



Supplier Portal Manual

System: Basware



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Introduction

This manual explains how to receive purchase orders, draw up and send order confirmations and invoices, and how to track your document flows as an Alliander supplier.


I. Logging in

Go to www.baswareone.com where you will see the following:




You will receive your account details from your Basware supplier. To request a new password, go directly to **Step 50**.

II. Navigating the inbox

7	 <p>After you log in, your Basware account is displayed. You are now in the Document Centre. Here you can retrieve purchase orders and create invoices.</p>
8	<div data-bbox="247 795 534 1075"> <p>Folders</p> <ul style="list-style-type: none"> Alle mappen Ontvangen Verzonden Concepten Behandeld </div> <p>At the left of the screen, a folder structure is presented, where, depending on the status of the message, you will find all messages.</p> <p>Received (Ontvangen) – The list of all messages recently received, including their status. For example, the newly received orders are displayed here.</p> <p>Sent (Verzonden) – Your sent messages (for example, the e-invoices and order confirmations sent to Alliander).</p> <p>Drafts (Concepten) – The list of saved drafts and unsent messages. For example, e-invoices that still need to be sent to Alliander.</p> <p>Processed (Behandeld) – The list of all processed messages. When you send an e-invoice for an order that has been received or send an order confirmation, it will automatically be moved to this folder.</p>
9	<div data-bbox="247 1187 478 1276"> <p>Verkoop e-Archief</p> </div> <p>Messages Centre (Sales) – Start page after logging in</p> <p>e-Archive - Contains all incoming and outgoing messages. There are very extensive search possibilities.</p> <div data-bbox="247 1310 734 1366"> <p>Account ? Hulp Afmelden</p> </div> <p>Account - Using this tab, you can manage user details, passwords and contact information related to your account.</p> <div data-bbox="247 1422 534 1769"> <p>Instellingen</p> <p>Bedrijfsprofiel</p> <p>Wachtwoord wijzigen</p> <p>E-mail notificatie</p> <p>E-mail aflevering</p> <p>Mijn Handelspartners</p> <p>Stamgegevens</p> </div> <p>You can use the 'Account' tab to, for example, access</p> <p>My Trading Partners (Mijn Handelspartners) - This tab takes you to a list of all the clients with whom you exchange messages. Alliander is included in your account as an active client.</p>


III. Editing company information

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	 <p>You can edit your Telephone Number, E-mail and other information in Account and Company Profile (Bedrijfsprofiel).</p> <p>NOTE: changes must separately be made known to Alliander at Inkoop.helpdesk@alliander.com</p>
11	<p>If your bank account number, Chamber of Commerce number, VAT number, name and address details or e-mail address change, always send an e-mail to Inkoop.helpdesk@alliander.com.</p> <p>They will ensure that your details are updated in Alliander's systems. Once this data has been updated, they will inform Basware, after which, the changes will be updated in the BaswareONE Portal.</p>

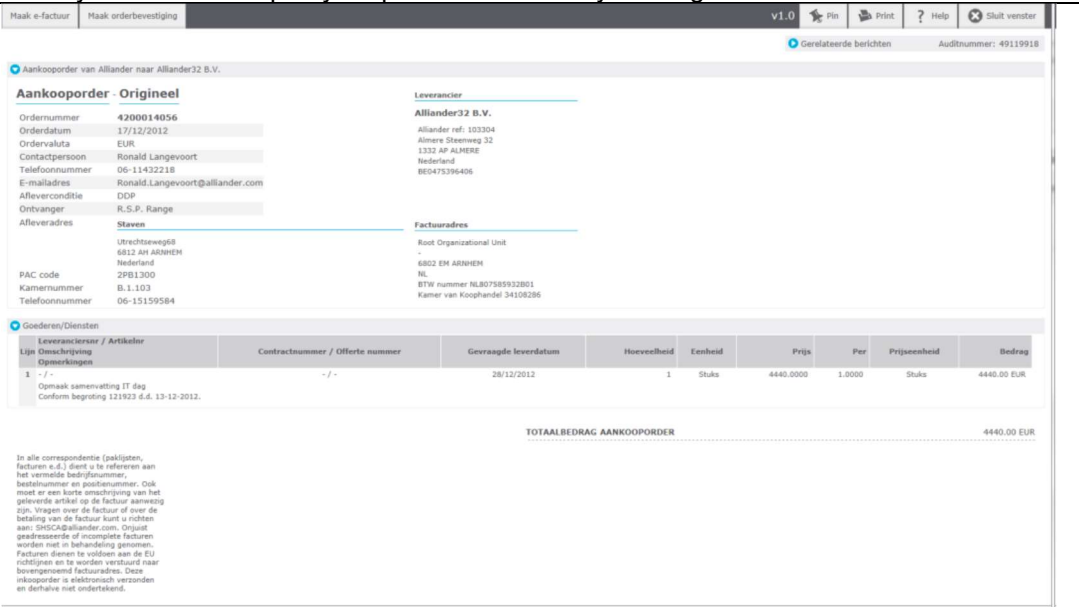
IV. Receiving a purchase order

12



The **purchase orders** are placed in the (order) **Inbox** in the Document Centre and arrive in the **Received (Ontvangen)** folder under **Folders**. New purchase orders can be recognised by the status **'New' (Nieuw)** and their bold font. From this inbox/Received (Ontvangen) folder you select and open your purchase orders by clicking on them.

