



Simplify Operations, Spend Smarter.

BASWARE SMARTORDERS GUIDE FOR SUPPLIERS

June 2022

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1 Introduction

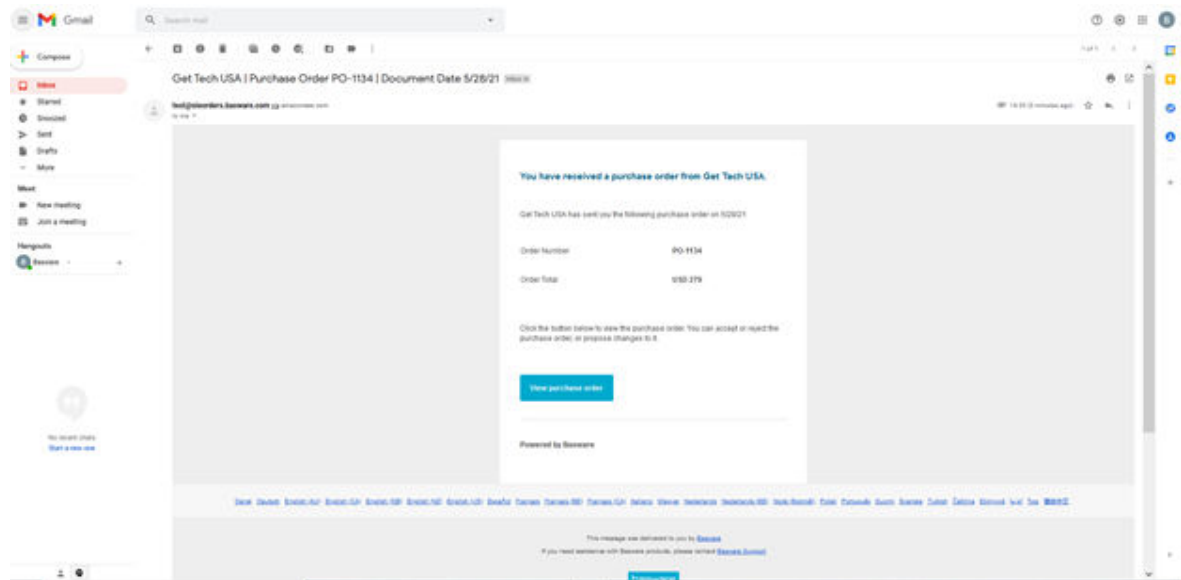
One or more of your customers have implemented the Basware SmartOrders solution to exchange business documents with their suppliers using emails. There is no cost for you as a supplier, and it is not necessary to register or log in into any application to use this service.

This guide has step-by-step instructions on how to receive smart orders, how to accept, reject, or propose changes to the smart orders, and how to convert the smart orders into invoices, all from the email itself.

2 Receiving smart orders

1. Open the email sent by the buyer. To view the email in another language, select a language from the footer of the email.

To view the email in another language, select a language from the footer of the email.




2. To open the purchase order, click **View purchase order** in the email, or the corresponding button on the language page.

The purchase order opens on a web page. The web page is shown in the language that you selected from the email. If you did not select any language, the page is shown in English.

