

UK SUPPLIER KIT

HOW TO SEND PDF E-INVOICES

JULY 2021



Suppliers follow the
Supplier Kit.



ACCA improves purchase to
payment cycle and process
efficiency.



Invoices are paid on time,
saving time and money.

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ACCA is moving to electronic invoicing

ACCA uses the Basware network for the receipt and processing of its supplier invoices. To be a supplier to ACCA, Suppliers must agree to register on the Basware network and submit invoices electronically.

This guide contains detailed instructions on how to send PDF e-invoices to ACCA. When following these instructions, ACCA will receive PDF e-invoices as electronic invoices.

Please go to the step-by-step videos available on the ACCA [Supplier Hub](#) which show you:

- how to register / update your account on the Basware network and for the PDF e-invoicing service
- how to send a PDF e-invoice
- how to use the portal to find out the status of your invoice; and,
- how to collaborate directly with ACCA Accounts Payable on an invoice document.

This Supplier Kit for PDF e-invoicing contains important information regarding the **mandatory fields** that must be included in your PDF e-invoice to ensure it is accepted by the system and processed for payment. It is important you read this, as it may be different from invoices you have previously sent to ACCA.

This Supplier Kit will also show you how to:

- Use the registration link that you received from ACCA to register / update your account on the Basware Portal.
- Register for 'Send PDF e-invoices by email' e-invoicing service.
- Add the email address(es) from which you will send machine readable PDF e-invoices.
Please note: Generic email addresses should NOT be used (e.g. no.reply@sage.com). Only email addresses registered to your company should be used
- Use your email or invoicing software and attach a PDF e-invoice to your email and start sending. You can also attach any supporting documentation to the email, ensuring it is a PDF document.

If you have questions about sending invoices to ACCA, please do not hesitate to contact us as per below:

Contact details

ACCA	Questions regarding invoice content	Supplier.Requests@accaglobal.com
Basware Customer Support	Questions on the PDF e-invoice service (logged via service portal link)	https://basware.servicenow.com/bw?id=bw_sc_cat_item_public

Useful links

ACCA Supplier Hub	https://www.accaglobal.com/gb/en/footer-toolbar/supplier-hub.html
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PDF e-invoicing service – Important Information

The PDF e-invoicing service should only be used by suppliers who are tax registered. Tax registration number is a mandatory PDF e-invoice field and therefore must be included on an invoice for it to be accepted and delivered to ACCA. PDF e-invoices which do not contain tax registration numbers will automatically be returned to you.

If you are not tax registered, please do not proceed any further with registration for the PDF e-invoicing service, and please see information on the [ACCA Supplier Hub](#) on how to register for the 'Key-In and send invoices online' e-invoicing service.

Registration process

To be able send a PDF e-invoice to ACCA, you must do 2 things:

- Create / update your account on the Basware network to be able to send an e-invoice
- Register for the PDF e-invoice service via Basware Portal

Watch our step-by-step videos on the [ACCA Supplier Hub](#) to do this.

1. Register to the Basware network

- Open the 'Share your information today' link you received from ACCA. We advise you to use one of the following web browsers: Chrome, Edge or Firefox.



Share your information with ACCA

ACCA would like to get to know your company better. Share your company's information with us in the cloud. Make sure we always know how to reach you.

Basware Vendor Manager helps you create a profile for your company in minutes. Share mission-critical information with all your customers online. Make sure future customers can find your business.

Read more about the service and join today at Basware Network!

[Share your information today](#)

- Please note this is a unique link. Once it has been used to register with, it cannot be used again. Any subsequent log in activity should be directly via the [Basware Portal](#).
- On the service landing page, click **Get Started**.
- You will be taken to a page 'Choose the data you want to share with your customer'. Click **Let's Start** to register or update your account.

