User Guide

Basware Invoice Key-In (January 2020)

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1 Overview

For Suppliers

Basware Invoice Key-In lets you can create invoices online with ease. You can enter basic header level data, row level data and add attachments to the invoice. The service validates every field that you fill in real time. When you send the invoice, the service automatically generates a legal invoice image in PDF format. You can view and print this image after you have created and sent the invoice.

You can access the invoices in Basware Network for 18 months. After three months from the document delivery, the actual invoice files (legal invoice image PDF files, XML invoice data files, and invoice attachments) will be removed from the service.

For Customers

Basware invites your suppliers to register to the service by email. Your suppliers will receive an email with a unique, token-based secure link to Basware Network. Your suppliers must register to Basware Network before they can activate the Basware Invoice Key-In service.

Before Basware can send out invitations, you must provide a list of your suppliers and their email addresses to Basware. If you do not have a list of your suppliers' email addresses, Basware provides you with a list of supplier-specific links to the registration page. You can then invite your suppliers to the service by a mail-based campaign.

You can access the invoices in Basware Network for 18 months. After three months from the document delivery, the actual invoice files (legal invoice image PDF files, XML invoice data files, and invoice attachments) will be removed from the service.

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2 Getting started

Before you can start sending e-invoices to your customers with Basware Invoice Key-In, you must:

- Sign up for a Basware Network account

  If you already have an account in Basware Network, you can simply activate Basware Invoice Key-In without having to sign up first when you receive an invitation to the service.

- Activate Basware Invoice Key-In service

Once you have completed these steps, you can create and send your first e-invoice to your customer.

2.1 Sign up for a Basware Network account and activate Basware Invoice Key-In

Basware Invoice Key-In is a part of Basware Network. Before you can activate this service, you must sign up for a Basware Network account.

If you already have an account in Basware Network, you can simply activate Basware Invoice Key-In without having to sign up first when you receive an invitation to the service.

1. Open the Basware Invoice Key-In service's landing page.
   - If you received an email invitation, follow the link in the invitation.
   - If you received an invitation letter, enter the web address in the invitation letter into your browser's address bar.

     The letters used in the web address are case-sensitive.

   The Invoice Key-In service's landing page in Basware Network opens.

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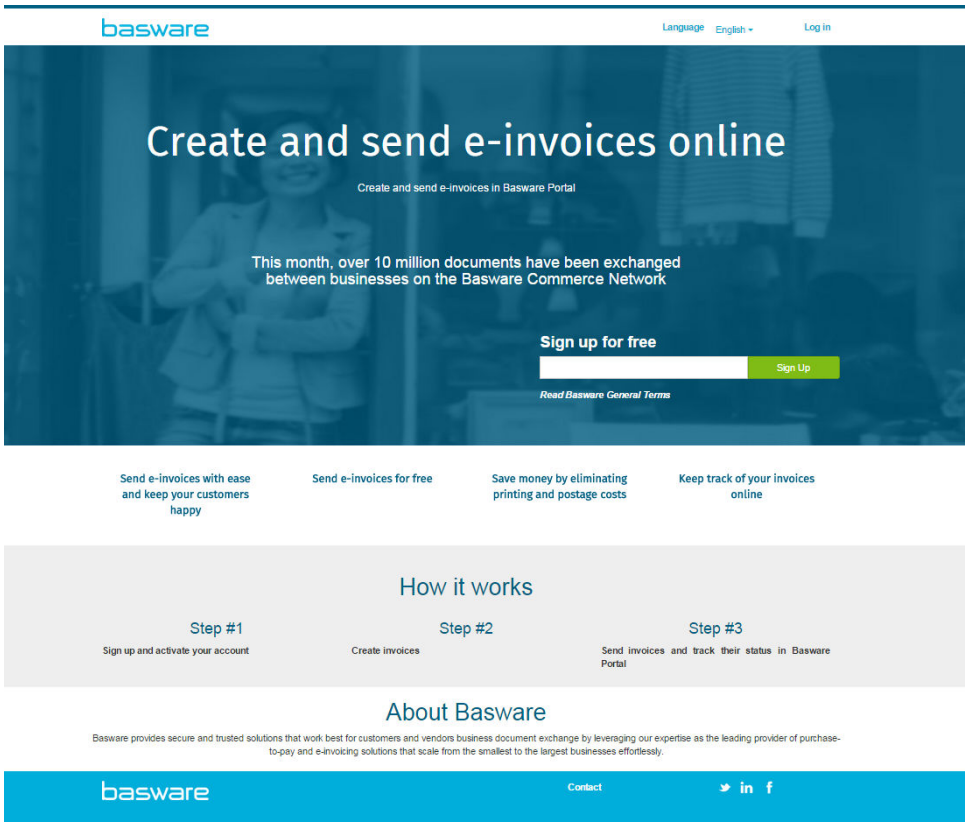

2. On the service landing page, enter your email address in the **Sign up for free** field and click **Sign Up**.

The email address that you enter will be your username in the service.

If you were invited to the service by email, the email address that the invitation was sent to will be automatically used here. You can change the email address, if you want to use another email address with the service.

The **Create Account** page opens.

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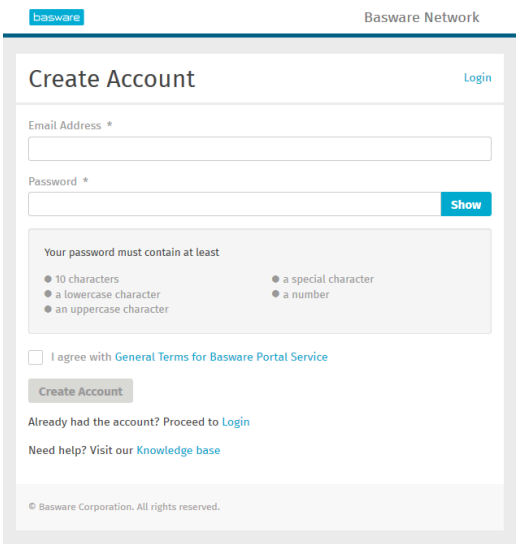

3. Choose a username and enter it in the **Email Address** field.

   The service selects the email address that your invitation was sent to as your username. If you want to use another email address as your username, enter that address in the **Email Address** field.

