



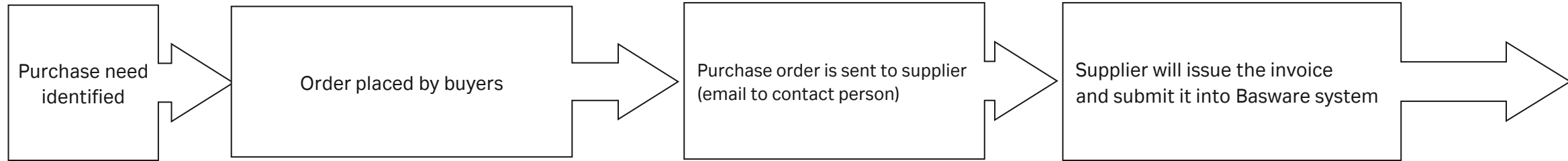
Basware supplier training

Agenda

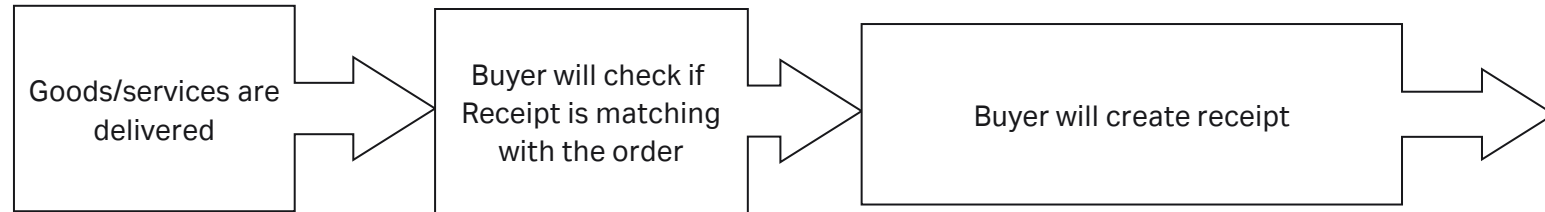
- **Differences between today's process and future process with Basware**
 - Invoice submission guidelines
 - Possibility to review invoice status within Basware
- **Introduction of invoice submission methods**
- **Basware Network - Supplier portal**
 - How to register to Basware portal?
 - Invoice billing:
 - Possibility to manually enter invoices (registration necessary)
 - Possibility to map documents to Smart PDF (registration necessary)
 - Invoice status inquiry (registration necessary)
- **Preferred invoice submission method: Smart PDF**
- **How to resolve the Error – "No text could be extracted from the Invoice"**
- **Oracle Service Cloud portal for reaching out to AP team for invoice related questions other than invoice status inquiry**

Overview – Purchase to pay Process

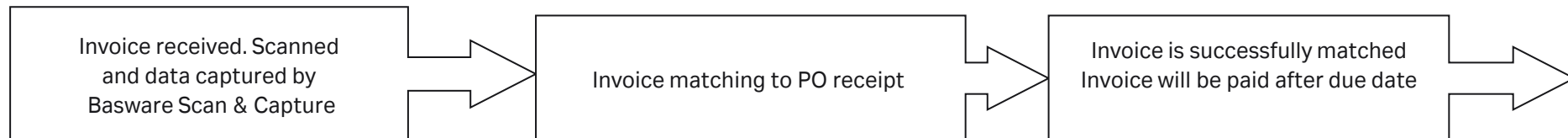
Placing orders



Goods/Services Receiving Process



Invoice Process





Differences between today's process and future process

Basware – what will change ?

Today Process

Tomorrow Basware

Invoice submission

- e-mails (GEPays)
- E-invoicing Tungsten
- Paper to mailrooms in each region

- e-mails (Cytiva basware e-mails)
- E-invoicing via Basware through EDI or smart PDF
- Paper - New PO boxes located in each country

Supplier portal (accessible after registration)

- Tungsten portal
- Registration fee
- Possibility to check invoice status
- Possibility to manually enter invoices

- Basware portal
- Free of charge
- Possibility to check invoice status
- Possibility to manually enter invoices
- Smart PDF solution to improve data capture

Invoice related queries

- Create a ticket through [Oracle Service Cloud](#)

- Check invoice status using Basware portal
- Create a ticket through [Oracle Service Cloud](#)

Important guidance for submitting an invoice

No payment without PO number (PO = Purchase Order)

Do not deliver any goods or services to Cytiva without having an official order (PO Number).