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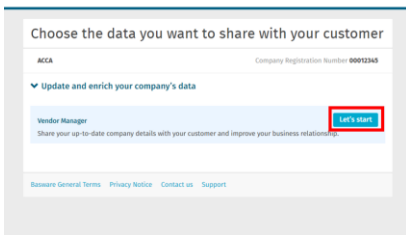
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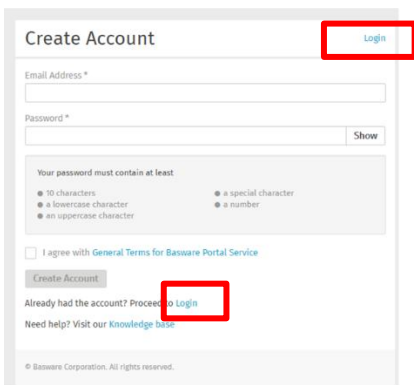
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- **Create an Account** page opens:



- If you have previously registered on the Basware network, click Login and use your email and existing password to log on to the portal. You can click the link 'Forgot your password?' if you have forgotten the password you used during your original registration.
- New suppliers who have not previously registered, must enter your email address and choose a secure password and create the account.
- Click the General Terms link to read the terms and conditions.

****By agreeing to the general terms, you are agreeing to update and maintain your company details directly in the portal, such as contact information and bank account details. It is your responsibility to ensure all information is kept up to date to ensure no impact to your payments****

- The service sends a 'Confirm your email address' message to your email address. The confirmation message is sent from <no.reply@basware.com> If you do not receive this email, please check your spam folder.
- Open the confirmation message and confirm your email to activate your account.

2. Fill in your company details

- You will be directed to 'Update your profile for customer ACCA'.
- You must complete all mandatory fields, marked with an asterisk (*), to complete your registration.

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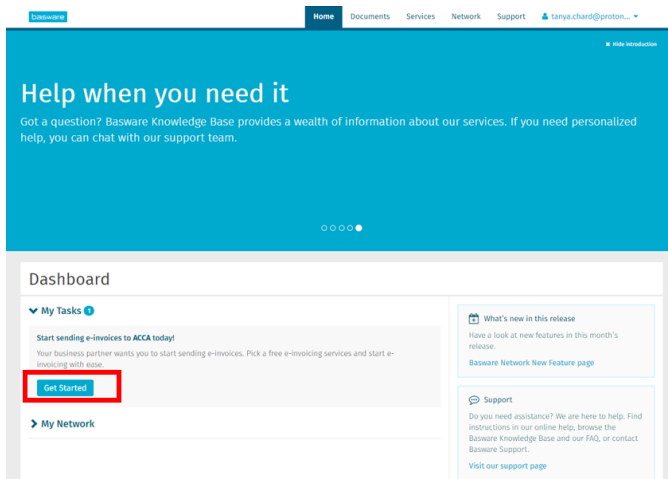


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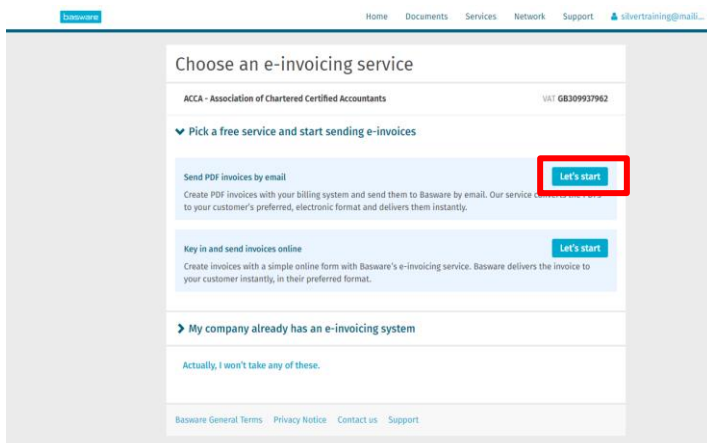
- Select your Registration country. The country selected will drive the mandatory fields on the form. For example, UK suppliers will be asked to enter a company registration number, whereas suppliers in India will be required to input a GSTIN number.
- For suppliers who have an existing account on the Basware network, many of the fields will be pre-populated with the information you populated on initial registration. It is important you review this information and update where necessary. We'll use this information to send you Purchase Orders and pay your invoices, so the details we have need to be correct.
- Complete all mandatory fields including:
 - Basic company details - name, address, remittance email address and VAT number if applicable
 - Financial institutions - bank account details. Please remember to click the star next to Default Account to ensure this is identified as your nominated default account for payments.
 - Contacts - the Primary contact (i.e. the person completing the registration) must be complete
 - Documents - attach evidence of Bank Account Details on company letter headed paper.
 - Ordering details - the email address for the purchase orders to be sent to.

