



A Vendor's Guide to On-time Payments in HBC

If you are still invoicing to a PeopleSoft PO (old process) - PO received prior to June 13th, 2022-, please scroll down to page 5*

#1 - Confirm you are set-up as an active Vendor

HERE uses Coupa for the Vendor and Purchase Order ("PO") management. In order to receive a PO from HERE, a Vendor must be set-up and approved in our Coupa Supplier Portal (CSP) under the correct HERE legal entity you are doing business with.

Note: If you are already listed as a vendor with HERE then your profile will be migrated to the Coupa Supplier Portal, and you will only be asked to review and complete the information.

What should you do?

- Confirm with your HERE contact that you are an approved Vendor under the HERE entity you are doing business with.
 - HERE has multiple legal entities we conduct business under. The HERE legal entity listed on the contract (if applicable), PO, and invoice must match.

#2 - Obtain a HERE Purchase Order

Purchase Orders are required in order to pay an invoice.

What should you do?

- Obtain a valid Purchase Order from your HERE contact before starting work or shipping goods.
- Review PO details for accuracy prior to the start of your work, such as: total value, quantities, price, payment terms, currency, delivery dates. You can comment on the dispatched PO in Coupa in case you have anything to object to.
- If any changes, add-ons, or renewals are required at any time, comment on the PO in Coupa and/or ask your HERE contact to issue a new PO or amend the existing PO accordingly as soon as possible and be sure you receive a copy of the new or reissued PO with the correct changes. A verbal agreement is NOT a guarantee for payment.
- Confirm that you are in receipt of the PO copy.

#3 - Submit a valid invoice

Invoices with errors or non-compliance issues will be returned unpaid, creating significant payment delays.

What should you do?

- Double-check the accuracy of invoices before submission.
 - Ensure line items on the invoice are in accordance with the line items on the PO (e.g., if there are multiple line items on the PO, individual line-item charges should be clearly listed on invoices with matching descriptions).
 - Be sure the correct, valid PO number is clearly listed on the invoice.
 - It is the Vendor's responsibility to ensure invoices comply with the legal and statutory requirements of the Vendor's country of origin (e.g., VAT).
 - Be sure invoices comply with other regulatory/regional requirements.
- HERE's business language is English. Invoices in other languages will require translation what can result in a payment delay.
- Invoices should be sent to HERE Accounts Payable ("AP") via Coupa as soon as delivery is made or as otherwise agreed in the contract or by the HERE contact.
 - Submit invoices to the Coupa Supplier Portal or email address located in the "Bill To" section of your PO (additionally you can find a list at the bottom of this document).
 - Include any supporting documents required as agreed (e.g., travel approvals, expense receipts, etc.).

#4 - Follow-up with your HERE contact

Our purchases of goods and services require a record of receipt in our Coupa system to pay your invoice.

What should you do?

- Send a note to your HERE contact (the contact details can be found in the "Attention" line of the "Ship To" section of the PO or the contact details of the PO) including the invoice ID and date of submission.

- The “Attention” name and/or contact on the PO is the Requester and they (or their delegate) are responsible for the receipt creation.
- Confirm with your HERE contact that the receipt of goods or services was entered in Coupa to cover your invoice.

Other Payment Related Information

- HERE’s standard payment terms are net 60 days.
- Your payment terms are noted on the Purchase Order. If these are NOT the agreed terms, you will need to contact your HERE contact immediately to initiate the necessary changes.
- HERE generally operates a weekly Vendor Payment Process and HERE pays Vendors every Thursday. Public holidays may affect the payment cycle and delay payment to the next business day.
- Payment dates are calculated based on several factors including, invoice date, receipt date of a valid invoice, Coupa receipt date, and payment cycle.

- In the rare circumstances that there is no Purchase Order required, full contact details of the HERE contact should be listed on the invoice. Invoices without such details may be returned to you unpaid. Invoices approved for payment without a PO will be paid at HERE’s standard payment terms (net 60) unless agreed in advance by HERE’s Procurement and Finance team.

Preventing Fraud

- To protect both HERE and Vendors from fraud, we independently verify banking details before we accept them. This will affect all new Vendors and Vendor information change requests.
- If a Vendor has not done business with HERE within the last 18 months, the banking details will need to be re-submitted and verified before payments can be resumed. Please comply with our verification/documentation requests in a timely manner to avoid payment delays.
- Accounts Payable will not accept a manually modified Invoice (i.e., handwritten modification).

Note: The preferred option for Suppliers that are registered on the Coupa Supplier Portal (“CSP”) is to submit the invoices directly on the CSP. On the main menu, click on the “Orders” tab and then select the correct PO from the table you want to invoice against and click on the yellow coins to create an invoice.

You can also create invoices from a contract, a blank invoice or a credit note on the CSP.

Finally, Coupa also offers the option to attach your system generated invoice.

