



Simplify Operations, Spend Smarter.

USER GUIDE

Basware Scan and Capture (June 2022)



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1 Using Basware Scan and Capture service

1.1 Introduction to Basware Scan and Capture Service

Basware Scan and Capture Service turns PDF invoices into e-invoices. You can create PDF invoices in your existing invoicing software and email them to the service. Basware Scan and Capture Service reads the invoice data from your PDF, and creates an e-invoice based on the data. The service then delivers this e-invoice to your customer for payment.

For instructions on how to send PDF invoices to your customer, see [Email an invoice to your customer](#).

1.2 Email an invoice to your customer

Before you send PDF files to Basware Scan and Capture Service, make sure that each PDF file:

- Contains only one invoice. The service does not support PDF files that contain multiple invoices.
- Contains the invoice information first, and any possible attachment details after that.
- Uses PDF version 1.4 or newer.
- Is readable and editable without a password.
- Has security settings that do not restrict either **Document Assembly** or **Page Extraction**. You can view these settings by opening the Document Properties (Click **File** > **Properties** and open the **Security** tab).



The use of PDF security settings is not suitable for preventing document from being changed. This can, though, prevent the content being read and being processed by Basware Scan and Capture Services. Use digital signatures, instead, to prevent the document from being changed.

- Does not have a blank first page.
- Has an image resolution of at least 300 dpi (or higher), if the PDF file is image-based (scanned PDF files).

Basware Scan and Capture Service supports Unicode characters. This means that you can use special characters, spaces, and hyphens in filenames. For example: Invoice to Ångström Inc - 02 - 2014.pdf.



1. Attach the PDF file(s) on an email.

Basware Scan and Capture Service will not process invoices sent in formats other than PDF.



You can attach multiple PDF files on one email. Each PDF file will be processed as one invoice.



Make sure that the total size of the email does not exceed 10 MB.

2. Add a subject line to the email.

Adding the optional subject line makes it easier for you to track emails and PDF invoices you have sent to your customers.

3. Enter the recipient's Basware Scan and Capture Service address in the **To:** field.

For example, `pdfinvoices.acme-inc@bscs.basware.com`

Using the **To:** field makes it easier to track emails and PDF invoices you have sent to your customers.

4. Send the email to the service.

Send only invoices to the service. All other information will be discarded. The service processes only PDF attachments, so the email content can be left blank.



Send the email to another address, or save each outgoing email to be able to track past invoices. For more information, see [Storing backup copies of your email invoices](#).

For each email that you send to the service, the service sends a reply that contains:

- A list of PDF invoices that were processed successfully.
- A list of PDF invoices that the service could not process. Please check the PDF invoices and resend the corrected PDF invoices to the service.



Do not resend PDF invoices that have already been processed successfully.

The service also notifies you if:

- The email does not contain any attachments. Please check and send an email containing PDF invoices.
- The email size exceeds 10 MB. You can decrease the email size by sending the attachments in separate emails.

1.3 Storing backup copies of your email invoices

Basware Scan and Capture Service stores emails that you send to the service for only a short period of time. To be able to track past invoices, you should:

- Send all invoices to both Basware Scan and Capture Service, and to another address where you can store the invoices you have sent out, OR
- Enable an option in your email client to store each email you send out.

This way, you will always have backups of the invoices you have sent out in case you need to refer to them in the future.

2 Contact Basware Support

If you cannot find the information you are looking for in this document, please have a look at the [Online Help](#). In case you cannot find the information you are looking for there, either, please contact Basware Support. The Basware Support personnel will assist you in using the application and send all suggestions for improvement related to the applications or documentation to the supplier of the system.

To find the contact information of Basware Support, visit [Basware Knowledge Base](#).