3. Register for PDF e-invoicing

- Once you have created your account, new suppliers still have a task to complete i.e. select your e-invoicing service.
- From the Dashboard on the Home page, click **Get Started** to register for PDF e-invoicing.

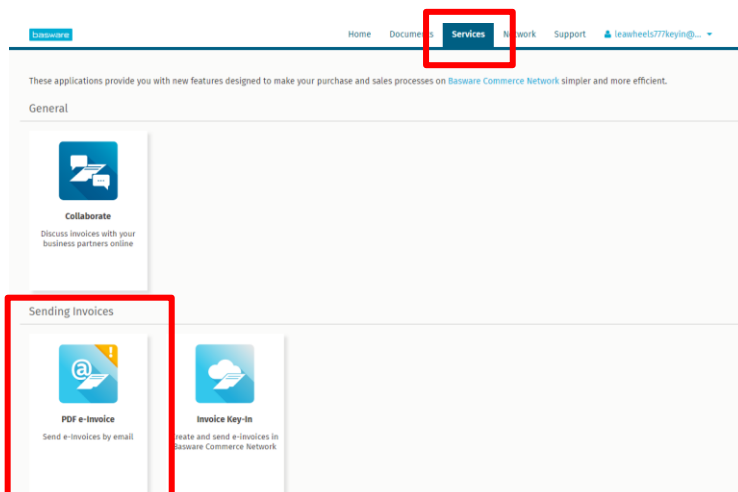


- On the next page, choose Send PDF invoices by email option and click **Let's start**.



- **Reminder:** suppliers who are tax registered must sign up for PDF e-invoicing. Suppliers who are not tax registered must register for 'Key-In and send invoices online'.
- If you are not tax registered, please do not proceed any further with registration for the PDF e-invoicing service, and please see information on the [ACCA Supplier Hub](#) on how to register for the 'Key-In and send invoices online' service.

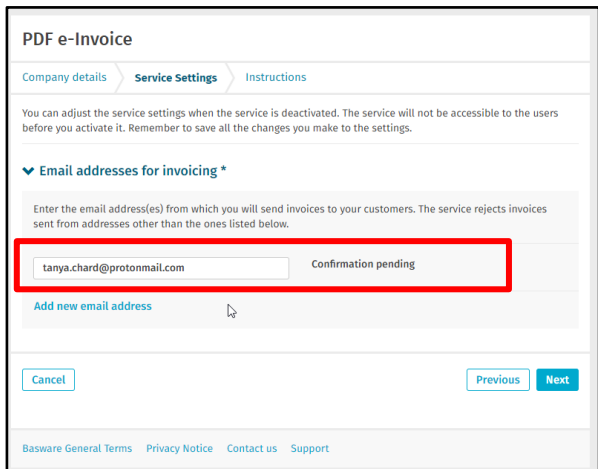
- If you are an existing supplier to ACCA who has previously registered on the Basware network prior to August 2021 and need to change from sending a Key-In e-invoice to a PDF e-invoice, you can go to the **Services** tab and click on the box named **PDF e-invoice** to commence registration.