If you are not registered with the CSP or cannot submit your invoice via the CSP, please find a list of invoicing email addresses you can use to send your invoices. Please use the address that matches the business unit of your invoice (the same business unit should be used on your PO and contract):

Region/ entity	emails per region for invoices	Office address
HERE Global B.V.	Invoices+Global@here.coupahost.com	Kennedyplein 222, 5611 ZT Eindhoven
HERE Europe B.V.	Invoices+Europe@here.coupahost.com	Kennedyplein 222, 5611 ZT Eindhoven
HERE International B.V.	Invoices+International@here.coupahost.com	Kennedyplein 222, 5611 ZT Eindhoven
Spain: HERE Spain S.L.	Invoices+Spain@here.coupahost.com	Madrid office, Calle Alcalá, 4 6th, Madrid 28014
Portugal: HERE WEU Portugal, Unipessoal Lda	Invoices+Portugal@here.coupahost.com	Avenida dos Combatentes, Quinta da Palma de Cima 43, Floor 3, office B, Sao Domingos de Benfica, Lisbon
Italy: HERE Italy S.R.L.	Invoices+Italy@here.coupahost.com	Via Ostiense 131/L, 00154 Rome
Germany: HERE Deutschland GmbH & Co. KG	Invoices+Germany@here.coupahost.com	Invalidenstrasse 116, 10115 Berlin
Denmark: HERE Global B.V. Danish representative office	Invoices+Denmark@here.coupahost.com	c/o ECIT Services A/S Hørkær 12A, 2730 Herlev
Finland: HERE Europe BV sivuliike Suomessa	Invoices+Finland@here.coupahost.com	Technopolis Tampere, Yliopistonrinne A-building, 4th floor, Kalevantie 2, 33100 Tampere
Belgium: HERE Belgium NV	Invoices+Belgium@here.coupahost.com	Rue Belliard 40, 1040 Brussels
Switzerland: HERE Switzerland GmbH	Invoices+Switzerland@here.coupahost.com	Löwenstrasse 20,

		8001 Zürich
UK: HERE Europe B.V. UK Branch	Invoices+UK@here.coupa.com	4 Kingdom Street, Level 05, Paddington Central, London W2 6BD
Sweden: HERE Solutions Sweden AB	Invoices+Sweden@here.coupa.com	Ostra Hamngatan 7, 6trp, 411 10 Göteborg
France: HERE Europe B.V. (French branch)	Invoices+France@here.coupa.com	Tour Egee, 9/11 allée de l'Arche, 92400 Courbevoie
UAE: HERE Europe B.V. Dubai branch	Invoices+UAE@here.coupa.com	Innovation Hub - Building 02 - 2nd floor-Win B- Office 207, Dubai - UAE, P.O.Box 502608
Australia: <u>HERE International, LLC</u> Australian Branch	Invoices+Australia@here.coupa.com	1-11 Gordon Street Suites 4.02, 4.03, 4.04 Level 4 Cremorne, Victoria 3121 Melbourne, Australia
New Zealand: HERE New Zealand Limited	<u>invoices+newzealand@here.coupa.com</u>	Level 1 14 Lombard St. Te Aro, Wellington NZ 6011
Singapore: HERE Solutions Singapore Pte Ltd	Invoices+Singapore@here.coupa.com	12 Marina Boulevard, #26-01/02 Marina Bay Financial Tower 3, Singapore, 018982
Thailand: HERE (Thailand) Co Ltd	Invoices+Thailand@here.coupa.com	The Parq 7th Floor, West Wing Building No 88, Ratchadaphisek Rd, Khlong Toei Subdistrict, Klong Toei District, Bangkok 10110
Malaysia: HERE Malaysia Sdn Bhd	Invoices+Malaysia@here.coupa.com	Suite 20-01, Level 20, Q Sentral, Jalan Stesen Sentral 2, Kuala Lumpur Sentral, 50470 Kuala Lumpur, Wilayah Persekutuan
Indonesia: PT HERE Solutions Indonesia	Invoices+Indonesia@here.coupa.com	CIBIS 9-Lantai 17 Jalan T. B Simatupang No.2, RT 001 RW 005 Kelurahan:Cilandak Timur Kecamatan:Pasar Minggu, Jakarta Selatan, 12560
Philippines: HERE Philippines, Inc	Invoices+Philippines@here.coupa.com	Unit 803, 8th Floor, iSquare Building 15 Meralco Avenue, Brgy. San Antonio, Pasig City 1605, Metro Manila, Philippines
Taiwan: Taiwan HERE Company Limited by Shares	Invoices+Taiwan@here.coupa.com	Room A, 13 F-3, No.89 Songren Road, Xinyi District, Taipei City 110
Japan: HERE Japan Kabushiki Kaisha	Invoices+Japan@here.coupa.com	9th Fl, Kaneko #1 Bldg., 2-5- 11, Shinyokohama, Kohoku- ku Yokohama, 222-0033
China: HAN (Beijing) Technologies Co., Ltd.	Invoices+Beijing@here.coupa.com	901 TaiYangGong Building 12A TaiYangGong Central Road Chaoyang District, Beijing
China: NAVTEQ (Shanghai) Trading Co Ltd	Invoices+Shanghai@here.coupa.com	2582 Wheelock Square, 1717 West Nanjing Road, 20040 Shanghai
India: HERE India Pvt Ltd	Invoices+India@here.coupa.com	3rd Floor, Tower-A, Building 9A, DLF Cyber City, Gurugram, Haryana -122002
HERE Solutions India Pvt Ltd	Invoices+India@here.coupa.com	10th-12th Floor, B Wing, Nesco IT Park - Tower 4, Western Express Highway, Goregaon East, Mumbai- 400063
South Korea: HERE Solutions Korea Co Ltd	Invoices+taxinvoicekorea@here.coupa.com	7, Teheran-ro 5-gil, Gangnam-gu, Office 12 F, Seoul, 06134
USA: HERE North America, LLC	Invoices+US@here.coupa.com	425 W Randolph Street, Chicago, IL 60606
Canada: HERE Canada, Inc	Invoices+Canada@here.coupa.com	180 Dundas Street West Suite 1200 Toronto, Ontario M5G 1Z8

