



Simplify Operations, Spend Smarter.

USER GUIDE

Basware Supplier Management (November 2022)

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1 Supplier Management

Basware Supplier Management is a solution that helps you maintain supplier information centrally in Basware Network. The service is designed to work alongside your organization's ERP supplier master database which can be integrated into Supplier Management through an API.

You can invite your suppliers to maintain their company information and upload necessary documentation to the service. Customizable data forms help make sure you have compliant supplier registration forms. Once your suppliers have submitted the data form, their details are viewable in Supplier Management. You will also receive an email notification about new submissions or updates to supplier data.

Supplier Management has an external data service provider connection that helps improve the supplier master data. The service is connected to an external company data provider, Dun & Bradstreet, to collect up-to-date supplier information and to enrich your supplier master data. The feature includes automatic data monitoring. You can export the data submitted by your suppliers and the data provided by Basware's data partner at any time.

The service has a supplier creation and approval feature, so that employees from your organization can request new suppliers to be added to your supplier network. With fully configurable approval workflows, you can customize the tool to follow your internal process requirements. Each workflow is linked to a supplier category and can have its own reviewer and approver roles. You can also import suppliers from your ERP solution through the Supplier Management API.

Supplier Management's standardized online workflow reduces your internal workload and improves the audit trail. The service reduces dispute management issues, such as duplicate and inaccurate supplier data in your organization. Using supplier information management services in Basware Network is a natural starting point for suppliers in cloud-based business to exchange data with their customers. Consistent and up-to-date supplier information ensures better visibility to your supplier base and improves invoice automation and matching processes.

2 Configuring service settings for Supplier Management

Users with Company Administrator rights can customize the way Supplier Management works.

Adding suppliers

By default, companies can add new suppliers to their network only by sending out invitations to their business partners. By setting up a customizable supplier approval process, you can enable users from your company to suggest new suppliers to your company in a way that matches your company's internal process requirements.

Supplier information request templates

If your company deals with multiple suppliers from various fields, you may require different type of information from suppliers from each field. Through service settings, you can create multiple information request templates that define what type of information you require from each supplier group.

The first template on the list of templates, approval template, is used in the approval process of supplier proposals. The other templates on the list are used for onboarding templates through, for example, invitation campaigns.

2.1 Activate supplier approval process


By default, companies can add new suppliers to their network only by sending out invitations to their business partners. By setting up a customizable supplier approval process, you can enable users from your company to suggest new suppliers to your company in a way that matches your company's internal process requirements. The process ensures that enough data is provided before the data is exported back to the ERP solution.

As a Company Administrator, you can select when the supplier approval process is in use:

- When approving a new supplier request
- When approving suppliers in an onboarding event. If this feature is not enabled, the onboarded supplier gets the **Approved** status automatically.

All suppliers imported to Basware Supplier Management from your ERP solution are automatically approved.



1. As a Company Administrator, click **Services**.
2. Under **Vendor Information Management**, click **Vendor Manager**.
3. Click **Vendor approval process** to expand the section.
4. Select the **I want to approve all the vendors I add to my network** check box to activate the supplier approval feature.
5. On the **Process configuration** section, click .
6. Under **Process configuration**, select the features you want to activate:

Manually approve changes vendors have made to their company information

Activate this feature if you want to manually approve each change your suppliers make to their information before the information is published.

Allow users to create vendor requests

Activate this feature to enable users from your company to suggest new suppliers to your company by creating a supplier request.

Skip review for vendor requests


Activate this feature if you want to skip the review step for supplier proposals made by users from your company.

7. Click **Save**.

When you have activated the supplier approval process, you can add reviewers to manually approve information changes and supplier requests, and configure approval flows.

2.2 Add reviewers



1. As a Company Administrator, click **Services**.
2. Under **Vendor Information Management**, click **Vendor Manager**.
3. Click **Vendor approval process** to expand the section.
4. On the **Reviewers** section, click .
5. In the **User** field, enter the name of the person you want to act as a reviewer.
6. Click **Save**.
7. Repeat steps 3-6 to add more reviewers.

2.3 Create approval flows

Approval flows are linked to supplier categories. You can have several approval flows. An approval flow can contain one or more approval steps that must be completed in the predefined order. Typically, one to three steps are included in one flow. By default, a flow has one review and one approval step, but you can configure the review step to be skipped. You can select reviewers and approvers from the list of the users available for the organization in Basware Portal.

