

HSBCnet - Payment Attachment Function

New enhanced Payment Attachment feature on HSBCnet – A convenient way to submit your supporting documents



Payment attachments are only supported via the following payment types:

- Priority payments,
- Inter-account transfers, and
- File upload (ILA)

Features

15 Document Formats Supported¹



Users can attach more common file formats for payment, with maximum file size up to 20MB per document.



Drag-and-Drop feature

Allows you to select unlimited number of documents from your computer/Document Library.



Document Library

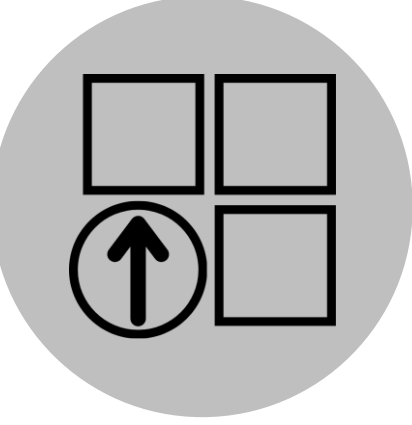
Allows you to record, manage and later submit documents anytime.

Key Benefits



Faster Payments

Payment Attachment allows you to send files electronically, saving your time and effort of sending required documents via fax or emails before payments can be processed.



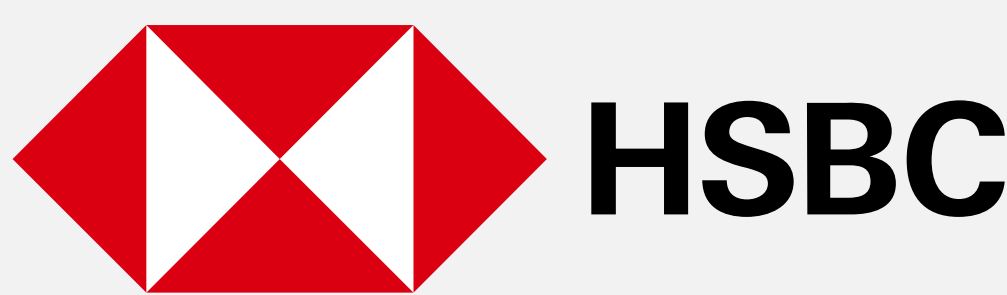
Streamlined Document Management

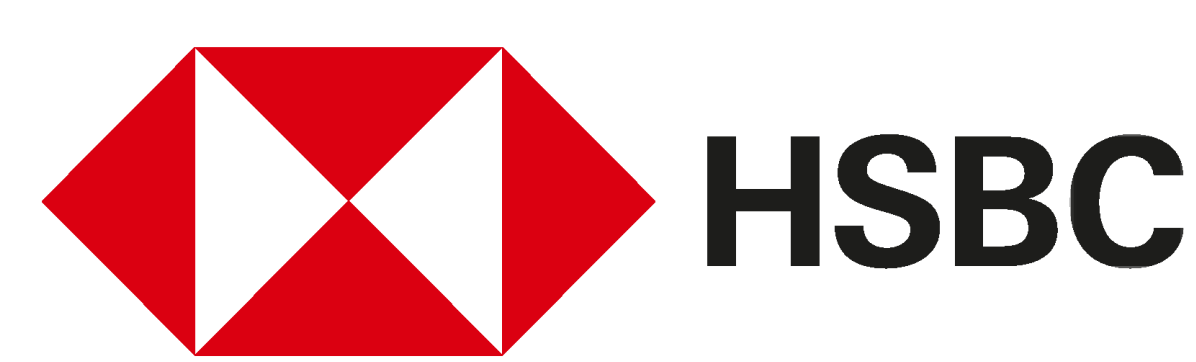
Drag-and-Drop and Document Library feature allow you to quickly select, manage and attach supporting documents.

¹ 15 file formats accepted: doc, docx, xls, xlsx, pdf, tif, jpeg, txt, csv, jpg, ppt, pptx, tif, png, zip.
For more details how to use, please refer to the attached instruction guideline.