4. Choose a secure password and enter it in the **Password** field.
5. Read the **General Terms for Basware Portal service** and tick the checkbox to confirm that you agree to the terms.
6. Click **Create Account** to create a new Basware Network account.

   The service sends a confirmation message to your email address.

   It may take a while before the confirmation message is delivered to your email address. If you do not receive the confirmation message within an hour, contact Basware Support: https://basware.service-now.com/bw?id=bw_sc_cat_item_public.

7. Open the confirmation message and click **Confirm Your Email** to activate your account.

   The login page opens and you'll see a confirmation message telling you that your account has been activated.

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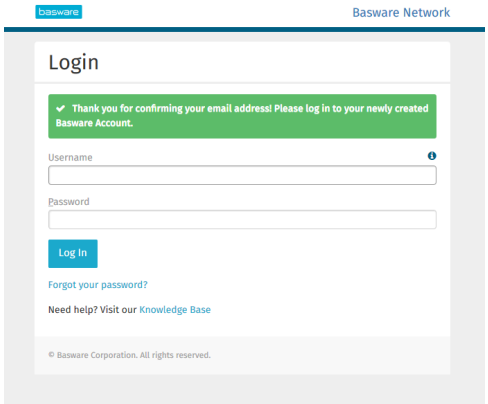
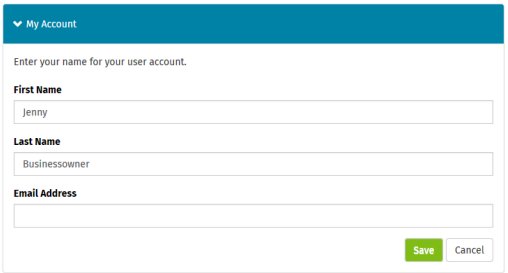


If you get a message that says your confirmation link has expired, you must start the registration process over. To do this, open the link in the invitation you received and sign up to the service again.

8. Enter your **Username** and **Password**, and click **Log in**.

   The Invoice Key-In service pages open.

9. First, fill in your personal details in the **My Account** section, and click **Save**.



10. In the **Basic details** section, fill in your company's details.
11. In the **Primary contact** section, enter the details of the person, who will be your company's primary contact towards Basware.
12. In the **Service settings** section, set your service preferences.
    - **Legal Image Language**: Basware creates a PDF image of each invoice and credit note that you send through the service and stores it on the business document's **Files** tab. Use this setting to define the language of the PDF images.
    - **Bank Accounts**: Click **Add Bank Account** to add your company's bank account information to the service.

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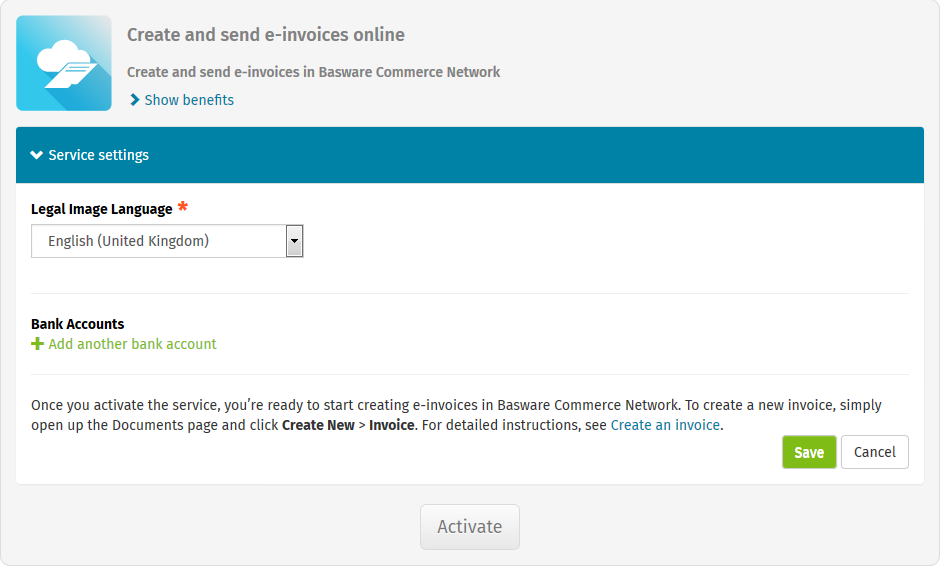

13. Click **Activate** to activate the service.

2.2 Activate Basware Invoice Key-In

If you already have an account in Basware Network, you can activate Basware Invoice Key-In without having to sign up to the service first.

1. Open the Basware Invoice Key-In service's landing page.
   - If you received an email invitation, follow the link in the invitation.
   - If you received an invitation letter, enter the web address in the invitation letter into your browser's address bar.

   The letters used in the web address are case-sensitive.

   The Invoice Key-In service's landing page in Basware Network opens.