Purchase Order #PO-1134

» Accept » Propose Change » Reject

<p>Buyer</p> <p></p> <p>Get Tech USA 362 Hamilton Avenue White Plains 10167 NY United States</p> <hr/> <p>Delivery Address Buyer Travel Oy Albertinkatu 36 B Helsinki 00180 Finland Delivery contact name Test Delivery contact email karanbir.saluja@yopmail.com</p> <hr/> <p>Billing Address Get Tech Global 362 Hamilton Avenue White Plains, 10167 NY,</p>	<p>Order Information</p> <p>Purchase Order Number PO-1134</p> <p>Order Date 05/26/2021</p> <p>Requested Delivery Date (From) 06/06/2021</p> <p>Requested Delivery Date (To) 06/06/2021</p> <p>Buyer's Tax Identification Number RM-310_Buyer</p> <p>Buyer's Telephone Number +358401754301</p> <p>ID of Delivery Terms INCOTERMS</p> <p>Gross Sum 279.00</p> <p>Status Delivered to recipient</p>	<p>Buyer's Email Address karanbir.saluja@yopmail.com</p> <p>Payment Terms Within 7 days due date net</p> <p>Net Sum 225.00</p> <p>Currency USD</p>
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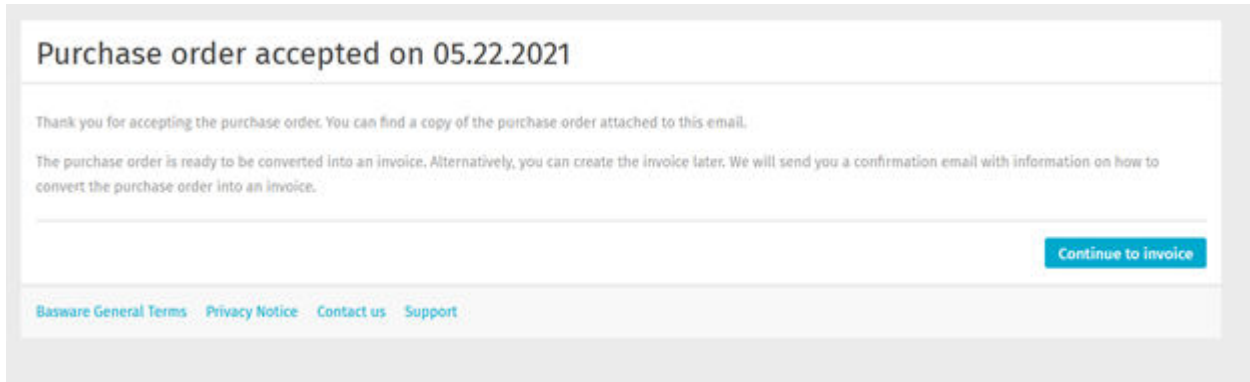
Depending on how the buyer has configured the solution, you may have the following actions available in the top right corner of the page:

- **Accept** purchase order
- **Reject** purchase order
- **Propose change** to the purchase order
- **Convert to invoice:** convert the purchase order into an invoice

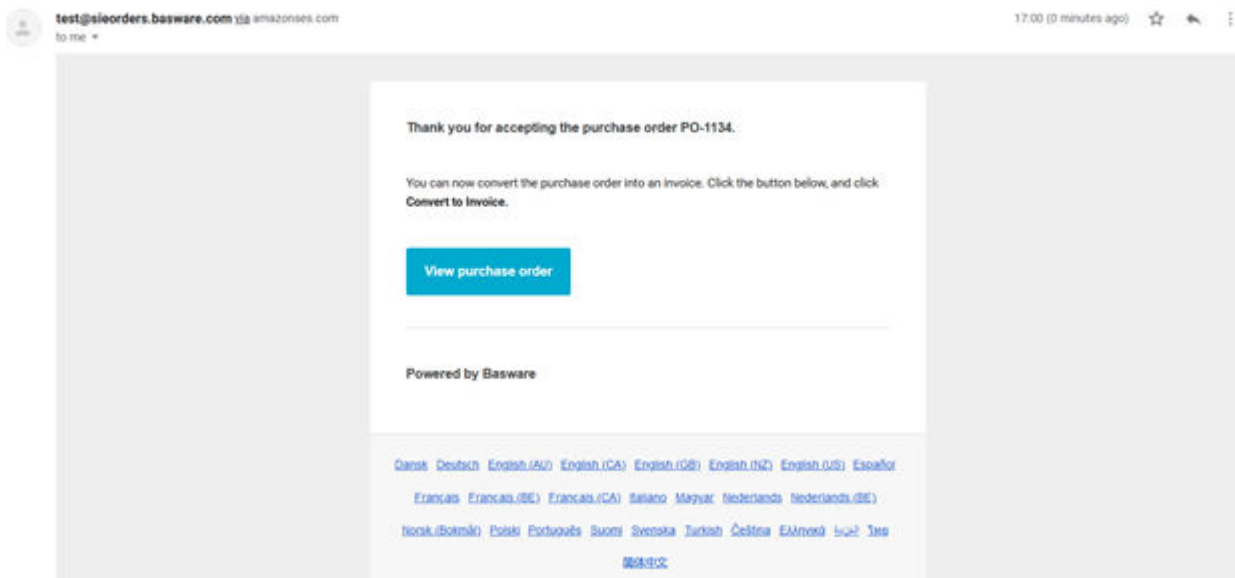
3 Accepting purchase order

To accept the purchase order, click **Accept**. An order response is sent to your buyer, and the response tells that you have accepted the order. You can also add a message to the order response.

