

## Frequently Asked Questions – Registering or Using the Basware Network to Send an Invoice

Please find below a list of frequently asked questions relating to registering / updating your account on the Basware network or using the Basware portal to submit an e-invoice. The document is split into 4 sections:

1. Registering on the Basware network (pages 1 – 5)
2. Using the Basware Supplier Portal to Submit a PDF e-Invoice (pages 5 – 7)
3. Using the Basware Supplier Portal to Submit a Key-In Invoice (pages 7 – 9)
4. Appendices (pages 9 – 13)

If you still have a query, please contact ACCA Accounts Payable at:

[Supplier.Requests@accaglobal.com](mailto:Supplier.Requests@accaglobal.com)

### 1. Registering on the Basware Network

Ref	Question	Answer
1	I am already registered with Basware, do I have to register again?	<p>If you are already registered to send invoices through the Basware network, you will not need to register again, however, you will need to update your account.</p> <p>It's simple and easy to do. You'll find training material, including how to update your account and how to send an invoice, on the 'I'm an existing supplier to ACCA and have registered to send invoices through the Basware network' page on our <a href="#">Supplier Hub</a>.</p>
2	What happens if I don't register? (non-registered suppliers)	<p>From August 2021, ACCA will only be able to accept supplier invoices submitted to us through the Basware network. Therefore, we will need you to register on the Basware network in order to send your invoices to us.</p> <p>It's simple and easy to do. You'll find training material, including how to register and how to send an invoice, on the 'I'm a new supplier to ACCA or not registered to send invoices through the Basware network' page on our <a href="#">Supplier Hub</a>.</p> <p>Moving to e-invoicing will shorten our invoice process and ensure we can pay our suppliers on time. It will also bring you a number of benefits, including:</p>

		<ul style="list-style-type: none"> <li>• The ability to manage and update your own company information, including contact and payment details</li> <li>• greater visibility on the status of your invoices and payments on the e-invoicing portal</li> <li>• the ability for you to 'flip' a purchase order sent to you and convert it to an electronic invoice at the click of a button (manual key-in invoices through the Basware portal only – service coming soon)</li> <li>• improved automation of invoice processing to ensure payments are made on time</li> <li>• automated email remittance advices</li> </ul>
3	I had issues trying to register with Basware initially. Is it going to be as difficult to update my account?	<p>I am sorry to hear you had issues registering on the Basware network.</p> <p>It's simple and easy to do. We have developed step by step video guides, including how to register and how to send an invoice, on the 'I'm an existing supplier to ACCA and have registered to send invoices through the Basware network' page on our <a href="#">Supplier Hub</a>.</p>
4	Do each of my offices (sites) need to create their own account with Basware?	<p>If the invoices will be sent from a centralised invoicing location, then only one account will need to be registered.</p> <p>If each office will send their own invoices, then each office will need to register with their own account.</p>
5	I don't know my Basware password, what do I do?	Please go to <a href="http://portal.basware.com">portal.basware.com</a> and click on the 'Forgot your password' link
6	<p>I don't know who from my company registered with Basware. What do I do?</p> <p>OR</p> <p>The person who registered with Basware initially no longer works at</p>	<p>Please contact Basware Service Now directly who can resolve your access issue, at:</p> <p><a href="#">Basware - Catalog Item (public) - Basware Customer Support (service-now.com)</a></p>

	my company and no one else has access. What do I do?	
7	How do I add another user to access the Basware network account?	<p>Once you have completed your registration, you are able to add additional users who can access the Basware portal on behalf of your organisation.</p> <p>You can add the following roles:</p> <ul style="list-style-type: none"> <li>• End user – user is able to send invoices to ACCA</li> <li>• Company administrator – user is able to send invoices to ACCA, add new users, change company details etc</li> </ul> <p>You can add up to 200 individual user email addresses. We highly recommend you create more than one company administrator to avoid any future leaver issues.</p> <p>Please see Appendix 1 for a step by step guide how to add additional users to your Basware network account.</p>
8	The link in the campaign does not work	<p>Please note the link provided in the campaign sent to you is a unique single use link. Once this link has been used to register, it cannot be used again. Any subsequent logins should be directly via the <a href="#">Basware portal</a>.</p> <p>If the link has not yet been used, please try the following in the first instance:</p> <ul style="list-style-type: none"> <li>• Try another internet browser</li> <li>• Copy Paste – Click the link</li> <li>• Clear internet cache and cookies</li> </ul> <p>If you continue to have issues accessing the link, please contact ACCA Accounts Payable at: <a href="mailto:Supplier.Requests@accaglobal.com">Supplier.Requests@accaglobal.com</a></p>
9	I don't know my Swift / BIC code	You can find your Swift/BIC and Sort codes on your bank statement or by logging on to your online bank account.
10	I don't know what e-invoicing service I should sign up for.	<p>There are 2 types of e-invoicing service offered:</p> <ul style="list-style-type: none"> <li>• PDF e-invoice by email</li> <li>• Key-In and send invoices online*</li> </ul> <p>The e-invoicing service you can use is determined by your tax registration status.</p>