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Attaching supporting documents to a payment

Attaching supporting documents to a payment

Learn how to attach supporting documents to a payment.

03 Mar 2025

Updated

About the payment attachments feature

When submitting payments, please attach specific supporting documents to ensure your payment is processed in time.

- Payment attachments feature is only supported by the following payment types:
 - Priority payments,
 - Inter-account transfers, and
 - File upload (ILA)
- The payment is
 - A one-time (ad-hoc) payment instruction
 - Created using a General template
 - Payment created using a Restricted template
- You have at least one of the following payment-related permissions:
 - Prepare
 - Review
 - Authorise

Note: If you only have **Enquire only** permission for the payment type, you cannot access this feature and attach documents.

- You can attach supporting documents to a payment in one of two ways:
 - Upload directly from your computer, or
 - Upload from your document library. For detailed inforamtion, refer to the **Document library** guide in the Related guides section.
- You can attach these supporting documents during the payment creation process and even after the payment is authorised so long as the status of the payment is **‘Received by bank’**.
- Additionally, you can upload documents via Track payments, Authorisation summary as well as Pending repair screens.
- You can review activities relating to payment attachments from Account services activity log.
- This feature is not available when creating a payment using the HSBCnet Mobile App.

Service availability*

Regions	Country/Territory
Asia	China, Hong Kong (SAR), India, Indonesia, Malaysia, Maldives, Singapore, South Korea, Sri Lanka, Thailand, Vietnam
Africa	Egypt, Israel, South Africa

*Depending on your region/country, some screens may look different from those shown in this guide.

Attaching supporting documents to a payment

The following step-by-step instructions guide you through the process. Log on to HSBCnet and to create the payment.

Note: For detailed information on how to create a Priority payment, Inter-account transfer or upload a payment file, refer to the specific guides in the User Guide Portal after logging on to HSBCnet.

1. After you have submitted the payment, choose the **Add** link in the Supporting documents section of the payment acknowledgement.

Priority Payment

1. Payment details

2. Submitted for authorisation

You have submitted this payment for authorisation

The status for payment 150550P006AZ is: Pending authorisation

Supporting documents

Add

Opens in a new window

Debit account and beneficiary details

Pay from

CN HSBC

CN CNHBAP

Debit currency

CNY

Pay to

Beneficiary

786

Beneficiary bank

China

765

Account number

657

Payment details

Close

Make payment to the same location

2. The **Attach documents to payment** window appears notifying you that you may need to attach the following two types of supporting documents (Refer to the on-screen note for details. This is only for your reference and the system will not validate your attached documents).

- a. **Payment on delivery:** Either of contract, purchase order, agreement etc.

b. **Payment in advance:** Contract or invoice etc.

Note: This step is only applicable to China payments.

3. Next, attach the desired supporting documents by dragging and dropping the files in the specified box, or attaching them from your Document library. You can attach an unlimited number of documents. However, the maximum size of each file is 20MB. Only the following file formats are supported: **doc, docx, xls, xlsx, pdf, tif, tiff, jpg, jpeg, png, ppt, pptx, txt, csv or zip.**

Attach documents to payment

Payment reference: TSHIRT

Value date: 2018-01-18

Account number: HBAP

Amount in payment currency: GBP 43,000

You may need the following documents to support this payment. This is for your reference only and is subject to change from time to time by HSBC in compliance with regulatory updates.

Payment on delivery

Contract, invoice and, for a single payment over USD 100,000, a letter that specifies the date of custom declaration readiness.

