Supplier Portal Manual

System: Basware

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Basware – Alliander Supplier Portal Manual

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	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.
8	At the left of the screen, a folder structure is presented, where, depending on the status of the message, you will find all messages. **Received (Ontvangen) –** The list of all messages recently received, including their status. For example, the newly received orders are displayed here. **Sent (Verzonden) –** Your sent messages (for example, the e-invoices and order confirmations sent to Alliander). **Drafts (Concepten) –** The list of saved drafts and unsent messages. For example, e-invoices that still need to be sent to Alliander. **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.
9	**Messages Centre** (Sales) – Start page after logging in **e-Archive** - Contains all incoming and outgoing messages. There are very extensive search possibilities. **Account** - Using this tab, you can manage user details, passwords and contact information related to your account. You can use the **'Account'** tab to, for example, access **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.

III. Editing company information

10	

You can edit your **Telephone Number**, **E-mail** and other information in **Account** and **Company Profile (Bedrijfsprofiel)**.
NOTE: changes must separately be made known to
Alliander at Inkoop.helpdesk@alliander.com

11	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. 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.
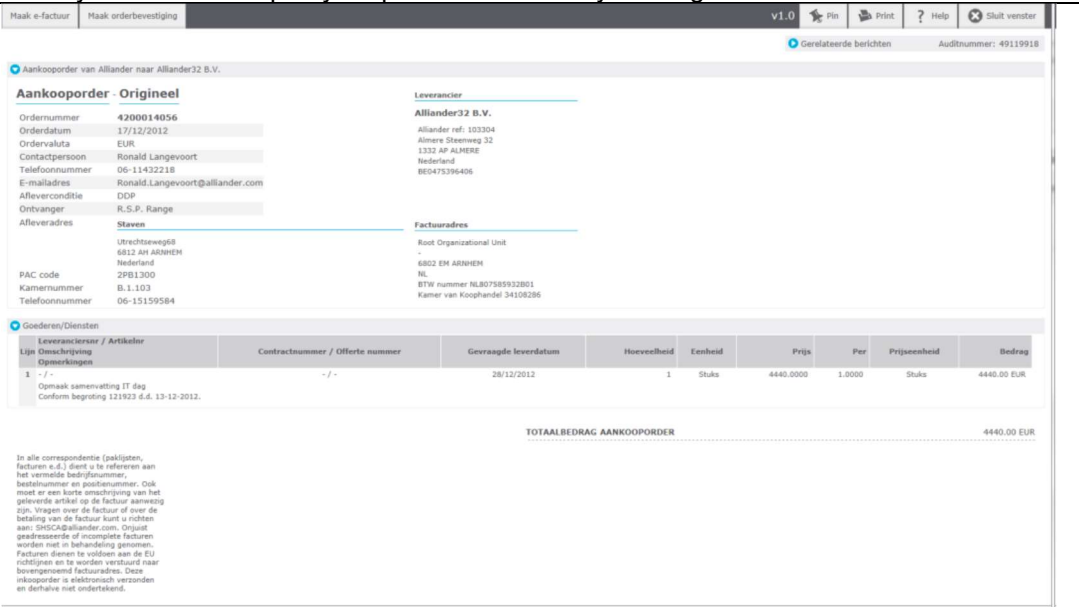
IV. Receiving a purchase order

