

Quick Guide: Receiving your Orders by Email

“The fact that the transaction piece is taken care of and almost becomes invisible means you’re talking to your customers about different things – you’re talking about adding value to the relationship.”

*Janice Kite, UK eBusiness Manager, Johnson & Johnson
Supplier on the Basware Commerce Network*

Suppliers are under increasing pressure to understand customer needs and make it easier to do business. Meanwhile their customers are implementing an increasing number of electronic initiatives to streamline their purchasing processes. Unfortunately, buyer-side solutions don't always address supplier-side challenges.

That’s where Basware comes in.

To ensure you keep ahead of the game Basware offers you easy to use connectivity and content solutions in one environment. Free of charge. Our supplier solutions give you:

- single-point connectivity to access multiple buyers
- integration to your sales and finance systems, reducing manual data entry and double keying
- a single portal for entering catalogue content and publishing it to multiple buyers and marketplaces
- an online reporting system which shows you who's buying what and when

Basware's solutions are internet based, fully hosted, and security accredited. That means you can access your orders, manage your content, and keep on top of your customer relationships anywhere you want to, whenever you want to.

Manually processing paper invoices is labour intensive, time consuming, has high administrative costs and has an environmental cost. By utilising eInvoicing within the Basware Commerce Network it is possible to both reduce costs and environmental damage by eliminating paper consumption.

About This Guide

This quick guide is for Suppliers that have completed their registration on the Basware Commerce Network which encompasses:

- **The Government eMarketplace (Zanzibar)** - the eProcurement marketplace for the UK Public Sector including the Dynamic Marketplace.
- **xchangewales eTrading for Schools** - the eProcurement solution for publicly funded schools in Wales
- **xchangewales eTrading** - the eProcurement marketplace for the Welsh Public Sector
- **Procurement for Housing Marketplace** - the eMarketplace for Social Housing providers
- **National Police Procurement Hub** - the eMarketplace for all Police Forces in the UK and England

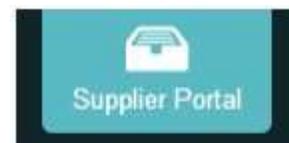
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Suppliers have the ability to route their orders via the Supplier Portal to various email addresses so they can receive order alerts and purchase orders as attachments to an email. This quick guide shows you how to configure your account to receive orders your by email and order notifications by emails.

To receive orders via the Basware Commerce Hub as a PDF attachment to an email address of your choosing please following the below instructions.

Step 1

Log in to the Basware Commerce Hub and select the link Supplier Portal from the top



Step 2

Choose Admin from the top right menu then Company Admin



Step 3

If this is the first time you have used the Supplier Portal you will need to make sure your company information is correct before clicking the disk icon to save the data.

Please note: If your company information is not correct, please update your 'General Organisation' and 'Tax' details in the Basware Commerce Hub within the Organisation Management settings. The remainder of the information can be updated from the Supplier Portal screen above.

For further details on 'Organisation Management' and your company profile please refer to quick guide — 'Improving your Company Profile.'



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Step 4

Select Relationships. When you receive an order from a new customer on the Basware Commerce Hub it will create the relationship here. Over on the right, the heading should say Relationship Defaults (if it doesn't, click on the text 'relationship defaults' in the left hand panel).



The Relationship default setting is the default setting for all customer (i.e Buying organisations that you have or will have a trading relationship with. When you enter an email address for orders to go to under the default settings, all orders you receive will go to that email address. As such you may want to enter a generic email address for orders from new customers to be picked up swiftly.

Step 5

- Change the Document notification to 'Order'.
- Enter the email address in the text box next to 'E-mail with PDF Order To.' (*You are able to add More than one email address but please note, this means the same order will be sent to all addresses entered*).
- Click on the green plus icon to add the email address.
- The email address should appear in the box below.
- Click on the Save icon.



Please note, if you need to delete the email address after this step, click on the relevant email address and click on the red cross icon next to it.

Your orders will now arrive automatically to the inbox (s) you have specified. You can now exit the Supplier Portal.

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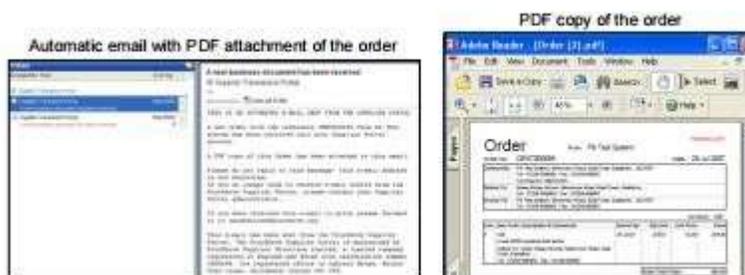
Optional

If you would like all orders from a single Buying Organisation to go to one (or many email addresses) select the relevant Buying Organisation from the left hand side (Please note any Buying Organisation you do not add an email address to will have the default email address against it. This will include any new customers who send you an order for the first time).

A) Select the appropriate Buying Organisation from the list in the left hand column.

SUPPLIER PORTAL	
General Addresses Users Messages Relationships spConnect	
Buying Organisation (Relationship Defaults)	Marketplace
Abbey Grange Church of England High School	OPEN
Abbey Junior	OPEN
Abbeydale Primary School	OPEN
Abbeyfield School	OPEN
Abbeyfield School - Specialising in the Arts	OPEN
Abbott Community Primary School	OPEN
Abelade Primary School	OPEN

Then complete Step 5.



Please note the orders will come from portal@procsolve.com so we recommend that you make sure that this email address isn't filtered.

Finally, there is additional information available if you would like to automate the online transactions with your back-office systems, please contact our Service Desk Helpline.

**For any queries, please contact the Basware
Customer Service Portal**

<https://basware.service-now.com/bw>