		<ul style="list-style-type: none"> <li>Suppliers who are tax registered <b>MUST</b> use PDF e-invoicing, as tax registration number is a mandatory invoice field</li> <li>Suppliers who are not tax registered <b>MUST</b> use Key-In, as tax registration number is not a mandatory invoice field</li> </ul> <p>If you do not use the intended service, it may result in your invoice not being delivered to ACCA and delays to your payments.</p> <p>If you have previously registered on the Basware network and are not using the intended service, you will need to register for the correct e-invoicing service to send invoices to ACCA. There is step by step videos on how to do this on the 'I'm an existing supplier to ACCA and have registered to send invoices through the Basware network' page on the <a href="#">Supplier Hub</a>.</p> <p>*A key-in invoice is an invoice manually entered into fields within the Basware network which is then converted into a legal invoice image.</p>
11	My organization has a specific format of invoice from our finance team which cannot be changed or modified and is being rejected by Basware	In this event please contact ACCA Accounts Payable at: <a href="mailto:Supplier.Requests@accaglobal.com">Supplier.Requests@accaglobal.com</a>
12	I input my bank account details when I registered / updated my account – why is ACCA contacting me to set up a default bank account?	<p>Our payment system needs to have a default bank account set up for suppliers. If there is no default bank account, ACCA will call you to ask you to nominate a default bank account via the portal.</p> <p>When inputting your bank account details in the portal, please ensure you to tick the star next to 'default bank account' for the account information to come into our payment systems. The star can be seen below.</p> <p>★Default account</p>
13	I used to receive Requisitions, am I now going to receive Purchase Orders?	<p>Yes, you will now receive Purchase Orders in the new system. Your Purchase Order number will have the following structure:</p> <p>PO-GB11-123456</p>

		<p>PO stands for Purchase Order</p> <p>The 4 digits in the middle (e.g. GB11), is the code of the legal entity issuing the PO.</p> <p>The last numerical digits are the sequential PO number.</p>
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## 2. Using the Basware Supplier Portal to Submit a PDF e-Invoice

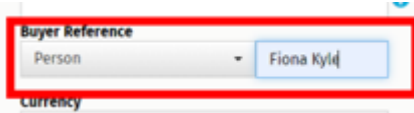
Ref	Question	Answer
14	My invoice is being rejected and the email notifying me of the rejection is going into my SPAM folder	<p>In order to prevent Basware emails going to spam you must mark them as a "Safe sender".</p> <p>Please see Appendix 2 for a step by step guide how to add Basware to your 'Safe sender' list.</p>
15	Why are my PDF e-invoices being rejected?	<p>There may be a number of reasons why the PDF e-invoice is being rejected:</p> <ul style="list-style-type: none"> <li>• The PDF invoice file is not machine-readable</li> <li>• The email invoice was sent from a non-registered email address</li> <li>• The email was sent to an incorrect ACCA e-invoicing email address</li> <li>• A mandatory invoice field has not been included on your invoice</li> <li>• Any attachments are not in PDF format and do not include the word 'attachment'</li> </ul> <p>Please refer to PDF e-invoicing Supplier Kit on how to address any of these issues.</p>
16	My rejection message on the invoice submission says the type of the PDF document is incorrect	<p>The PDF invoice file is not machine-readable.</p> <p>Please refer to PDF e-invoicing Supplier Kit for how to tell if your invoice is machine readable and how to correct this.</p>
17	How do I contact Accounts Payable about the status of my invoice?	<p>You are able to track the status of your invoices on the <a href="#">Basware portal</a>. Go to Documents and search for the invoice you wish to view. You can see the high-level status on the Documents page, or you can click into the invoice and go to History to see a more detailed status.</p>