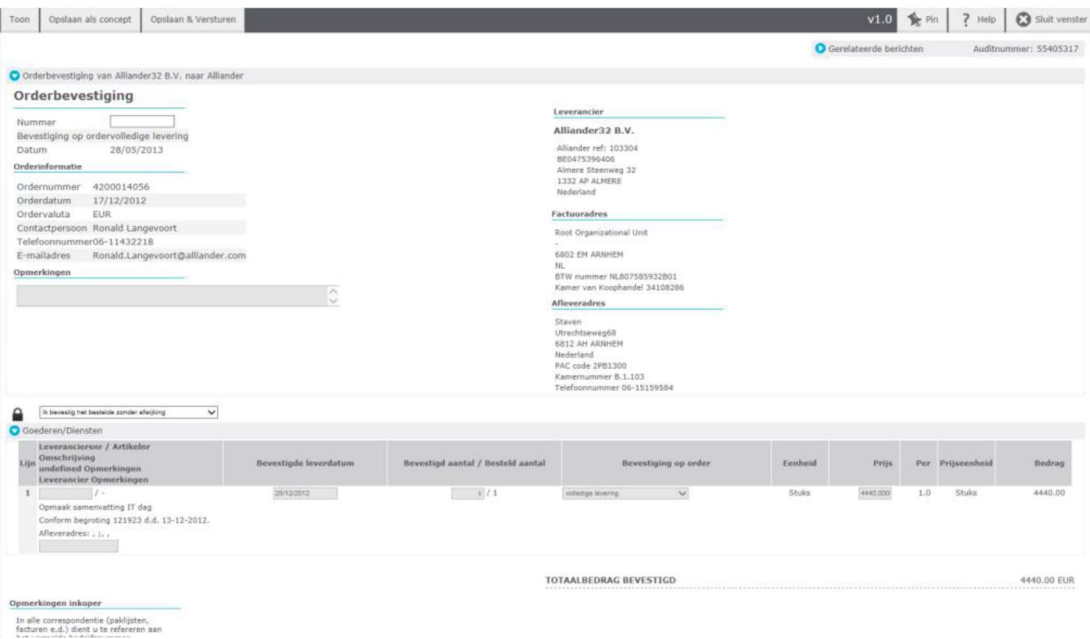


13

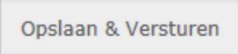
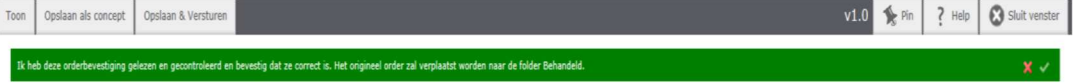




Two actions are possible from the purchase order, namely:

- **Create order confirmation (Maak orderbevestiging)**
- **Create e-invoice (Maak e-factuur)**

V. Confirming a purchase order

14	<div>Maak orderbevestiging</div>	Click on 'Create order confirmation' (Maak orderbevestiging) to confirm a purchase order fully or partially.
15		Complete the required fields.
16	<div>Orderbevestiging</div> <div>Nummer</div>	Enter the number of your order confirmation in the 'Order confirmation' (Orderbevestiging) field.
17		You can confirm the purchase order without any changes. In this case, select the option 'I confirm the order without change' (Ik bevestig het bestelde zonder afwijking) .
18		If you want to make a change to the purchase order in the confirmation, then select the option 'I want to make a change to the order' (Ik wens een afwijking op het bestelde aan te geven) . This makes it possible to apply the required changes at the positional level.





19	 <p>To send the order confirmation, click on 'Save & Send' (Opslaan & Versturen).</p>
20	 <p>After you have clicked 'Save & Send' (Opslaan en versturen), you will receive an additional message. Confirm this message by clicking on the green check mark. This will send your purchase order.</p>
21	 <p>Order confirmations can be found in the 'Sent' (Verzonden) folder in the Message Centre.</p>
22	 <p>Once you have sent the order confirmation, the purchase order is transferred to the 'Processed' (Behandeld) folder in the Messages Centre.</p>

VI. Creating an e-invoice.

!!!IMPORTANT!!!

Alliander's payment terms are 30 days. The date on which the e-Invoice is sent from the BaswareONE Portal to Alliander is used as the invoice date. The payment term, for example 30 days, starts from that date.

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Maak e-factuur v1.0    

Gerelateerde berichten Auditnummer: 49123434

Factuur van Alliander32 B.V. naar Alliander

Factuur	
Type	Factuur
Nummer	1354
Valuta	EUR
Betalingswijze	bank draft
Betalingsconditie	Direct betalen zonder korting
Leverdatum	18/12/2012
Referenties	
Ordernummer	4200014056
Orderdatum	17/12/2012
Orderbevestigingsnummer	1324
Orderbevestigingsdatum	17/12/2012
Opmerkingen	

Alliander32 B.V.

Alliander ref: 103304
BE0475396406
Almere Steenweg 32
1332 AP
ALMERE
Nederland
Bankrekening
-

Factuuradres

Root Organizational Unit
-
6802 EM ARNHEM
Nederland
BTW nummer NL807585932B01
Kamer van Koophandel 34108286

Alleveradres

Staven
Utrechtseweg68
6812 AH ARNHEM
Nederland

Goederen/Diensten											
Lijn	Bestelregelnr	Leveranciersnr / Artikelnr	Omschrijving	Opmerkingen	Hoeveelheid	Eenheid	Prijs	BTW	Per	Prijsseenheid	Bedrag
1	-	- / -	Opmaak samenvatting IT dag Motivatie BTW-vrijstelling: intrastat		1.000	Stuks	4440.0000	E 0.0%	1.0	Stuks	4440.00 EUR

