

The Basware Customer Support Portal is available at the following address:

<https://basware.servicenow.com/bw>

Before logging in to the Basware Customer Portal the following options are available for any user:

- **search for knowledge** about our services and how to use them (log in, send documents and other information)
- **create a case** to request guidance or report an issue

If you are facing any trouble, you can also call to our support numbers in **English**: +3582093410215 (24/5 -anytime between Monday to Friday) and in **German** +4921124092269 (9 – 17 CET /10 -18 EET).

## I. Searching for Knowledge

On the main page of the Portal Knowledge articles can be accessed by searching for keywords in the main **Search bar**

The screenshot displays the Basware Customer Support Portal interface. At the top, the 'basware' logo is visible on the left, and a search bar is centered. The search bar contains the text 'How can we help?'. Below the search bar, there are two main sections: 'Knowledge' and 'Terminology'. The 'Knowledge' section includes a sub-section for 'Most viewed articles' with a list of articles: 'Email sent from a non-registered address', 'Edge - Learn How to Use', and 'Basware Purchase-to-Pay Browser Support'. The 'Terminology' section is for finding definitions for terms related to the service. The bottom part of the screenshot shows a search bar with the text 'register pdf e-invoice' and a dropdown list of search results. The results include: 'Mohawk Shared Services - PDF e-Invoice', 'Portal - Activating the PDF e-Invoice sending application', 'BCN - Portal - Confirming an email for PDF E-Invoice sending in Basware Portal', 'Basware PDF e-Invoice for Receiving', 'BBSI - PDF e-Invoice', 'Email sent from a non-registered address', 'Invite my suppliers to send e-invoices using a free-of-charge service', 'P2P 18.1 Invoice Manager User and Administrator Guides', 'Invoice sent to a non existing e-mail address', and 'P2P 18.1 General User and Admin Guides'.

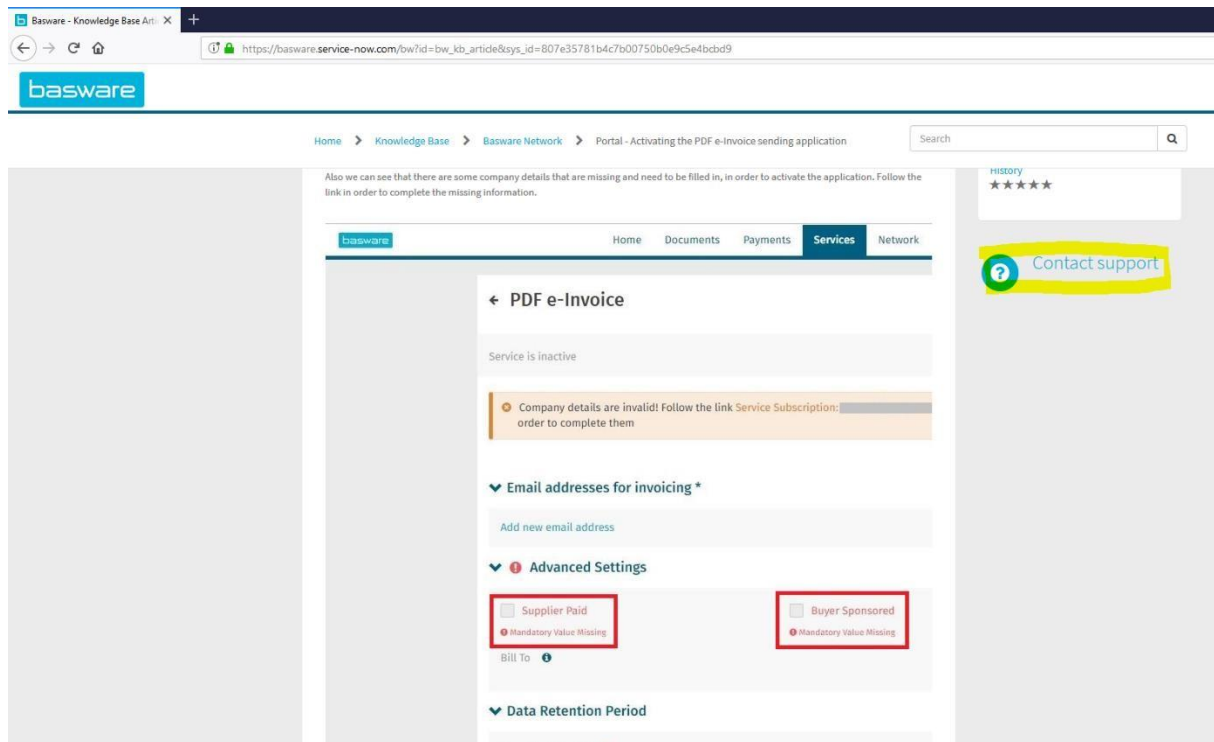
Example of Knowledge articles for new suppliers using PDF e-invoice and Invoice Key-In:

- Basware Portal: BWKB0013224
- Registration process for PDF e-Invoice for Receiving: BWKB0010627
- Portal - Activating the PDF e-Invoice sending application: BWKB0015116
- Email sent from a non-registered address: BWKB0010644
- BCN - Portal - How to find the Supplier Information Kit in Basware Portal: BWKB0014530
- Confirming an email for PDF E-invoice sending in Basware Portal: BWKB0014522

## II. Creating a case

The option of creating a case is only available after searching for Knowledge related to the question/issue you have.

If the Knowledge articles found do not provide enough guidance, the **Contact Support** form can be used to create a case.



The Public form is displayed. Please fill in the requested details:

- First Name
- Last Name
- Company Name
- Business email (your email address)
- Business phone (your phone number, including the country prefix to allow our consultants to contact you by phone when needed to ensure a speedy progress of cases)
- How can we help you:
  - Select:
    - ✦ **I am a new Supplier and I need help with using the Basware Portal or setting up a new connection** - to be used by **new suppliers** who need help with registering the Basware Portal and/or enabling the sending application etc
- Document number (optional field; can be left blank if not applicable)

- Description
  - Fill in: **I am new supplier of UPM**
  - Fill in as much details related to your question as possible
- Confirm "I am not a robot"
- Click **Submit**

Home > Basware - Catalog Item (public)

Due to security reasons, attachments cannot be added to this form before you login.  
If you are a customer of Basware, please [login](#) to the Portal to be able to add attachments when submitting your case.  
If you are not a direct customer of Basware, please reply to the email you will receive from us (confirming your case number) and attach your documents to the communication.  
Your contact data that we collect here is processed by us to follow up on your case, in accordance with our [Privacy Notice](#).

### Create Case

First Name	<input type="text" value="Joe"/>
Last Name	<input type="text" value="Smith"/>
Company	<input type="text" value="Example Company"/>
Business Email	<input type="text" value="Joe.Smith@examplecompany.com"/>
Business Phone	<input type="text" value="+123456789"/>
How can we help you?	<input type="text" value="I am a new supplier and need help with using the Basware Portal or setting up a new"/>
Document Number	<input type="text"/>
Category	<input type="text" value="Change request"/>
Description	<input type="text" value="I am new supplier of UPM&lt;br/&gt;I need help with activating my PDF e-invoice application in the Basware Portal"/>
Security Code	<input type="text" value="Nu sunt robot"/>