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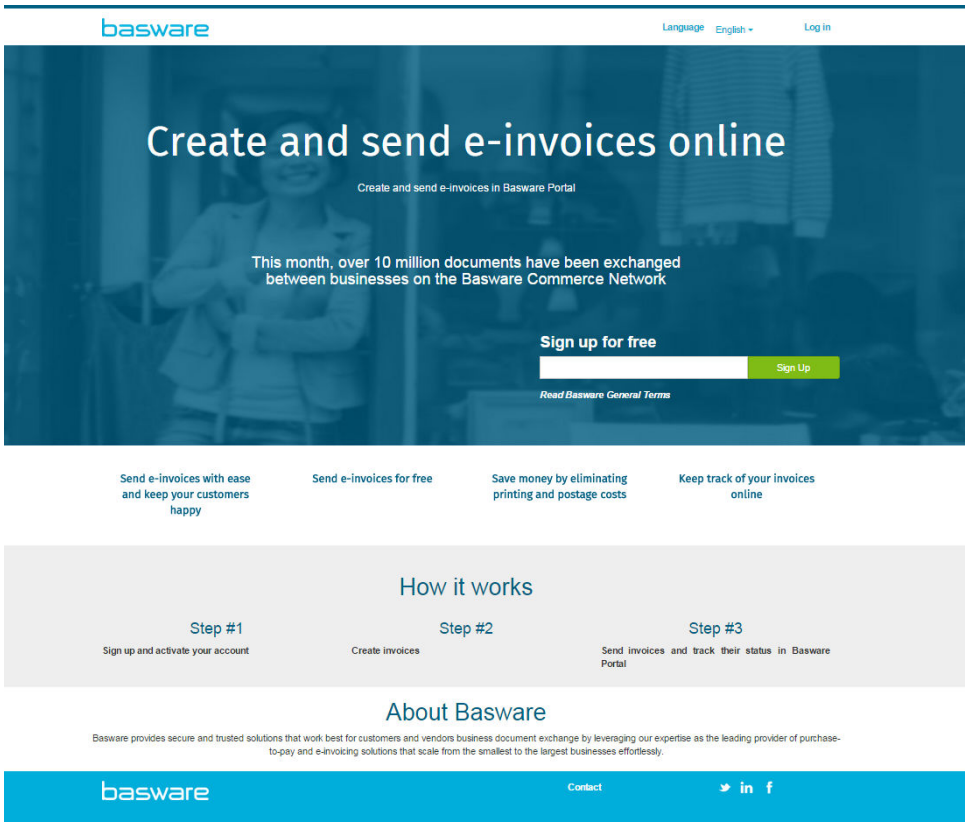

2. Click **Log in**.

   The Invoice Key-In service pages open.

3. In **My Account**, make sure your account details are correct and that no information is missing.

   Click **Save** to save any changes you made.

4. In **My Organization**, make sure your company details are correct and that no information is missing.

   Click **Save** to save any changes you made.

5. In **Organization's Contact Information**, make sure your company's contact details are correct and that no information is missing.

   Click **Save** to save any changes you made.

6. Read the **General Terms for Basware Portal service** and tick the checkbox to confirm that you agree to the terms.

7. Click **Activate** to activate the service.

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3 Working with Invoices

Business documents are documents that your company uses to interact with other companies. Common business documents include, for example, **invoices**, **purchase orders** and **credit notes**. With Basware Network, you can:

- Find a document
- Find a document using advanced search
- Create an invoice
- Convert an invoice into a credit note

Basware Network stores all your business documents online for a set period of time. Consult your Service Description documentation to find out for how long your business documents are available through the service.

3.1 Getting an overview of your business documents

The **Documents** page gives you an overview of all your business documents - **invoices**, **purchase orders**, and **credit notes** - and their statuses. You can manage your organization's business documents on the **Documents** page. You can use the search form on top of the page to find documents, and the page is divided into several tabs to help you browse your documents with ease.

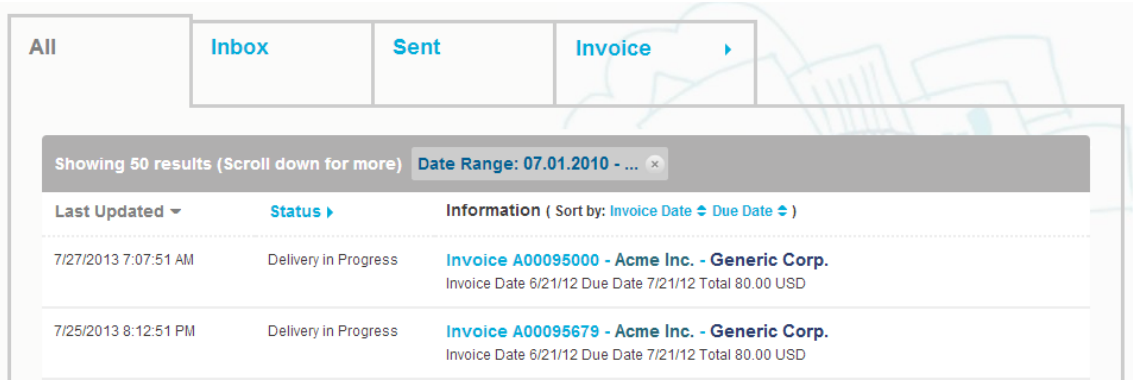

Figure 1: Documents page

All tab	shows all the business documents that your organization has either sent or received.
Inbox tab	shows all the business documents that your organization has received.
Sent tab	shows all the business documents that you have sent to your business partners. The tab also shows the draft versions of all the business documents that you are working on.

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Business Document tab	the rightmost tab on the page shows all business documents of a certain type that your organization has sent and received. Click the label of the tab to select which types of documents are shown on this tab.

3.2 Business document statuses

You can follow up on your business documents' statuses in Basware Network. The following list explains what the different statuses mean and what you can do if one of your business documents has been rejected or cannot be delivered.

