Supplier Guidelines

About Innio's invoice requirements

and how to create a Basware account, send invoices to Innio and check status of invoices

Current version: v.25-04

Previous version: v.24-11

Last updated: April 16, 2025

Contents

1. Innio is upgrading towards electronic invoices

As part of our accounts payable automation solution, Innio is collaborating with Basware, a global leader in Purchase to Pay and e-invoicing solutions.

Basware provides an on-line platform for the electronic submission of machine-readable invoices and credit notes in e-PDF format. The major benefit is that the invoices are being processed in a structured format, which allows them to be processed in a timely manner.

The service is <u>free of charge</u>.

After creating an account, you will be able to

- send / upload invoices,
- check the status of invoices online,
- manage your Basware account

Important:

- Please send <u>only invoices and credit notes</u> to Basware
- <u>Don't send</u>:
    - Purchase order confirmations
    - Catalogues
    - payment reminders
    - account statements, etc.
- The above listed documents must be sent to the relevant Sourcing buyer (indicated on the PO) or Accounts Payables (see **Section 10**).

2. General requirements for invoice submission

Please follow the below guidelines to allow flawless invoice processing and on-time payment:

- Innio has a no PO / no pay policy; therefore PO number or payment plan number has to be printed on every invoice unless otherwise agreed with Innio
- Send all invoices right after invoice creation
- Avoid sending / creating summary invoices
- One PO number on each invoice, avoid multiple PO numbers on one invoice

3. Fast track Basware account creation

- Link for account creation: https://portal.basware.com/open/innio-basware
- Select the language in the top right corner and click on Get started (or equivalent based on the selected language).
- Follow the steps of the registration. You need an email address that is monitored.
- More details can be found in **Section 5**.

---

4. Guide for selecting the optimal Basware service

Based on your system capabilities please decide which invoicing method you will be using (listed in order of processing reliability and Innio's preference):

4.1. PDF e-invoice (sent in email) – register and activate sending email address(es)

Important: please check if your invoice format meets the machine-readable PDF requirements:

- When selecting one line, the selection must not be jump over to the next/previous line (this example is most likely a scanned invoice created with a character recognition software):

- All data elements must be selectable (with the mouse or by clicking Ctrl+A)
- If copied to Word, all numbers and characters should be displayed correctly as intended
- Handwritten, scanned or picture elements will not be recognized
- If your company data (company name, address, VAT ID, bank account number) are part of a picture, they will not be recognized by the system
- A machine-readable PDF cannot be produced by a scanner, it needs to be created and saved by a dedicated software (Word / Excel has this option as well)
- For sending invoices from ERP (SAP) or an invoicing software directly see **Section 8**.

Invoice detail requirements

- The PDF file name <u>must not</u> contain the word *attachment*, *Anhang*, *Anlage*, *adjunto*, *annex*, or *liite*.
- Print the Innio PO number if communicated
- At least the following details should be on the invoice:
    - Item description
    - Net total
    - VAT % and value
    - Gross total
    - If there are multiple lines, the item unit price * quantity should equal to the line total

If the above cannot be fulfilled, please use one of the next options:

4.2. SmartPdf (sent in email) – register to see invoice status

5. Creating a Basware account

The Basware account is <u>free of charge</u>. Innio has no control over your login data (username or passwords), therefore your primary contact should be Basware Support (<u>https://basware.service-now.com/bw?id=bw_sc_cat_item_public</u>).

5.1. Hints for account creation

- The Basware account should be created with a <u>monitored email address</u>. This email owner will be the primary administrator account owner.
- Please <u>create only one account</u> and add more users later.
- After setting up the account, you can add more users with administrator rights. We recommend assigning at least <u>2 persons with administrator rights</u>.
- Adding or removing users can be done by any of the administrators.
- Addresses registered for PDF e-invoice sending don't have to be (but can be) the same as the account user addresses.
- For more details see **Section 9**.