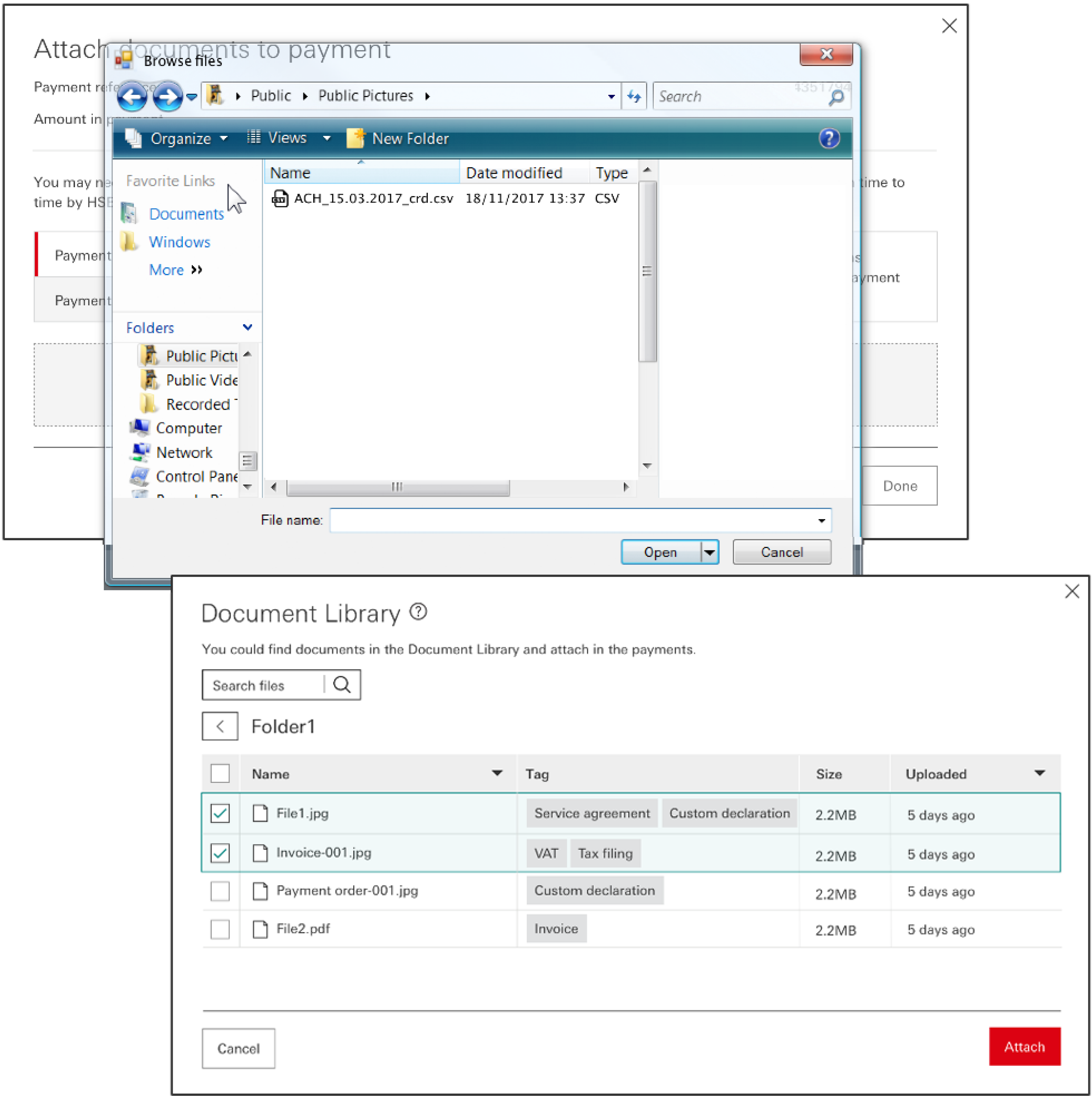
Payment in advance

Drag and drop files here, [browse your system](#) or [attach from Document Library](#)