		<p>You can also collaborate with ACCA Accounts Payable on an invoice, provided you have registered for the <b>Collaboration</b> service in your account.</p> <p>Please see tutorial video Using the Supplier Portal and sending PDF e-invoices on the <a href="#">Supplier Hub</a> for how to do this.</p>
18	How do I track the status of my invoices?	<p>You are able to track the status of your invoices on the <a href="#">Basware portal</a>. Go to Documents and search for the invoice you wish to view. You can see the high-level status on the Documents page, or you can click into the invoice and go to History to see a more detailed status.</p>
19	How can I change or add another email address for sending invoices?	<p>If you want to change or add the email addresses from which you send invoices, please log in to your <a href="#">Basware portal</a> account.</p> <p>Click Services and click on the PDF e-Invoice tab. It brings you to the page <b>Email addresses for invoicing</b>. Select the '+' icon and input as many additional emails are required. Each email account added will be required to confirm their email address via a separate confirmation email sent to them.</p>
20	What can I do, if my ACCA customer tells me that the invoices did not arrive?	<p>Locate the invoices and check their status in <a href="#">Basware portal</a>. If the invoices are listed in Basware Portal, ACCA should be able to see them, too.</p> <p>If you cannot find the invoices in Basware Portal:</p> <ul style="list-style-type: none"> <li>• Check outbox of your email client and make sure that the invoices have been sent.</li> <li>• Make sure that you have sent the invoices to the correct email address as set out in the Supplier Kit. The Supplier Kit per country can be found on the <a href="#">Supplier Hub</a></li> <li>• Make sure that you have sent the invoices from an email address that you have confirmed. You can check the email addresses registered in your <a href="#">Basware</a></li> </ul>

		<p><a href="#">portal</a> account, by going to Services and clicking on the PDF e-Invoice tab. It brings you to the page <b>Email addresses for invoicing</b>, and lists the emails registered to send PDF e-invoices. Invoices will only be received by the email addresses listed.</p>
21	What is maximum size of invoice?	The maximum size of the data file that can be sent is 10MB.
22	What do I need to quote on my invoice?	<p>Please refer to mandatory invoice fields as defined in the PDF e-invoice Supplier Kit. The Supplier Kit per country can be found on the <a href="#">Supplier Hub</a>.</p> <p>There is a different PDF e-invoice Supplier Kit per country, therefore, please ensure you select the correct one as mandatory invoicing fields vary per country.</p>
23	Why have I not received a confirmation email for my PDF e-invoice?	<p>The first PDF invoice can take up to 3 business days to be mapped and be delivered to ACCA.</p> <p>Upon successful completion (or failure) of the mapping a confirmation email will be sent.</p> <p>There will be no further email confirmations sent for any subsequent invoices sent.</p>

### 3. Using the Basware Supplier Portal to Submit a Key-In Invoice

Ref	Question	Answer
24	I don't have a Purchase Order number – what is my ACCA Reference Person and how do I include this on my invoice?	<p>ACCA requires one of the below three mandatory fields on an invoice for it to be accepted into the system:</p> <ul style="list-style-type: none"> <li>• PO number</li> <li>• Reference Person details; or,</li> <li>• Spend Plan reference</li> </ul> <p>Both PO number and Spend Plan numbers should be input into the Purchase Order number field.</p> <p>If you have not received a purchase order, or, if ACCA has not agreed a Spend Plan reference number with you, you must include a Reference Person on your invoice.</p>