Table 1: Statuses and their explanations

Status	Description
Draft	Business documents that you haven't yet sent appear in **Draft** status
Ready for Delivery	Business documents that you have sent, but that have not yet been forwarded to delivery, appear in **Ready for Delivery** status.
Delivery in Progress	Business documents that are currently being delivered to the recipient appear in **Delivery in Progress** status
Delivered to Recipient	Business documents that have been delivered to the intended recipient appear in **Delivered to Recipient** status
Received	Business documents that the recipient has opened appear in **Received** status
Rejected during Delivery	Business documents that have been rejected during the delivery process appear in **Rejected in Delivery** status Usually, this means that Basware Network has forwarded your document to your business partners e-invoicing operator, but their system has rejected the document. If your document gets rejected, make sure that contents of the document are valid, and try sending the document again. If the problem persists, contact Basware Support.
Error in Delivery	Business documents that Basware Network could not deliver to the intended recipient appear in **Error in Delivery** status Often, this message is caused by a temporary delivery failure. If, however, your document remains in this status for over 24 hours, contact Basware Support.

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3.3 Find and view business documents

Business documents are documents that your company uses to interact with other companies. Common business documents include, for example, **invoices**, **purchase orders** and **credit notes**. With Basware Network, you can:

- Find a document
- Find a document using advanced search

3.3.1 Find a document

When you log in to Basware Network, you'll see a list of all the business documents that your company has received, and that you have sent to your business partners. If you are looking for a specific document, you can use search to limit the number of search results.

1. Enter the business document number in the **Search** field.

2. Click **Search**.

   The business documents that match your query are displayed in the **Search Results** table.

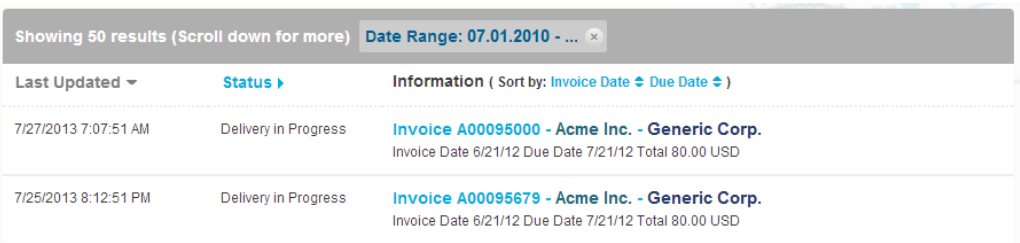

Figure 2: Search Results table

3. To sort the results, click on the **Sort** labels:

Figure 3: Sort by labels

4. To view a business document, click the title of the business document in the **Search Results** table.

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3.3.2 Find a document using advanced search

When you log into Basware Network, you'll see a list of business documents that you've sent and received in the last 30 days. To see all your business documents, close the **Date Range** pane at the top of the **Search Results** table.

1. Open the Documents page in Basware Network

   The URL of the page is `https://portal.basware.com`.

2. Enter a document number in the **Search** field.

3. To filter search results by document details, add the filters you want to use:

   a) Click ▸ to open the **Advanced Search** panel.

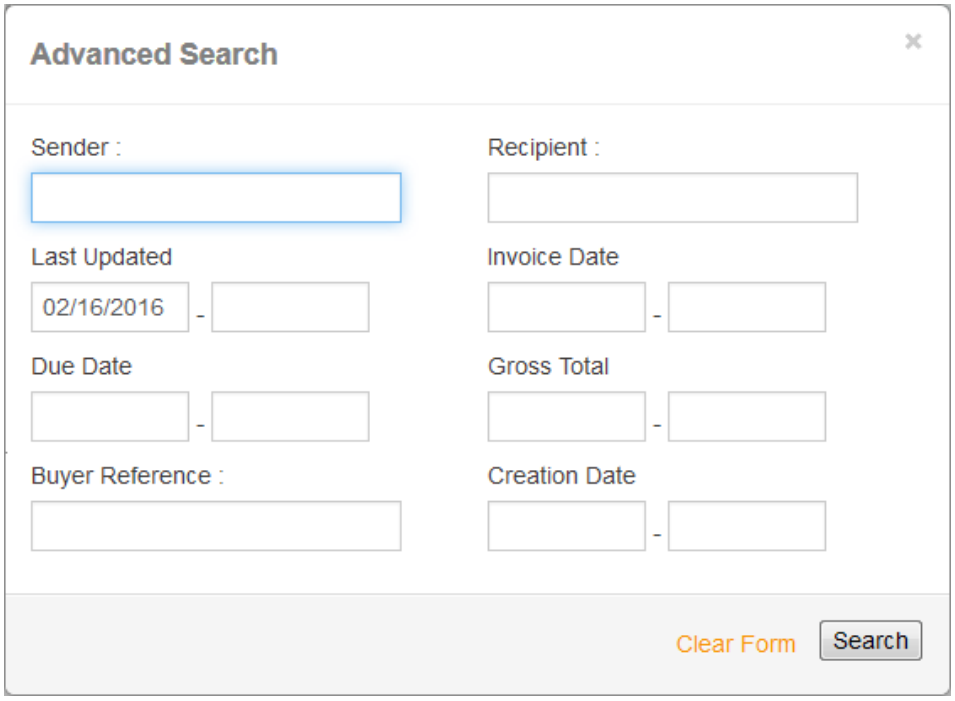

Figure 4: Advanced Search panel

   b) Enter the filters that you want to use:

   - **Sender**: Show documents from a specific sender.
   - **Recipient**: Show documents sent to a specific recipient.
   - **Last Updated**: Show documents that have been updated within the defined period.

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- **Invoice Date**: Show documents, whose invoice date is within the defined period.
- **Due Date**: Show documents, whose due date is within the defined period.
- **Gross Total**: Show documents, whose gross total amount is within the defined limits.
- **Buyer Reference**: Show documents with a specific buyer reference number.
- **Creation Date**: Show documents with a specific creation date.

4. Click **Search**.

   The documents that match your query are displayed in the **Search Results** table.

5. To sort the results, click on the **Sort** labels:

   (Sort by: Invoice Date ▾ Due Date ⇕)

   Figure 5: Sort by labels

   - **Invoice Date**: Sort the results based on invoice dates of the documents.
   - **Due Date**: Sort the results based on due dates of the documents.