Do not take any order from Cytiva without an official Purchase Order (e.g. via phone or e-mail)

Invoices without valid PO Number will be rejected and sent back to the vendor.

All invoices must include the **mandatory information** specified below:

- Invoices must be issued with the **correct legal entity name** mentioned on the purchase order
- Only **one PO Number** per invoice is allowed
- In case of direct purchases the PO number needs to be followed by a release number divided by a "-"
- **Bill to address** of the Cytiva legal entity
- **Ship to address** and country (where material/service will be delivered)
- **Currency** as on purchase order
- **Total amounts** with and without tax
- **Invoice date**
- **Invoice number**
- **VAT registration number**
- **Bank details**
- Invoices must contain a valid and **detailed description** of the Service / Material (equal to the description on the purchase order)

Invoice submission options

Effective from November 23rd

e-mail Readable PDF (Smart PDF)

- If PDF is readable then Basware will read that information to capture data into system removing need of OCR
- Vendor can sign up for Basware portal and can then map their invoice fields to improve data capture (Supplier portal registration required)

E-mail non readable PDF

- If PDF is not readable it will flow through Optical Character Recognition process that will read image to find the data. In case of failure invoice will be corrected by Basware capture team

Basware Portal

- As a Supplier you have the possibility to sign up for Basware portal and key in your invoices using either PO flip to generate invoice from PO or by entering invoices manually line by line.

Paper Invoice

- There will exist a PO box per entity that will allow invoice to be submitted by paper. The PO box will be in each country and Basware will also secure that invoices are stored in paper
- In some countries we will not allow paper as Australia, Canada, New Zealand, Singapore, US

Invoice submission guidelines

There are new e-mail addresses and PO boxes per entity. The PO boxes is not yet setup but e-mail address is.

List of Cytiva legal entities & new invoice submission instructions effective November 23rd, 2020: <https://www.cytivalifesciences.com/suppliers>



Basware Network - Supplier portal

Supplier portal

- Supplier can register to get access to Basware Supplier portal
- Communication is sent by Basware to our Suppliers asking them to register

The screenshot shows the 'New Invoice' form in the Basware Supplier portal. The form is divided into two main sections: 'Sender' and 'Invoice Details'. The 'Sender' section on the left includes a globe icon, the text 'Cytiva Sweden AB', and 'Sweden Sweden Sweden Sweden'. Below this is 'Tax Registration Country and ID' with 'Sweden' and 'VAT SE556188840401'. There are links for 'Edit Ship From Address', 'Select Recipient', 'Edit Delivery Address', and 'Edit Construction Site'. The 'Invoice Details' section on the right contains fields for 'Invoice Date' (19/10/2020), 'Invoice Number', 'Payment Reference', 'Purchase Order Number', 'Supplier's Contact Person' (Cytiva), 'Recipient's Email Address', 'Buyer Reference' (Undefined), 'Currency' (SEK), 'Shipment Number', 'Tax Information', 'Due Date', 'Supplier's Reference Number', 'Delivery Date', 'Recipient's Contact Person', 'Contract Number', 'Payment Terms', 'Comment', 'Payment Penalty Rate', and 'Advance Payment Terms'. At the top right of the form are buttons for 'Discard Draft', 'Save Draft', and 'Send Invoice', with a 'Saved at 11:41' status.