5.2. Instructions for Basware account creation

- Link for account creation: https://portal.basware.com/open/innio-basware
- Select the language in the top right corner and click on Get started (or equivalent based on the selected language).

- Choose the service you plan to use for invoice sending (see **Section 4**):
  - Machine readable PDF -> PDF invoices
  - Scanned invoices -> PDF invoices

- Create account and follow the instructions

basware

Confirm your email address

Thank you for signing up at Basware Network. Your registration is almost complete.

Click the link below to confirm your email address and to complete creating your account. The confirmation link expires in **7** days.

Confirm your email

Login

✔ Thank you for confirming your email address! Please log in to your newly created Basware Account.

Username   ℹ

Change Username

Password

••••••••••••

Log In

Forgot your password?

Need help? Visit our Knowledge Base

- If you don't plan to use the PDF e-invoice or Key-in service, you can skip the following steps.

6. Setting up the PDF e-invoice service

- Please fill in all required data

- Please make sure you confirm the email address a second time.

PDF e-Invoice

Company Details ⟩ **Service Settings** ⟩ Instructions

You can adjust the service settings when the service is deactivated. The service will not be accessible to the users before you activate it. Remember to save all the changes you make to the settings.

˅ Email addresses for invoicing *

Enter the email address(es) from which you will send invoices to your customers. The service rejects invoices sent from addresses other than the ones listed below.

▁▁▁▁▁▁gmail.com   Confirmed

Add new email address

| Cancel | | Previous | Next |

Success

✅ You have successfully set up the Basware PDF e-invoice service

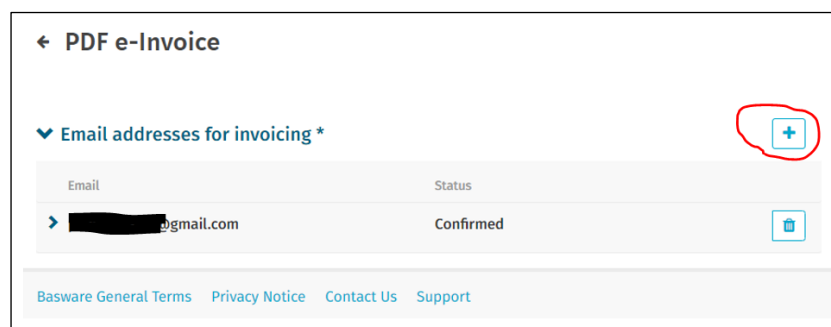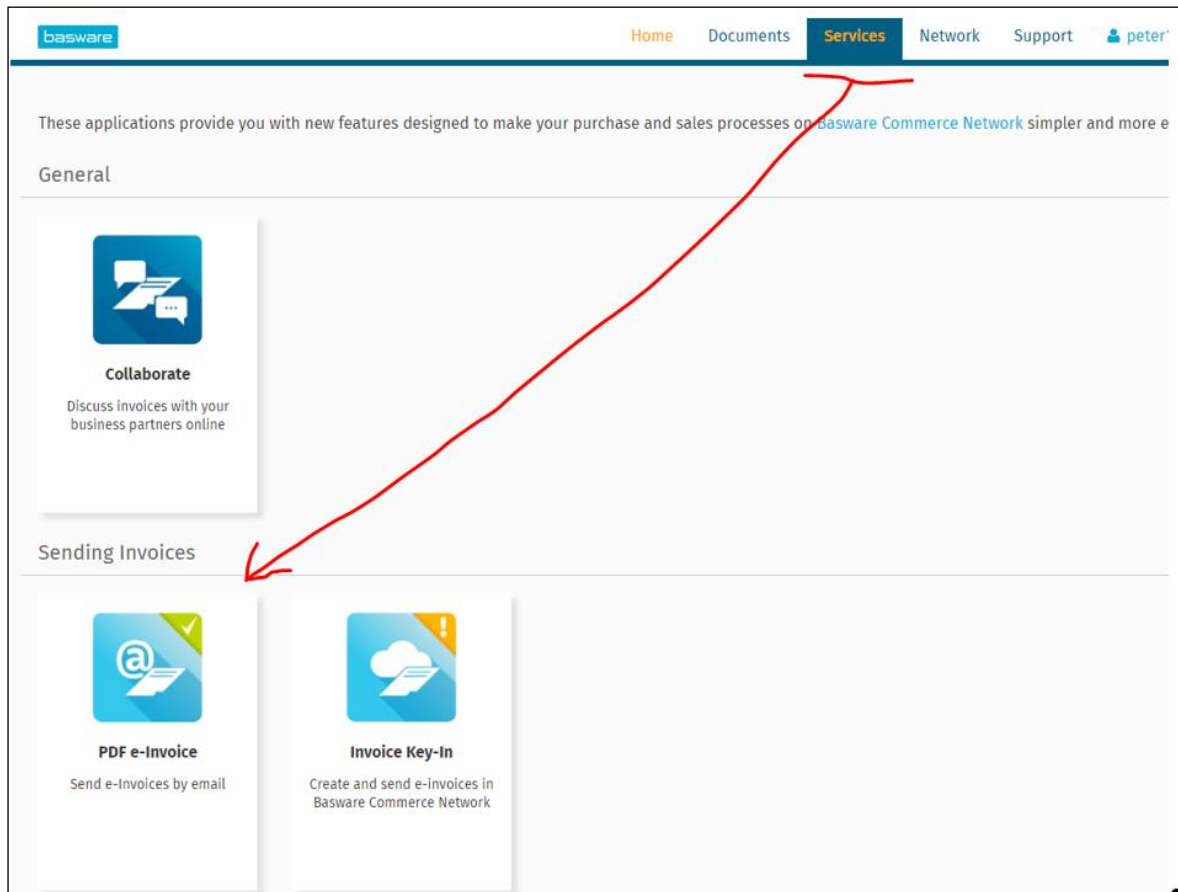You can now start sending PDF e-invoices to your customer.

