

How to work with Hiab as our supplier

Your guide to successful collaboration and on-time payments

Thank you for being a valued member of the Hiab supplier network. Your partnership is vital to our success.

To improve our cooperation and make all transactions faster and more accurate, we have updated our guidelines. We would greatly appreciate it if you took the time to study them to ensure an effective payment process.

1 Make sure you have received a Purchase Order

Crucial: Ensure that all deliveries have a **valid Purchase Order (PO)** from Hiab. When a new order for goods or services is placed, you will receive an email notification from no-reply.sourcing@cargotec.com with a 10-digit Purchase Order starting with 49. Please check your order details and confirm receipt via the [portal](#).

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 (name and surname) 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 VAT registration
- **Goods/Services Description:** Detail the supplied goods/services, including quantities, amounts, and PO line reference numbers
- **Invoice Totals and Currency:** State the net amount, taxes, and gross total in the specified currency using the international abbreviation, e.g. 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.

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How to send your invoices

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

E-Invoices

This is Hiab's preferred way to receive invoices and is the most sustainable option. Send structured electronic invoice data directly from the billing system [via your invoicing provider](#) . Follow [the e-invoice setup](#) for the fastest and most reliable way. Search for the correct [e-invoice address](#) following your Purchase Order information. It is always recommended to attach an invoice in XML format.

PDF invoices via email

If you prefer to send invoices to Hiab in PDF format, please send each invoice as a separate PDF file (no more than 10 MB) to the correct address. Please always consider your Purchase Order information for the correct billing address and scanning email address. For Hiab Sweden AB please send it to hiab.se@pdf.basware.com and for Hiab Finland Oy please use hiab.finland.oy@pdf.basware.com.

For more guidelines regarding PDF invoice submission please visit [PDF Invoice Guidelines](#).

Key-In invoice via the Basware portal

Use the Basware portal to enter your invoice data for free. This service provides immediate feedback for any discrepancies. Find out more and register here: [Basware Portal Registration](#)

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

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Log in to the Supplier Portal

This secured online platform (sourcing@cargotec) facilitates a range of Hiab procurement activities such as bank and contact information, contract and purchase orders, including also delivered goods and services.

Important: To ensure seamless collaboration, regularly update your company information under the 'General Info → My Company Information' section.

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Support and query handling

Useful contacts:

With more questions regarding this letter visit [FAQ](#)

Purchasing and Delivery Inquiries: store@cargotec.com

Invoice and Payment Queries: supplier.queries@cargotec.com

For general information visit our [Supplier Information Page](#).

Kind regards

A handwritten signature in black ink, reading "Patrik Andersson" with a long horizontal flourish extending to the right.

Patrik Andersson
Senior Project Manager • Hiab Strategy and Project Management

Legal Note: Please be advised that by continuing to provide goods or services to Hiab, you acknowledge and agree to the invoicing instructions outlined in this letter. If you have any questions or concerns, please contact us at your earliest convenience