   The arrow icon next to the label defines whether the results are sorted in an ascending or a descending order. To reverse the order, click on the label again.

6. To view a document, click the title of the document in the **Search Results** table, and the Business document page opens.

   The service notifies you, typically within 7 to 14 days, if you have forgotten to open an invoice that you've received from your business partner.

3.3.3 Business document page

The **Business Document** page shows you a detailed description of a business document.

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Header section

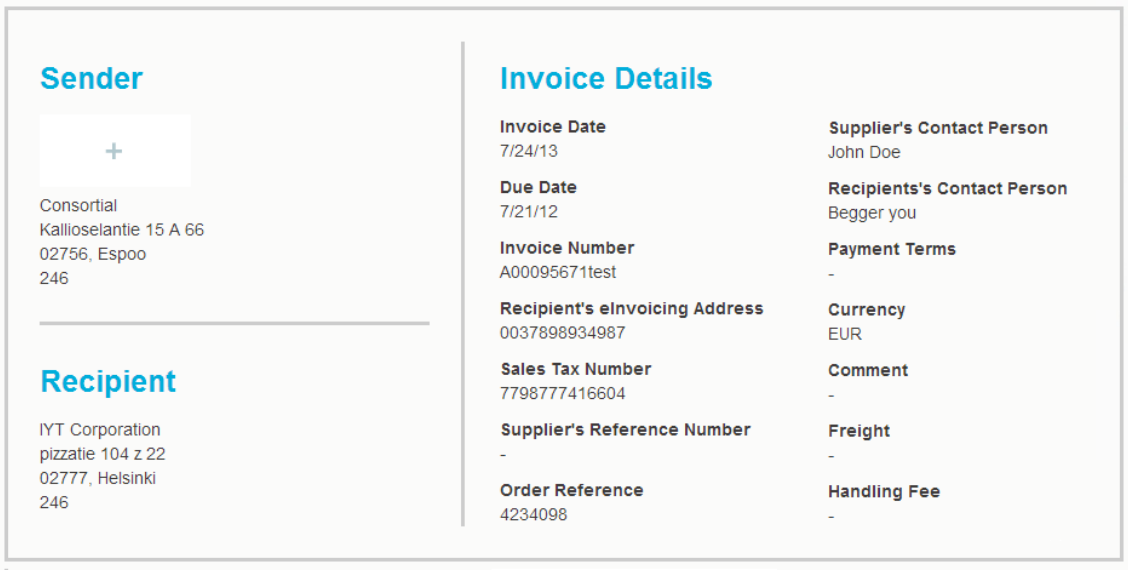

Figure 6: Header section

The Header section contains the basic details of a business document and information about the Sender and the Recipient of the document. This section contains, for example, the following information:

- **Sender**: Contact information of the organization, who have sent the business document
- **Recipient**: Contact information of the organization, who are the recipients of the business document
- **Business Document Details**: For example, the business document number, creation and due dates of the business document and contact persons of the document's sender and the recipient.

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Additional Information section

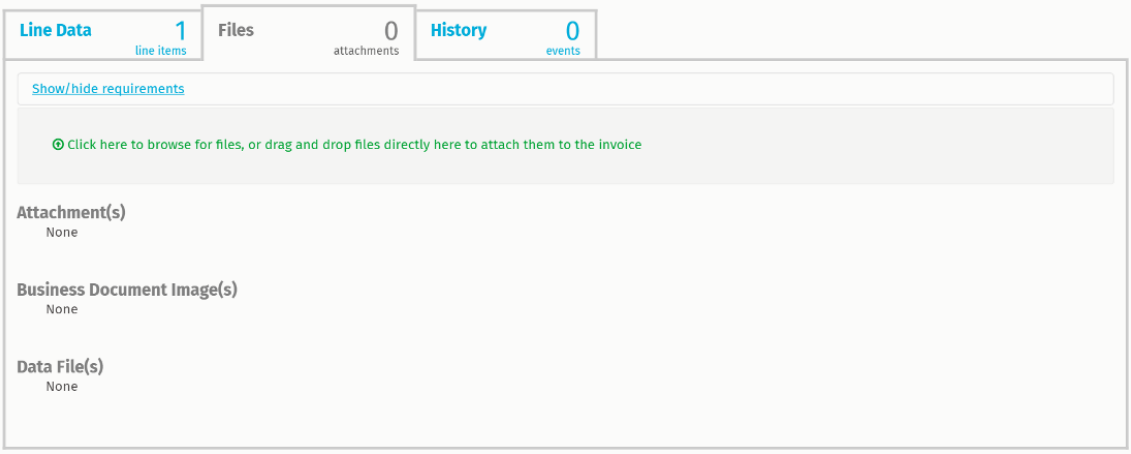

Figure 7: Additional Information section

The Additional Information section shows you a detailed description of the business document content and shows you the history of the business document. The section is divided into three tabs:

- **Line Data** tab lists the individual invoice lines on the business document, and a summary of the business document.
- **Files** tab contains all the files - attachments, business document images, and data files - that are attached to the business document.
- **History** tab contains all the dates related to this business document. On this tab, you can check when the business document was first sent, when it was accepted by the recipient, and when it was paid.

Tax Details section

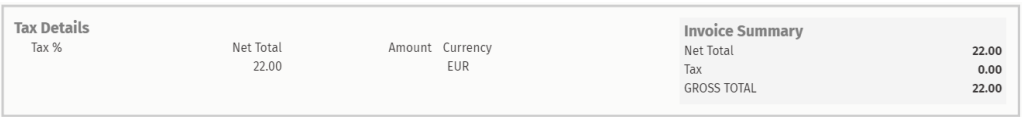

Figure 8: Tax Details section

The Tax Details section shows you an overview of the various taxes related to this business document.