Only one approver is necessary to complete one step. You can add additional approvers to a single approval step, and they can act as backup approvers if the primary approver is not available. After all the steps are completed, the supplier will become approved. The approver can reject the request at any step with a mandatory comment. Both reviewers and approvers can return the request to previous users. In this case, they can add comments why the request was returned.


Each supplier record includes an audit trail of usernames, dates, and flow actions executed by users. Logs are kept within the supplier record even though there are no pending flow tasks. Logs are not visible to the suppliers and cannot be exported from Basware Portal. Statuses that are logged:

- Created
- Sent to review
- In review
- Request for more information

- Sent to approval
- Waiting approval
- Approval started
- Approved
- Rejected

To create an approval flow:



1. As a Company Administrator, click **Services**.
2. Under **Vendor Information Management**, click **Vendor Manager**.
3. Click **Vendor approval process** to expand the section.
4. On the **Approval flows** section, click .
5. Enter the basic details of the flow.

Flow name Name of the new approval flow. Shown on the list of available approval flows.

Category Category of the new approval flow.





Supplier categories drive the approval flow process. Different supplier categories can have different approval flows.

Description General description of the new approval flow.

Automatically approve vendors that use this approval flow If you select this check box, the supplier is approved automatically when this approval flow is used (that is, when the user creates a supplier proposal using the category that you defined under **Category**). An invitation is sent to the supplier.

If you do not select this check box, the supplier proposal goes through the normal review and approve process.

6. On the **Steps information** section, click  to add a new review step.
7. Under **Step label**, enter a name for this review step.
8. Click **Add** and enter the name of the person you want to act as the reviewer for this step.
You can add multiple reviewers for each step.
9. Click **Save** to save this step or **Cancel** to cancel the operation.
10. On the **Steps information** section, click  to add an additional review step.
You can add as many review steps as you require.
11. Click **Save**.

2.4 Create information request templates


Use information request templates to define what type of information your company needs from its suppliers. You can have two types of templates:

1. Information template. There can be many information templates.

2. Approval template. There can be only one approval template. The template is used in supplier proposals.

For supplier onboarding, you can create several templates for example to comply to each regional requirement. A predefined user can be added to the template receiving email notification when suppliers are onboarded. The notification email includes a list of previous day's onboarded suppliers and a direct link to each supplier record.



1. As a Company Administrator, click **Services**.
2. Under **Vendor Information Management**, click **Vendor Manager**.
3. Click **Vendor information request templates** to expand the section.
4. Click  to create a new information request template.
5. In the **Template name** field, add a name for the new template.
6. In the **Description** field, add a description for the template.
7. Select the **I want to be notified via email about all changes from vendors** check box to receive a notification every time one of your suppliers updates their company information.
8. In the company information sections, select the fields that you want your suppliers to fill in. You can define fields as both optional and mandatory depending on your needs.
9. Under **Company details** or **Documents**, click **Add custom field** to add custom fields to the template.




You must [define custom fields](#) in the **Service settings** before you can add them on the information request template.

10. Under **Banking details**, select if the banking details are optional or mandatory for your suppliers to fill in.
11. Click **Save**.

2.5 Remove information request templates




1. As a Company Administrator, click **Services**.
2. Under **Vendor Information Management**, click **Vendor Manager**.
3. Click **Vendor information request templates** to expand the section.
4. On the row of the information request template you want to remove, click .

2.6 Add custom fields

You must define custom fields before you can add them on information request templates.



1. As a Company Administrator, click **Services**.
2. Under **Vendor Information Management**, click **Vendor Manager**.
3. Click **Custom fields** to expand the section.
4. Click  to create a new custom field.

5. In the **Field Name** field, enter a name for the new custom field.
6. In the **Field description** field, enter a description of the new custom field.
7. From the **Type** drop-down list, select what kind of input the supplier should add in the new custom field:

Number input	The supplier can add a number.
Text input	The supplier can write text.
Multiline input	The supplier can write multiple lines of text.
Date input	The supplier can add a date.
Link input	The supplier can add a web link.
Choice option	The supplier can select one of the two options that you define.
Document	The supplier can add a document. The document must be in PDF format. The maximum file size is 25 MB.

