

# HOW TO SEND E-INVOICES TO

UPM

Basware Corporation

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Dear Supplier,

UPM remains committed to improving the purchase to payment cycle and process efficiency. Switching to electronic invoicing is one improvement with benefits for you and UPM together. E-invoicing will gradually be taken as the only invoicing option.

This change also benefits you. In one smart move, you can:

- Promote punctual payment
- Improve the customer relationship
- Take advantage of a range of services, some free of charge

**Alternatives for sending invoices** to UPM are following:

**Alt. 1 Start to send e-invoices** where invoice data with the invoice picture is taken directly from your billing system and sent to your service provider who then routes the e-invoices to UPM and/ through Basware e-invoicing service. The usage of operator ID and e-invoice address are required. See part A. of this document.

**Alt. 2 Key-in your invoices free of charge** through web-based Supplier portal service. Portal enables you to enter invoice information, add attachments and send them to us free of charge. Your registration must be approved by the customer before you can log in. From supplier portal, you can send invoices to all customers who enable the supplier portal for their suppliers. The use of supplier portal is easy, fast and accurate.

This document includes all necessary information on how to send e-invoices. Invoicing details are listed in part A. Part B. provides general information, whereas parts C. and D. show invoice content with important comments and additional information. Part E. lists e-invoice sending options and part F. gives step-by-step instructions how to get started. Information is also available on our [activation site](#).

Basware supports us in our initiative to increase e-invoicing. If you have any questions, please forward them directly to [ServiceNow](#).

Thank you for the support of our initiative to increase e-invoicing!

Best regards,

UPM

**Contact details**

Company	Contact details	
Basware Corporation	Questions on Basware service	<a href="#">ServiceNow</a>
UPM	Financial services	<a href="mailto:contactfs@upm.com">contactfs@upm.com</a>

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## SPECIFIC INFORMATION REGARDING CUSTOMER AS AN E-INVOICE RECEIVER

### A. Company profile

#### E-invoice address

Include the correct e-invoice address in the data file and/or on the invoice. Address is needed for correct delivery of the e-invoice to UPM

This link takes you to UPMs **internet** page detailing our invoicing requirements: <http://www.upm.com/About-us/For-suppliers/Requirements/Pages/E-Invoicing.aspx>





## E-Invoicing

UPM requires primarily e-invoices.

An electronic invoice includes the same information as a paper invoice and consists of invoice data and images. It is directly received by a processing system, handled automatically without any manual processing and archived in the same way as a paper invoice, but in a more cost efficient way.

Please, visit in UPM E-invoicing page [here](#) and choose the best option for you.

More information of purchase invoicing, please contact UPM Sourcing operations [contactfs@upm.com](mailto:contactfs@upm.com)

-  UPM INVOICING ADDRESSES
-  REQUIREMENTS FOR INVOICES
-  USER GUIDE FOR USING PDF AS E-INVOICE
-  USER GUIDE FOR KEY-IN PORTAL

#### UPM invoicing addresses

- Where to find the E-invoicing address to submit your invoice to
2. Requirements for invoices
  - UPM and Basware specific and legal requirements for invoices
3. User guide for PDF as e-invoice
  - How PDF e-invoices work and what you need to do to begin using this service
4. User guide for Key-in portal
  - How to use Basware's Key-in Portal to submit E-invoices to UPM
5. Contact details for E-invoicing
  - Who to contact for help with E-invoicing UPM

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## Service Provider Details

All e-invoices sent to UPM should go through our service provider. We have chosen Basware to be our partner. Basware provides the Business Commerce Network for delivering electronic invoice messages to us.

Service provider	Service provider ID / Operator ID	For more information
Basware Corporation	<b>BAWCFI22</b>	<a href="http://www.basware.com">www.basware.com</a>

## General information

### 1. Invoice types

All invoice types need to be UPM supported invoice types. Note that some invoice types might require additional content information. Check and agree with UPM before sending the invoices.