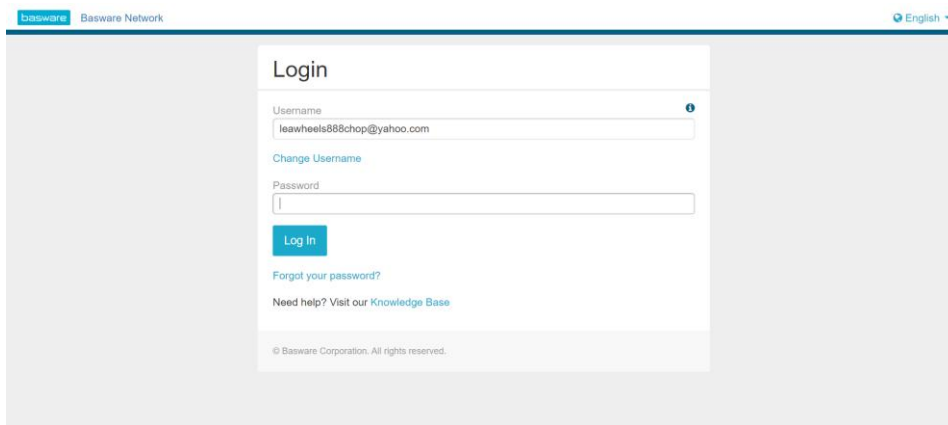
		<p>The Reference Person is the full name or email address of your ACCA contact requesting the goods or services. This should be entered under <b>Buyer Reference</b> and selecting <b>Person</b>.</p>  <p>Please do not use 'Supplier Contact Person' or 'Recipient Contact Person' or 'Recipient Email Address' as this will not reach the correct person to approve the invoice within ACCA.</p> <p>Please see our step by step video tutorial 'Using the Supplier Portal to submit a Key-In invoice' on the <a href="#">Supplier Hub</a>.</p>
25	I input my bank account details when I registered / updated my account, but they not appearing in my key-in invoice screen. Why do I need to put them in manually every time I create a Key-In invoice?	<p>You are able to input bank account details in your portal account which will automatically default into every Key-In invoice you create.</p> <p>Please see our step by step video tutorial 'Using the Supplier Portal to submit a Key-In invoice' on the <a href="#">Supplier Hub</a>.</p> <p>You can also refer to Appendix 3 How to auto-populate bank details for further information.</p>
26	How do I contact Accounts Payable about the status of my invoice?	<p>You are able to track the status of your invoices on the <a href="#">Basware portal</a>. Go to Documents and search for the invoice you wish to view. You can see the high-level status on the Documents page, or you can click into the invoice and go to History to see a more detailed status.</p> <p>You can also collaborate with ACCA Accounts Payable on an invoice, provided you have registered for the <b>Collaboration</b> service in your account.</p> <p>Please see tutorial video Using the Supplier Portal and sending PDF e-invoices on the <a href="#">Supplier Hub</a> for how to do this.</p>
27	How do I track the status of my invoices?	<p>You are able to track the status of your invoices on the <a href="#">Basware portal</a>. Go to Documents and search for the invoice you wish to view. You can see the high-level status on the Documents page, or you</p>



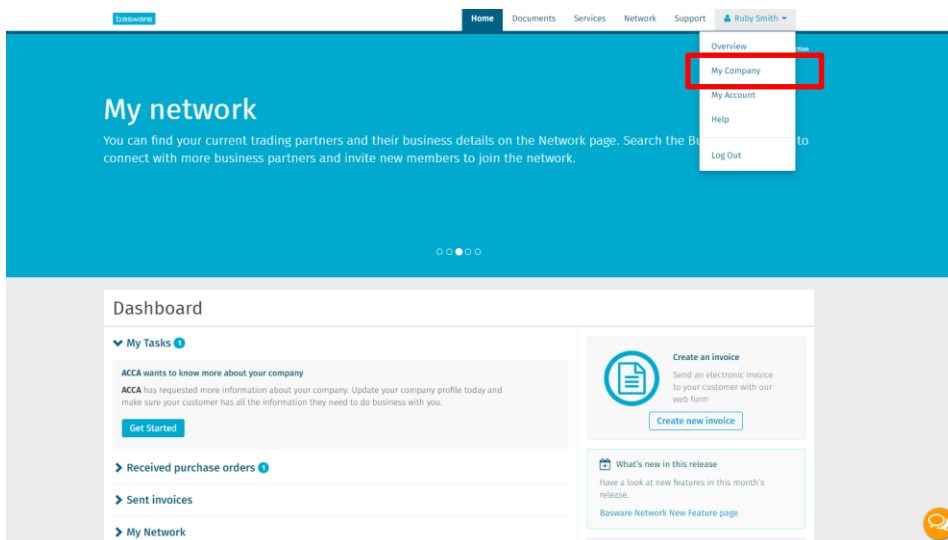
		can click into the invoice and go to History to see a more detailed status.
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## Appendix 1 – How to add additional users to your Basware network account