Single-choice selection The supplier can select one option from the list that you define.


8. Select the **Visible to vendor** check box to make the field visible to your suppliers.
9. Click **Save**.

2.7 Configure supplier notifications for documents to be expired

Each document can have an annual expiration date. The buyer user has an option to allow the supplier to select an expiration date, or the buyer can set up a date themselves. After the expiration date has passed, the document is marked as expired and the supplier's data list status is changed to **Incomplete**.


Documents that are uploaded annually are for example tax forms, insurance documents, and certificates.



1. As a Company Administrator, click **Services**.
2. Under **Vendor Information Management**, click **Vendor Manager**.
3. On the **Vendor notifications** row, click .
4. To enable notifications, select the **Notify vendors for expired documents** check box.
5. Define how many days before the expiration date the service sends a notification to the suppliers.
6. To send weekly reminders after the expiration date, select the **Send weekly reminders after the expiry date, until the documents have been updated** check box.
7. Click **Save**.

2.8 Configure supplier invitations



1. As a Company Administrator, click **Services**.
2. Under **Vendor Information Management**, click **Vendor Manager**.
3. On the **Vendor invitation settings** row, click .

4. If you want the system to send an invitation to the supplier when the reviewer approves the supplier proposal, select the **Enable automatic invitation** check box.
5. If you want to send information to the suppliers by including your own PDF file in each supplier invitation, do the following:
 - a) Select the **Upload supplier information kit** check box.
 - b) Click **select files**, or drag and drop the PDF file to the gray area.
6. Click **Save**.

3 Adding new suppliers to your network

There are three ways in which new suppliers can be added to your company's network:

- You can [create a campaign to invite new suppliers](#).
- The service also has a supplier creation and approval feature, with which internal users can [request new suppliers to be added to the company's supplier network](#).
- You can [import suppliers from your company's ERP solution](#).

3.1 Create a campaign to invite new suppliers

You can invite new businesses to register as your company's suppliers by creating a goal-driven campaign and inviting them to share their company details with you in Basware Network.




For detailed instructions, see [Creating Goal-Driven Campaigns User Guide](#).

3.2 Create a supplier proposal

If you want a new supplier to be added to your company's network, you can create a supplier proposal. If the supplier proposal is approved by your company's approvers, the company you propose will be added to your company's network.



1. Log in to [Basware Network](#).
2. Click **Network**.
3. On the panel on the right, under **Create new vendor request**, click **Create vendor**.
4. On the **New vendor request** page, type the name of the supplier that you want to propose in the search field, and click .

This step makes sure that the supplier does not yet exist in Supplier Management.

5. Click **Create new vendor**.
6. Fill in the supplier's details.
Check the supplier details from the [approval template](#) you have created.
7. Select the category that the supplier belongs to.
The category defines the reviewers and approvers that the proposal is sent to.
8. Click **Send to review**.

You can view the status of the supplier proposal on the **My Vendors** page.

3.3 Reviewing and approving supplier proposals


If your company has enabled its users to [propose new suppliers](#), you may be required to review and approve supplier proposals.

3.3.1 Review new supplier proposals

Each new supplier proposal that you receive appears on the **My Tasks** view on the **Dashboard** page. From there, you can review each proposal. You also receive email notifications for new review tasks.

Your task as the reviewer is to make sure that all necessary details are filled in. You must also select the correct supplier category if the creator of the proposal did not select the category. You can either forward the proposal to the approvers or reject the proposal. The rejection can include a message of the rejection reason. If the proposal is rejected in review, the proposal is returned to the creator of the proposal for updates. The creator can send the updated proposal to review again.



1. Log in to [Basware Network](#).
2. Under **New vendor requests to review**, click **Review requests**.
3. On the list of suppliers shown on the **My Vendors** page, select the supplier that you want to review, and click **Review**.
4. If you want to edit the information under **Administrative information**, click  and edit the following as necessary:

Category	Change the category of the supplier.
ERP Vendor ID	Edit the supplier identifier that is used in your ERP system. The ID is important to map to the correct ERP supplier entity.
Eligible for sourcing	Select this check box if you want the supplier data to be copied to your external sourcing system.

If there are custom fields in the supplier proposal, you can edit them under **Additional information**.