#### i. Single invoices

We prefer all invoices to be sent as single invoices. This ensures increased automatic invoice handling, automated processes and allows us to settle your invoices promptly. **ii.**

#### Collective (Consolidated) invoices

Although it is possible to distribute collective invoices also electronically, we advise against it. Collective invoices reduce the possibilities for automatic invoice handling and make it difficult to maintain automated processes. Collective invoices might also require a customer specific layout, increasing cost for all involved parties.

#### iii. Specific requirements for specific suppliers

In addition to the requirements presented in this document some suppliers might be required to enclose additional information. Such additional requirements are and will be regulated by your agreement with us.

### 2. Format

We are able to receive invoices in all relevant standardized xml formats. In this document the usage of the latest version of \_XML format\_ is assumed. Please contact Basware or your e-invoicing service provider for a detailed format description.

### 3. Enclosed invoice images

All enclosed invoice images must come in the form of either a PDF-file or a TIFF-file. If no invoice image is enclosed, a standardized invoice image will be generated by Basware. This generated image might not include all the information you would like to share with us or is required by us. Therefore, it is strongly recommended to include a PDF/TIFF-copy of your own to be presented to us.

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## B. Invoice Content

The table below shows what must be included in your e-invoices to UPM. Most of it is required by law, while the other fields are important for us to enable automatic invoice handling and automated processes. If your invoice already has all the mentioned information included, you are ready to send us e-invoices.

NOTE! 'Supplier' refers to the company sending e-invoices to UPM and 'Customer' is UPM.

A. Type of information	B. Comment	C. Field in Supplier portal
Supplier's e-invoicing address	<i>OVT*, DUNS** or EAN*** code</i>	<i>Automatically from company profile</i>
Supplier's name	<i>The official name</i>	<i>Automatically from company profile</i>
Supplier's address		<i>Automatically from company profile Use remit address in US</i>
Supplier's VAT ID	<i>VAT ID (Organisation number also accepted)</i>	<i>Automatically from company profile</i>
Supplier's bank account / IBAN number	<i>Bank account number / IBAN number SEPA payments require correct IBAN number.</i>	<i>Automatically from company profile</i>
Suppliers's bank name and SWIFT / BIC code	<i>SEPA payments require correct BIC code.</i>	
UPM's e-invoicing address	<i>See part A.</i>	<i>Automatically based on chosen UPM unit</i>
UPM's invoice unit	<i>It must be clearly stated, which UPM company invoice is addressed to.</i>	<i>Automatically based on chosen UPM unit</i>
UPM unit's invoice address		<i>Automatically based on chosen UPM unit</i>
UPM delivery unit		<i>Free text field</i>
UPM delivery address		<i>Free text field</i>
UPM reference number / Buyers order number	<i>If an invoice is based on a purchase order, the UPM purchase order number must be stated.</i>	<i>If order number is not available use "0" or "-"</i>
UPM's reference person	<i>If an invoice does not have a purchase order number then the name of the UPM person that ordered the goods or services must be stated on the invoice.</i>	
Invoice number		
Invoice date		
Invoice due date	<i>Invoice due date need to be shown on the invoice.</i>	
Invoice gross amount	<i>Invoice amount <b>including</b> VAT</i>	
Invoice net amount	<i>Invoice amount <b>excluding</b> VAT</i>	
Currency	<i>Currency (code) need to be stated clearly.</i>	

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Reference number	<i>Delivery note number for goods and time sheet for service</i>	<i>Free text field</i>
Purchase Order (PO) number	<i>10 digits UPM PO number</i>	<i>Order Number</i>
Order row number / PO line number	<i>Exact row number as given in UPM's PO</i>	<i>Order Row Number</i>
Description of goods / services		
Delivery date		<i>Use Free text field at the end of the invoice line</i>
Quantity		
Unit price net	<i>Net price per unit</i>	
Net amount	<i>Net price per row</i>	
VAT % / Sales tax %		
VAT amount / Sales tax amount		

**The invoice must fulfill country specific legislation, e.g.  
UPM's VAT registration number according to local statutory requirements**

For more detailed information:

\* <http://www.tieke.fi/display/Verkottaja/EDI-OVT>

\*\* <http://www.dnb.com/duns-number.html>

\*\*\* <http://www.gs1.org/eancom>

**C. Additional information – please note the following**

1. We use REFERENCE number to automate invoice processing. Therefore, it is important that you state the number given by us on the invoice. Make sure to include the reference in the identical form given to

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you in the fields *Purchase order number and Customer reference (Buyers name)*. Do not add nor take away anything from the number or name.