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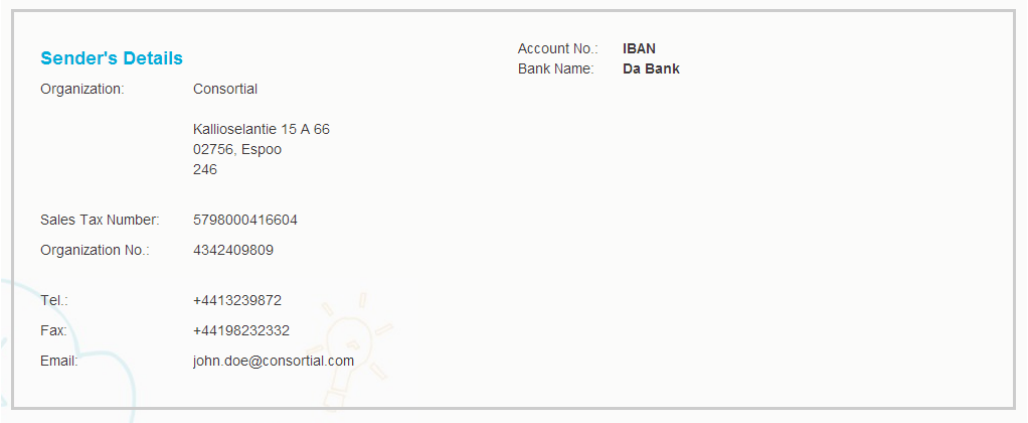
Sender's Details section



The Sender's Details sections shows you the contact information and banking details of the company that sent the business document.

3.3.4 Download attachments

You can download attachments from the **Files** tab on any business document page.

1. Click **Documents**.
2. Navigate to the business document you want to download attachments from and click the title of the business document.

   You can open the business document page from the **All**, **Inbox**, **Sent** or **Invoice** tab.
3. On the business document page, open the **Files** tab.
4. Click an attachment to download it.
   The attachment is downloaded onto your device.

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3.3.5 Business document types

Table 2: Business document types

Business document	Description	Note
Invoice	A business document under which a supplier charges a buyer for transaction(s) and which contains an itemized list of goods and services bought.	Typically contains at least the following elements: • unique reference number • date of issuing the invoice • relevant tax payments, such as GST and VAT • name, details and contact address of the supplier • name, details and contact address of the buyer • date on which the good or service was sold or delivered • unit price of the good or service
Credit note	An invoice that indicates a credit amount owed by the supplier.	

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Business document	Description	Note
Purchase order	A business document which specifies needed goods or services and represents an agreement between buyer and seller.	Typically contains the following header data elements: • purchase order number • order date • recipient • delivery and invoicing addresses Basware consultants can set up business rules for invoices that have been created from purchase orders that increase the accuracy of matching your invoices, and prevent suppliers from over-invoicing your organization.
Order change/cancellation	A purchase order message from a buyer, which is used to modify or cancel an existing purchase order.	

3.4 Create an invoice

1. On the **Documents** page, click **Create New** > **Invoice**.

   Basware Network opens the **Edit Invoice** view and creates a draft invoice.

2. Select a sender.

   By default, the service selects your favorite organization as a sender. You can change the sender manually, if necessary.

   a) To change the sender, click **Change** under **Sender**.

   b) Find the company you want to select as the sender and click **Select**.

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Click the ☆ icon next to the name of a company to set that company as your favorite. Your favorite companies will always be displayed at the top of the list.

3. Select a recipient.
   a) Click **Select Recipient**.
   b) Find the company you want to select as the recipient and click **Select**.

   Use the search field to filter out companies from the list.

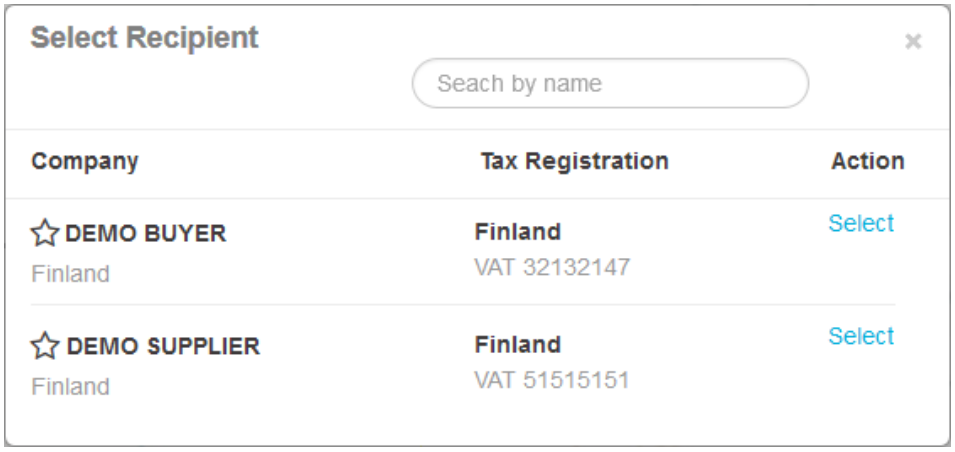

Figure 9: Select Recipient window

If the recipient you selected has a tax registration number in multiple countries, a list of available tax registration countries will open. Select the tax registration country you want to use with this invoice.

Click the ☆ icon next to the name of a company to set that company as your favorite. Your favorite companies will always be displayed at the top of the list.

4. Enter the invoice details.

   The service validates the contents of the fields and notifies you if the content of a field does not pass validation. For descriptions of the fields, see Invoices.
5. Enter the line data.
   a) On the **Line Data** tab, click **Add Line** to add a new invoice line.