After you have updated the information, click **Save**.

5. Under **Basic company details**, review the supplier's information.
6. If the [supplier data enrichment service by Dun & Bradstreet](#) is activated for your company, you can enrich the supplier data before you approve or reject the supplier. To do this, click **Send to approval > Enrich with D&B**.
7. Click **Send to approval > Approve** to proceed with the supplier approval process, or **Send to approval > Reject** if you want to reject this proposal.

When you reject a proposal at this stage, the proposal is set to **Needs update** status. The service sends an email to the creator of the proposal and informs them that the proposal has been rejected in the review. After this, the creator of the proposal can make changes to the proposal and resend it to the approval workflow.

3.3.2 Approve new supplier proposals

Each new supplier proposal that you receive appears on the **My Tasks** view on the **Dashboard** page. From there, you can approve each proposal.

As an approver, you cannot edit the proposal. You can reject the proposal with a comment. The rejection is final and the proposal cannot be edited or sent to flow again.



1. Log in to [Basware Network](#).
2. Under **Vendors await your approval**, click **Approve vendors**.
3. On the list of suppliers shown on the **My Vendors** page, choose the supplier that you want to approve, and click **Approve**.
4. Go through the supplier's information.
5. Click **Approve** to approve the supplier proposal, or **Reject** if you want to reject this proposal. If some information is missing or not clear enough, click **Back to Review** to move the proposal back to review.

If you reject the proposal, the service sends an email to the creator of the proposal and informs them that the proposal has been rejected in the approval stage.

3.3.3 Transfer review and approval tasks to other users

If a user with active review and approval tasks has left the organization, it is possible to transfer these tasks to another user. To do this, remove the original user from the reviewers group or from the approval flows in **Vendor approval process > Reviewers** and then select a new user to handle the tasks. When you replace the original user with a new one, all tasks are removed from the original user and allocated to the new user. After you have transferred the tasks to a new user, you can remove the original user's account from Basware Portal. All workflow users must have Company Administrator rights.

3.4 Import suppliers from your ERP solution

With the Basware Master Data service, you can automate supplier import and export tasks between your existing ERP solution and Basware Supplier Management. Basware Master Data service uses OpenAPI technology. You can find the complete API schema and specification on the Basware developer site <https://developer.basware.com/>.

API Setup

To use Basware APIs, contact the Basware consultant. The consultant creates a username and password and sends them to you. You must use these credentials when calling the OpenAPI interface. The consultant also configures the data types that you can upload to the Basware Master Data service and the services that the data is distributed to.

API Calls

Each type of master data has its own endpoint in Basware. For example, endpoints (that is, URLs) for supplier data are listed in the section "Managing suppliers through Basware Supplier Management" in https://developer.basware.com/api/api_selection_guide. Basware consultants can provide more information on API endpoints.


When the service configuration is complete, you must enable data extraction from your ERP solution and upload the data to the Basware Master Data service with the given OpenAPI credentials.

4 Managing existing suppliers


You can view your suppliers' information, for example, to quickly check the services that they are using.

On the **My Vendors** page, there are two view options. The **Track and Compare** view includes all suppliers in your network regardless of the status. The **Review and Approval** view includes only the suppliers who have active tasks. You can complete tasks only from this view. Switch tasks from the drop-down list on the right-hand side of the page.

4.1 Find and view suppliers

1. Log in to [Basware Network](#).
2. At the top of the page, click **Network** to open the **Network** page.
3. Click **Vendors**.
4. If you have the **Vendor Manager Administrator** role, you can select if you want to view only a specific company or all companies. To do this, select the company or **All** in the drop-down list below the **My Vendors** title.
5. To search for a specific supplier, type the name, or part of the name, of the supplier in the **Search** field, and click .



To find more search options, next to the **Search** field, click . For more information on using the search options, see [Find a supplier using advanced search](#).