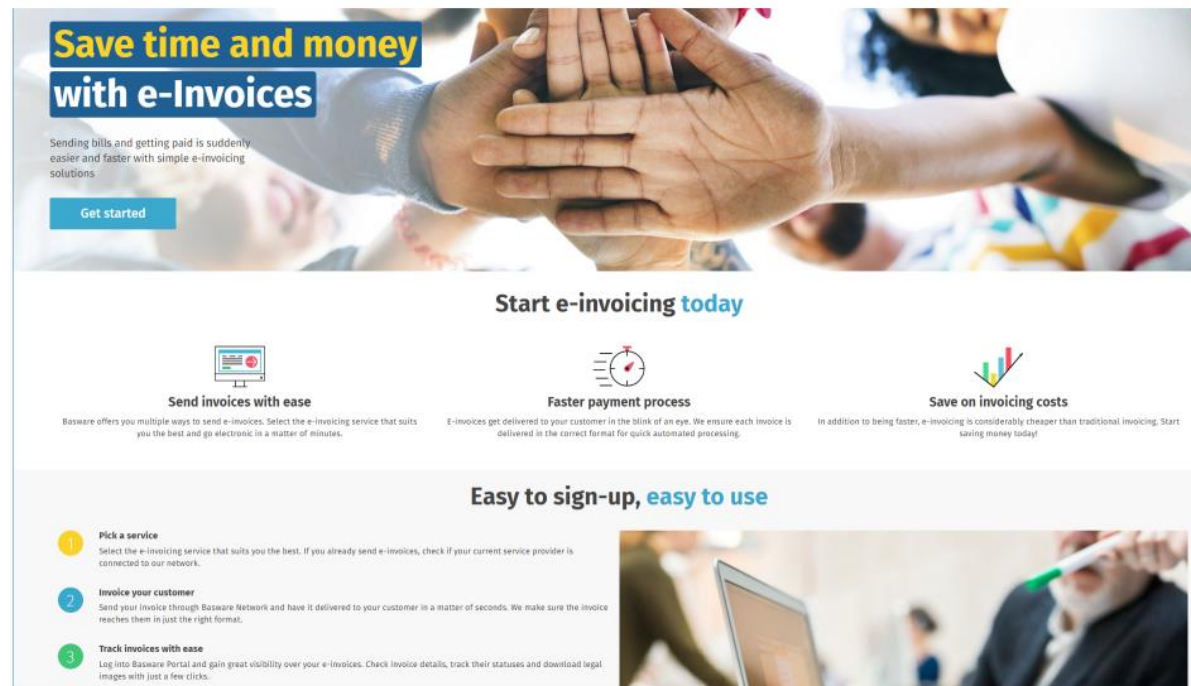
- The benefits for Supplier to register is that will be able to:
 - Use smart PDF functionality for readable PDF to improve data capture
 - Will be able to key invoices into portal using PO flip functionality
 - Review status of invoices

How to register to the supplier portal ?

Before you can start sending e-invoices with Basware PDF e-Invoice for Receiving, you must sign up for Basware Network account.

Open Basware network landing page. If you received an email invitation, follow the link in the invitation.

On the service landing page, click Get Started.



The screenshot shows the Basware Network landing page. At the top, a banner with the text "Save time and money with e-Invoices" is overlaid on a background image of hands stacked together. Below the banner, a "Get started" button is visible. The main section is titled "Start e-invoicing today" and features three columns of benefits: "Send invoices with ease", "Faster payment process", and "Save on invoicing costs". Each column includes an icon and a brief description. The bottom section is titled "Easy to sign-up, easy to use" and contains a three-step process: "1. Pick a service", "2. Invoice your customer", and "3. Track invoices with ease". Each step includes a numbered icon and a brief description. A small image of a person using a laptop is visible on the right side of the bottom section.

Save time and money with e-Invoices

Sending bills and getting paid is suddenly easier and faster with simple e-invoicing solutions.

[Get started](#)

Start e-invoicing today

Send invoices with ease
Basware offers you multiple ways to send e-invoices. Select the e-invoicing service that suits you the best and go electronic in a matter of minutes.

Faster payment process
E-invoices get delivered to your customer in the blink of an eye. We ensure each invoice is delivered in the correct format for quick automated processing.

Save on invoicing costs
In addition to being faster, e-invoicing is considerably cheaper than traditional invoicing. Start saving money today!

Easy to sign-up, easy to use

- 1 Pick a service**
Select the e-invoicing service that suits you the best. If you already send e-invoices, check if your current service provider is connected to our network.
- 2 Invoice your customer**
Send your invoice through Basware Network and have it delivered to your customer in a matter of seconds. We make sure the invoice reaches them in just the right format.
- 3 Track invoices with ease**
Log into Basware Portal and gain great visibility over your e-invoices. Check invoice details, track their statuses and download legal images with just a few clicks.