The following page is shown after you have accepted the purchase order:



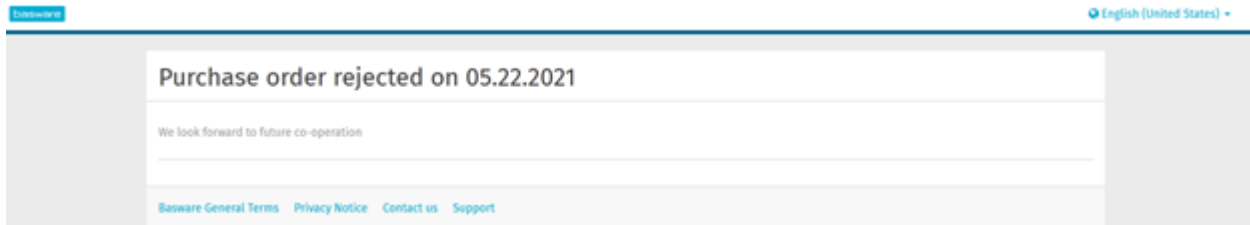
You will get the following email to the same email address where the purchase order was sent:



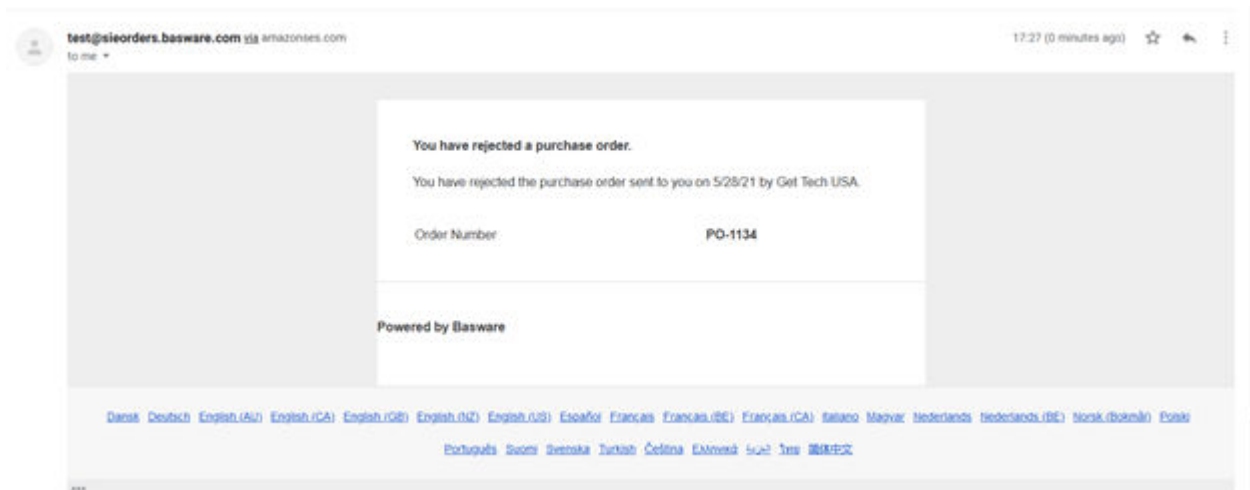
4 Rejecting purchase order

To reject the purchase order, click **Reject**. An order response is sent back to your buyer, and it tells that you have rejected the order. You can also add a message to your order response.

