

The Basware Customer Support Portal is available at the following address: <https://basware.service-now.com/bw> or by calling at: +358 20 934 10 215 or +4921124092271 (for German speaking suppliers).

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**

basware

Find answers faster  
Find the answers you need when you need them

How can we help?

Knowledge  
Search for knowledge articles or browse them by category

Terminology  
Find definitions for terms related to this service

Most viewed articles

Email sent from a non-registered address

Edge - Learn How to Use

Basware Purchase-to-Pay Browser Support

Find answers faster  
Find the answers you need when you need them

register pdf e-invoice

- Mohawk Shared Services - PDF e-Invoice
- Portal - Activating the PDF e-Invoice sending application
- BCN - Portal - Confirming an email for PDF E-invoice sending in Basware Portal
- Basware PDF e-Invoice for Receiving
- BBSI - PDF e-Invoice
- Email sent from a non-registered address
- Invite my suppliers to send e-invoices using a free-of-charge service
- P2P 18.1 Invoice Manager User and Administrator Guides
- Invoice sent to a non existing e-mail address
- P2P 18.1 General User and Admin Guides

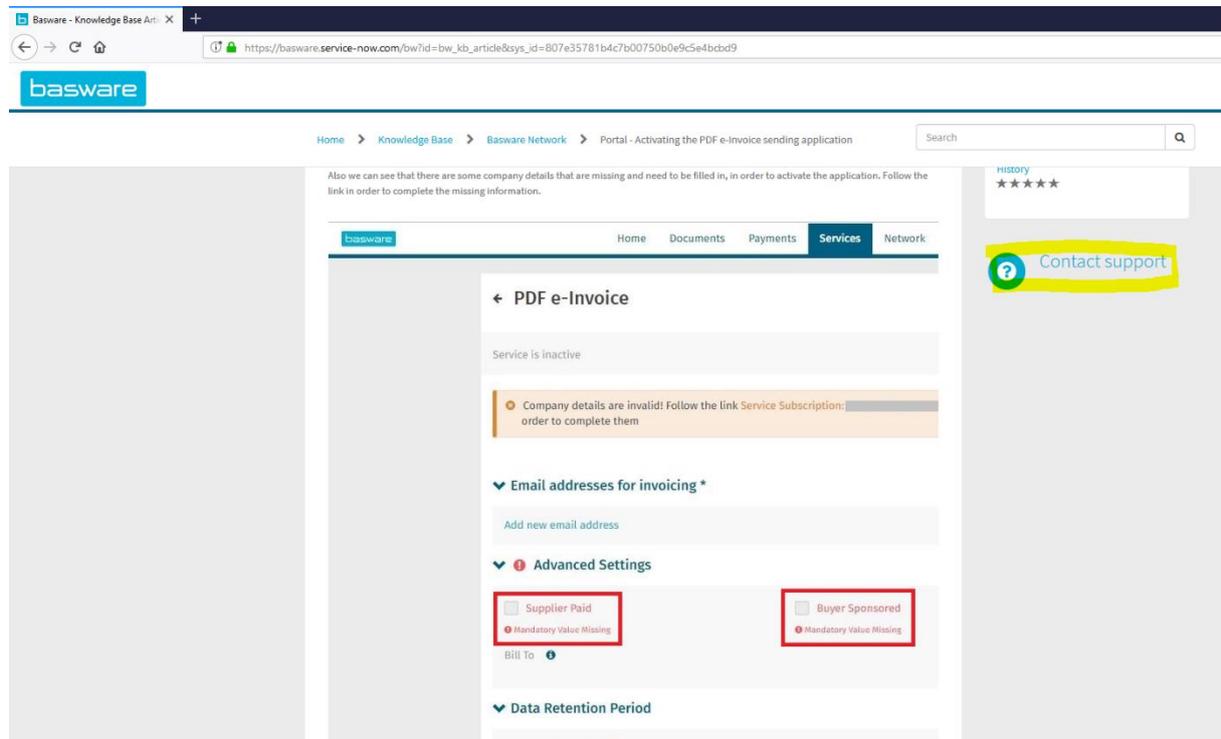
Example of Knowledge articles for new suppliers using PDF e-invoice and Invoice Key-In:

- Basware Portal : BWKB0013224
- Registration process for PDF e-Invoice for Receiving: BWKB0010627
- Portal - Activating the PDF e-Invoice sending application: BWKB0015116
- Email sent from a non-registered address : BWKB0010644
- BCN - Portal - How to find the Supplier Information Kit in Basware Portal: BWKB0014530
- Confirming an email for PDF E-invoice sending in Basware Portal: BWKB0014522

## 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.



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 INNIO**
  - 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="+123975176846"/>
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"/>
Document Number	<input type="text"/>
Category	<input type="text" value="Change request"/>
Description	<input type="text" value="I am new supplier of INNIO&lt;br/&gt;I need help with activating PDF e-invoice application in the Basware Portal"/>
Security Code	<div> Nu sunt robot  reCAPTCHA Confidentialitate - Termeni</div>

Submit