How to register to the supplier portal ?

Choose your e-invoicing service page opens.

Choose an e-invoicing service

▼ Pick a free service and start sending e-invoices

Send PDF invoices by email [Let's start](#)

Create PDF invoices with your billing system and send them to Basware by email. Our service converts the PDFs to your customer's preferred, electronic format and delivers them instantly.

Key in and send invoices online [Let's start](#)

Create invoices with a simple online form with Basware's e-invoicing service. Basware delivers the invoice to your customer instantly, in their preferred format.

Key-in and PO Flip [Let's start](#)

Create invoices with a simple online form with Basware's e-invoicing service. Basware delivers the invoice to your customer instantly, in their preferred format.

➤ My company already has an e-invoicing system

[Actually, I won't take any of these.](#)

[Basware General Terms](#) [Privacy Notice](#) [Contact Us](#) [Support](#)

How to register to the supplier portal ?

Create an account

Once you select one of the free services to start sending e-invoices, the Create Account page opens.

Type in your email address. The email address you enter will be your username.

The service selects the email address that your invitation was sent to as your username by default. If you want to use another email address as your username, enter that address in the Email Address field.

Choose a secure password and enter it in the Password field.
Read the General Terms for Basware Portal service and tick the checkbox to confirm that you agree to the terms.

Click Create Account to create a new Basware Network account. The service sends a confirmation message to your email address. If you do not receive the confirmation message within an hour, contact Basware Support: https://basware.service-now.com/bw?id=bw_sc_cat_item_public

How to register to the supplier portal ?

Confirm your account and login

Open the confirmation message and click Confirm Your Email to activate your account.

The login page opens and you'll see a confirmation message telling you that your account has been activated.

If you get a message that says your confirmation link has expired, you must start the registration process over. To do this, open the link in the invitation you received and sign up to the service again.

Enter your Username and Password, and click Log in. The e-Invoice for Receiving service pages open.

If you already have an account in Basware Network, you can activate Basware e-Invoice for Receiving without having to sign up to the service first. Click on the link you have received from Basware and choose an e-invoice services after login. When **Create an account page** opens click **Login**.

How to register to the supplier portal ?

Set up PDF e-invoicing (Cytiva's preferred submission method)

In case you have signed up for PDF e-invoicing. The **PDF e-Invoice for Receiving service pages** open.

In the **Basic details section**, fill in your company's details as accurate as possible.

In the **Primary contact section**, enter the details of the person, who will be your company's primary contact towards Basware.
Click Next.

In the **Service settings** section, set your service preferences. Click Add new email address to add all the email addresses from which you will send PDF e-Invoices. You must confirm each of the email addresses that you add to the service by opening the confirmation link sent to the address.

You can only send invoices from the addresses that you define here. Invoices sent from other addresses will not be delivered to the recipients.

In the **Instructions** section, review **Cytiva e-invoicing instructions and save the email to be used to submit your invoices.**

Click **Complete** to complete the onboarding process and activate the service. Once the service has been activated, you will be redirected to the Documents page in Basware Network.

The screenshot displays the 'PDF e-Invoice' setup interface. At the top, there are three tabs: 'Company Details' (active), 'Service Settings', and 'Instructions'. Below the tabs, a message states: 'Check the information we already have on your company and fill in any missing information.' The 'Basic details *' section is expanded, showing various input fields. The 'Registration country *' dropdown is set to 'United States'. The 'TIN *' field contains '956-87-8456'. The 'Registered company name *' field contains 'Example Company Inc.', and the 'Company trade name' field is empty. The 'Address Line 1 *' field contains '10 Main Street', with a link 'Add an address line' to its right. The 'Postal Code *' field contains '80440', and the 'City *' field contains 'Fairplay'. The 'County / State / Province' field contains 'Colorado'. Below these fields is the 'TAXATION DETAILS' section, which includes a 'VAT' field that is currently empty.

How to register to the supplier portal ?

