Basware Transaction monitoring

*Please be aware that our company offers custom made and standard solutions.

This list can deviate according to specifications to your set-up which were requested or technically required.

None the less, this list will give you a general idea in which to look, and can help you to understand what actions you could take.

1. **Common errors and their explanation: <u>With</u> Automatic mail notification:**

Accept error

Something in the content of the message was missing, or the content is unacceptable (conditions determined by Legal checks for e-invoices) If a valid E-mail address is provided to our service, an automatic E-mail will arrive to inform you of the error, with a short description, based on our standard xml format.

Translate, pre and post-process error.

This usually means something in the content of the message was unacceptable, this could be information, structure wise or unexpected input. (Conditions are determined by the used format and mapping). If subscribed to the automatic notifications, messages will be auto-rejected) this will also generate an e-mail.

Subscriptions and assistance can be requested @ helpdesk.

Autorejected

A message was either auto rejected by subscription to the above service, in that case an automatic e-mail will be generated, but can be **<u>Without</u> Automatic mail notification,** when the set-up was configured in such a way.

Optin error

Your message was automatically rejected because it could not be delivered to a receiver using a portal solution (Bizmail ONEway or myBasware). The reason is that no account can be found or the account is not enabled to receive messages from you). The csv file attached in the mail contains the receiver id (for example VAT number). Please verify this number in your database / backend system and with the active optin list received from BaswareONE.

2. **Common errors and their explanation <u>Without</u> Automatic mail notification:**

(Production monitoring team will contact you within 5 business days about the issue)

Rejected

When rejected, this is initiated by helpdesk, and an e-mail will be sent to the address you have provided us.

Send error

Occurs when the end receiver of the message, after processing and forwarding by Basware, cannot be reached. His connection could have timed out, or the message could have been refused.

Forward error

Something could be wrong with the configuration of the receiver. Helpdesk should be contacted

Bundling NOK

This specific error happens only when bundling was requested.

One of the messages in the bundle had an unacceptable content and was refused. Bundling for this message has thus failed. Helpdesk can be contacted to determine the cause of error.

Deliver error

On rare occasions, the connection is cut at the exact moment the message being offered to the receiver, and accepted.

In most cases a request for reprocessing can fix this issue.

Picked up by customer Care

This is a temporary status and will result in a rejected or auto-rejected status. All Errors, even the ones not explained here, are continuously being monitored by our services.

These are usually logged within 24 hours by our own service, after which you will receive an e-mail and the status of the message will be picked up by customer care.

Glossary

Audit:

Unique message identifier used to track a message on BaswareONE

Mapping:

File used to make the translation from one format to another

CTPXML

In-house format, which is used as an intermediate for translations.

Can be accessed through the portal for portal customers, or accounts with access to the Document Manager.

Connection:

Your technical connection to the BaswareONE platform (inbound & outbound)

Document Manager:

Online view on your messages on our system:

Detailed user-manual:

http://kb.basware.com/baswareone/optin-error