- You will be taken to the Company Details tab of the PDF e-invoicing page. This tab contains all the information you entered during the registration process. If all information is correct, click Next to proceed to the Service Settings tab, where you input email address(es) for invoicing.
- Enter the email address(es) from which you will send PDF e-Invoices. Click **Add new email address** to add additional mailboxes if you want to be able to send invoices from more than one mailbox. You can add up to 200 email addresses here.

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- **IMPORTANT:** Generic email addresses should NOT be used e.g. no.reply@sage.com. Only email addresses registered to your company should be used. Your email address must also be able to accept incoming emails.
- You can only send invoices from the address(es) that you define here. Invoices sent from other addresses will not be delivered to ACCA.
- Each email addresses used to send invoices from must be confirmed before invoices can be processed, by clicking Confirm in a subsequent email that will be sent by Basware following registration for this service.
- You can add additional email addresses at any time by logging into the [Basware Portal](#), clicking on the **Services** tab and click on the box named **PDF e-Invoice**. Start sending PDF e-invoices
- Make sure that you click Complete on the Instructions tab to complete the registration. You will receive a 'Success' notification when this is complete.
- Navigate to the mailbox(es) you will send the PDF e-invoice from and confirm the email address. You will then receive a confirmation email from Basware that the service has been activated.
- Please wait 48 hours before sending your first invoice.

4. Important Information

- When your first invoice is received, the layout will be mapped. For the service to work, all subsequent invoices that you send must have the same layout as the first invoice.
- **You must ensure all mandatory fields as set out in Section A of this Supplier Kit are included in your invoice. Invoices that do not contain mandatory fields will automatically be rejected by the system and returned to you.**

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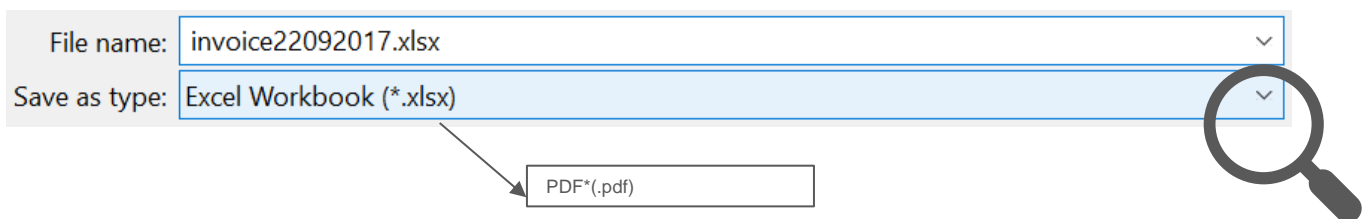


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- As the invoices are read electronically, the content of each invoice must be in [machine-readable](#) text format. The invoices cannot be hand-written, scanned or contain the information in image format.
- Please make sure that your PDF e-invoices are [machine-readable](#) and that they are sent to the correct ACCA email address for PDF e-invoices (found in Section B of this Supplier Kit).
- Please ensure you quote a unique invoice number per invoice.

5. How to create machine-readable PDF's

- There are many ways you can create a PDF invoice:
 - You can use your current accounting software, if it allows you to export invoices in machine-readable PDF format.
 - You can use a word processing or spreadsheet software - for example, tools from the Microsoft Office, if it allows you to save documents in machine-readable PDF format:



6. To check if data is machine-readable

- To be machine readable, the data must be in a format that can be extracted and easily processed by a computer.
- To check if the data is machine-readable:
 - Open the invoice you created
 - Select one or more lines of invoice data using your mouse
 - Copy the invoice data to clipboard
 - Paste the invoice data into a word processing software e.g. Word, Excel or NotePad

	Unit Price	Net Amt	
410458648	40.00	378.40	7
	438.00	438.00	8

Clipboard	Font	Alignment	
A1			438.00
1	A	B	C
2			
3			

7. Adding Attachments

- If you need to add additional attachments to your email message, such as a delivery note, please ensure you follow the attachment policy for additional attachments:
 - You can only send attachments in PDF format. The service ignores all other attachment types.
 - Name the attachment so that it contains the word attachment e.g. attachment_112233.pdf.

