

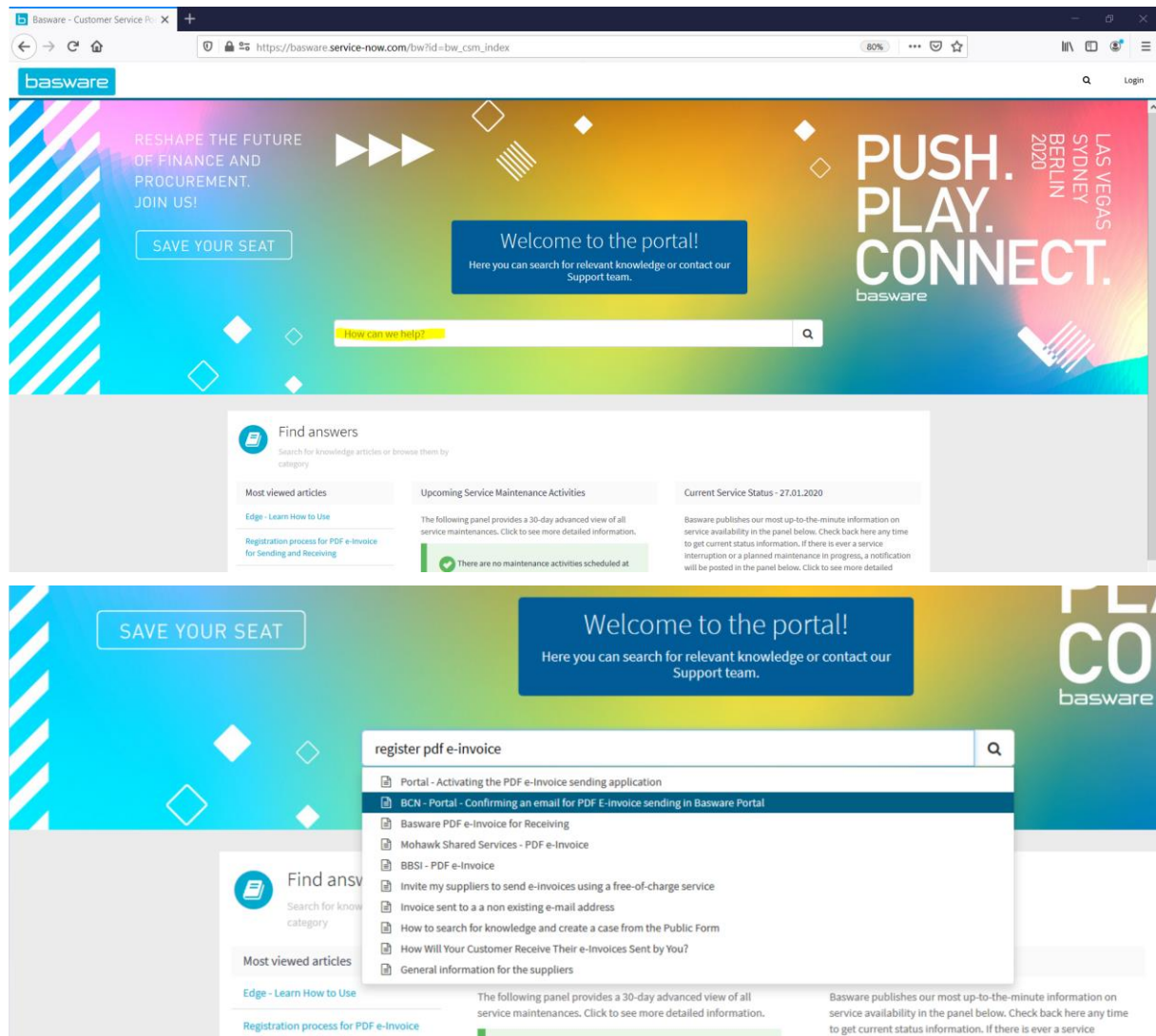
The Basware Customer Support is available at the following address: <https://basware.service-now.com/bw> or by calling at: +3582093410215 in English

Before logging in to the Basware Customer Portal the following options are available for any user:

- **search for knowledge** about our services and how to use them (log in, send documents and other information)
- **create a case** to request guidance or report an issue

## I. Searching for Knowledge

On the main page of the Portal Knowledge articles can be accessed by searching for keywords in the main **Search bar**