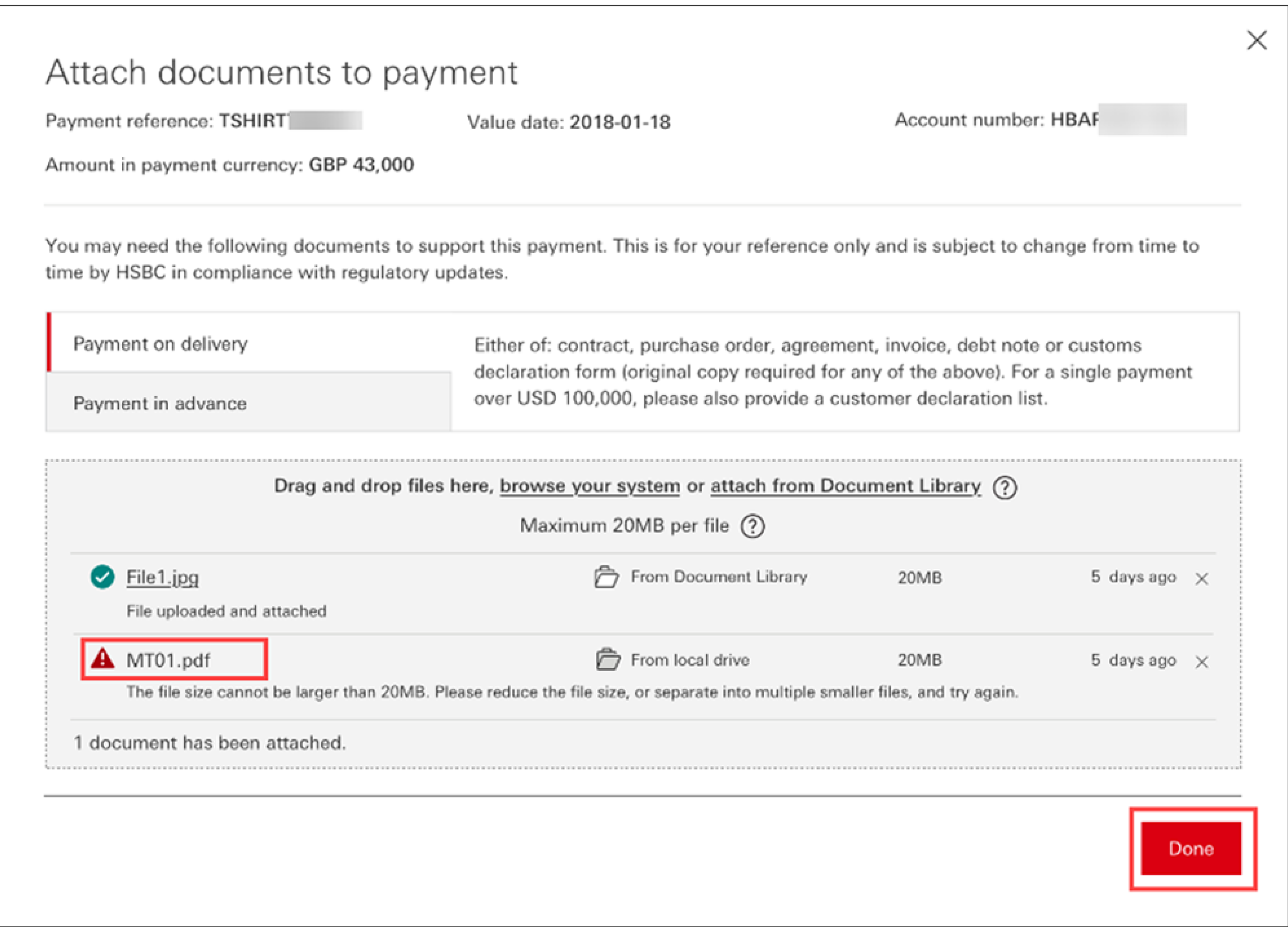
Maximum 20MB per file

Done

You can choose to upload the file directly from your computer or from the document library.



4. If the uploaded/attached file is larger than 20MB, an error icon appears beside the file and it will not be attached. Choose **Done** when you have finished attaching all supporting documents. **Note:** The link to attach supporting documents from Document library is only available if you have been granted Document library permission.



Note: Your files may not attach if you exit before upload is complete.

5. If your company follows Sole transaction control (STC), an acknowledgement confirms that the payment is authorised. If your company follows Dual transaction control (DTC), the acknowledgement confirms that the payment is pending authorisation and will only be processed after final authorisation. In both cases, so long as the status is Received by bank you can continue to add or remove supporting documents.