6. To filter the supplier list, click one of the filter boxes under **Quick filters** or **Categories**:

Quick filters Ready-made filters that you can use to find the suppliers that you need:

Quick filter	Description
expired_documents	Suppliers that have documents where the expiration date is in the past.
import_open_api	Suppliers that have been imported through the Open API.
minority_owned	Suppliers that are owned by people belonging to a minority group. This quick filter is only available if suppliers are enriched using the optional Dun & Bradstreet feature.
missing_bank_details	Suppliers that are missing bank details.
missing_address_details	Suppliers that are missing address details.
missing_contact_details	Suppliers that are missing contact details.
small_business	Suppliers that have a small number of employees and a relatively low volume of sales. This quick filter is only available if suppliers are enriched using the optional Dun & Bradstreet feature.
ui	Suppliers that have been created by making a supplier request.
Vendor_Master	Suppliers that exist in the customer's ERP system.

Categories The system creates categories automatically, for example, to identify suppliers that have been invited to a campaign. You can also [add and remove categories manually](#).

To stop using a filter, click the filter box again.

7. To view the information of a supplier, next to the supplier's name, click ➤.

The default columns in the view are:

Company Name	The name of the supplier company. In the expanded view, you can also see the connection date and the data list status.
Status	The status of the supplier record. The approval status shows whether the approval is in the pre-approval or post-approval phase. Pre-approval phase is before supplier invitation. Thus, these are new supplier proposals. Post-approval means supplier records that come from suppliers for approval. Onboarding status shows the invitation status. For example, candidate means that no invitation is sent yet, and completed means that the supplier completed the registration.
Vendor Code	The customer's ERP ID for this supplier record. The ERP ID can be either imported via API or updated manually in the Administrative information section. This ID is typically the same as in Basware P2P.
Company Codes	The customer company code which usually is based on the company codes in the customer's ERP system. The column can have multiple values which means that the supplier is used in multiple companies. The value is updated in the API import.

8. To view more details about the supplier, click **Company Details** and then click ➤ to expand one of the sections.

Workflow	This section provides audit trail or workflow log on individual actions done to the supplier record. You can see when the supplier was created, who created and approved it, and also which supplier users have updated the profile and when. Suppliers cannot view this.
Administrative information	This section contains standard internal customer information, for example the workflow category, company code, ERP ID, and possible custom fields for the supplier record. Suppliers cannot view this.
Company information	This section contains basic information about the supplier company, for example company registration numbers, addresses, contact details, payment and delivery terms, order information, and bank account details. It is also possible to add custom fields to collect more data from the supplier. You can update company information until the invitation is sent to the supplier. After the invitation is sent, the supplier then owns this data.
Documents	This section contains any uploaded documents with their upload and expiration dates.

4.2 Find a supplier using advanced search



1. Log in to [Basware Network](#).
2. At the top of the page, click **Network** to open the **Network** page.
3. Click **Vendors**.
4. If you have the **Vendor Manager Administrator** role, you can select if you want to view only a specific company or all companies. To do this, select the company or **All** in the drop-down list below the **My Vendors** title.
5. To view advanced search options, next to the **Search** field, click **>**.
6. In the **Add criterion** drop-down list, select one of the following:

Option	Description
Organization's Identifier	Find a company using the company's identifier. Type the identifier.
ERP ID	Find a company using the identifier that you use in your ERP system. Type the identifier.
Country	Find companies from a specific country. In the drop-down list, select a country.
Data List Status	Find companies based on whether they have completed the requested data during registration. In the drop-down list, select Complete or Incomplete .
Source	Find companies based on how the supplier was added to Basware Network. In the drop-down list, select one of the following: <ul style="list-style-type: none"> • Import API: Imported through the open API • Vendor Data: Created as a result of an open campaign • Dynamic Discount Agreement: Created as a result of an invitation to the Dynamic Discount service • Campaign Invitation: Created by inviting the supplier with a goal-driven campaign • UI: Created as a result of a supplier proposal
Relationship Status	Find companies based on their status in the review and approval workflow . Select a status from the drop-down list. For information on the statuses, see Supplier statuses .
Connected since	Find companies based on when they were added to your supplier list. Select an option from the drop-down list.
Capabilities	Find companies with specific capabilities. For example, you can search for companies that are able to send invoices. Select an option from the drop-down list.
D&B Status	Find companies with a specific Dun & Bradstreet status. Select an option from the drop-down list. For information on the statuses, see Supplier statuses .
Vendor approval status	Find companies that have a specific status in the review and approval workflow . Select an option from the drop-down list. For information on the statuses, see Supplier statuses .