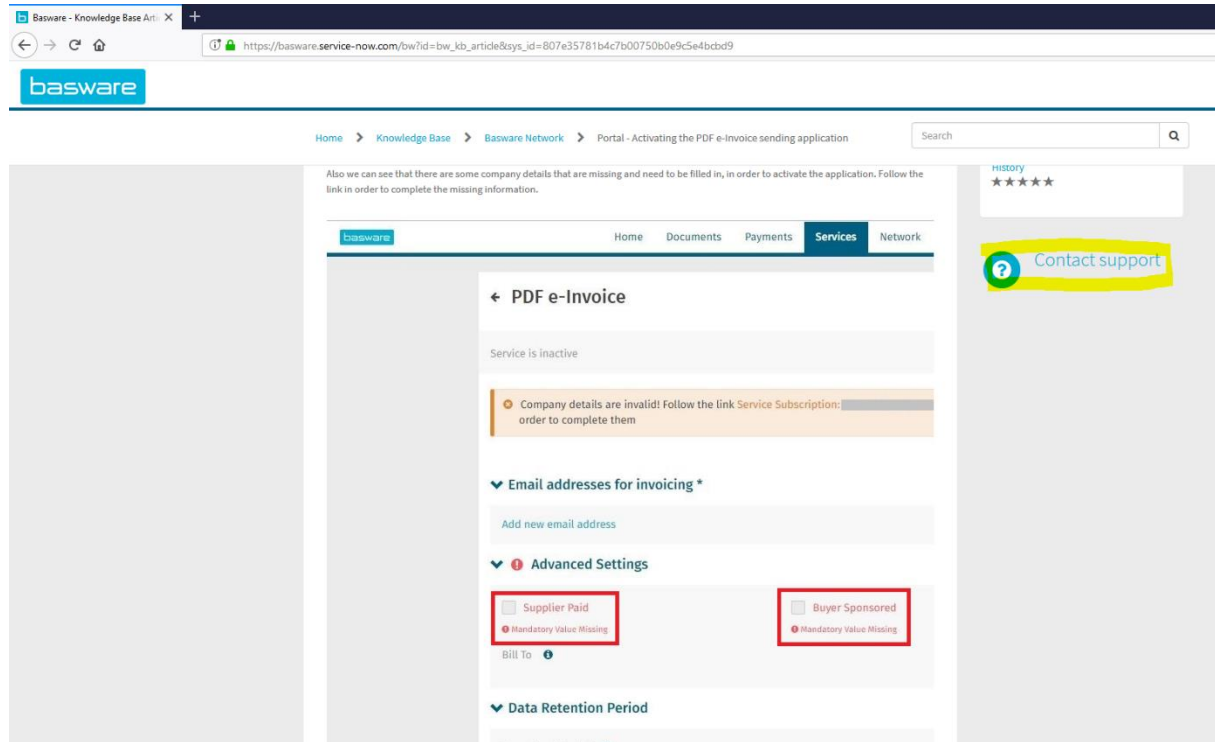
Example of Knowledge articles for new suppliers using PDF e-invoice and Invoice Key-In:

- Basware Portal : [BWK0013224](#)
- Registration process for PDF e-Invoice for Receiving: [BWK0010627](#)
- Portal - Activating the PDF e-Invoice sending application: [BWK0015116](#)
- BCN - Portal - How to find the Supplier Information Kit in Basware Portal: [BWK0014530](#)
- Confirming an email for PDF E-invoice sending in Basware Portal: [BWK0014522](#)

## II. Creating a case

The option of creating a case is only available after searching for Knowledge related to the question/issue you have.


If the Knowledge articles found do not provide enough guidance, the **Contact Support** form can be used to create a case: [https://basware.service-now.com/bw?id=bw\\_sc\\_cat\\_item\\_public](https://basware.service-now.com/bw?id=bw_sc_cat_item_public) .



The Public form is displayed. Please fill in the requested details:

- First Name
- Last Name
- Company Name
- Business email (your email address)
- Business phone (your phone number, including the country prefix to allow our consultants to contact you by phone when needed to ensure a speedy progress of cases)
- How can we help you
  - Select:
    - **I am a new Supplier and I need help with using the Basware Portal or setting up a new connection** - to be used by **new suppliers** who need help with registering the the Basware Portal and/or enabling the sending application etc
- Document number (optional field; can be left blank if not applicable)
- Description
  - Fill in: **I am new supplier of Basware**
  - Fill in as much details related to your question as possible
- Confirm "I am not a robot"
- Click **Submit**

## Create Case

First Name	<input type="text" value="Joe"/>
Last Name	<input type="text" value="Smith"/>
Company	<input type="text" value="Example Company"/>
Business Email	<input type="text" value="Joe.Smith@examplecompany.com"/>
Business Phone	<input type="text" value="+123456789"/>
How can we help you?	<input type="text" value="I am a new supplier and need help with using the Basware Portal or setting up a new co"/>
Document Number	<input type="text"/>
Category	<input type="text" value="Change request"/>
Description	<input type="text" value="I am new supplier of Basware&lt;br/&gt;I need help with activating PDF e-invoice application in the Basware Portal."/>
Security Code	<input checked="" type="checkbox"/> I am not a robot  reCAPTCHA Confidential/Rate - Termini

Submit