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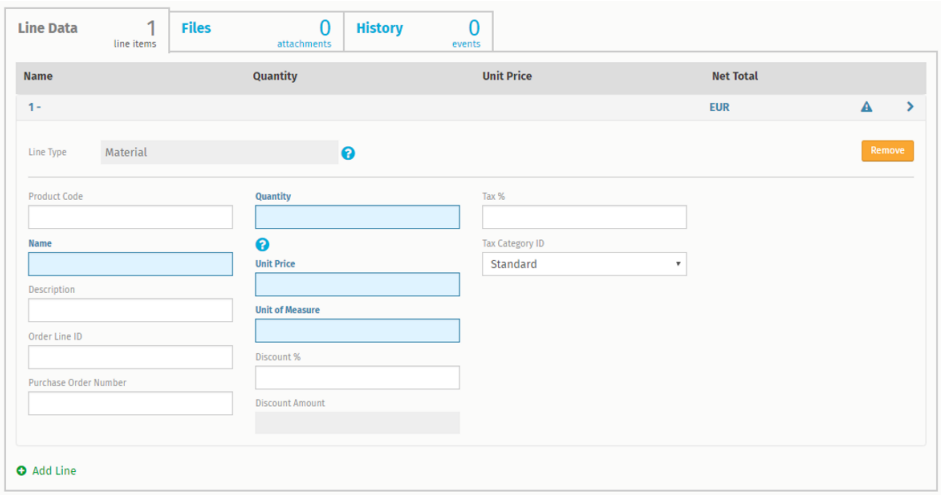

Figure 10: Invoice lines

b) Enter the details of the line item.

You can only select line types that the recipient supports. For descriptions of the fields and more information about line types, see Invoices

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The decimal separators used on the line items differ based on the user interface language that you have selected. Should you use an incorrect decimal separator may cause Basware Network to save the number you enter incorrectly. To find out which decimal separators each language supports, see Table 5: Language-based decimal separators

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Different buyers may require a different number of fields on their invoices. The fields you see on the invoice may be different than in the figure above.

Similarly, some buyers may enforce various validation rules on certain invoices fields. They may, for example, limit you from setting the invoice date too many days in the past, or place limitations on how many characters you may enter in certain fields.

---

c) Click **Add Line** to add another line item, if necessary.

6. Add invoice attachments.

a) Click **Files** to open the **Files** tab.

b) Click the highlighted text to browse for attachments, or drag and drop files directly on the highlighted text to attach them to the document.

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If the sender organization's profile has no bank account, you can add a bank account in the **Sender's Details** section. Bank accounts that are added to directly to an invoice will not be saved to the organization's profile.

7. Click **Send Invoice** to send the invoice to your customer.

Basware Network does not store the invoice data indefinitely. Remember to download a copy of the document image through the Files tab and store it locally.

3.5 Convert an invoice into a credit note

You can convert an invoice you have created into a credit note. This way you do not have to fill in all the fields of the credit note yourself, but the service fills in a number of the fields based on the original invoice.

1. Locate the invoice that you want to convert into a credit note on the **Documents** page.
2. Click the invoice to open the invoice page.
3. Click **Convert To Credit Note**.

   The service creates a credit note based on the invoice details.
4. Fill in the credit note details.

   Mandatory fields are marked with a blue background.

   Make sure that the **Invoice Reference** field contains the number of the invoice this credit note refers to.
5. Edit the **Line Data** information so that the lines contain the products/services that you want to reimburse.
6. Add attachments to the credit note.

   If you need to add attachments to the credit note, you can add them through the **Files** tab.

   a) Click **Files** to open the **Files** tab.

   b) Click the highlighted text to browse for attachments, or drag and drop files directly on the highlighted text to attach them to the document.
7. Click **Send Credit Note** to send the credit note to your customer.

   You can also click **Save Draft** to save the credit note draft for later use.

Basware Network does not store the invoice data indefinitely. Remember to download a copy of the document image through the Files tab and store it locally.

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4 Contact Basware Support

If you cannot find the information you are looking for in this document, please have a look at the Online Help. In case you cannot find the information you are looking for there, either, please contact Basware Support. The Basware Support personnel will assist you in using the application and send all suggestions for improvement related to the applications or documentation to the supplier of the system.

To find the contact information of Basware Support, visit Basware Knowledge Base.

You can also contact Basware Support by clicking the Chat tab that is available on each page. This opens the **Chat with Basware Support** popup window that lets you send questions to Basware Support.