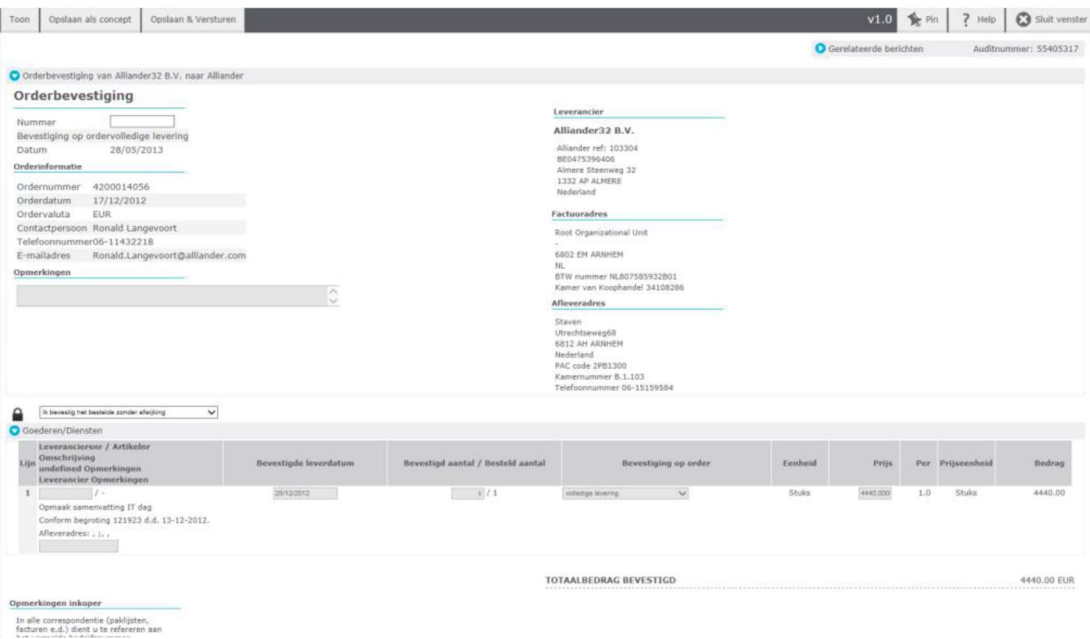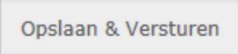|	
12	 The **purchase orders** are placed in the (order) **Inbox** in the Document Centre and arrive in the **Received (Ontvangen)** folder under **Folders**. New purchase orders can be recognised by the status **'New' (Nieuw)** and their bold font. From this inbox/Received (Ontvangen) folder you select 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)**
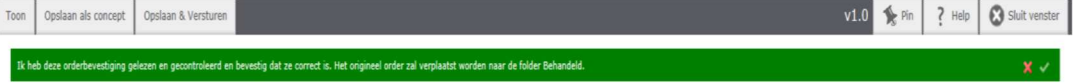
V. Confirming a purchase order

|		
14	Maak orderbevestiging	Click on **'Create order confirmation' (Maak orderbevestiging)** to confirm a purchase order fully or partially.
15	Complete the required fields.	
16	Orderbevestiging Nummer	Enter the number of your order confirmation in the **'Order confirmation' (Orderbevestiging)** field.
17	Ik bevestig het bestelde zonder afwijking Ik wens een afwijking op het bestelde aan te geven Goederen/Diensten	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		To send the order confirmation, click on **'Save & Send' (Opslaan & Versturen)**.
20	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.	
21		Order confirmations can be found in the **'Sent' (Verzonden)** folder in the Message Centre.
22	**Once you have sent the order confirmation, the purchase order is transferred to the 'Processed' (Behandeld) folder in the Messages Centre.**	

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.
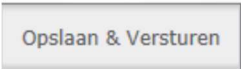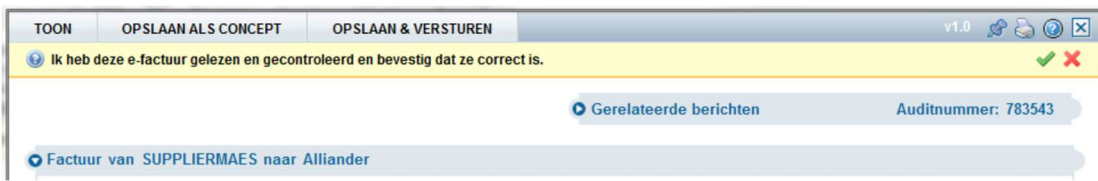
2 3	You create an invoice by clicking on **'Create e-invoice' (Maak e-factuur)** from the order confirmation **OR** the purchase order. A new invoicing screen is opened.
2 4	