The following page is shown after you have rejected the purchase order:



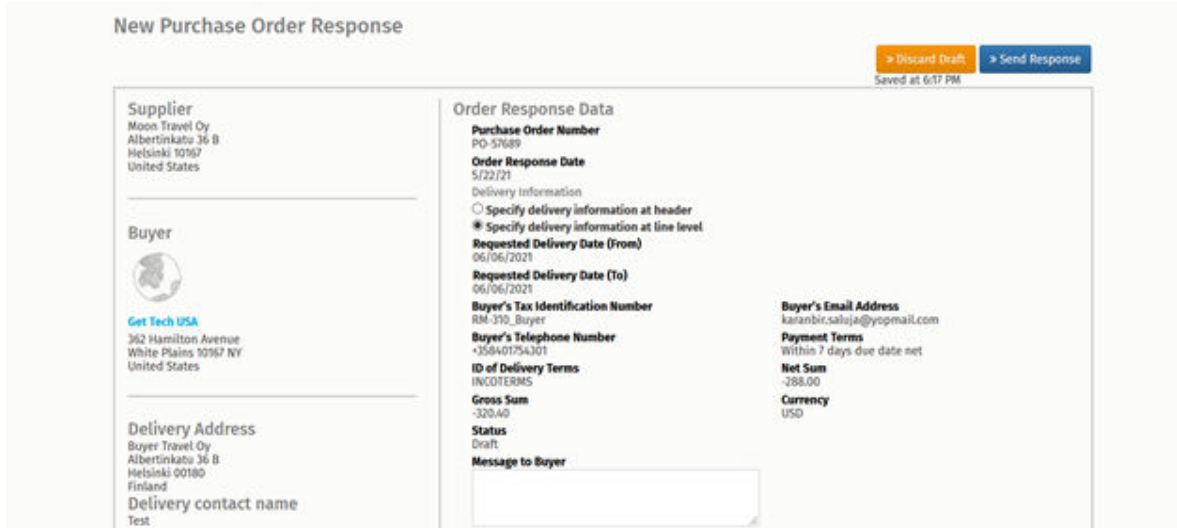
You will get the following email to the same email address where the purchase order was sent:



5 Proposing change to the purchase order

1. To ask the buyer to make changes to the purchase order, click **Propose change**. The **New Purchase Order Response** page opens:

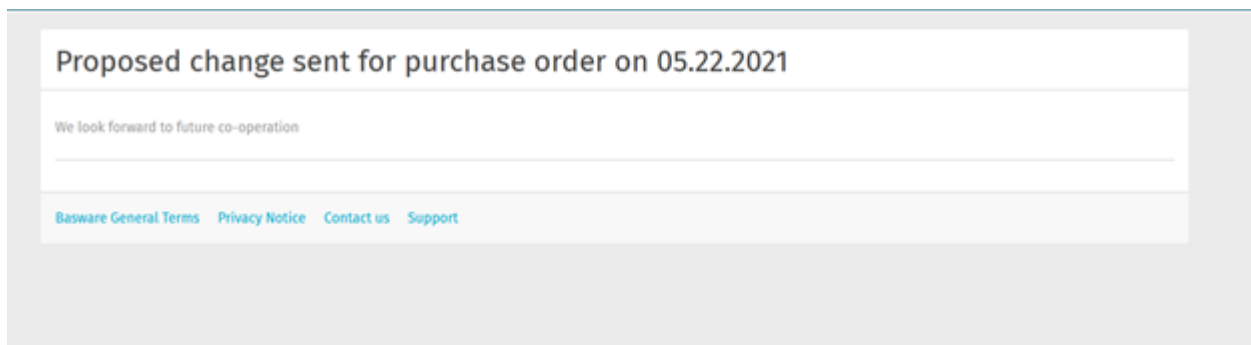
The **New Purchase Order Response** page opens:



The screenshot shows the 'New Purchase Order Response' page. It has a header with 'New Purchase Order Response' and two buttons: '> Discard Draft' and '> Send Response'. Below the header, there are two main sections. The left section contains 'Supplier' information (Moon Travel Oy, Helsinki, Finland), 'Buyer' information (Get Tech USA, White Plains, NY), and 'Delivery Address' (Buyer Travel Oy, Helsinki, Finland). The right section contains 'Order Response Data' with fields for 'Purchase Order Number' (PO-57689), 'Order Response Date' (5/22/21), 'Delivery Information' (radio buttons for 'Specify delivery information at header' and 'Specify delivery information at line level'), 'Requested Delivery Date (From)' (06/06/2021), 'Requested Delivery Date (To)' (06/06/2021), 'Buyer's Tax Identification Number' (RM-310_Buyer), 'Buyer's Telephone Number' (+358401754301), 'ID of Delivery Terms' (INCOTERMS), 'Gross Sum' (-320.40), 'Status' (Draft), and 'Message to Buyer' (a text area). There are also fields for 'Buyer's Email Address' (karanbir.saluja@yopmail.com), 'Payment Terms' (Within 7 days due date net), 'Net Sum' (-288.00), and 'Currency' (USD).