Factuur kortingen/toeslagen		
Type	Omschrijving	Bedrag

Totaalbedrag goederen / diensten 4440.00 EUR

Totaal factuurkortingen en -toeslagen 0.00 EUR


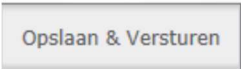
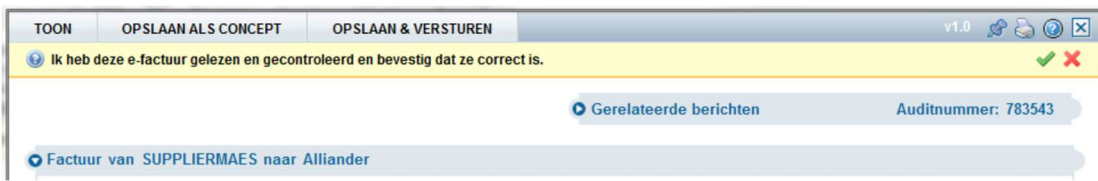
You create an invoice by clicking on **'Create e-invoice' (Maak e-factuur)** from the order confirmation **OR** the purchase order.

Maak e-factuur

A new invoicing screen is opened.

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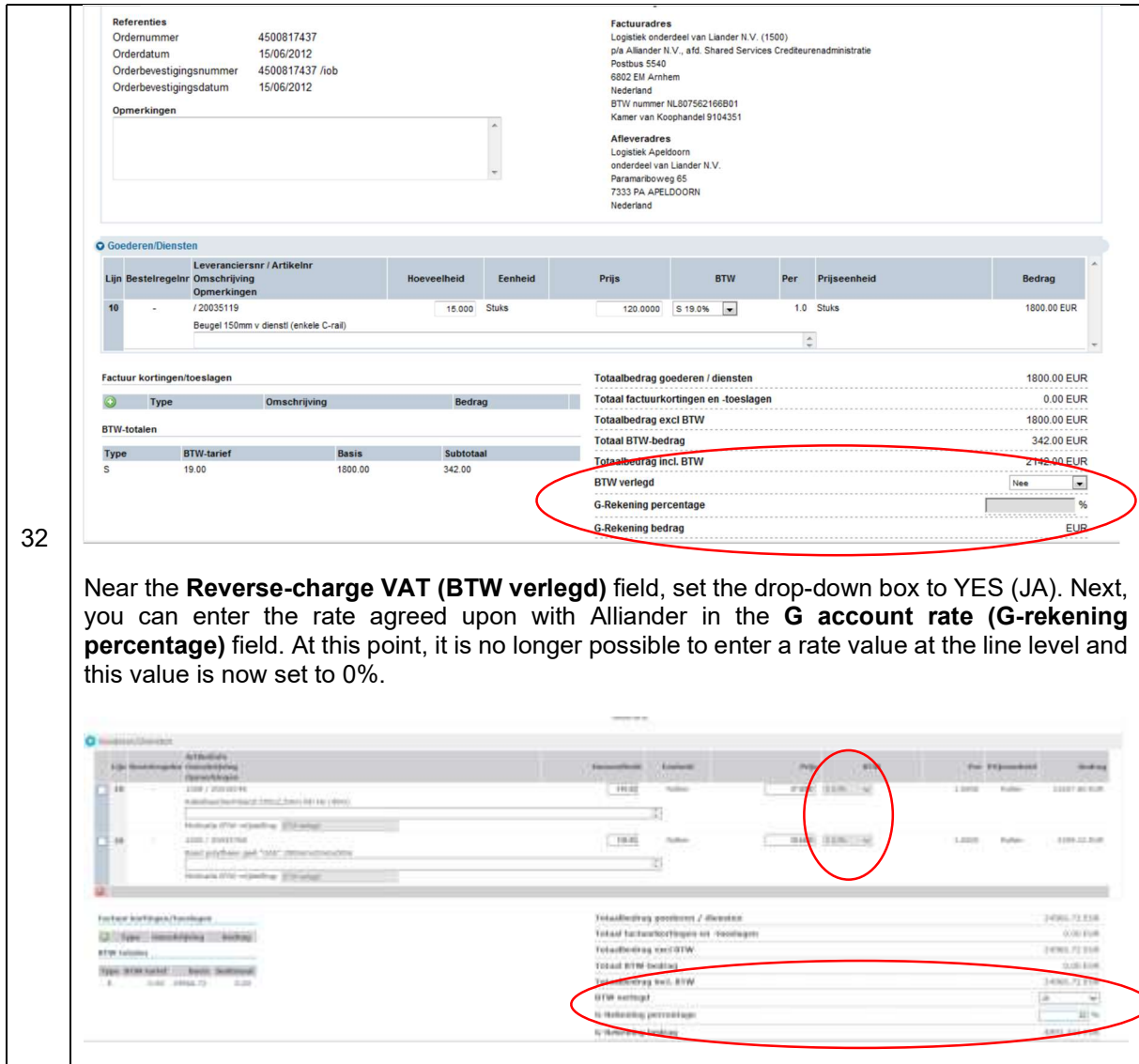
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	<div style="text-align: right;">Gerelateerde berichten Auditnummer: 1934090</div> <div> <div> Factuur van Electroplast B.V. naar Alliander </div> <div> <div> Factuur </div> <div> Type: Factuur Nummer: <input type="text"/> Valuta: EUR Betalingwijze: bank draft Betingsconditie: Binnen 30 dagen zonder korting Leverdatum: <input type="text"/> </div> <div> Referenties Ordernummer: 4501019085 Orderdatum: 30/05/2013 Orderbevestigingsnummer: Orderbevestigingsdatum: </div> <div> Opmerkingen <div style="border: 1px solid black; height: 40px;"></div> </div> </div> <div> Electroplast B.V. Alliander ref: 0000100489 NL006223208801 Epstraat 1 3319 LA DORDRECHT Nederland Bankrekening 0443700206 Factuuradres Informatiemanagement & ICT onderdeel van Alliander N.V. (1200) p/a Alliander N.V., afd. Shared Services Crediteurenadministratie Postbus 5540 6802 EM Arnhem Nederland BTW nummer NL807585932B01 Kamer van Koophandel 34108286 Afleveradres IT onderdeel van Alliander N.V. Utrechtseweg 68 6812 AH Arnhem Nederland </div> </div>																																																																																																								
	<div> Goederen/Diensten </div> <table border="1"> <thead> <tr> <th>Lijn</th> <th>Bestelregel</th> <th>Leverancier / Artikel</th> <th>Omschrijving</th> <th>Opmerkingen</th> <th>Hoeveelheid</th> <th>Eenheid</th> <th>Prijs</th> <th>BTW</th> <th>Per</th> <th>Prijs-eenheid</th> <th>Bedrag</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>-</td> <td>/-</td> <td>Dossievorming</td> <td></td> <td>1</td> <td>Stuks</td> <td>150.0000</td> <td>\$21.0%</td> <td>1.0</td> <td>Stuks</td> <td>150.00 EUR</td> </tr> <tr> <td>20</td> <td>-</td> <td>/-</td> <td>Cursusgeld</td> <td></td> <td>1</td> <td>Stuks</td> <td>2178.7500</td> <td>\$21.0%</td> <td>1.0</td> <td>Stuks</td> <td>2178.75 