Submitting PDF e-invoicing (Cytiva's preferred submission method)

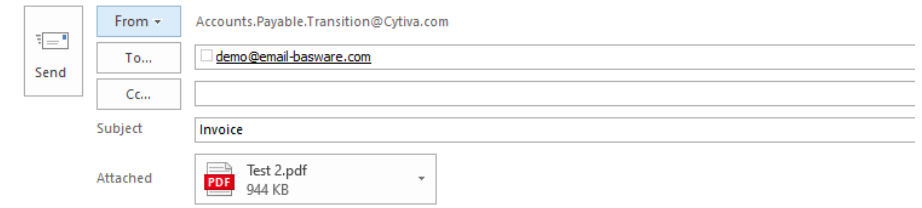
Once the onboarding process is completed, you can start submitting your PDF invoices by email following the invoice submission instructions provided by Cytiva.

The receipt of the first invoice will delay as Basware system will be creating template to map against your invoice layout.
After mapping of the first invoice is complete you will receive a confirmation to your email confirming mapping details.

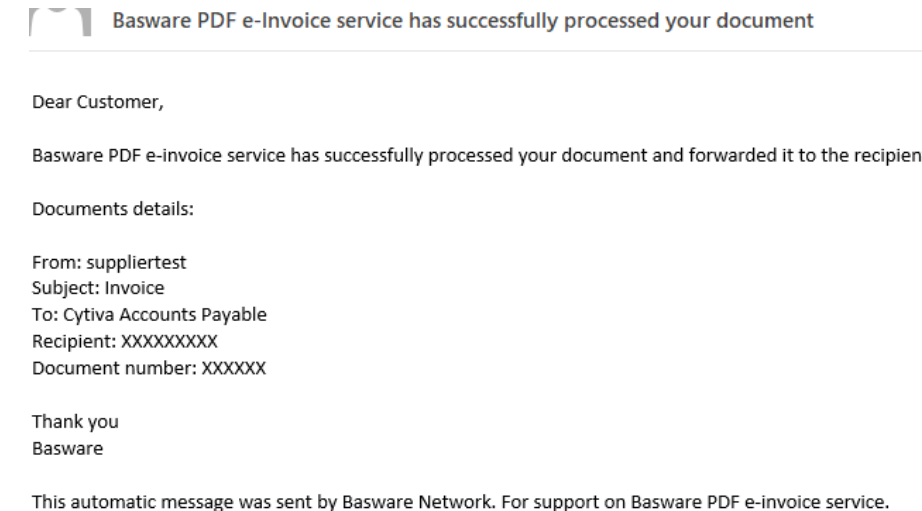
You can continue submitting invoices in readable PDF format by email from the email you have registered in Basware portal.

You will receive a confirmation from Basware system with unique ID called BUM Id.

In case you face any issues with your invoices, you can contact our Accounts Payable via the AP portal accessible [here](#). You can refer to the BUM Id to accelerate the investigation.



The screenshot shows an email composition interface. On the left is a 'Send' button. The main area contains fields for 'From' (Accounts.Payable.Transition@Cytiva.com), 'To...' (demo@email-basware.com), 'Cc...' (empty), 'Subject' (Invoice), and 'Attached' (Test 2.pdf, 944 KB).



The screenshot shows the body of an email. At the top is a header: **Basware PDF e-Invoice service has successfully processed your document**. Below this is the text: "Dear Customer," followed by "Basware PDF e-invoice service has successfully processed your document and forwarded it to the recipient." Then, "Documents details:" is followed by a list of details: "From: suppliertest", "Subject: Invoice", "To: Cytiva Accounts Payable", "Recipient: XXXXXXXXX", and "Document number: XXXXXX". This is followed by "Thank you" and "Basware". At the bottom, a footer states: "This automatic message was sent by Basware Network. For support on Basware PDF e-invoice service."

Set up PDF e-invoicing (Cytiva's preferred submission method)

Cytiva's preferred submission method is PDF e-invoice.

There are many ways you can create a machine readable PDF invoice:

- You can use your current accounting software, if it allows you to export invoices in machine-readable PDF format
- You can use a word processing or spreadsheet software - for example, tools from the Microsoft Office.