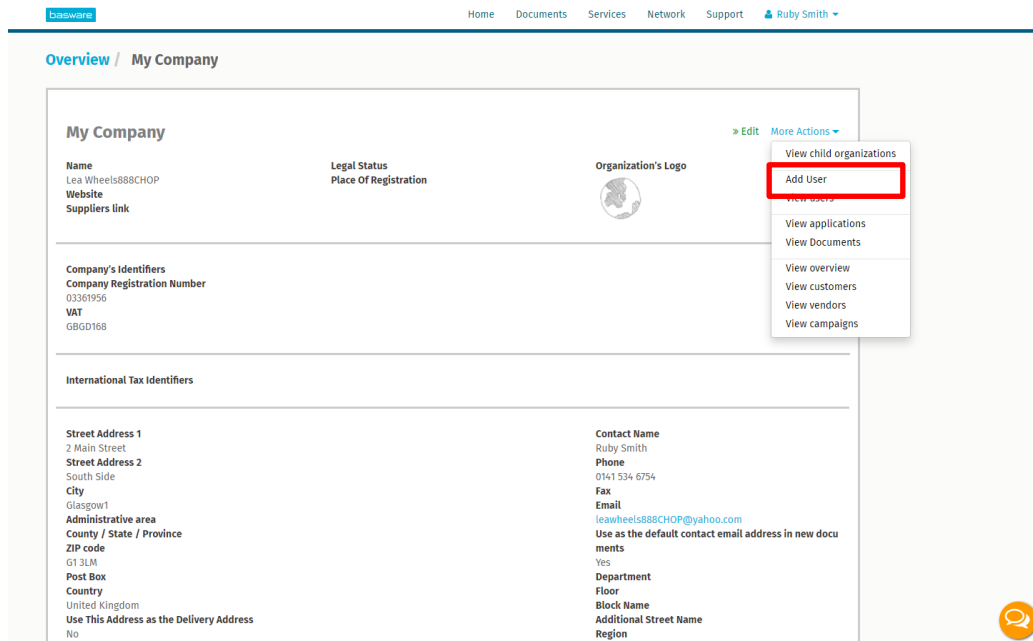
1. Log in to your Basware network account at [portal.basware.com](http://portal.basware.com)



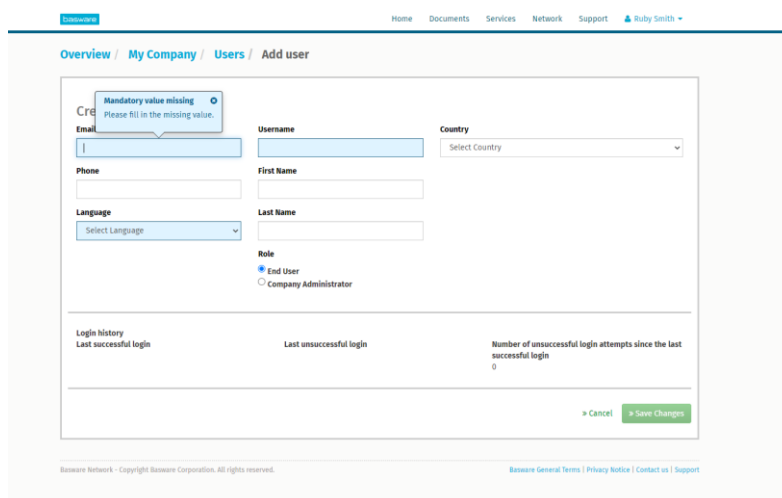
2. Select the drop-down box next to your name and select **My Company**