Close

Important to note:

- the first invoice sent from a newly activated email address is mapped by Basware
- it takes appr. 2 days
- a confirmation will be sent when finished
- starting with the 2nd invoice only error messages will be sent (see **Section 12**)
- invoice status can be checked in the portal (see **Section 11**)
- if the layout of the invoice is changing, it is important to notify Basware. Please open a ticket or send an email to the relevant AP mailbox (see **Section 10**) with the sample of the new invoice image

7. Register more email addresses for PDF e-invoice sending

- The admin user should log in to https://portal.basware.com/ and follow the next steps:

- The newly added person will receive an email from Basware for confirming the email address:

- After confirmation the person receives the below message:
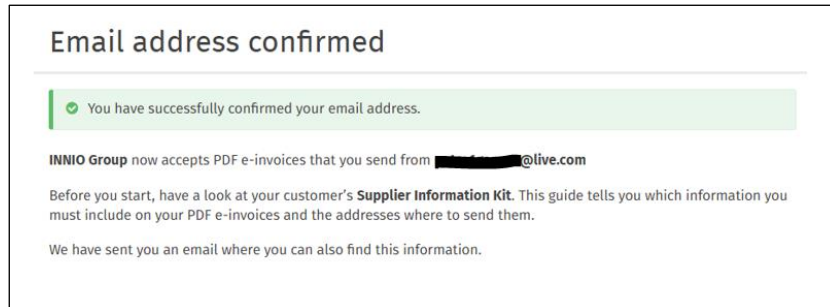
- In the portal the status will be refreshed:
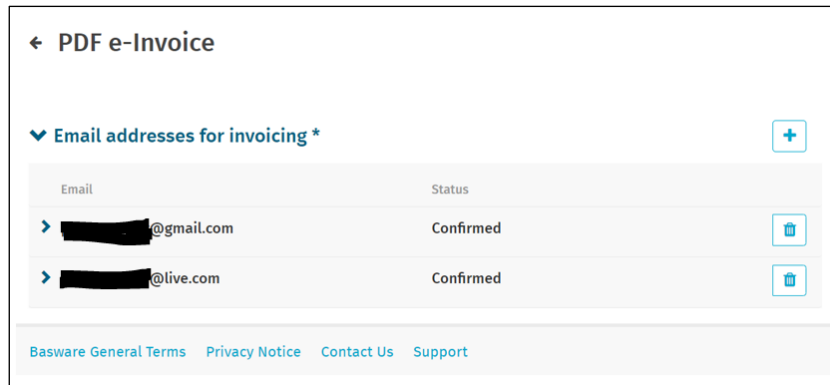
8. Register a no-reply email address for PDF e-invoice sending