Make sure that the invoice information is not saved to the PDF as an image. Images are not machine-readable and PDF e-invoices that contain the invoice information in image format will be rejected.

Before you send an invoice:


- Make sure the invoice is machine readable
- Make sure the invoice meets Cytiva requirements
- Make sure that you are sending the invoice from a registered email address.

How to insure that the PDF is machine readable ?

Make sure the invoice you are submitting is machine readable.

Basware reads the invoices sent into the service electronically. Therefore, the PDF invoice cannot contain invoice data in image format.

To make sure your e-invoice is machine-readable:

1. Open the invoice you created. 
2. Select one or more lines of invoice data using your mouse.
3. Copy the invoice data to clipboard.
4. Paste the invoice data into a word processing software, for example Notepad.

If the PDF submitted is non readable PDF, an error message "No text could be extracted from the Invoice" could be displayed.

Error message stating that "No text could be extracted from the Invoice"

You have received an error message stating that "No text could be extracted from the Invoice".

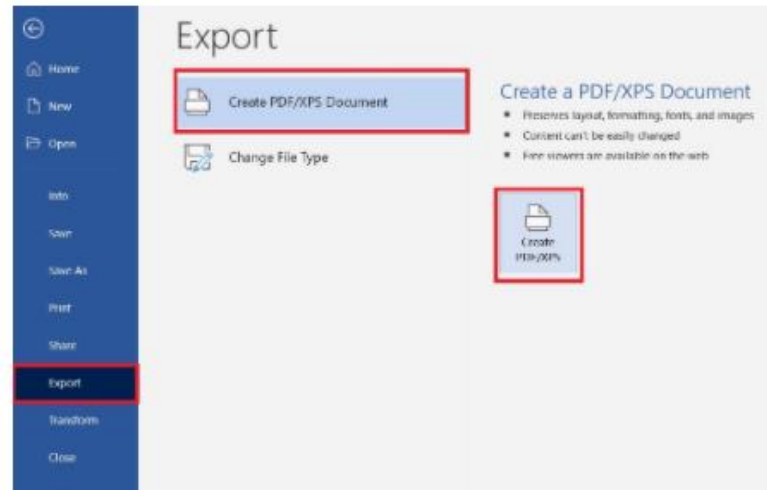
Basware reads the text from invoices sent into the service electronically. Therefore, the PDF invoice, must not contain invoice data in image format.

Make sure that the invoice is machine readable.

Machine readable means that PDF file is selectable and searchable.

Document **must not be** a scanned image or hand written.

The easiest way to create a readable PDF is by using the standard export to pdf functionality in Microsoft Word.



How to update email registration





Register email addresses:

1. Log into Basware Network.
2. On the top navigation bar, click **Services**.
3. Under **Sending Invoices**, click **PDF e-Invoice**.
4. Click **Email Addresses for invoicing** to expand the section. Your current, registered email addresses are listed under **Email Addresses for invoicing**.
5. In the Email field, enter a new email address.
6. Click Save. The service sends a confirmation message to the email address that you provided.
7. Open the confirmation message in your email client.
8. Click Confirm. You can now send PDF e-Invoices to the service from the new email address.

How to delete email registration

Unregister email addresses:

1. Log into Basware Network.
2. On the top navigation bar, click **Services**.
3. Under **Sending Invoices**, click **PDF e-Invoice**.
4. Click **Email Addresses for invoicing** to expand the section. Your current, registered email addresses are listed under **Email Addresses for invoicing**.
5. Click **Email Addresses for invoicing** to expand the section. Your current, registered email addresses are listed under Email Addresses for invoicing. Click  to register a new email address or click  next to an email address to unregister that email address. Click next to an email address that you want to unregister from the service.

Attachment rule in Basware

You can only send attachments in PDF format. The service ignores all other attachment types. Name the attachment so that it contains the word attachment. For example, attachment_112233.pdf.

If you send multiple attachments, Basware recommends that you send only one invoice per each email.