2. Conditions for cash discount etc.
3. Include all the attachments to your electronic invoices. We do not approve of invoices and attachments that are delivered separately.
4. Any other documents such as commercials, bank guarantees, letter of credits, reminders, certificates of origin, bill of lading and statements of accounts must be sent to the postal address or specific email address:

Reminders, dunning letters and statements: [contactfs@upm.com](mailto:contactfs@upm.com)

**For all of these, please talk with your UPM unit contact:**

Commercials / advertising  
Bank guarantees  
Letters of credit  
Certificates of origin  
Bill of lading

When sending an email to [contactfs@upm.com](mailto:contactfs@upm.com) it is helpful if you include to the email subject line:

**UPM unit, your company name, nature of the email**

For example: "UPM-Kymmene Oyj, Supplier Name, Statement"

This will help us to handle the email faster.

## D. Why e-invoicing and ways of sending

### 1. What is an e-invoice

An e-invoice has the same contents as a paper invoice. It consists of invoice data fields and invoice image. An e-invoice can be received directly to an electronic purchase invoice handling system in electronic format where it can be processed further. The invoice image makes the review, approval and other actions on the invoice easier. An e-invoice can be archived like a paper invoice, but more cost-efficiently.

### 2. Advantages of e-invoices

There are many advantages of sending e-Invoices.

- Promotes punctual payment and reduces postal costs.
- Improves the customer relationship
- Take advantage of a range of services, some free of charge

### 3. E-invoice address

An e-invoicing address identifies the invoice sender and the invoice receiver and also the service provider is required. E-invoicing addresses need to be defined for both parties. More information about UPM's e-invoice addresses can be found at part A of this document.



## 4. Options for sending e-invoices to UPM

UPM receives the e-invoices through Basware Business Transactions (BT) service. As a UPM supplier you can choose the best option how to send e-invoices to UPM. **UPM strongly encourages its suppliers to send only electronic invoices since it will gradually be taken as the only invoicing option.**

### 4.1 If you already send e-invoices to other customers through a service provider

If you already have an agreement with an e-invoice service provider, ask your service provider to route the e-invoices to UPM through Basware e-invoice service (Basware's Service Provider ID is BAWCFI22). Basware has agreements with many e-invoice service providers in the Nordic countries, Europe and USA. The network members are listed here: [https://basware.service-now.com/bw?id=bw\\_kb\\_article&sys\\_id=e122ec6ddb7d53042d0c1ded0b961911](https://basware.service-now.com/bw?id=bw_kb_article&sys_id=e122ec6ddb7d53042d0c1ded0b961911)

See part E. for more instructions.

### 4.2 An integrated solution by Basware

If you send more than 500 invoices per month: it is recommended to send all invoices as e-invoices.

With Basware e-Invoice Basic, you send your invoice data directly from your billing system and Basware takes care of creating and sending the e-invoices for your company. Your customers can choose to receive invoices directly to their invoice processing systems or as email attachments. This is a fully automated way of sending e-invoices. It helps you to eliminate time-consuming processes and saves you time and money with every invoice sent. It also offers flexibility for your customers because they can choose their preferred delivery method. You can send line item data and attachments.

Using Basware e-invoice solution you can monitor the invoicing traffic with the help of a web-based follow-up tool and also edit the contents.

Basware will be glad to help you to start using e-invoicing:

<https://www.basware.com/en-us/solutions/basware-network/solutions-for-accounts-receivable/>

### 4.3 Email e-invoices as PDFs

Basware PDF e-Invoice is an easy way to send e-invoices. The PDF e-invoice service is free of charge for the supplier. You can send your invoices by email as PDF attachments or email them straight from your billing system. PDF e-Invoice service converts them into e-invoices.