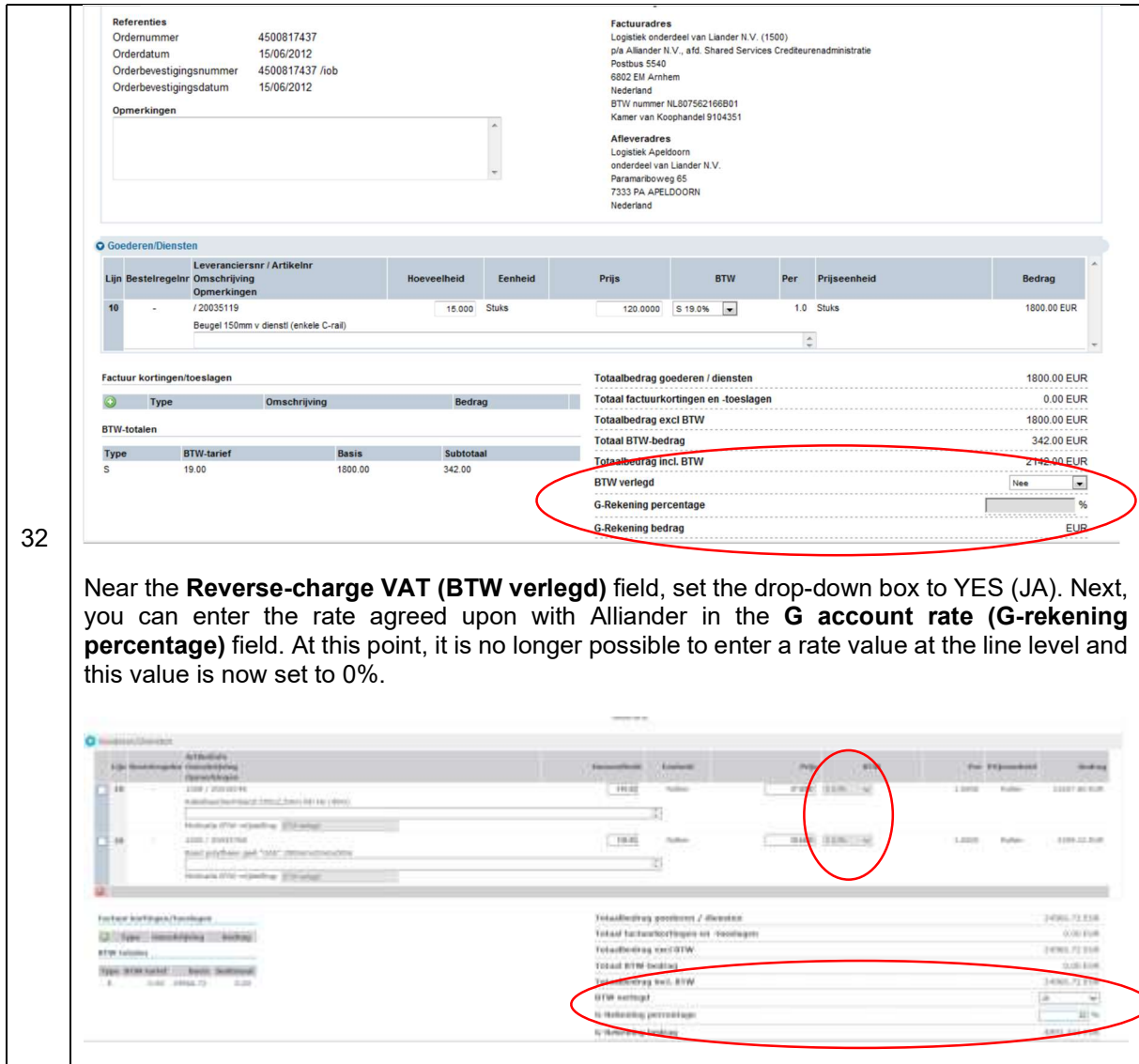Complete the mandatory fields. NOTE: **if VAT is to be reverse-charged, go to Step 31 first!**

| 2 5 | | Complete the invoice with an **invoice number** and the **delivery date**. |

| 2 6 | Various values can be selected under **Payment conditions (Betalingscondities)**. However, Alliander always works with the payment term stated on the order.