EUR</td> </tr> </tbody> </table>									Lijn	Bestelregel	Leverancier / Artikel	Omschrijving	Opmerkingen	Hoeveelheid	Eenheid	Prijs	BTW	Per	Prijs-eenheid	Bedrag	10	-	/-	Dossievorming		1	Stuks	150.0000	\$21.0%	1.0	Stuks	150.00 EUR	20	-	/-	Cursusgeld		1	Stuks	2178.7500	\$21.0%	1.0	Stuks	2178.75 EUR																																																												
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	<p>Complete the mandatory fields. NOTE: if VAT is to be reverse-charged, go to Step 31 first!</p>																																																																																																								
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2 6	<div> Betingsconditie: Binnen 30 dagen zonder korting </div> <p>Various values can be selected under Payment conditions (Betingscondities). However, Alliander always works with the payment term stated on the order.</p> <p>The date on which the e-Invoice is sent from the BaswareONE Portal to Alliander is used as the invoice date.</p>																																																																																																								
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	<p>A partial invoice can be created by checking off the lines that do not need to be invoiced and by clicking on the red button 'Delete selected lines' (Geselecteerde lijnen verwijderen).</p>
2 8	<p>Click on the red button to delete the lines.</p>  <p>To confirm the delete action, click on the green check mark in the green text box "Do you wish to delete the selected lines?" (Wenst u de aangeduide lijnen te verwijderen?). The partial invoice is then processed as a normal e-Invoice as described under Step 23.</p>
2 9	 <p>To send the document, click 'Save & Send' (Opslaan & versturen). To confirm this action, click on the green check mark. If you do not do this, the partial invoice is saved in the Drafts (Concepten) folder.</p>
3 0	 <p>After you have clicked 'Save & Send' (Opslaan & versturen) when drawing up the invoice, you will receive an additional message. Confirm this message by clicking on the green check mark. This will send your invoice to Alliander.</p> <p>NOTE!: If you don't click on the check mark, the e-invoice will stay in the Drafts (Concepten) folder. Here, you can open the e-invoice again and send it.</p>