7. If you want to add another search option, in the **Add another criterion** drop-down list, select one of the options. See step [6](#).
8. Click **Search**.

4.3 Manage duplicate suppliers

If your company uses multiple ERP systems, it is possible that a supplier exists in more than one of them. In Basware Network, the supplier only exists as one entity, but you can view the details that the supplier has in each ERP system.

You must have the **Vendor Manager Administrator** role to be able to use this feature.



1. Log in to [Basware Network](#).
2. At the top of the page, click **Network** to open the **Network** page.
3. Click **Vendors**.
4. Select the **Duplicate view** check box.

The view shows a list of suppliers that share the same DUNS number.

4.4 Export suppliers

You can export your suppliers into a CSV file. Manage the content of the file with the export options. You can include suppliers based on the search screen filters, only the D&B enriched suppliers, or only suppliers from a selected time period.



1. Log in to [Basware Network](#).
2. At the top of the page, click **Network** to open the **Network** page.
3. Click **Vendors**.
4. On the **My Vendors** page, click **Export Vendors**.
5. In the window that opens, select which suppliers you want to include in the export.
6. Click **Export**.

4.5 Supplier statuses

The status of a supplier provides information on their position in the [review and approval workflow](#). If your company is using the [supplier data enrichment service by Dun & Bradstreet \(D&B\)](#), you can also view additional statuses from these services.

Table 1: Basic statuses

Status	Description
Candidate	The business partner has been imported to the system.
Confirmed	The business partner has confirmed the invitation to join your company's network.

Table 2: Statuses in the supplier approval workflow

Status	Description
Created	The supplier proposal has been created, but it has not been sent to review yet.
Review pending	The supplier proposal has been sent to review.
In review	The review process of the supplier proposal is ongoing.

Status	Description
Reviewed	The supplier proposal has been reviewed.
Needs update	The supplier proposal has been rejected in the review phase and sent back to the initiator of the proposal for more information.
Approval pending	The supplier proposal has been reviewed, and it is waiting for the approval process.
In approval	The approval process of the supplier proposal is ongoing.
Rejected	The supplier proposal has been rejected in the approval phase.
Approved	The supplier proposal has been approved.

Table 3: D&B statuses

Status	Description
Not Yet Sent	The supplier information is scheduled to be sent to the service.
In progress	The supplier information has been sent to the service, but no result has yet been received.
Matched	The service has found the supplier, but there was no information to receive.
Matched And Enriched	The service has found the supplier and received additional company information.
Not Matched	The service was unable to find the supplier.
Under Review	The process is not working as it should, and Basware is looking into it.


4.6 Add categories for suppliers

You can identify groups of suppliers by adding categories for them.



1. Log in to [Basware Network](#).
2. At the top of the page, click **Network** to open the **Network** page.
3. Click **Vendors**.
4. To create a new category and add it to a supplier:
 - a) In the drop-down list next to the supplier, select **New Category**.
 - b) Type a name for the category, and press Enter.
 - c) Click **Save**.

The category is added to the supplier, and it appears as a filter in the **Categories** box.
5. To add an existing category to a supplier:
 - a) In the drop-down list next to the supplier, select **New Category**.
 - b) Start writing the name of the category, and select it from the list of proposed matches.
 - c) Click **Save**.

The category is added to the supplier.
6. To edit the category to change its name or add a description:
 - a) Above the **Categories** box, click .
 - b) In the drop-down list next to the category that you want to edit, click **Edit**.

- c) Edit the name as necessary, or type an optional description.
- d) In the **Save** drop-down list, click **Save**.

You can use the categories to filter the suppliers when you [view them](#).

4.7 Request suppliers to update their profile

When you want to ask a supplier to update their profile, you can do this quickly without creating a campaign.



1. [Find](#) the supplier that you want.
2. In the drop-down list next to the supplier, select **Invite supplier to update data**.
A pop-up window opens.
3. In the **Language** drop-down list, select the language of the message that is sent to the supplier.
4. In the **Select template** drop-down list, select the template, which defines the data content that is requested from the supplier.
5. Click **Send**.

4.8 Update supplier master data

You can update the supplier master data until the supplier has been invited to **Vendor Manager**. This is possible for both imported and manually created suppliers. The onboarding status of the supplier must be **Candidate**. This helps when importing supplier data, like contact details, from ERP systems. Depending on your configuration, it is also possible to trigger a re-approval flow after the changes. After the invitation, only the invited supplier user can update the supplier data.