If you must send multiple PDF e-Invoices and attachments in a single email, follow these guidelines:

- Make sure that each attachment has the keyword attachment in their filename for example *document1_attachment*

- Make sure that each attachment is associated to a business document PDF

If the filename of the attachments contains the filename of the business document. For example, *document1_attachment.pdf will be linked to document1.pdf.*

- The attachments are valid, if the email contains at least one business document PDF

Check Invoice status in Basware Supplier portal

Suppliers can follow up invoices that they have sent with Basware e-invoice sending services on the Basware Network website. When they log in to Basware Network, they will see a list of invoices that they have sent. They can check the status of each invoice on this view. If they are looking for a specific invoice, they can use search to limit the number of search results.

1. Open the Documents page in Basware Network The URL of the page is



<https://portal.basware.com/documents>.

2. Enter the invoice number in the Search field.

3. Click Search. The invoices that match your query are displayed in the Search Results table. To sort the results, click on the Sort labels

Showing 50 results (Scroll down for more) Date Range: 07.01.2010 - ...

Last Updated	Status	Information (Sort by: Invoice Date Due Date)
7/27/2013 7:07:51 AM	Delivery in Progress	Invoice A00095000 - Acme Inc. - Generic Corp. Invoice Date 6/21/12 Due Date 7/21/12 Total 80.00 USD
7/25/2013 8:12:51 PM	Delivery in Progress	Invoice A00095679 - Acme Inc. - Generic Corp. Invoice Date 6/21/12 Due Date 7/21/12 Total 80.00 USD

(Sort by: Invoice Date Due Date)

4. To view an invoice, click the title of the invoice in the Search Results table

Invoice A00095000 - Acme Inc. - Generic Corp.

5. If the status is **draft**: the invoice is still under creation and is not yet submitted
If the status is **paid**: check history for the exact payment date
If status is **delivered to recipient**: The invoice is delivered and is being processed
If the status is **Delivery in progress**: The invoice is being mapped to a template and delivery is in progress.
If the status is **rejected during delivery**: The invoice could not be delivered (invoice sent from non registered email, missing requirements, multiple PDF document sent per email etc.)

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Cytiva AP Helpdesk... how to properly raise a case

Link to ticketing system: <https://danaher.service-now.com/csm>

In order to access ServiceNow portal as a supplier. You need to have a Cytiva webpage login. Create your login via

<https://www.cytivalifesciences.com/en/us>.

1. It is critical when raising a request that you select the legal entity to which your requests belongs. A case will not be directed to the correct Cytiva Accounts Payable team if the legal entity is not properly selected (Instead it will remain with the incorrect team and will take longer for the issue to be resolved)
2. Make sure you input the inquiry type that describes your issue. There are few inquiry types which you can input: invoice status, remittance details request, incorrect/double payment etc.
3. Always provide the PO# and invoice # when requested - this is critical for accelerating the issue resolution and closure of your case in an expedited manner.
4. Please provide a detailed description of your issue and attachments (if applicable) which can accelerate closure.

Create Case

Create Case

Please provide the following details:

* Case Category

Invoice Hold support

2

of Invoice/ Payments

3

* Short Description

Invoice TEST is pending for approval with incorrect user

* Country

United Kingdom

1

* Description

Invoice TEST is pending for approval with incorrect user. Please

4

* Legal Entity

Global Life Sciences Solutions Manufacturing UK Limited

* Priority

2 - High

* Supplier Name

Test.supplier

* PO Number (if you do not know the PO number, enter N/A)

47000135901

3

* Invoice Number

E4955804

☒ Past Due Invoice

TEST INVOICE.pdf (179.9 KB)

just now

4

Add attachments



Important links/reference material

Important links

- List of Cytiva legal entities & new invoice submission instructions effective November 23rd, 2020:
<https://cdn.cytivalifesciences.com/dmm3bwsv3/AssetStream.aspx?mediaformatid=10061&destinationid=10016&assetid=44207>
- Cytiva invoice submission guidelines to ensure your invoice is processed appropriately:
<https://cdn.cytivalifesciences.com/dmm3bwsv3/AssetStream.aspx?mediaformatid=10061&destinationid=10016&assetid=37945>
- Other helpful information related to changes impacting suppliers:
<https://www.cytivalifesciences.com/suppliers>

Thank you.