Peru: HERE Peru S.A.	Invoices+Peru@here.coupahost.com	Avenida Benavides 1180, Piso 7, Miraflores, Lima
Chile: HERE Chile Limitada	Invoices+Chile@here.coupahost.com	Av. Pedro de Valdivia Nº 0193, 4 th floor Providencia district, Metropolitan Region Santiago de Chile
Brasil: HERE do Brasil Soluções Ltda	Invoices+Brazil@here.coupahost.com	Avenida das Nações Unidas, 12.551, suite 1605, Brooklin Novo, ZIP Code 04578-000, São Paulo - SP Brazil CEP 04578-000, NIRE 35.220.668.255, CNPJ sob nº 08.607.027/0001-59
Argentina: HERE Argentina S.R.L.	Invoices+Argentina@here.coupahost.com	calle Suipacha 1111, piso 11, Ciudad Autónoma de Buenos Aires 1008
Mexico: HERE LATAM Mexico S. de R.L. de C.V._	Invoices+Mexico@here.coupahost.com	Prol. Blvd. Campestre 2502 Torre San Mateo II Piso PH, El Refugio Campestre, Leon, Guanajuato, 37156

A Vendor's Guide to On-time Payments in PeopleSoft

-old process PO received prior to June 13, 2022

#1 - Confirm you are set-up as an active Vendor

HERE uses Oracle PeopleSoft (PS) ERP system for the Vendor and Purchase Order ("PO") management. In order to receive a PO from HERE, a Vendor must be set-up and approved in our PS system under the correct HERE legal entity you are doing business with.

What should you do?

- Confirm with your HERE contact that you are an approved Vendor under the HERE entity you are doing business with.
 - HERE has multiple legal entities we conduct business under. The HERE legal entity listed on the contract (if applicable), PO, and invoice must match.

#2 - Obtain a HERE Purchase Order

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 - Be sure invoices comply with other regulatory/regional requirements.
- HERE's business language is English. Invoices in other languages will require translation and risks delays in payment.
- Invoices should be sent to HERE Accounts Payable ("AP") as soon as delivery is made or as otherwise agreed in the contract or by the HERE contact.
 - Submit invoices to correct AP email address located in the "Bill To" section of your PO.
- Include any supporting documents required as agreed (e.g., travel approvals, expense receipts, etc.).

#4 - Follow-up with your HERE contact

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What should you do?

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- The "Attention" name on the PO is the Requester and they (or their delegate) are responsible for the receipt creation.
- **Confirm with your HERE contact that the receipt of goods or services was entered in PS to cover your invoice.**

Other Payment Related Information

- HERE's standard payment terms are net 60 days.
- Your payment terms are noted on the Purchase Order. If these are NOT the agreed terms, you will need to contact your HERE contact immediately to initiate the necessary changes.
- HERE generally operates a weekly Vendor Payment Process and HERE pays Vendors every Thursday by noon. Public holidays may affect the payment cycle and delay payment to the next business day.
- Payment dates are calculated based on a number of factors including: invoice date, receipt date of a valid invoice, PS receipt date, and payment cycle.
- In the rare circumstances that there is no Purchase Order required, full contact details of the HERE contact should be listed on the invoice. Invoices without such details may be

returned to you unpaid. Invoices approved for payment without a PO will be paid at HERE's standard payment terms (net 60) unless agreed in advance by HERE's Procurement and Finance team.

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- Accounts Payable will not accept a manually modified Invoice (i.e. handwritten modification).

About HERE Technologies

HERE, the Open Location Platform company, enables people, enterprises and cities to harness the power of location. By making sense of the world through the lens of location we empower our customers to achieve better outcomes – from helping a city manage its infrastructure or an enterprise optimize its assets to guiding drivers to their destination safely. To learn more about HERE, including our new generation of cloud-based location platform services, visit 360.here.com and www.here.com.