VII. Reverse-charged VAT and G account

31	<p>If VAT is to be reverse-charged, an extra step must be carried out (before Step 26). If this functionality does not work properly, this means that the G account number is unknown to your Basware account. In this case you must contact the Basware Support Desk and provide your G account. After this, you can correctly reverse-charge VAT on your e-Invoice. <u>If you enter text into the Comments (Opmerkingen) field, set the VAT rate at the line level to 0% and attempt to process the reverse-charged VAT this way, the e-Invoice will not be processed!</u></p>
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Near the **Reverse-charge VAT (BTW verlegd)** field, set the drop-down box to YES (JA). Next, you can enter the rate agreed upon with Alliander in the **G account rate (G-rekening percentage)** field. At this point, it is no longer possible to enter a rate value at the line level and this value is now set to 0%.

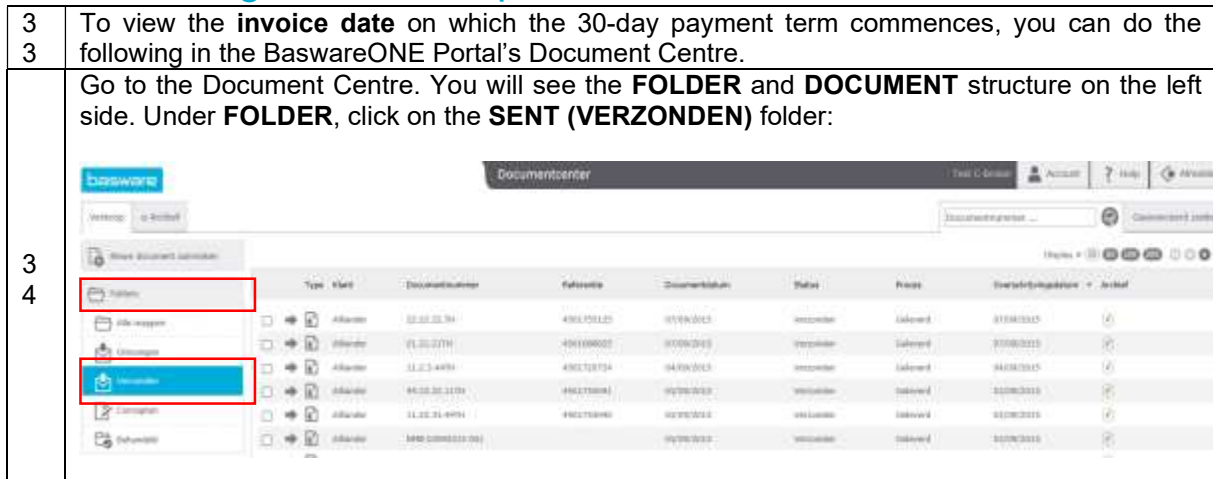
VIII. Creating e-Invoice reports

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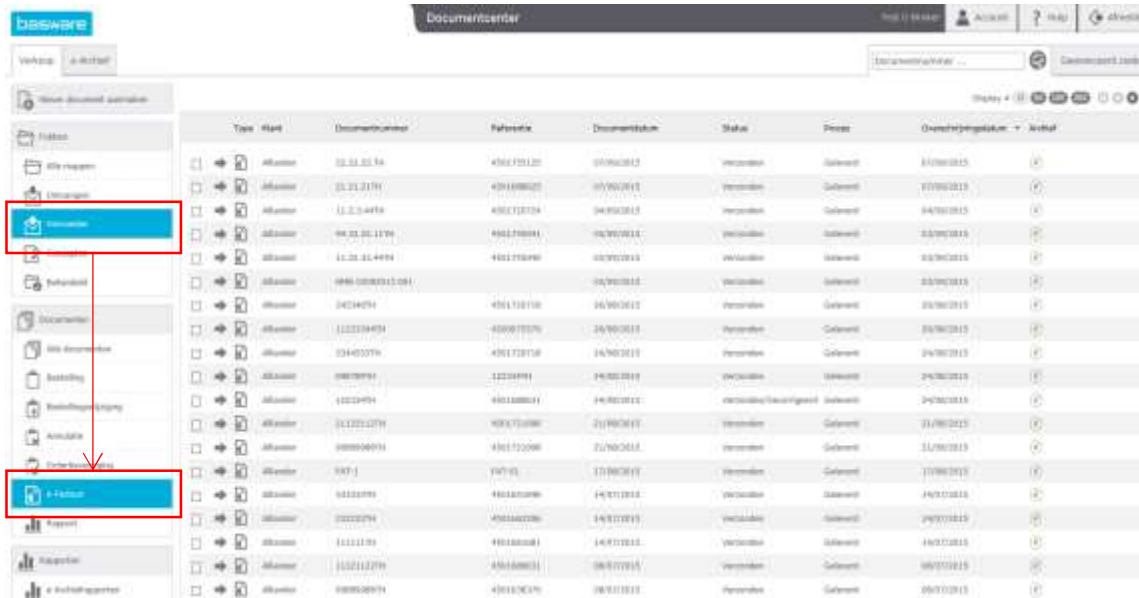
To view the **invoice date** on which the 30-day payment term commences, you can do the following in the BaswareONE Portal's Document Centre.

Go to the Document Centre. You will see the **FOLDER** and **DOCUMENT** structure on the left side. Under **FOLDER**, click on the **SENT (VERZONDEN)** folder:

3
4



Next, click on the **E-INVOICE (E-FACTUUR)** in the **DOCUMENTS (DOCUMENTEN)** folder below this:



Type	Kind	Documentnummer	Referentie	Documentdatum	Status	Prijs	Overschrijvingsdatum	Aktief
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)
Document	Document	12.12.12.12	4362710120	01/06/2015	Verzonden	Gefactureerd	11/06/2015	(X)

Only the invoice messages are now displayed and the date shown in the **TRANSFER DATE (OVERSCHRIJVINGSDATUM)** column is the date that you sent the invoice from the BaswareONE Portal.