- If your invoices are sent from an ERP (SAP or similar) or invoice creation system, you may not be able to receive the confirmation email from Basware
- Please follow these steps to set up a system email address:
    1. Make sure there is at least one email address confirmed for PDF e-invoice
    2. Add the system email address as described in the previous section
    3. Open a ticket to Basware asking to activate the pending email address

9. Managing the Basware account

- We recommend assigning administrator rights for at least 2 users
- These users don't have to be the same as the PDF invoice sending users
- The following pictures show where you can modify the account (edit fields, add/remove users, etc.):
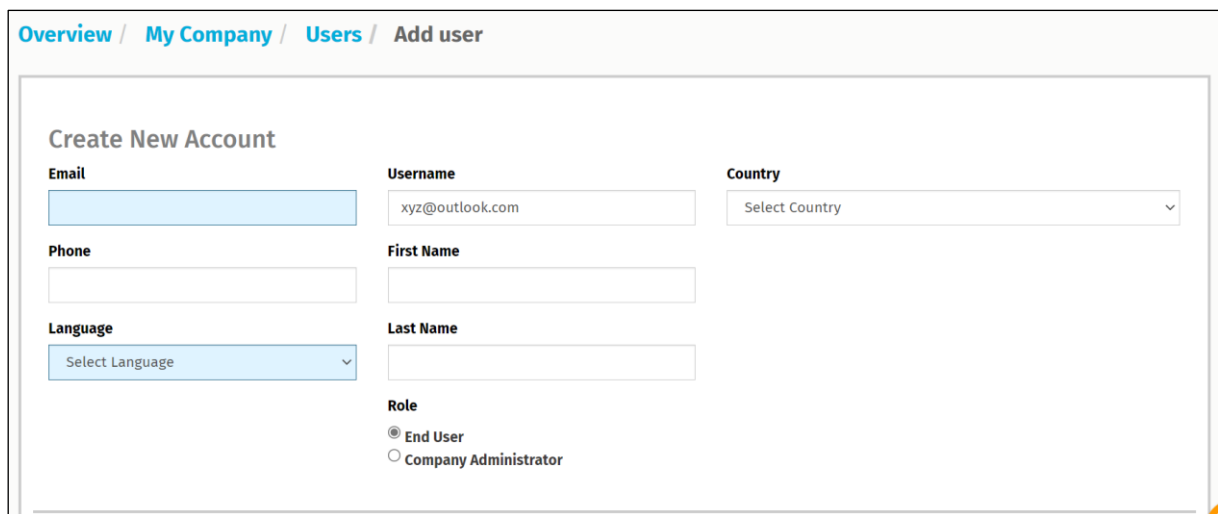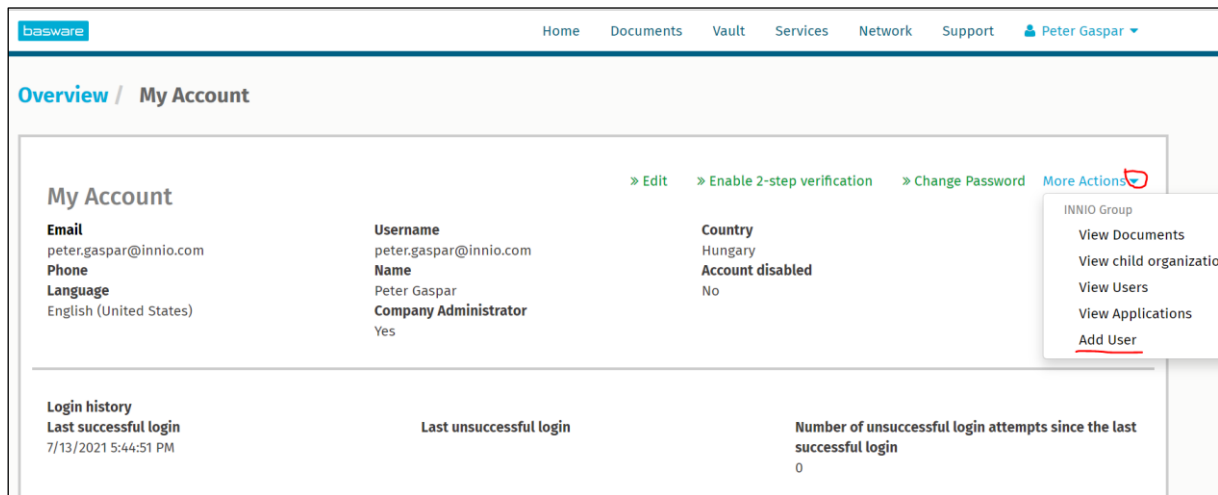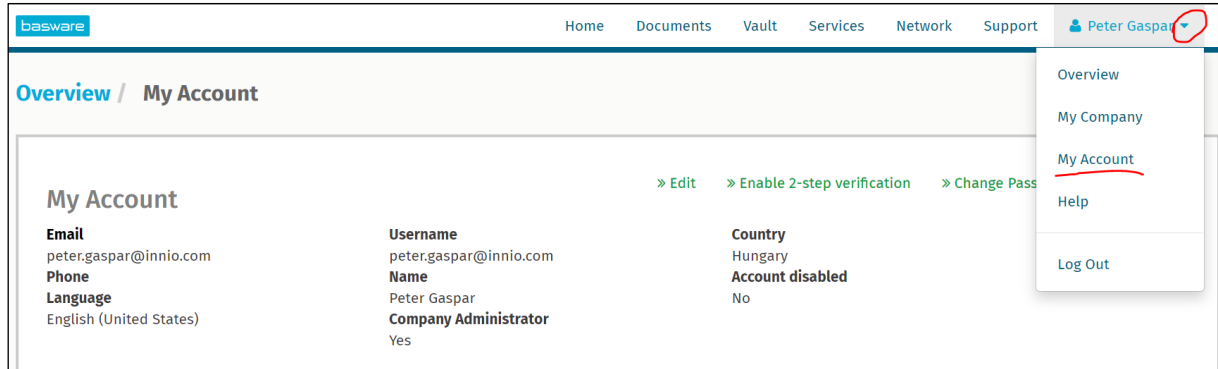
- The newly added person will receive an email from Basware for confirming the email address:

Activate your Basware Network account

We have created a new account for you in Basware Network. Your username is:
▮▮▮▮▮@outlook.com

To activate your account, visit Basware Network and choose a secure password for your account. The activation link expires in **72** hours.