#### Register first:

- Register here to the service and you can start to email the PDF-format e-invoices: [Activation to PDF as e-invoice](#). It is required to register to be able to send PDF e-Invoices to UPM
- Receive confirmation email
- Open email and confirm email address
- Complete the registration
- Go to your email- or invoicing system and attach a PDF-format invoice to your email.

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**Please observe the following:**

- The invoices that you send in must have the same layout as the first PDF-invoice that you emailed.
- The invoices are read electronically. The content of each invoice must be in machine-readable text format - the invoices cannot be hand-written, scanned or contain the information in image format.
- The PDF-invoice needs to be sent from an email address that you registered as your company's email address.
- The PDF-invoice needs to be sent to an email address that UPM uses for receiving PDF e-invoices. See for list [here](#).
- The PDF needs to be machine-readable

Register here: [https://portal.basware.com/open/PDF\\_einvoice\\_UPM](https://portal.basware.com/open/PDF_einvoice_UPM)

Support material: [User guide for PDF e-Invoice](#)

#### 4.4 Key-in e-invoices

The Basware portal Key-in services enables the supplier to submit e-invoices online. You can enter basic header level data and row level data. The data is validated in real time. You receive immediate feedback if the validation criteria are not met. The Key-in service is easy to use and free of charge for your company.

Register to the service and you can start to submit e-invoices. It is required to register to the service, so that your company can be identified. First you provide an email address and are asked to confirm your email address. After that you'll re-enter the service and can complete your account.

- Register here to the service with an email address: [Activation to Key-in](#)
- Receive confirmation email
- Open email and confirm email address
- Complete the registration
- Create an e-invoice to UPM. Find here [UPM organisations](#)
- When creating your first e-invoice go to: Home>Create an Invoice-Recipient.

Once you have completed the registration please go to: Home>Create an invoice- Select Recipient. Please search and select your preferred UPM organization(s) from the Recipient-list. Click on the star next to the UPM company name and it will turn black. All the companies with a black star will show on top of your list of invoice recipients. Underneath the UPM Energy has been selected as the favorite.

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**Select Recipient** ✕

UPM

Company	Tax Registration	Action
★ UPM Energy Oy Finland	Finland VAT FI27606395	Select
☆ NorService GmbH, UPM Biocomposites Germany	Germany VAT DE811372548	Select
☆ UPM France S.A.S. Chapelle France	France VAT FR46320733777	Select

Once the right UPM customer is selected, you can open an invoice form with prefilled customer data. After the initial selection, you can enter the invoice data and add attachments to the invoice. The legal invoice image PDF is generated automatically when the invoice is sent. This invoice image can be viewed and printed after the invoice has been created.

Register here: [https://portal.basware.com/open/InvoiceKeyIn\\_UPM](https://portal.basware.com/open/InvoiceKeyIn_UPM)  
Support material: [User guide for Key-In portal](#)

## E. How to get started with e-invoicing

These are instructions for sending e-invoices with a service providing partner. Your partner can be Basware or a partner that is already connected to our network. If your service provider is in this [list](#), please proceed with these instructions. If your service provider is not in this list, please fill in the form in STEP 1.

### STEP 1. Contact your e-invoicing service provider

If you are already cooperating with an e-invoicing service provider (operator), please contact the service provider and ask them to ensure that they are connected to Basware. Forward the “[Operator Questionnaire](#)” to your service provider.

If you are currently unable to send e-invoices and/or you are not connected to an e-invoicing service provider, Basware is happy to provide assistance – you can find contact details on page 3. UPM has chosen to cooperate with Basware for electronic invoicing, and your company is welcome to contact them to learn more about their offering.

### STEP 2. Submit an e-invoice

You can start to send e-invoices right away. This document contains all the information you need to know about UPM’s content requirements for e-invoices.

When you send the first e-invoice and the invoice matches with UPM’s requirements, UPM will approve the e-invoice and proceed with the invoice handling. If the e-invoice does not match with UPM’s requirements, UPM will be in contact with the supplier.

### STEP 3. Continue sending e-invoices!

Once the test invoices have been approved by UPM, live invoices can be sent to the production environment. Please inform your contact person at UPM before sending your first live invoice.