IX. Crediting an e-Invoice

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Maak e-factuur
v1.0

Gereleeteerde berichten
Auditnummer: 1532047

Factuur van Electroplast B.V. naar Alliander

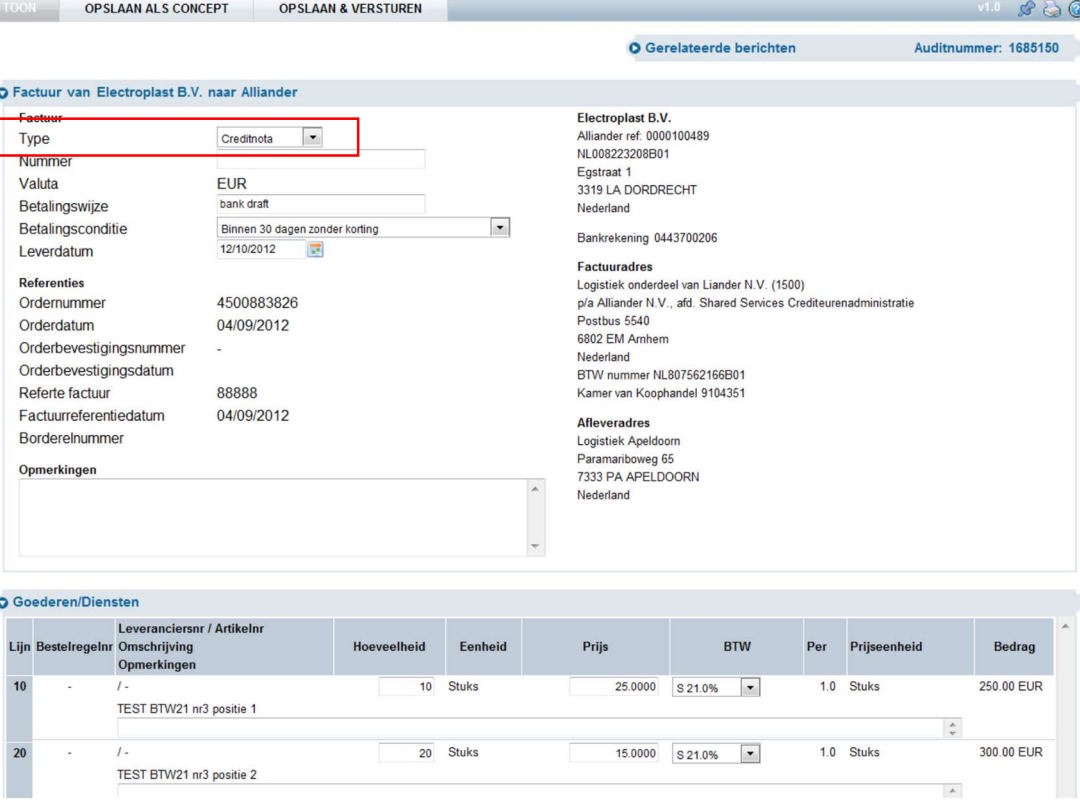
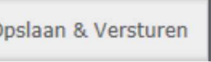
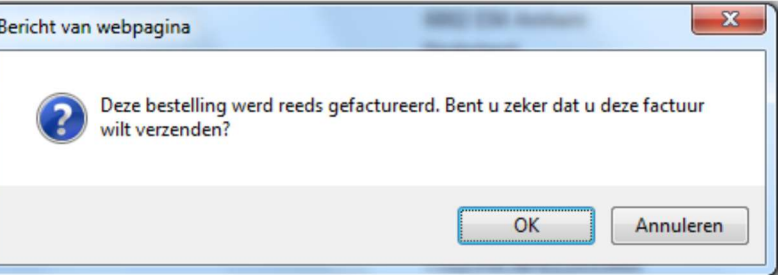
Factuur		Electroplast B.V.
Type	Factuur	Alliander ref. 0000100489
Nummer	88888	NL008223208B01
Valuta	EUR	Egstraat 1
Betalingswijze	bank draft	3319 LA DORDRECHT
Betalingsconditie	Binnen 30 dagen zonder korting	Nederland
Leverdatum	12/10/2012	Bankrekening 0443700206
Referenties		Factuuradres
Ordernummer	4500883826	Logistiek onderdeel van Liander N.V. (1500)
Orderdatum	04/09/2012	p/a Alliander N.V., afd. Shared Services Crediteurenadministratie
Orderbevestigingsnummer	-	Postbus 5540
Orderbevestigingsdatum		6802 EM Arnhem
Opmerkingen		Nederland
		BTW nummer NL807562166B01
		Kamer van Koophandel 9104351
		Afleveradres
		Logistiek Apeldoorn
		Paramariboweg 65
		7333 PA APELDOORN
		Nederland

Goederen/Diensten

Lijn	Bestelregelnr	Leveranciersnr / Artikelnr Omschrijving Opmerkingen	Hoeveelheid	Eenheid	Prijs	BTW	Per	Prijsseenheid	Bedrag
10	-	- / - TEST BTW21 nr3 positie 1	10	Stuks	25.0000	S 6.0%	1.0	Stuks	250.00 EUR
20	-	- / - TEST BTW21 nr3 positie 2	20	Stuks	15.0000	S 21.0%	1.0	Stuks	300.00 EUR

Factuur kortingen/toeslagen			Totaalbedrag goederen / diensten	550.00 EUR
Type	Omschrijving	Bedrag	Totaal factuurkortingen en -toeslagen	0.00 EUR

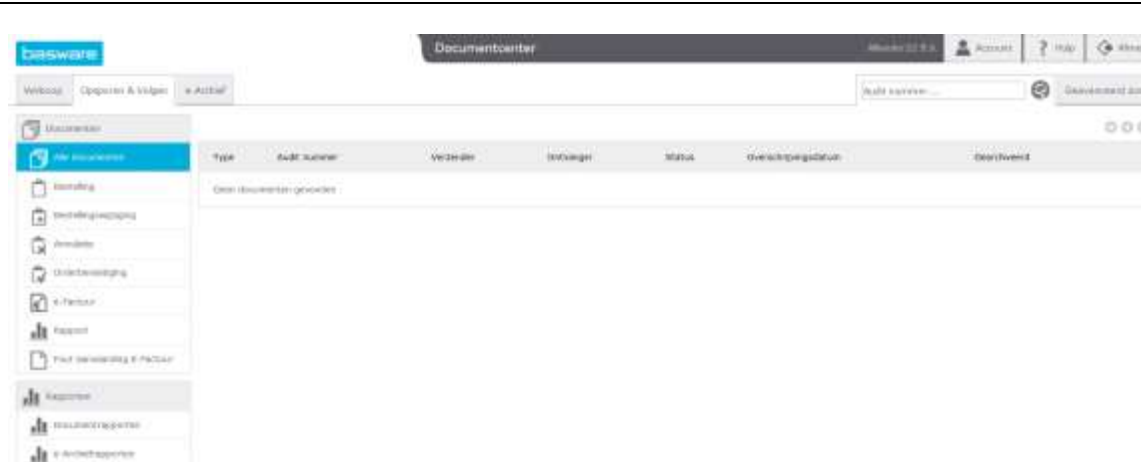
A **credit invoice** based on an e-invoice you sent previously. The e-invoice can be located in the **SENT (VERZONDEN)** folder under **FOLDERS**. The **credit invoice** can be created by opening the e-invoice message and by clicking on the button '**Create e-invoice**' (**Maak e-factuur**), at the upper left of the screen. A new invoicing screen is opened.

