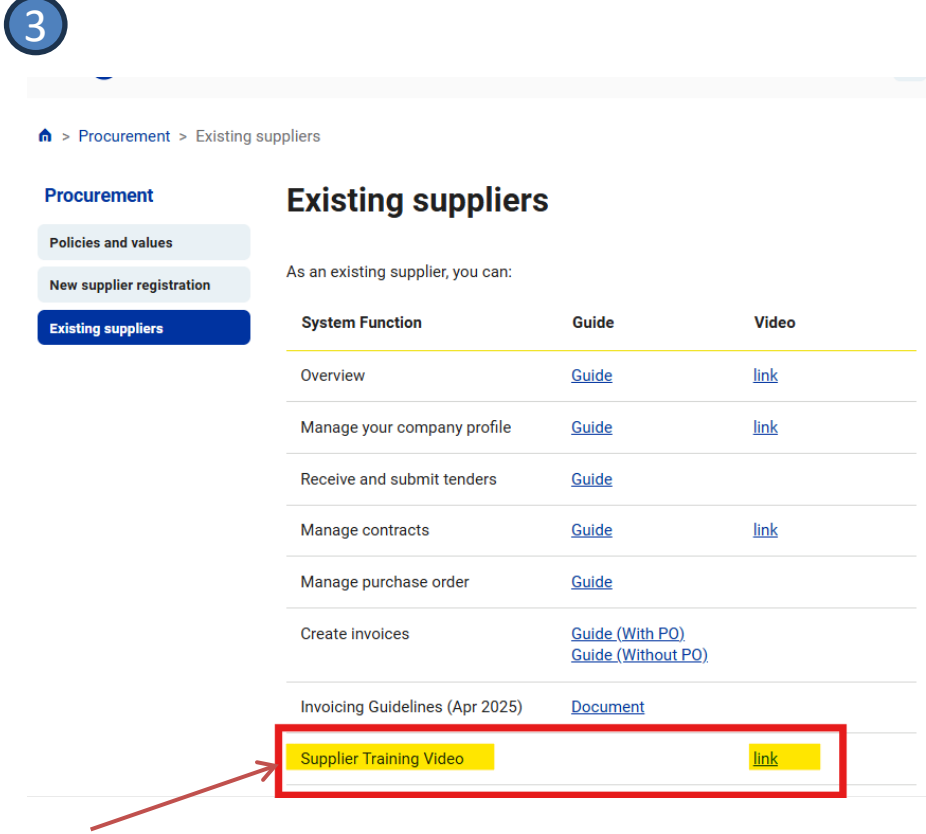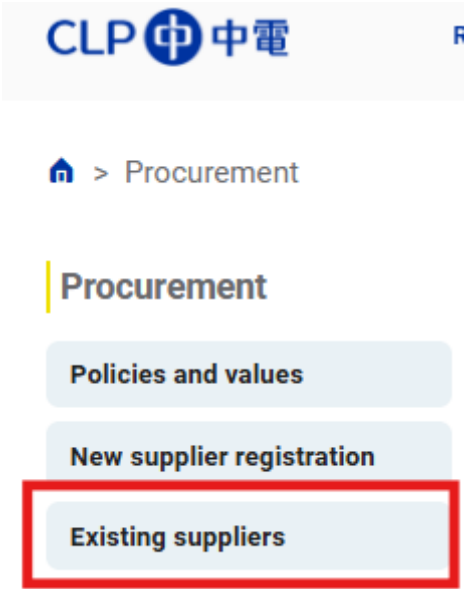
Select Supplier Training Video "link"

Invoice creation demonstration

Timestamp: 49:15 - 52:48

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

DO	DON'T
Ensure all invoice details, such as invoice number, invoice date, <u>quantity, invoice amount</u>, and currency, are <u>correct and match with the purchase order.</u>	Providing incorrect invoice information could lead to invoice on hold in Oracle and delay in payment.
<u>Review Before Submission</u>. But remember to press the <u>"Submit"</u> button after the invoice information is good and ready to submit.	Without clicking submit button = We cannot process payment.
<u>One invoice for single PO</u>	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**
Resubmit invoice # should align with invoice attachment	<u>For "Pay on receipt" PO invoice, don't submit invoice to CLP.</u>
	<u>Do not submit the same invoice by different channels</u> at the same time (say via supplier portal, or send physical invoice to CLP), it will lead to hold all the invoices by Oracle, cause confusion and further delay of payment.
	For "Prepayment Invoice" (i.e. former Downpayment Invoice) and "Retainage Release Invoice", please contact PO requestor to take appropriate action for the invoice submission.
	Submitted invoice cannot be reused (status= In Process).