HSBC | Priority Payment

Save as template

1. Payment details

2. Verify

3. Confirmation

You have authorised this payment

The status for payment is: Received by bank

Warning

We need to check your documents before we can process your payment. We will let you know when your payment has been sent. (GPA6772)

Supporting documents

Add

Opens in a new window

Pay from

Instruction reference number

UETR: 4c3a32bf-

Close

Make new payment to same location

Priority Payment

The status for payment 72745U5024F7 is: Pending authorisation

Supporting documents

View

Add

Opens in a new window

Debit account and beneficiary details

Pay from

CN CNHBAPCA

Debit currency

CNY

Pay to

Beneficiary name

ABC

Beneficiary bank

China

交行

Account number

123456

Payment details

Amount

CNY 500.00

Your reference

72745U5024F7

Close

Send for repair

Additional options to manage supporting documents

You can also manage the supporting documents via the following HSBCnet features:

- Track payments
- Authorisation Summary

Important: Please do not attach supporting documents using the **Payment summary** link as your documents will not be received and processed by the bank.

Accounts	PAYMENTS AND TRANSFERS	PAYMENT REQUESTS	AUTHORISATION
Payments and transfers	Advising maintenance	HSBC Mexico CoDi *	Authorisation summary
Receivables	Bill payments		Payment File ILA
Trade solutions	Create payment or transfer	CHEQUES	PAYMENT AND FILE STATUS
User and account management	Create payment template	Images	Payment summary
Net Plus	Template summary	Positive pay - cheque add issuance	Track payments
HSBCnet Support		Positive pay - cheque enquiry	
		Positive pay - cheque void issuance	CHEQUE OUTSOURCING
		Stop cheques	Cheque outsourcing service
		Stop cheque authorisation	REPORTING
			Reports and files download

Track payments

Complete the following steps to manage supporting documents via Track payments feature.

1. Begin by accessing the Track payments page from the Payment and transfers tab of the main menu.
2. Select the specific payment from the Track payments page.

Track Payments (23) | Show status summary

Track Payments doesn't yet cover all payment types. Available single payment and transfer types: Priority payments; Inter-account transfers; Bill payments and Bank transfers for financial institutions. Available batch payment types: ACH credit and Eurozone-SEPA.

Search payments by beneficiary, account, amount, etc.

Value date: All (4 Aug 2020 - 28 Aug 2...

Advanced filters

No filters applied

23 payments found

Single (21)

Batch (2)

Information accurate as of 3 Sep 2020, 02:25(GMT)

Show debit account short name

CSV

Type	Debit account (Pay from)	Beneficiary (Pay to)	Your reference	Amount	CCY	Value date	Current status
Priority Payment	(CN)	陈大文	162455001XFV	100.0	CNY	-	Rejected by customer
Inter-Account Transfer	(CN)	/INTERNAL TEST/ A/C HSBCHNETPCM	SWEEP SWEEP	1.0	CNY	-	Pending authorisation
Priority Payment	(CN)	ABC	31075U001PPQ	10.0	USD	-	Pending authorisation
Priority Payment		ABC	72745U5024F7	500.0	CNY	-	Pending authorisation

3. On the payment details page, choose the **Manage documents** link.

Menu | Track payments | Tasks

Priority Payment | IN

USD 2,000.00 | Value date: 20 Apr 2020

Show additional details

Download PDF

Instruction reference number: 15684TX0016I

Customer reference: 15684TX0016I

Debit account:

Beneficiary account:

Created

Approvals

With HSBC

Sent

Completed

Payment being viewed by intermediary bank

19 Apr 2020, 09:30 (GMT)

The intermediary bank is viewing the payment. We'll update the status when the payment moves to the next stage.