1. [Find](#) the supplier that you want.
2. In the drop-down list next to the supplier, select **Update supplier master data**.
3. Make the necessary changes to the different sections in the supplier profile.
4. Click **Save changes**.

5 Using supplier data enrichment service by Dun & Bradstreet

The supplier data enrichment service by Dun & Bradstreet is an optional service that checks and enriches your suppliers' data based on the information found in the global Dun & Bradstreet company registry. If the service has been activated for your company, it provides an additional way of making sure that the supplier data is up to date.

When the service is activated, a new column **D&B Status** appears in the **Vendors** list. You can view the statuses that are logged in [Table 3: D&B statuses](#).

In the matching stage, the imported supplier data is compared against companies in the Dun & Bradstreet database. If a match is found, the supplier information is enriched with additional company fields. If there is no additional data available, the status remains **Matched**. The enrichment phase adds predefined fields to the data set and returns the record back to Basware Network. You cannot define which fields the service enriches because the fields are predefined by the service. The third stage, monitoring, ensures that you get automatic updates to Supplier Management if any of the fields provided in the enrichment stage are changed in the Dun & Bradstreet database.

Data Matching

It is necessary to import sufficient supplier data to ensure the highest company recognition rate in the Dun & Bradstreet service. A national business ID, for example as trade registry number, VAT ID, or TIN, gives the highest matching accuracy. If the suppliers' business ID is unknown, it is recommended to include supplier company name, address, and postal code to the supplier record to ensure accurate matching result. Supplier's telephone number is also useful as an additional matching criterion.

The supplier data enrichment service returns a confidence code value (range 1-10) and shows the matching accuracy per supplier record. Basware will only return match results with confidence code 8 or higher.

Data Enrichment

For the matched suppliers with higher confidence code than 8, the service will automatically run the enrichment query. Main field categories are the DUNS Number, company name and address information, industry codes, annual sales revenue, and telephone number.

Data Monitoring


For all the suppliers that are matched, the data is automatically updated by the Dun & Bradstreet service. Updated information is continuously imported to Supplier Management and available also in the export file or API.

Duplicate Detection

After the enrichment, Supplier Management automatically detects possible duplicate suppliers based on the DUNS number. Duplicates are shown on the **Duplicate view** page with company codes and ERP IDs. You can further [analyze the identified duplicates](#).

5.1 Enrich supplier data from Dun & Bradstreet

If the Dun & Bradstreet feature has been activated for your company, you can enrich the information of the suppliers with information from the global Dun & Bradstreet registry. The number of suppliers that you can apply this feature to depends on your company's agreement with Basware.


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1. Log in to [Basware Network](#).
 2. Click **Network**.
 3. Click **Vendors**.
 4. On the list of suppliers, do one of the following:
 - To enrich the data of an individual supplier, in the drop-down list next to the supplier, select **Enrich with D&B**.
 - To enrich the data of multiple suppliers, select the check boxes next to the suppliers that you want, and in the drop-down list above the supplier list, select **Enrich with D&B**.

The selected suppliers are sent to the Dun & Bradstreet data enrichment service. On the list of suppliers, the [D&B status](#) changes to **In progress**. When the supplier data has been checked by the service, you receive an email notification, and the D&B status changes according to the received results.

After this first data enrichment check, the service keeps monitoring the Dun & Bradstreet registry and updates the supplier data automatically if changes occur.

5.2 View enriched supplier data

For the suppliers for which you are using the supplier data enrichment service by Dun & Bradstreet, you can view the company information that has been enriched with data retrieved from the global Dun & Bradstreet registry.

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1. Log in to [Basware Network](#).
 2. Click **Network**.
 3. Click **Vendors**.
 4. In the drop-down list next to the supplier that you want to view, select **Company details**.
 5. Click **Master data enriched with Dun & Bradstreet information** to expand the section.
- The enriched supplier data is shown.

5.3 Manage Dun & Bradstreet enrichment

To follow up the D&B enrichment volumes and progress, click **Manage D&B enrichment** on the **My Vendors** page. You can view how much of the license volume is used and how much volume is still available. You can also view which users have enriched the records.