

Basware FAQ for Suppliers

Who are Basware?

Basware is a global leader in digitalizing invoicing services. Its cloud technology is used by suppliers and customers in over 50 countries around the world. KION have partnered with Basware to support our invoice processing. We have currently implemented 13 companies worldwide and in the coming 3 years will see all KION companies globally using Basware.

Additionally, there are many country e-invoice mandate happening globally so invoicing information will be changing frequently. Communications will be ongoing but please check our 'Country E-invoicing Mandate' section on this webpage to keep up to date on the latest news.

How can I send invoices to Basware?

- **EDI:** See EDI section of this webpage
- **SmartPDF: PDF Invoices via email (Basware Registration not required)**
 - Send invoices to email @pdf.basware.com (see invoicing contacts list).
- **PDF E-Invoices via email (Basware Registration required)**
 - Register to Basware Portal.
 - Invitation provided by KION – please contact BaswareSupport@kiongroup.com
 - Send invoices to email @email.basware.com (see invoicing contacts list).

Why should I register for the portal when I can send via SmartPDF without registering?

Each channel offers different benefits. For example if you register, you can view the status of your invoices (delivered, processed, paid, rejected) and sender emails must be added to the account to reduce fraud risk whilst with SmartPDF, you don't need to maintain the account or sender emails. Both offer high quality data capture and immediate transfer into the P2P application for Accounts Payable to view.

I already have a PDF E-Invoice account in Basware, on which email address should I send my invoices?

Accept the new invitation link. If have not yet received one, contact BaswareSupport@kiongroup.com
You will not need to re-add you details but the company account will be added to your Basware account. Once confirmed, start sending invoices as you would your other customers to the relevant email (see question 2)

I want to register but we send invoices from a 'no-reply' email

Open a case with Basware: https://basware.service-now.com/bw?id=bw_sc_cat_item_public

Suggested text for use in the case

"I am trying to register for your PDF e invoice service as a supplier to send invoices to 'Company name'.

Unfortunately, we use a no-reply email address for sending our invoices.

We were asked to log a case so this can be solved. I refer to your knowledgebase articles: BWKB0016533 and BWKB0016195".

Where do I send a statement of account or dunning list?

On the Contact list there are email provided for invoices only and a separate email for statements (dunning).

What happens if there is a problem with the invoice I sent electronically?

FAQ can be found in the **Basware Knowledge Base** | [PDF E-invoice](#)

If there are issues with receipt or content of your invoice you will receive an e-mail notification notifying you of reason of rejection and the action you will need to take to ensure it can be processed. If the instructions are unclear or you want to discuss, please email us.

Who is my point of contact regarding all technical Basware-related questions?

Please contact: BaswareSupport@kiongroup.com or contact your **Accounts Payable** team.

Alternatively, check the extensive list of FAQs in Basware online Knowledge Base:
[Knowledge Base - Basware Customer Support](#)