Manage documents

Download payment notification

Received by intermediary bank

19 Jul 2020, 08:30 (GMT)

Processed by bank (HSBC)

19 Jul 2020, 08:30 (GMT)

Received by bank

19 Jul 2020, 08:30 (GMT)

Authorised

TPGBFISDE4USER0TPGBFISDE4USER0

19 Jul 2020, 08:30 (GMT)

Created

TPGBFISDE4USER0TPGBFISDE4USER0

19 Jul 2020, 08:30 (GMT)

4. The **Attach documents to payment** page appears listing the existing files (if any were uploaded earlier). You can view these attachments or choose to upload/attach additional documents using the steps mentioned in the previous section.

Attach documents to payment

Payment reference: TSHIRT

Value date: 2018-01-18

Account number: HBAP

Amount in payment currency: GBP 43,000

You may need the following documents to support this payment. This is for your reference only and is subject to change from time to time by HSBC in compliance with regulatory updates.

Payment on delivery

Payment in advance

Either of: contract, purchase order, agreement, invoice, debt note or customs declaration form (original copy required for any of the above). For a single payment over USD 100,000, please also provide a customer declaration list.

Drag and drop files here, [browse your system](#) or [attach from Document Library](#)

Maximum 20MB per file

File0.jpg

Uploading

73%

Invoice-001.jpg

From Document Library

20MB

5 days ago

The file size cannot be larger than 20MB. Please reduce the file size, or separate into multiple smaller files, and try again.

MT03.pdf

From local drive

20MB

5 days ago

MT01.pdf

From local drive

20MB

5 days ago

0 documents have been attached.

Done

Authorisation summary

Similar to the steps mentioned in the Track payments section, you can also manage supporting documents via the Authorisation summary page.

Accounts

Payments and transfers

Receivables

Trade solutions

User and account management

Net Plus

HSBCnet Support

PAYMENTS AND TRANSFERS

Advising maintenance

Bill payments

Create payment or transfer

Create payment template

Template summary

PAYMENT REQUESTS

HSBC Mexico CoDi *

CHEQUES

Images

Positive pay - cheque add issuance

Positive pay - cheque enquiry

Positive pay - cheque void issuance

Stop cheques

Stop cheque authorisation

AUTHORISATION

Authorisation summary

Payment File ILA

PAYMENT AND FILE STATUS

Payment summary

Track payments

CHEQUE OUTSOURCING

Cheque outsourcing service

REPORTING

Reports and files download

Authorisations | Priority Payment

Change transaction type

Send to repair

Supporting documents

Add document(s)

View document(s)

Payment details

View log

Account group: All Accounts

Edit

Filters

	Notes	Beneficiary bank	Beneficiary account no. or alias	Customer reference	Status	Value date	CCY	Amount
<input checked="" type="checkbox"/>		招商银行深圳		10405U4008W0	Pending authorisation		CNY	50,000.00
<input type="checkbox"/>		交行		72745U5024F7	Pending authorisation		CNY	500.00
<input type="checkbox"/>		打派士大沃		23795T201Y7Y	Pending authorisation		USD	333.00
<input type="checkbox"/>		建设银行苏州吴中支行		00215U1010T4	Pending authorisation (final)		CNY	10.00
<input type="checkbox"/>		中国工商银行股份有限公司苏州市分行		768155C00TTF	Pending authorisation (final)	09/09/2020	CNY	1.00

About Document library

Document library is simply a document repository that allows you to upload and save their documents for future use. You have the option to create folders as well as tag your favourite documents. If you want to attach supporting documents from this Document library, your System administrator has granted you permission to this feature. It is not a pre-requisite to using the Payment attachment function. If your company does not have this feature enabled, please contact your HSBC Relationship manager to request it.

Document Library

You could find documents in the Document Library and attach in the payments.

Search files

<

Folder1

<input type="checkbox"/>	Name	Tag	Size	Uploaded
<input checked="" type="checkbox"/>	File1.jpg	Service agreement Custom declaration	2.2MB	5 days ago
<input checked="" type="checkbox"/>	Invoice-001.jpg	VAT Tax filing	2.2MB	5 days ago
<input type="checkbox"/>	Payment order-001.jpg	Custom declaration	2.2MB	5 days ago
<input type="checkbox"/>	File2.pdf	Invoice	2.2MB	5 days ago

Cancel

Attach

PUBLIC

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