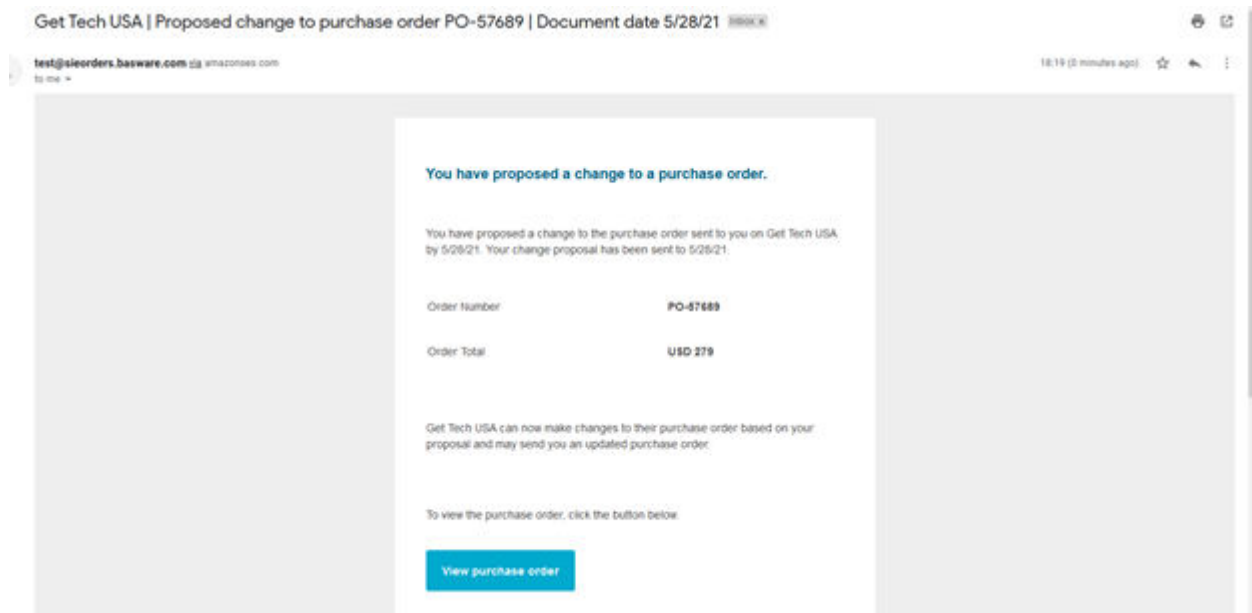
2. Select whether the proposed change applies to all line items:
 - To define common delivery information for all line items, select the **Specify delivery information at header** radio button.
 - To define delivery information for each line item separately, select the **Specify delivery information at line level** radio button.
3. Add a message in the **Message to Buyer** field, to describe the changes that you propose.
4. To send the proposal to buyer, click **Send Response**.

The following page is shown after you have sent the response:

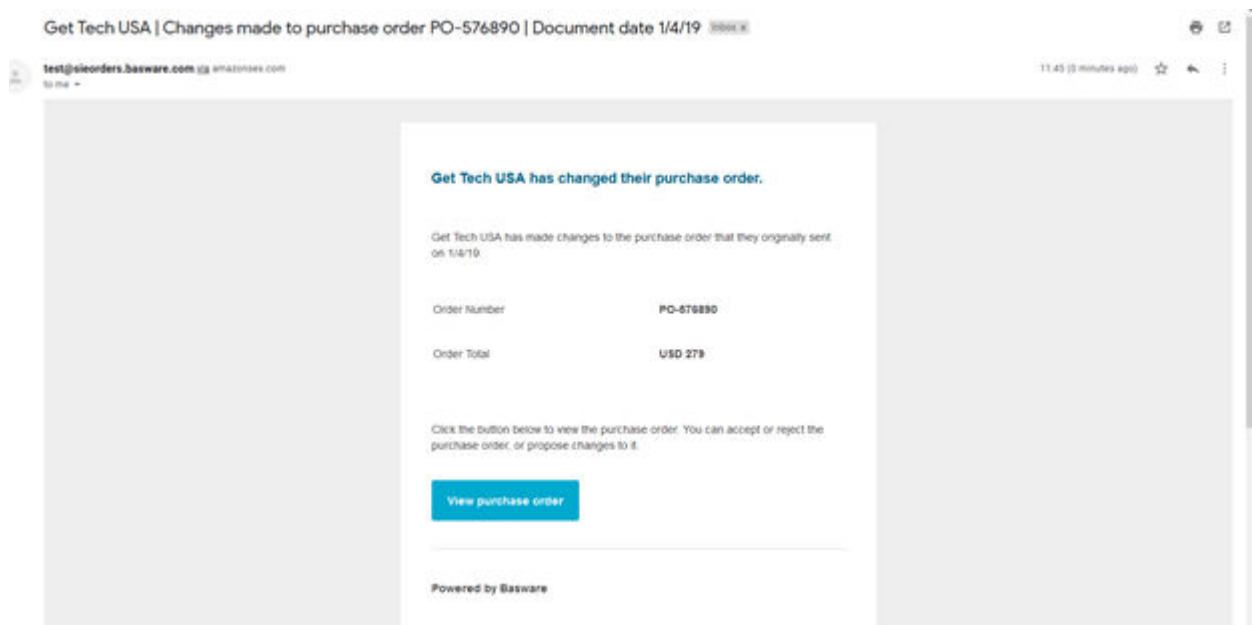


The screenshot shows a confirmation page titled 'Proposed change sent for purchase order on 05.22.2021'. Below the title, there is a text area with the message 'We look forward to future co-operation'. At the bottom, there are links for 'Basware General Terms', 'Privacy Notice', 'Contact us', and 'Support'.

You will get the following email to the same email address where the purchase order was sent:



If the buyer sends you an order change, the same purchase order will be updated. You will receive the following email about the change:



You can see in the history of the order that it has been changed.

Finland

Line Data

1

Line items

Files

1

attachments

History

5

events

Invoices

0

Change Log

1

changes

Event Date	Status	Created by	Event Details
5/23/2021 11:45:48 AM	Changed	Basware	Document was changed Show More
5/22/2021 6:15:00 PM	Delivered to recipient	Basware	The document has been delivered to the recipient Show More
5/22/2021 6:14:58 PM	Delivery in progress	Basware	The document is being delivered to the recipient Show More
5/22/2021 6:14:50 PM	Delivery in progress	Basware	The document is being delivered to the recipient Show More
5/22/2021 6:14:50 PM	Received for processing	Basware	The document has been received for processing Show More

6 Creating invoice from the purchase order

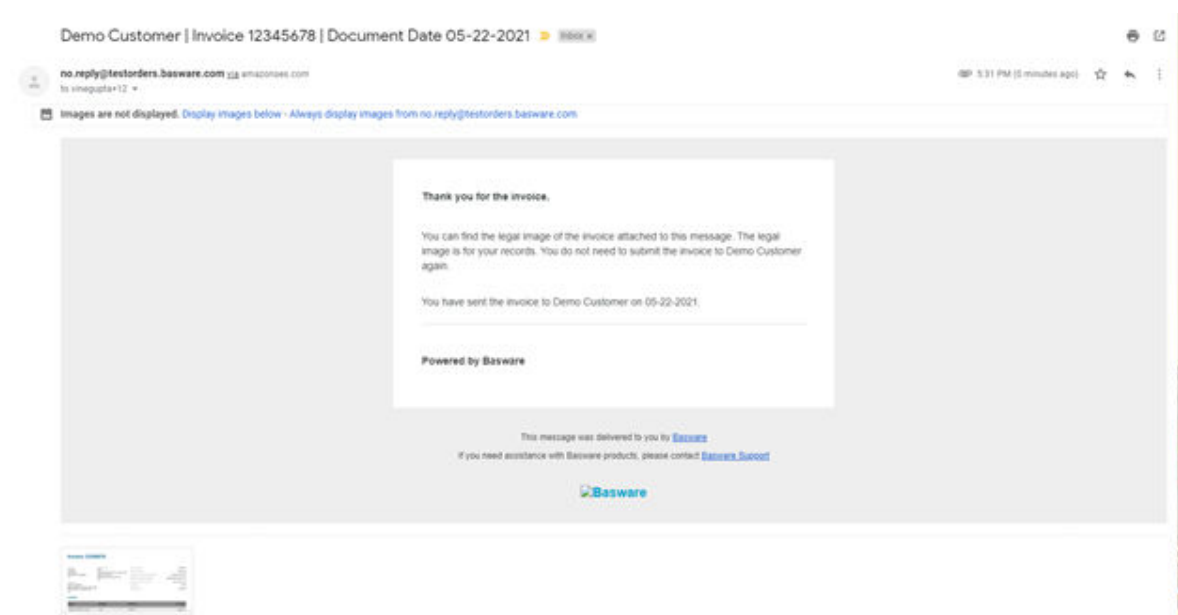
You can convert the purchase order to invoice.