 The date on which the e-Invoice is sent from the BaswareONE Portal to Alliander is used as the invoice date. |

| 2 7 | |

	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)**.
28	Click on the red button to delete the lines. 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**.
29	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.
30	 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. **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.**

VII. Reverse-charged VAT and G account

31	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. 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!**

32	
	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%.
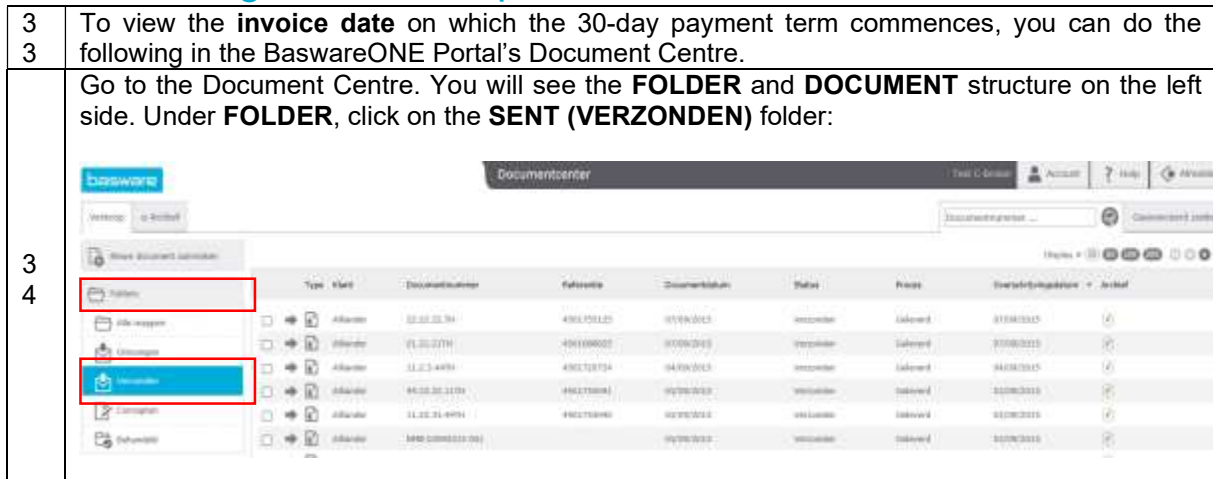
VIII. Creating e-Invoice reports
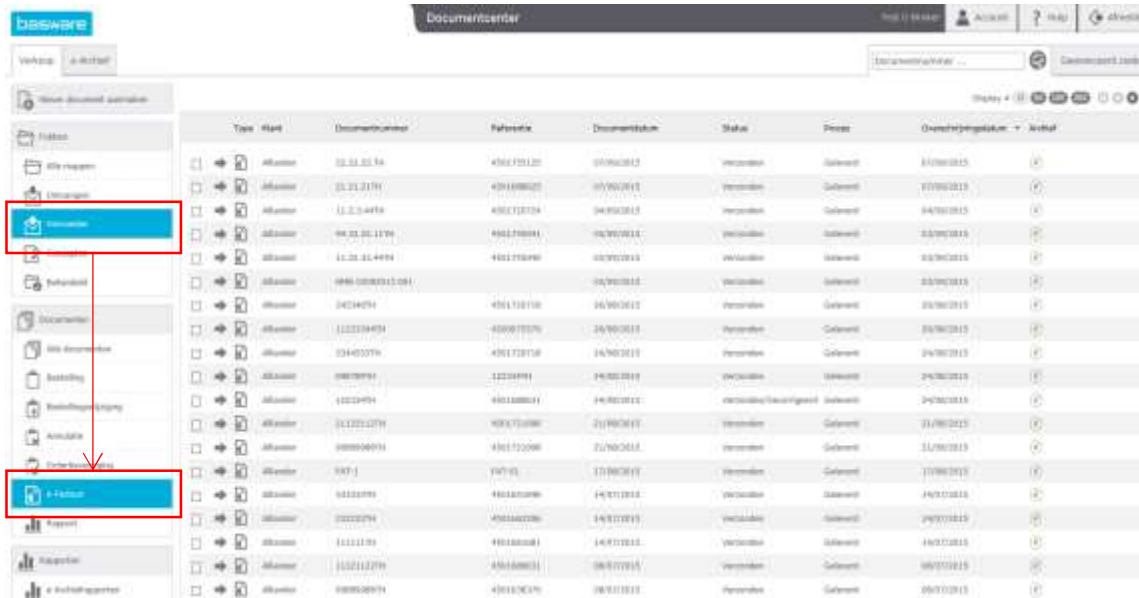
3 3	To view the **invoice date** on which the 30-day payment term commences, you can do the following in the BaswareONE Portal's Document Centre.
3 4	Go to the Document Centre. You will see the **FOLDER** and **DOCUMENT** structure on the left side. Under **FOLDER**, click on the **SENT (VERZONDEN)** folder:

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

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

35	**Maak e-factuur** v1.0 ◉ Gerelateerde berichten Auditnummer: 1532047 ◉ **Factuur van Electroplast B.V. naar Alliander** **Factuur** Type Factuur Nummer 88888 Valuta EUR Betalingswijze bank draft Betalingsconditie Binnen 30 dagen zonder korting Leverdatum 12/10/2012 **Referenties** Ordernummer 4500883826 Orderdatum 04/09/2012 Orderbevestigingsnummer - Orderbevestigingsdatum **Opmerkingen** **Electroplast B.V.** Alliander ref: 0000100489 NL008223208B01 Egstraat 1 3319 LA DORDRECHT Nederland Bankrekening 0443700206 **Factuuradres** Logistiek onderdeel van Lianer N.V. (1500) p/a Alliander N.V., afd. Shared Services Crediteurenadministratie Postbus 5540 6802 EM Arnhem Nederland BTW nummer NL807562166B01 Kamer van Koophandel 9104351 **Afleveradres** Logistiek Apeldoorn Paramariboweg 65 7333 PA APELDOORN Nederland ◉ **Goederen/Diensten** _[table below]_ **Factuur kortingen/toeslagen** **Totaalbedrag goederen / diensten** 550.00 EUR **Totaal factuurkortingen en -toeslagen** 0.00 EUR
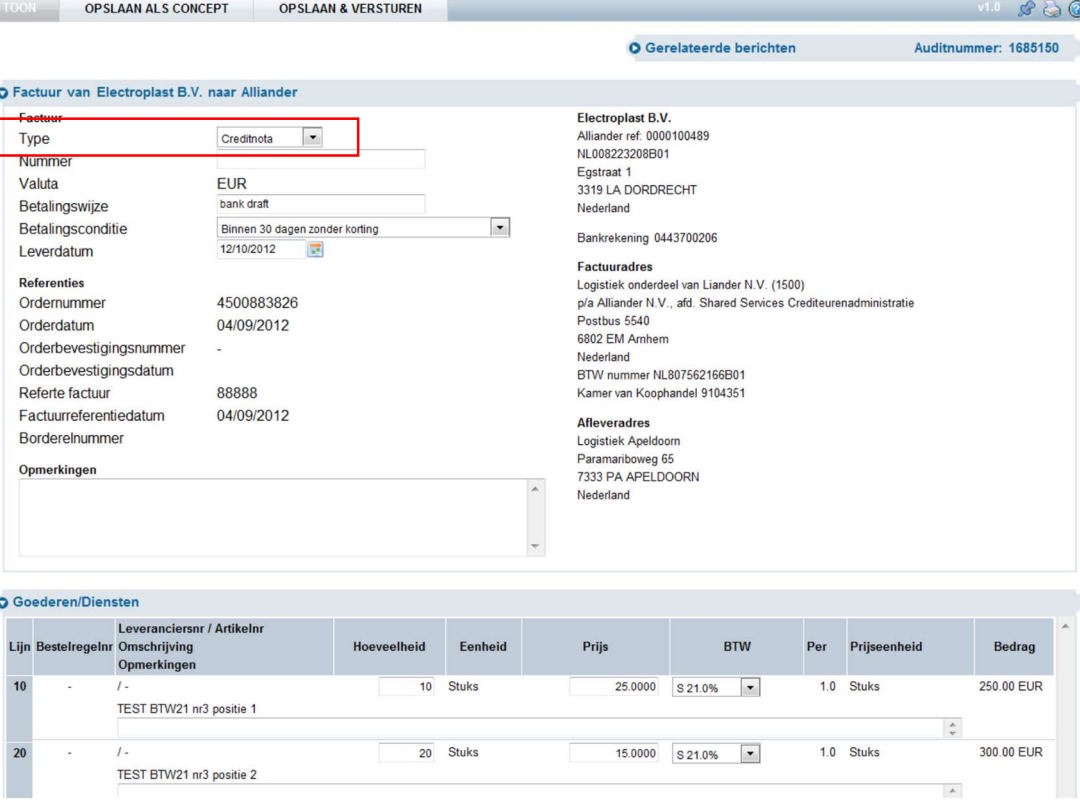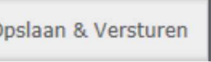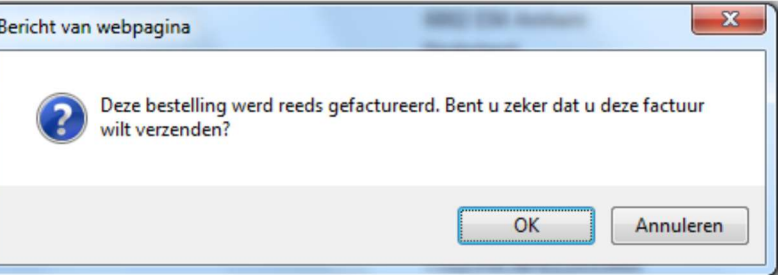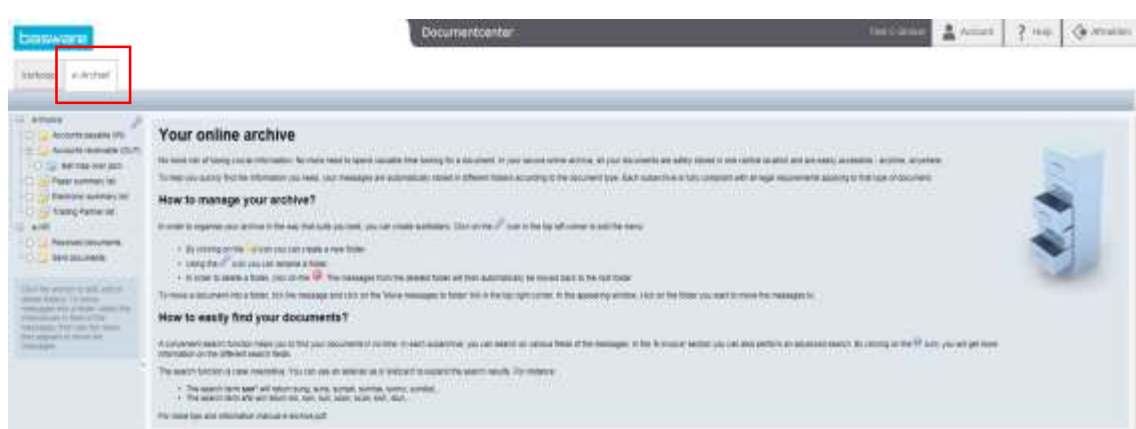
Lijn	Bestelregelnr	Leveranciersnr / Artikelnr Omschrijving Opmerkingen	Hoeveelheid	Eenheid	Prijs	BTW	Per	Prijseenheid	Bedrag
10	-	- / - TEST BTW21 nr3 positie 1	10	Stuks	25.0000	S 6.0%	1.0	Stuks	250.00 EUR
20	-	- / - TEST BTW21 nr3 positie 2	20	Stuks	15.0000	S 21.0%	1.0	Stuks	300.00 EUR