Activate your account

If you, or someone from your organization, have not requested this user account, please ignore this email.
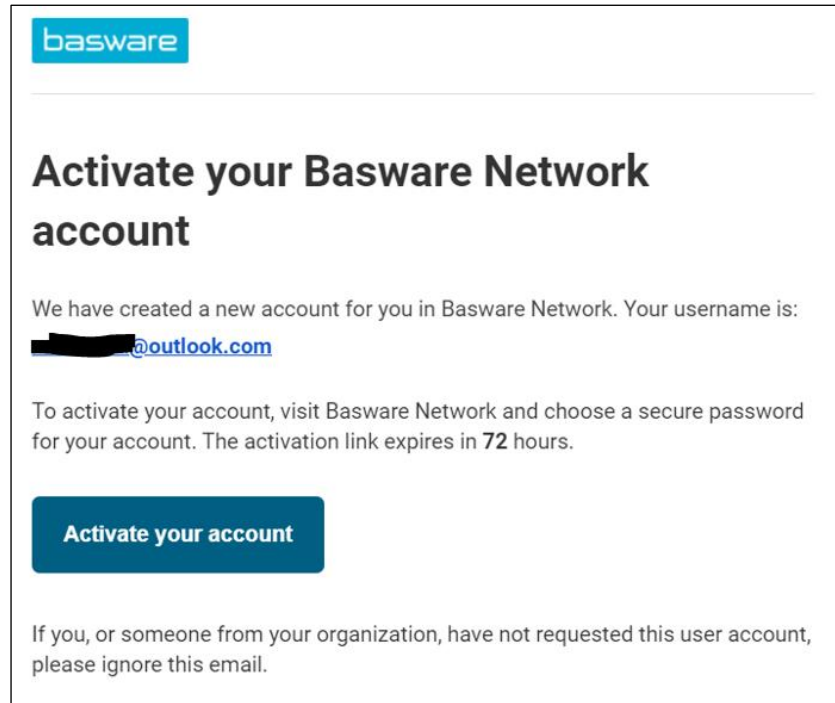
10. Where to send invoices

- Invoices sent to the PDF e-invoice channel will be accepted only from confirmed email addresses (see **Section 6** and **Section 7**).
- For non-invoice documents please see **Section 1**.
- Put the Basware email address into the 'TO' field only (not CC or BCC).
- Please send invoices to one of the following addresses based on the Innio entity you serve:

Legal Entity	PDF e-invoices (see Section 3)	Non machine-readable invoices	Accounts Payables mailbox for payment related inquiries
INNIO Jenbacher GmbH & CO OG	Jenbacher.Austria@email.basware.com	Jenbacher.Austria@bscs.basware.com	AP.Jenbacher@innio.com
INNIO Waukesha Gas Engines Inc	Waukesha.USA@email.basware.com	Waukesha.USA@bscs.basware.com	WaukeshaAPinquiry@innio.com
INNIO Waukesha Canada Corporation (previously Distributed Power Canada Company)	Welland.Canada@email.basware.com	Welland.Canada@bscs.basware.com	Welland.APinquiry@innio.com
Jenbacher GmbH	Jenbacher.Germany@email.basware.com	Jenbacher.Germany@bscs.basware.com	B2P.Frankenthal@innio.com
INNIO Jenbacher International B.V. (previously Jenbacher International B.V.)	Jenbacher.NetherlandsIBV@email.basware.com	Jenbacher.NetherlandsIBV@bscs.basware.com	B2P.Alblasserdam@innio.com
INNIO Jenbacher Netherlands B.V. (previously Jenbacher B.V.)	Jenbacher.Netherlands@email.basware.com	Jenbacher.Netherlands@bscs.basware.com	B2P.Alblasserdam@innio.com
Jenbacher SL	Jenbacher.Spain@email.basware.com	Jenbacher.Spain@bscs.basware.com	B2P.Madrid@innio.com
Jenbacher A/S	Jenbacher.Denmark@email.basware.com	Jenbacher.Denmark@bscs.basware.com	b2p.hinnerup@innio.com
Jenbacher Sp. z o.o	Jenbacher.Poland@email.basware.com	Jenbacher.Poland@bscs.basware.com	b2p.Warsaw@innio.com