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- If you send multiple attachments, Basware recommends that you send only one invoice per each email.
- If you must send multiple PDF e-Invoices and attachments in a single email, follow these guidelines:
 - Make sure that each attachment has the keyword attachment in their filename.
 - Make sure that each attachment is associated to a business document PDF:
 - Single business document PDF: each attachment is automatically linked to the business document PDF.
 - Multiple business document PDFs: attachments are linked to a business document PDF, if the filename of the attachments contains the filename (without the file extension) of the business document. For example, document1_attachment.pdf will be linked to document1.pdf.
 - The attachments are valid, if:
 - The email contains at least one business document PDF.
 - Each extra attachment is linked to a business document PDF.
- More information about the attachment policy can be found [here](#).

8. Send the PDF e-invoice

- Using your standard email client, create a new email message.
- Attach the PDF e-invoice to the email message. It is possible to attach multiple invoices into one email.
- If you want to send additional invoice attachments to your customer, such as delivery notes, please attach them to the email. Attachments must always be delivered together with the PDF e-invoice.
- Type the ACCA PDF e-invoice receiving address in the email receiver field. ACCA email addresses for PDF e-invoices are found in Section B of this Supplier Kit.
- Send the email.
- You can track the status of your invoice via the Documents tab on the portal.

THE BASWARE PDF-SERVICE DELIVERS TO ACCA ONLY PDF E-INVOICES THAT ARE SENT FROM EMAIL ADDRESSES THAT ARE REGISTERED TO THE SERVICE. THE SERVICE WILL AUTOMATICALLY REJECT INVOICES THAT ARE SENT FROM AN UNREGISTERED EMAIL ADDRESS.



9. Invoice delivery

- Basware completes the mapping process when you send your first invoice into the service. For the service to work, all subsequent invoices must have the same layout as the first invoice.
- Basware will notify you by email when the first email has been delivered to ACCA successfully. The first PDF e-invoice can take a few business days to be mapped and delivered to ACCA. No further confirmation emails will be sent unless there are delivery problems with the invoices.

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Section A: Mandatory content requirements for PDF e-invoices

Please ensure the following mandatory information is included in your PDF e-invoice prior to your email being sent. If one mandatory field (M) is found empty, your invoice will automatically be returned to you.

Please see the key below the table for an understanding of the field status.

General Information	Fields
Invoice number (unique invoice number per invoice)	M
Tax invoice/tax credit note (indicates if debit or credit invoice)	M
If credit note, reference to erroneous invoice	*
Doc Date (Invoice date)	M
Due Date (Payment Due Date)	*
Delivery Date/ Date Of Delivery Month	*
Currency	M
Buyer Order Number (PO Number)	M1
Spend Plan Reference (Contract Number)	M1
Reference Person (Buyer Reference)	M1
Customer Information	
Full name of customer <i>As per legal entities in Section B of this Supplier Kit</i>	M
Full address of the customer <i>110 Queen Street, Glasgow, G1 3BX, UK</i>	M
Customer VAT number - as per below	Mandatory for VAT registered companies as per company units below
Supplier Information	
Full name of the sender (Supplier Name)	P
Full address of the sender (Supplier Address)	P
Sender Vat ID (Supplier VAT ID)	M
IBAN (bank account in IBAN format)	*
SWIFT (BIC)	*
Sender Bank Account (local format)	*
Payment Reference (OCR number, KID number)	*
Summary	
Net amount (VAT excluded)	M
Gross amount (VAT included)	M