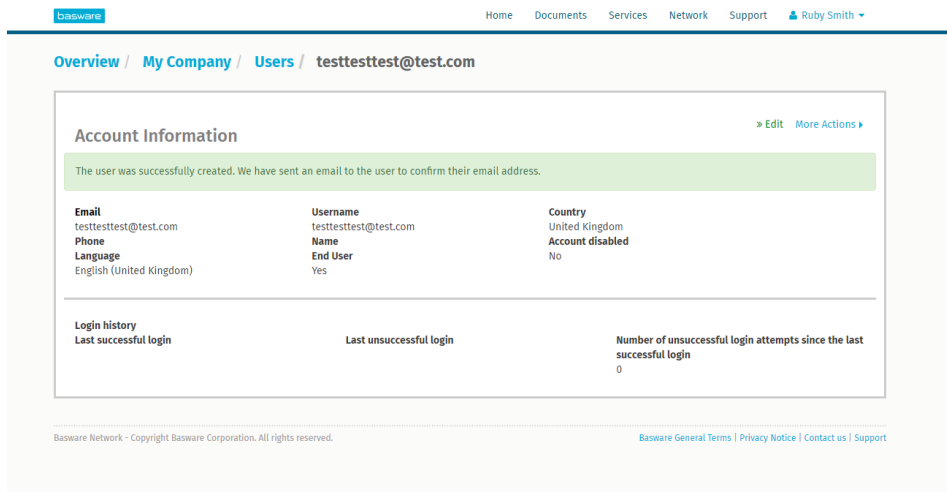
- When you are in the My Company screen, click on the drop-down arrow next to More Actions and select **Add User**



- Complete the details of the mandatory fields (highlighted in blue) and select the role you wish to add. An end user is able to send invoices to ACCA and a company administrator is able to send invoices to ACCA, add new users and update company details.



5. Click **Save Changes**. You will receive a success notification and an email will be sent to the new user to confirm their email address.



The screenshot shows the Basware user management interface. The user 'testtesttest@test.com' has been successfully created. A green notification bar states: 'The user was successfully created. We have sent an email to the user to confirm their email address.'

Field	Value	Field	Value	Field	Value
Email	testtesttest@test.com	Username	testtesttest@test.com	Country	United Kingdom
Phone		Name	Account disabled	Account disabled	No
Language	English (United Kingdom)	End User	Yes		

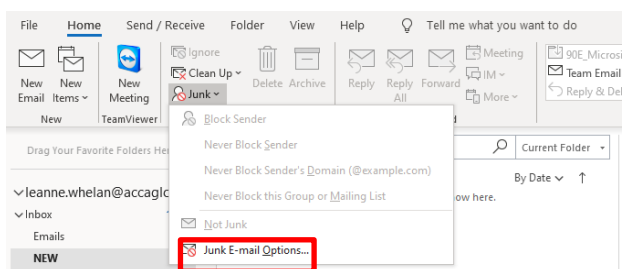
  

Field	Value	Field	Value	Field	Value
Login history					
Last successful login		Last unsuccessful login		Number of unsuccessful login attempts since the last successful login	0

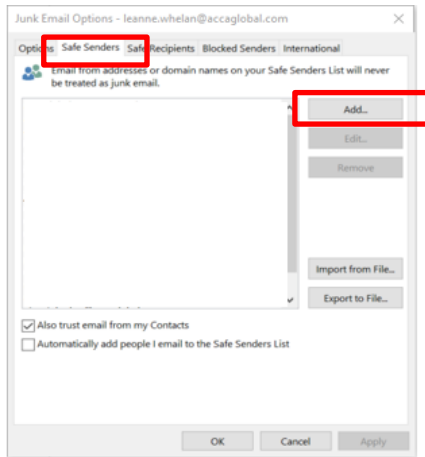
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## Appendix 2 – How add Basware to your 'Safe sender' list in Microsoft Outlook

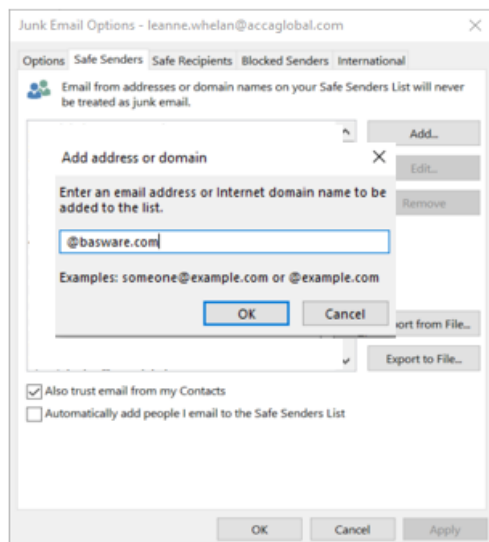
1. Go to your Microsoft Outlook account and click on the drop-down list at Junk. Select **Junk Email Options**.



2. Select the Safe Senders tab and select **Add**.



3. Type in @Basware.com and click **OK**.



4. @basware.com will not be added to your safe sender list. Click **Apply** then **OK** to complete.