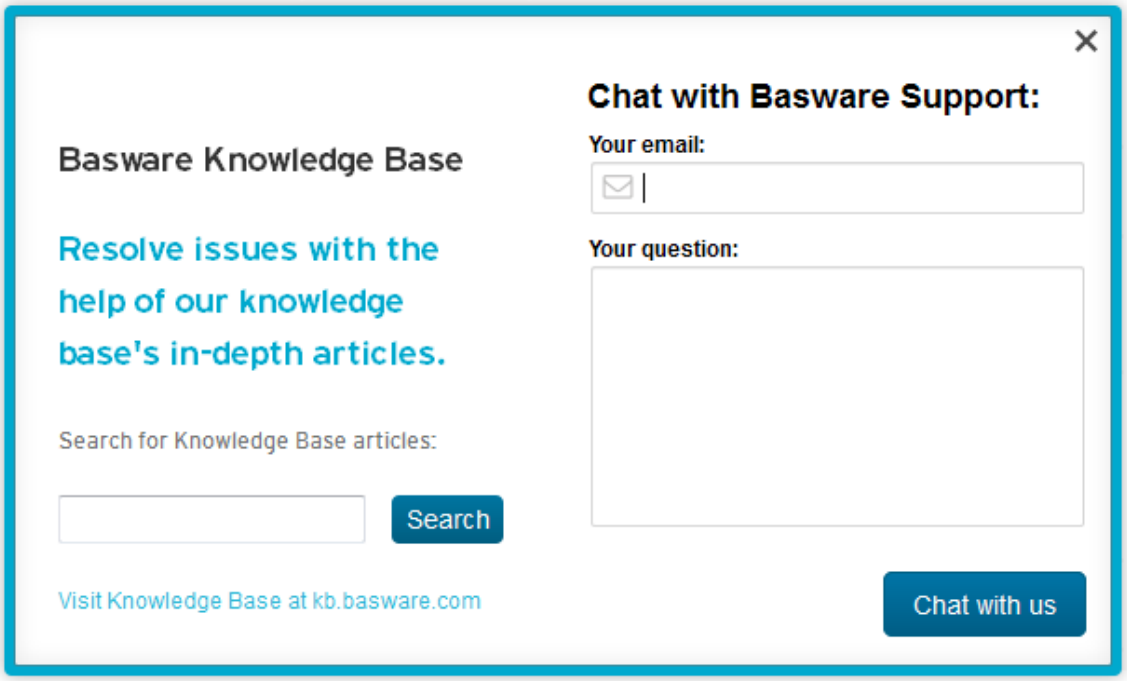

Figure 11: Chat with Basware Support popup window

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Appendix A

Invoices

Basware Network verifies that the invoice content against local and international regulations in some countries. You can send the invoice only if the invoice content passes this verification.

Basware does not, however, guarantee the legality of invoices sent through Basware Network. It is the invoice sender's responsibility to ensure that the invoice complies with relevant legislation.

Different buyers may require a different number of fields on their invoices. If your buyer does not require all of the fields described below, some of the fields may be hidden from the Invoice view. Some buyers may also require that you fill in custom fields not listed here.

Similarly, some buyers may enforce various validation rules on certain invoices fields. They may, for example, limit you from setting the invoice date too many days in the past, or place limitations on how many characters you may enter in certain fields.

Table 3: Invoice Header

Field Name	Description	Notes
Invoice Date	The date on which the invoice was issued	*06/15/2015*
Due Date	The date on which the invoice must be paid	*07/15/2015*
Invoice Number	A unique identification number of the invoice	Invoice number can contain letters, numbers, and special characters.
Payment Reference	Reference number of the payment	

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Field Name	Description	Notes
eInvoicing Address	The recipient's e-invoicing address	The recipient's e-invoicing address is a unique identifier that Basware Network uses to identify the correct recipient. This field will show only after you have selected a recipient. If the service has filled in this field automatically, do not edit the value.
Sales Tax Number	Your organization's sales tax number	*1234567890*
Supplier's Reference Number	Reference number of the invoice that the supplier provides	*1138*
Purchase Order Number	Number of the purchase order that this invoice is based on	*5553226*
Delivery Date	Date on which the invoiced goods will be delivered	*06/17/2015*
Supplier's Contact Person	Contact person on the supplier's side that the customer can contact	*John Q. Contact*
Recipient's Contact Person	Contact person on the recipient's side that the supplier can contact	*Jane Q. Contact*
Recipient's Email Address	Email address of the company that receives this invoice	*Acme Buyers Inc.*
Contract Number	Number of the contract between the supplier and the customer	*80085*
Buyer Reference	Indentification number that the customer has provided	*715517*
Payment Terms	Conditions related to the payment of the ordered goods	*Net 30*
Currency	Dropdown list. Lets you select the currency used on the invoice	*USD*
Exchange Rate	If the currency code is different from the sender's local currency (For example, if a supplier from the United Kingdom issues an invoice in EUR), the exchange rate field is shown. In this case, it is mandatory field that the sender must fill in. When a value is filled in, Basware Network will auto-calculate all sales tax amounts in the local currency, too.	*1.23*

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Field Name	Description	Notes
Comment	The supplier can add a message to the buyer in this field	
Shipment Number	Identification number of the shipment	*BG123321123321*
Payment Penalty Rate	Rate at which the customer will be charged if the invoice is not paid in time	*10% per annum*
Tax Information	Text field that can be used to provide details about sales taxes related to this invoice	
Advance Payment Terms	Conditions related to the advance payment of the ordered goods	*1% 10 Net 30*
Freight	The charge for transporting the ordered goods	*$22.50*
Handling Fee	The cost of packaging and mailing an order	*$12.50*

Table 4: Invoice Line Items

Field Name	Description	Notes
Name	Name of the invoiced item	*Widget*
Quantity	Quantity defines the number of items that have been invoiced	*20*
Unit Price	Unit price defines how much one invoiced item costs	*$4.99*
Net Total	Total price of the invoiced items before tax	*$98.30*
Line Type	Line type Line types that are visible on an invoice depend on the capabilities of the recipient you have selected.	*Material*
Purchase Order Number	Number of the purchase order that this invoice line is related to	*5553226*
Order Line ID	The identification number of the order line on which this item was ordered	*LN1*
Product Code	Product code of the invoiced item	*235765676*
Unit of Measure	Unit of measure defines the units in which the invoiced items are measured	*Bundle*
Sales Tax %	Sales tax percentage of this item	*6.68%*
Description	Description of the invoiced item	*Green Acme Brand Widget*
Discount %	Discount percentage of this item	*1.5%*
Discount Amount	The amount of discount in the selected currency. Updated automatically based on the quantity, unit price and discount %.	*1.5*

The main line types on an invoice are **Material** and **Service** lines, which are divided into subtypes according to the type of goods.The available line types are:

- Material
  - Material invoiced by quantity (Contractual)

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    - Material invoiced by amount
- Service
    - Service invoiced by quantity
    - Service invoiced by quantity (Contractual)
    - Service invoiced by amount
- Unplanned budget

Table 5: Language-based decimal separators

Language	Decimal separator
Arabic	. (dot)
Czech	, (comma)
Danish	, (comma)
Dutch (all variants)	, (comma)
English (all variants)	. (dot)
Finnish	, (comma)
French (all variants)	, (comma)
German	, (comma)
Greek	, (comma)
Hungarian	, (comma)
Italian	, (comma)
Norwegian	, (comma)
Polish	, (comma)
Portuguese	, (comma)
Spanish	, (comma)
Swedish	, (comma)

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