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Freight	*
VAT rates applied	M
Break-down of the taxable amount (excluding VAT) per VAT rate or exemption	M
Break-down of the VAT amount per VAT rate or exemption	M
Total VAT amount payable (total VAT amount)	M
Rounding	*
P	Populated from the information supplier provides when registering into the service.
M	Mandatory. The invoice is rejected to the sender by e-mail, if the field is found empty.
M1	Mandatory. 1 of these 3 fields must be included on the invoice. The invoice is rejected to the sender by email, if either of these fields are found empty.
*	Captured if this data is found on the first invoice the supplier sends into the service. The invoice data must be found on the invoice in a machine-readable format.
2	If Gross amount does not equal Net amount + Total VAT amount (+ Freight), the invoice is rejected to the sender.

No PO, No Pay

- A PDF e-invoice must contain one of the below three fields for it to be accepted into the system:
 - PO number
 - Reference Person details; or,
 - Spend Plan reference
- ACCA operates a No PO, No Pay policy. Purchase order numbers **must** be quoted on an invoice if a purchase order has been received.
- When no purchase orders are sent to you, you must quote one of two fields on an invoice:
 - **Reference Person:** The full name or email address of your ACCA contact requesting the goods or services; or,
 - **Spend Plan Reference:** ACCA will agree with you a spend plan reference number that should be quoted on your invoices. If you have not been asked by ACCA to quote a Spend Plan Reference, then you must always quote the Reference Person (above).
- Provided one of these three fields are quoted on an invoice, the invoice will be received and delivered to ACCA.

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Section B: Company Profile

Please use the following email addresses when sending PDF e-invoices to ACCA:

Company Unit	Company Code	VAT Registration Number	Company E-invoice Address
Association of Chartered Certified Accountants	ACCA_CHQ_GB11	GB 309 9379 62	ACCAInvoicing@email.basware.com
Certified Accountant (Publications) Limited	ACCA_CHQ_GB19	GB 699 6889 22	CAPInvoicing@email.basware.com
The Certified Accountants Educational Trust	ACCA_CHQ_GB21	GB 233 3332 02	CAETInvoicing@email.basware.com
Certified Accountants Educational Projects Limited	ACCA_CHQ_GB31	GB 309 9379 62	CAEPInvoicing@email.basware.com
ACCA Russia Limited	ACCA_CHQ_GB33	GB 309 9379 62	ACCARussiaInvoicing@email.basware.com
ACCA Ventures Limited	ACCA_CHQ_GB34	GB 309 9379 62	ACCAVenturesInvoicing@email.basware.com
Certified Accountants Investment Company Limited	ACCA_CHQ_GB41	GB 309 9379 62	CAICInvoicing@email.basware.com
The Chartered Certified Accountants' Benevolent Fund	ACCA_CHQ_GB92	Not registered for VAT	CCABFInvoicing@email.basware.com
Edinburgh Group	ACCA_CHQ_GB94	Not registered for VAT	EdinburghGroupInvoicing@email.basware.com

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Section C: Invoice validation and rejections

- Typical scenarios where the PDF e-invoice is rejected:
 - The PDF invoice file is not machine-readable
 - The email invoice was sent from a non-registered email address
 - A mandatory field has not been provided on the invoice
 - The name of the additional attachment file does not include the word 'attachment'
- You will be notified by email if the invoice cannot be delivered. Please note, the rejection notifications are sent to the email address, from which the invoice was sent. Therefore, please ensure the email address is a monitored mailbox.
- If you have more questions about the rejection messages, please review the [FAQs here](#).

Section D: Invoice monitoring

- If you want to check on invoice delivery status, please go to the [Basware Portal](#) and login. Go to the tab **Documents** and see an overview of your sent PDF e-invoices.
- Please note that the first PDF e-invoice that you send to ACCA new email addresses can take a few business days to be delivered and visible in the portal. Basware will notify you by email when the first email has been delivered to ACCA successfully. No further confirmation emails will be sent unless there are delivery problems with the invoices.

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