Legal Entity	PDF e-invoices (see Section 3)	Non machine-readable invoices	Accounts Payables mailbox for payment related inquiries
Innio Jenbacher International B.V. - Sucursal Em Portugal (previously Jenbacher International B.V. - Portugal Branch)	Jenbacher.Portugal@email.basware.com	Jenbacher.Portugal@bscs.basware.com	b2p.Lisbon@innio.com
Jenbacher Gas Engines Hungary Kft.	Jenbacher.Hungary@email.basware.com	Jenbacher.Hungary@bscs.basware.com	b2p.Budapest@innio.com
Jenbacher Srl	Jenbacher.Italy@email.basware.com	Jenbacher.Italy@bscs.basware.com	B2P.Dossobuono@innio.com
INNIO Jenbacher International B.V., Belgium branch (previously Jenbacher International B.V. - Belgium branch)	Jenbacher.Belgium@email.basware.com	Jenbacher.Belgium@bscs.basware.com	b2p.Benelux@innio.com
INNIO Jenbacher Singapore Pte. Ltd.	Jenbacher.Singapore@email.basware.com	Jenbacher.Singapore@bscs.basware.com	jenbacher.singaporeAP@innio.com
INNIO Jenbacher North America LLC	Jenbacher.USA@email.basware.com	Jenbacher.USA@bscs.basware.com	Jenbacher.USAP@innio.com
Jenbacher S. de R.L. de C.V.	Jenbacher.Mexico@email.basware.com	Jenbacher.Mexico@bscs.basware.com	B2P.Mexico@innio.com
Northeast-Western Energy Systems USA LLC	Jenbacher.SPVUSA@email.basware.com	Jenbacher.SPVUSA@bscs.basware.com	nes-wes.jenbacher.ap@innio.com
INNIO Energy Services GmbH	INNIO.EnergyServices.Germany@email.basware.com	INNIO.EnergyServices.Germany@bscs.basware.com	Invoices_IESG@innio.com

11. Additional portal services

When logged in on the Basware Portal (https://portal.basware.com) it is possible to check the status of the submitted invoices.

- Please click on Documents; the list of recent invoices will be displayed
- Advanced search can be used by clicking on the arrow marked in red below

- Under Support you can find online resources for technical questions

12. Troubleshooting

The most common error messages and resolutions are listed below:

Error	Explanation	Resolution
Basware PDF e-Invoice service has rejected your email. The email was rejected because it was sent from an unregistered address.	The Basware PDF e-Invoice service only accepts emails sent from email addresses that have been registered to the service.	Please register and activate the email address for PDF e-Invoice (see **Section7** and **Section 8**).
No text could be extracted from the Invoice.	The file is a scanned copy. It is an image or picture although in PDF format (similar to JPG).	The pdf file should be machine-readable (see **Section 4**). Use the non machine-readable email address listed in **Section 10**.
Some text could not be extracted from the Invoice	Although the PDF file seems to contain selectable text, the invoice is not completely machine-readable. When selecting the text for copying the cursor jumps to the next / previous row rather than selecting entire rows.	If you cannot generate the invoice with another PDF creator, please use the non machine-readable email address listed in **Section 10**.
The type of the PDF document is incorrect / Der Dokumententyp ist unbekannt	The document sent is not an invoice. Most probably it is an account statement or payment reminder, etc.	See **Section 1** and **Section 10**.
The document contains 2 invoices X1 and X2.	Two invoices are in the same PDF file (multiple pages).	Send one invoice in one PDF file. You can send many PDF files in one email.
The recipient's address is missing or the address on the invoice is incorrect.	The name and the address of the respective Innio entity is missing.	The recipient's (Innio's legal entity) street name, city and postal code should be printed on the document.
The item calculation is not correct.	The total line amount is not the product of unit price x quantity - discount.	Please make sure the line total is correctly calculated and any discount applied is indicated as well. use the non machine-readable email address listed in **Section 10**.
Line item amounts are missing from the PDF invoice	There is no structured invoice detail available.	Include the following details: line (position) item description, unit price, quantity, line total. Alternatively use the non machine-readable email address listed in **Section 10**.

Should you receive an error message with unclear explanation, please contact Basware support or the relevant Innio AP team (see **Section 10**).

In case you cannot remove the cause of failure, please **resend** the rejected invoice to the address listed under 'Non machine-readable invoices' in **Section 10**.