36	 <p>A credit invoice can be identified from the Type field, which contains the text Credit note (Creditnota). Complete the credit invoice with the credit invoice number. In addition, please add a comment indicating why a credit invoice is being sent.</p>
37	 <p>To send the document, click 'Save & Send' (Opslaan & versturen).</p>
38	 <p>Click OK in the message 'This order has already been invoiced' (Deze bestelling werd reeds gefactureerd).</p>
39	<p>After you have clicked 'Save & Send' (Opslaan & versturen) when drawing up the invoice, you will receive an additional message. Confirm this message by clicking on the green check mark. This will send the credit invoice to Alliander.</p>

X. Searching for orders, order confirmations and e-invoices

When you are **searching** for a document, you must carefully check the date to which the search is performed. For example, when you are searching for a document in 2014, you must set the **TRANSFER DATE (OVERSCHRIJVINGSDATUM)** under **Advanced searching (Geavanceerd Zoeken)** to **Since 2014 (Sinds 2014)**!

40



Go to 'Tracking and tracing' (Opsporen en volgen) for a simple search based on an audit number. An audit number is a unique number assigned to every message that is sent via the BaswareONE Portal. This makes it easier to retrieve old messages related to orders, order confirmations and/or invoices.

41

Audit nummer ...

For '**audit number**', enter the number of the audit, if known, and click on

42

Type	Audit nummer	Verzender	Ontvanger	Status	Overschrijvingsdatum	Gearchiveerd
	49123434	Alliander32 B.V.	Alliander	Geleverd	17/12/2012 11:26:09	

You will see a screen with the order. You can click through on the order.

43

Maak e-factuur
Maak orderbevestiging

Gerelateerde berichten
Auditnummer: 1531998

Inkooporder van Alliander naar Electroplast B.V.

Inkooporder - Origineel

Ordernummer: **4500883826**

Orderdatum: 04/09/2012

Ordervaluta: EUR

Contactpersoon: VERVALLEN

Telefoonnummer: -

E-mailadres: -

Betalingsconditie: Binnen 30 dagen zonder korting

Afleverconditie: DDP

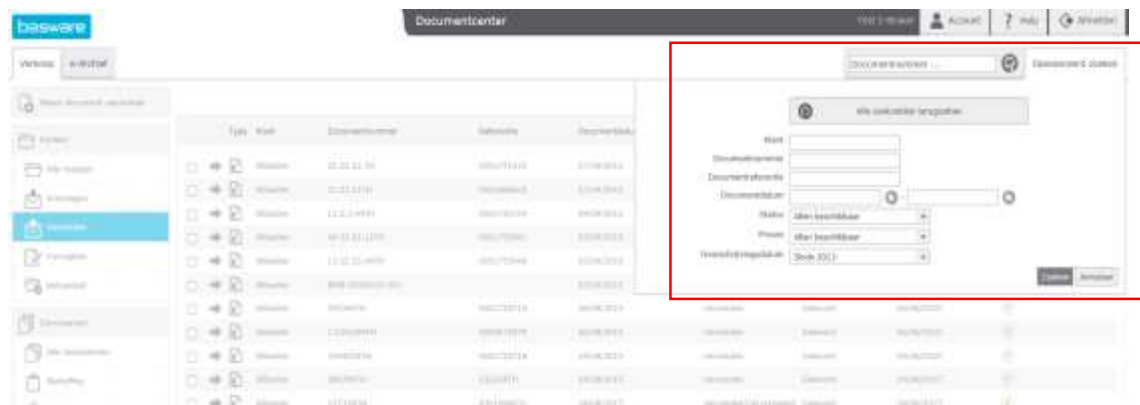
Afleveradres: **Logistiek Apeldoorn**
onderdeel van Liander N.V.
Paramanboweg 65
7333 PA APELDOORN
Nederland

Leverancier
Electroplast B.V.
Alliander ref: 0000100489
Egstraat 1
3319 LA DORDRECHT
Nederland
NL008223208B01

Factuuradres
Logistiek onderdeel van Liander N.V. (1500)
p/a Alliander N.V., afd. Shared Services Crediteurenadministratie
Postbus 5540
6802 EM Arnhem
NL
BTW nummer NL807562166B01
Kamer van Koophandel 9104351

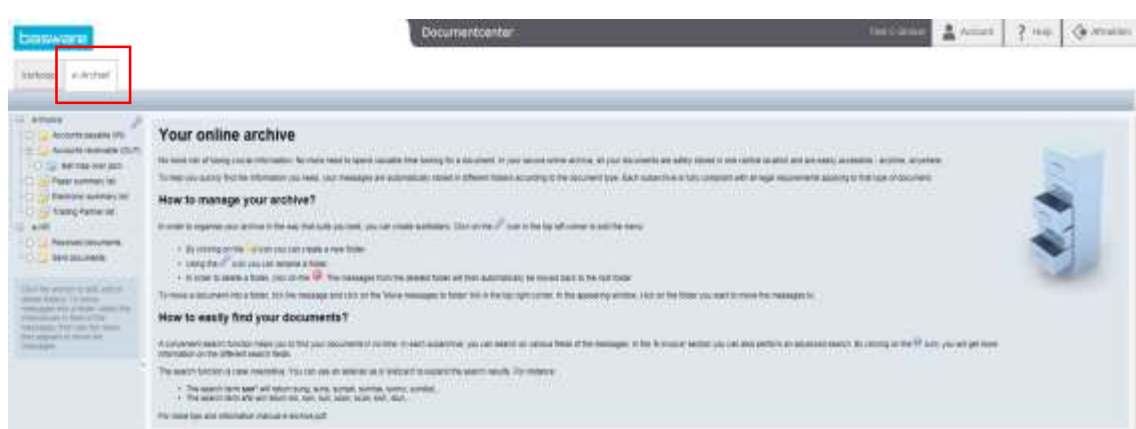
Lijn	Leveranciersnr / Artikelnr	Omschrijving / Opmerkingen	Contractnummer / Offerte nummer	Gevraagde leverdatum	Hoeveelheid	Eenheid	Prijs	Per	Prijs eenheid	Bedrag
10	- / -	TEST BTW21 nr3 positie 1	- / -	18/09/2012	10	Stuks	25.0000	1.0000	Stuks	250.00 EUR
20	- / -	TEST BTW21 nr3 positie 2	- / -	18/09/2012	20	Stuks	15.0000	1.0000	Stuks	300.00 EUR