1. Click **Convert to invoice** button on the purchase order page. The **New Invoice From Purchase Order** page opens.

The **New Invoice From Purchase Order** page opens.

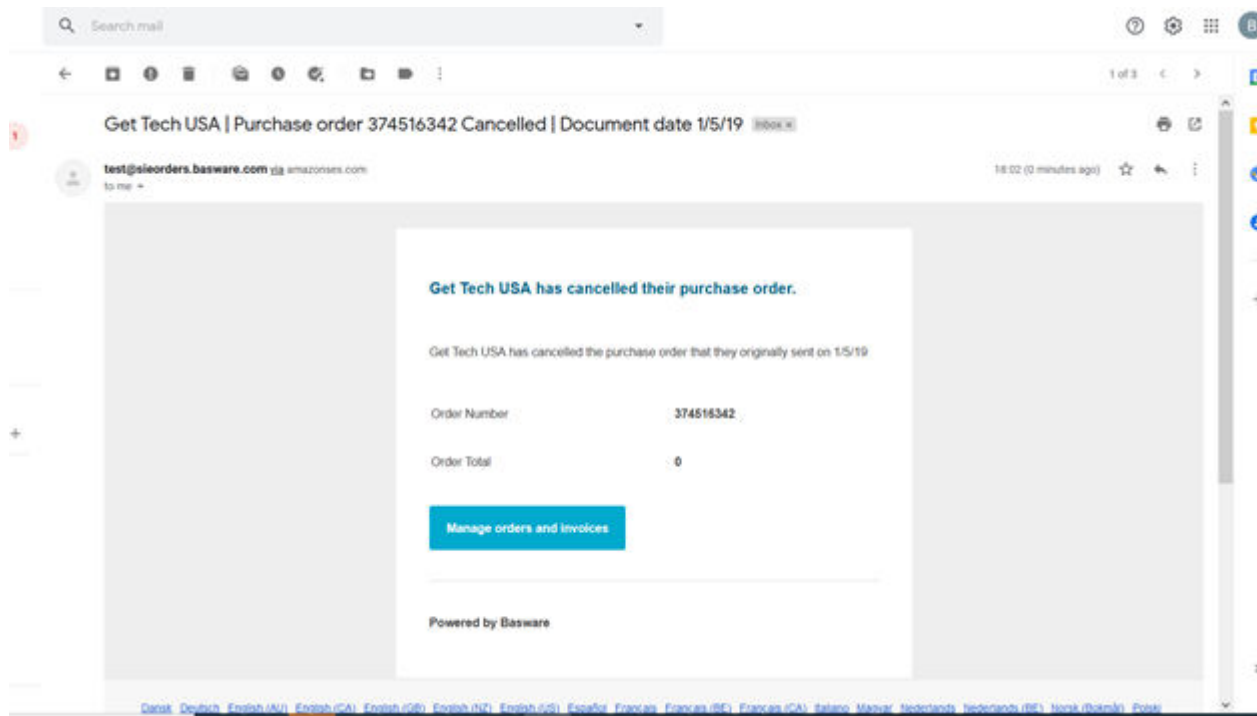
2. Fill in the mandatory information marked with blue in the invoice.
3. To send the invoice to the buyer, click **Send invoice**. The e-invoice is sent to the buyer and you will receive an email with the invoice image attached.