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	
	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.
37	To send the document, click **'Save & Send' (Opslaan & versturen)**.
38	Click **OK** in the message **'This order has already been invoiced'** (Deze bestelling werd reeds gefactureerd).
39	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.

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	For **'audit number'**, enter the number of the audit, if known, and click on ⊘.
42	 You will see a screen with the order. You can click through on the order.
43	

	Click on **'Related messages'** (Gerelateerde berichten).
44	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.
45	To search by **invoice number**, by **date** or **other data**, click on **'advanced search'** (geavanceerd zoeken).

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	**e-Archief** On the BaswareONE Portal, these documents can be retrieved via the **e-Archive Documents (e-Archief Documenten)** tab.

4 8	**Your online archive** 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. 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.
4 9	How to **find** your documents easily? 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. 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: • 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	**Resetting passwords** 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.

51	**Basware Help Desk** For questions concerning the **BaswareONE Portal**, New support case: https://basware.service-now.com/bw?id=bw_sc_cat_item_public Telephone Basware Customer Support NL: +31 (0) 20 850 8045 Telephone Basware Customer Support UK: +44 (0) 20 3868 1121
52	**Alliander Purchasing Help Desk** 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). E-mail: Inkoop.helpdesk@alliander.com **Alliander Accounts Payable** 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). Email: shsca@alliander.com
53	**Documentation Portal** https://basware.service-now.com/bw?id=bw_kb_view2