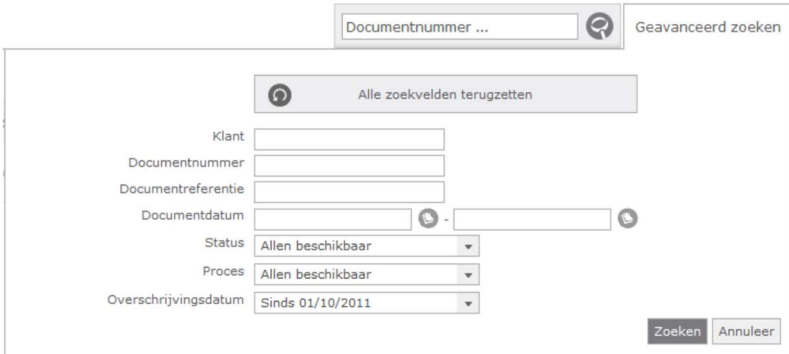

TOTAALBEDRAG INKOOPORDER
550.00 EUR

	Click on 'Related messages' (Gerelateerde berichten) .
44	<div> <div> Gerelateerde berichten Auditnummer: 1678778 </div> <div> 30/11/2012 - Bestelling - 4200011860 - Volledig bevestigd 05/12/2012 - Orderbevestiging - 61212 - Verzonden 05/12/2012 - Orderbevestiging - 12345 - Gefactureerd 05/12/2012 - e-Factuur - 114477 - Verzonden </div> </div> <p>The order confirmations and e-invoices that were created on the basis of the chosen order number are now displayed. You can click through on the displayed order confirmations and e-invoices.</p>
45	<p>To search by invoice number, by date or other data, click on 'advanced search' (geavanceerd zoeken).</p> 

XI. Archive function


The documents are archived in accordance with statutory requirements; i.e. with a **10-year retention period**. Additional information concerning **e-Archiving** is available on Basware's website <https://kb.basware.com/baswareone/documentation>.

4 6	It is a statutory requirement that, specifically, invoices can also be viewed after processing and payment.
4 7	<div> <div>e-Archief</div> <div>On the BaswareONE Portal, these documents can be retrieved via the e-Archive Documents (e-Archief Documenten) tab.</div> </div> 

4 8	<p>Your online archive</p> <p>Never again lose an important document. No longer waste valuable time searching for information. In this secured online archive, you store all your documents in one central location. Secure and always available, wherever you are.</p> <p>To make the archive convenient and user-friendly, your messages are automatically stored in various folders depending on the document type. Every sub-archive complies with the statutory requirements that apply to the relevant document type.</p>
4 9	<p>How to find your documents easily?</p>  <p>Thanks to a handy search function, you can always find your documents in no time. Per sub-archive, you can search for specific message fields. In the 'e-Invoice' section in which your electronic invoices have been archived, you also have the ability to perform a detailed search. For more information about the various search fields available to you, click on the  icon.</p> <p>The search function is not case-sensitive. You can use an asterisk (*) as a wildcard or joker to search for part of a word. For example:</p> <ul style="list-style-type: none"> • Possible search results for the search term sun* are sung, suns, sunset, sunrise, sunny, sundial, etc. • Possible search results for the search term s*n are sin, son, sun, soon, scan, skin, stun, ...

XII. Help and more information

50	<p>Resetting passwords</p> <p>To reset your password, go to the website https://baswareone.com/psc1/login/forgotten.jsp?language=en. Enter the e-mail address you supplied when you applied for a BaswareONE Portal account and click on NEXT. You will then receive an e-mail at this address that you can use to reset your password.</p>
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51	<p>Basware Help Desk</p> <p>For questions concerning the BaswareONE Portal,</p> <p>New support case: https://basware.service-now.com/bw?id=bw_sc_cat_item_public</p> <p>Telephone Basware Customer Support NL: +31 (0) 20 850 8045 Telephone Basware Customer Support UK: +44 (0) 20 3868 1121</p>
52	<p>Alliander Purchasing Help Desk</p> <p>For questions concerning orders received and sent order confirmations. Telephone: +31 (0)88 1911737 (in the options menu, select questions about orders and invoices and purchasing-related questions – option number 2).</p> <p>E-mail: lnkoop.helpdesk@alliander.com</p> <p>Alliander Accounts Payable</p> <p>For questions concerning sent invoices and e-invoices. Telephone: +31 (0)88 1911737 (in the options menu, select questions about outstanding invoices – option number 1).</p> <p>Email: shsca@alliander.com</p>
53	<p>Documentation Portal</p> <p>https://basware.service-now.com/bw?id=bw_kb_view2</p>