The e-invoice is sent to the buyer and you will receive an email with the invoice image attached.



7 Buyer cancels the order

The buyer can cancel an order at any time. If the buyer sends a cancellation, the status of the order changes to "canceled", and you will receive a notification email.



If you open a canceled order, you can view it, but there are no available actions.

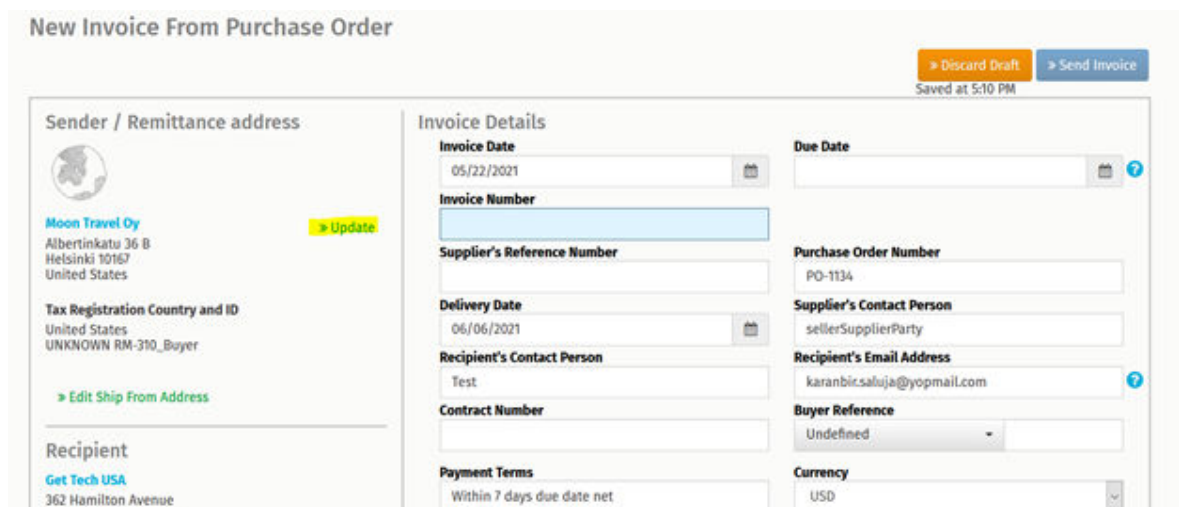
8 Errors when sending invoices

If some invoice information is missing or incorrect, you are not able to send invoices to the buyer. Check the errors and fill in the missing data. When all errors are fixed, the **Send invoice** button becomes available.

8.1 Missing organization information

1. To update your organization details, click **Update** on the purchase order page. Your organization details opens.

Your organization details opens.



2. Edit the details and save the changes.
3. Click the arrow to go back to the purchase order page.

← Moon Travel Oy

▼ ⓘ Basic details *

Registration country *
United States

TIN * ⓘ
Mandatory value missing

Registered company name *
Moon Travel Oy

Company trade name

Address Line 1 *
Albertinkatu 36 B

Add an address line

Postal Code *
10167

City *
Helsinki

County / State / Province

TAXATION DETAILS

VAT

▼ Primary contact *

Primary contact of your company towards Basware

8.2 Other errors

Fields with missing or incorrect data are marked with blue and an error message is shown.

Example of an error:

White Plains 10167 NY
United States

Tax Registration Country and ID
United States
UNKNOWN RM-310_Buyer

eInvoicing Address
(Unnamed eInvoicing address)
20170615_Receiver_EDID

Add more items to group Line Data ⓘ
You cannot send the document before you have added more than 0 item(s) into the group Line Data.

Comment

Payment Penalty Rate
10

Advance Payment Terms

Shipment Number

Tax Information

Line Data 0 line items | **Files** 0 attachments | **History** 2 events

➤ Add Line

Tax Details		Invoice Summary	
Tax %	Net Total	Amount	Currency