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

DO	DON'T
	If there is not appropriate PO line find in the supplier portal, do not use "Miscellaneous" or "Freight" to tie the invoice amount different, please contact PO requestor to take appropriate action.
Effectively manage invoice and payment status in supplier portal. Hard copy invoice cannot be recorded in supplier portal and not able to monitor payment status.	

Common Invoice-Related Queries

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Reason for inability to locate PO

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

How to edit invoices

How to edit invoices

View Invoices   Done

Search   Advanced   Saved Search [All Invoices ▼]
** At least one is required

** Invoice Number [INV 1234]
** Supplier [▼]
Supplier Site [▼]
** Purchase Order [ ]

Consumption Advice [ ]
Invoice Status [▼]
Paid Status [▼]
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		

YES – CAN

Invoic [▲][▼] Status

[Incomplete]

Incomplete status (means invoice NOT submitted and only saved)

NO-CANNOT

Invoice Status

[In process]

In Process status (means you submitted)

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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

Custom

Lines
View ▼ + [×] 🖹 Cancel Line

* Number	* Type	Purchase Order * Number
1	Item ▼	7300004...
	Total	

Lines
View ▼ + [🖹 Cancel Line]

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

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

How to remove the "Incomplete" invoice?

	Incomplete PO Invoice
Option 1	Submit invoice
Option 2	Cancel invoice
Remarks	❌ Unable to delete invoice

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How to handle "In Process" invoice

Common Enquiry	Who Should I contact for?		
	PO Requester* (User/Engineer)	AP Team	Buyer
After _invoice submitted_ 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 (vendor_query@clp.com.hk)	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.**

Information Classification: Confidential/Proprietary | Page 28

How to follow up your invoice?

Click the PO

Only ordered, but No receipt, so you need to follow up with User/Engineer.

You can click view details for more info.

Click view details

Complex Purchase Order: 7300004263

Sold-to Legal Entity	CLP Power Hong Kong Limited
Bill-to BU	CLP POWER HONG KONG LIMITED
Order	7300004263
Status	Open
Buyer	14085FN 14085LN
Creation Date	07/09/2025

Supplier	ESP Testing Vendor 002
Supplier Site	ESP TEST-HK
Supplier Contact	
Bill-to Location	Kai Tak Headquarters
Ship-to Location	Shatin Centre

Ordered	4,698,700.00 HKD
Description	[Testing] PO with retainage
Source Agreement	
Supplier Order	
Master Contract	

Receipts

	Receipt	Receipt Date	Shipment	Ship Date	Packing Slip	Returned	Received	Delivered	Invoiced	Open to Invoice
	No results found.									

Columns Hidden 3

Invoices

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

	Invoice	Invoice Date	Status	Invoice Total	Paid	Matched Amount	Retainage	Retainage Released	Receipt	Packing Slip
	INV 12345	07/11/2025	Incomplete	698,700.00	0.00	698,700.00	0.00		0.00	

Columns Hidden 3

View Invoices

Search

** Invoice Number	INV 1234
** Supplier	
Supplier Site	
** Purchase Order	

Consumption Advice	
Invoice Status	
Paid Status	
Payment Number	

** At least one is required

Search Results

Invoice Number	Invoice Date	Type	Purchase Order	Supplier	Supplier Site	Unpaid Amount	Invoice Amount	Invoice Status	Payment Number	Comments
INV 12345	07/11/2025	Standard	7300004263	ESP Testing Vendor 002	ESP TEST-HK	HKD	698,700.00 HKD	Incomplete		

Invoice Status

Incomplete

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.

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4. Enquiries about payment

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Invoice payment status

Invoice: invtest001

Done

Business Unit	CLP POWER HONG KONG LIMITED
Legal Entity Name	CLP Power Hong Kong Limited
Supplier or Party	ESP Testing Vendor 002
Supplier Site	ESP TEST-HK
Address	Testing, HONGKONG, HONG KONG
Invoice Date	11/07/2025

Invoice Amount	85,326.68 HKD
Unpaid Amount	85,326.68 HKD
Payment Currency	HKD
Tax Control Amount	

Invoice Type	Standard
Description	
Attachment	invtest001.docx

Lines   **Payments**

Payments

Number	Payment Document	Status	Reconciled	Payment Date	Paid Amount	Address	Remit-to Account
No payments.							
				HKD			

Installments

Number	Due Date	Amount (HKD) Gross	Amount (HKD) Unpaid	Payment Method
1	12/07/2025	85,326.68	85,326.68	Cheque
		85,326.68	**85,326.68**	

Applied Prepayments

Number	Purchase Order	Applied Amount (HKD) Tax	Applied Amount (HKD) Item	Description
No applied prepayments.				

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

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 check PO information, GR information and invoice information

Closing

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