



SUPPLIER KIT

HOW TO SEND PDF- INVOICES

SEPTEMBER 2018



Suppliers follow the
Supplier Kit.



KONE improves purchase
to payment cycle and
process efficiency.



Invoices are paid on time,
saving time and money.

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KONE is moving to electronic invoicing

This guide contains detailed instructions on how to send PDF-invoices to KONE. When following these instructions, KONE will receive PDF-invoices as electronic invoices. This service is free of charge.

Watch this short [registration video](#) and activate the service:

- Register to the Basware Portal: <https://portal.basware.com/open/konepdf>
- Add to Basware Portal the email address(es) from which you will send PDF-invoices.
- Go to your email- or invoicing software and attach a PDF-invoice to your email and start sending.

If you have questions about sending invoices to KONE, please do not hesitate to contact us as per below:

KONE	Questions regarding invoice content	Australia: ContactAP_AU@kone.com Austria: ContactAP_AT@kone.com Belgium: ContactAP_BE@kone.com Canada: ContactAP_CA@kone.com Czech Republic: ContactAP_CZ@kone.com Cyprus: ContactAP_CY@kone.com Denmark: ContactAP_DK@kone.com Estonia: ContactAP_EE@kone.com Finland: ContactAP_FI@kone.com France: ContactAP_FR@kone.com Germany: ContactAP_DE@kone.com Ireland: ContactAP_IE@kone.com Italy: ContactAP_IT@kone.com Latvia: ContactAP_LV@kone.com Lithuania: ContactAP_LT@kone.com Luxembourg: ContactAP_LU@kone.com Netherlands: ContactAP_NL@kone.com Norway: ContactAP_NO@kone.com Poland: ContactAP_PL@kone.com Portugal: ContactAP_PT@kone.com Singapore: ContactAP_SG@kone.com Slovak Republic: ContactAP_SK@kone.com Spain: ContactAP_ES@kone.com Sweden: ContactAP_SE@kone.com Switzerland: ContactAP_CH@kone.com UK: ContactAP_UK@kone.com USA: ContactAP_US@kone.com For more contact details, please visit here
Basware	Questions regarding how to send the first PDF-invoice	Contact Form (in English)

Links:

KONE	Information about other e-invoicing options	http://services.basware.com/kone
PDF e-Invoice user guide	User guide in English	https://kb.basware.com/basware-network/basware-pdf-e-invoice-receiving

Kind regards,

KONE

Registration process

By using this free of charge PDF-service you can start sending e-invoices to KONE. To get started you must register to the PDF e-Invoice service via Basware Portal. Watch this short [registration video](#) and activate the service:

1. Create an account

Open the registration link: <https://portal.basware.com/open/konepdf>

On the service landing page, enter your email address and click **Sign Up**. Choose a secure password and create the account. The service sends a confirmation message to your email address. The confirmation message is sent from <no.reply@basware.com> and could end up in your spam filter. Open the confirmation message to activate your account.

2. Fill in your company details

Now, you must fill in some details about your organization to activate the Basware PDF e-Invoice for Receiving -service. In the My Organization section, fill in your organization's details. You can enter your VAT number by selecting 'Add Organization Identifier' under Organization Identifiers. From the dropdown, please select the VAT and enter your Business Number.

3. Add email address(es) for PDF invoices

To add the email address(es) from which you will send PDF e-Invoices, click **Add Email Address**. You can only send invoices from the address(es) that you define here. Invoices sent from other addresses will not be delivered to KONE. You can add up to 200 email addresses here:

Send e-Invoices by Email
Send PDF invoices to your customer by email
[Show benefits](#)

▼ Service settings

Enter an email address that is used only by you. By using this address, you verify that the business documents sent from this address to Basware belong to you. Do not use a generic address that can be used by many senders.

I Send Invoices From *

sender_address@mailserver.com

[+ Add Email Address](#)

Click Activate to activate the service, and you're ready to start sending PDF invoices. Make sure your PDF invoice matches the requirements of the service and any specific requirements that your customer may have. Then, email the PDF invoice to the customer's PDF invoice address: customer.address@email.basware.com. For more information, see the [Basware PDF e-Invoice User Guide](#)

Save **Cancel**

If you wish to add more email addresses later, please go to the Basware Portal: <https://portal.basware.com/> and login. Go to the tab **Services** and click on the box named **PDF e-Invoice**. Click on **View details**. Next, go to section **I send invoices from** and click on **Add an email address** from which you will send invoices to KONE.

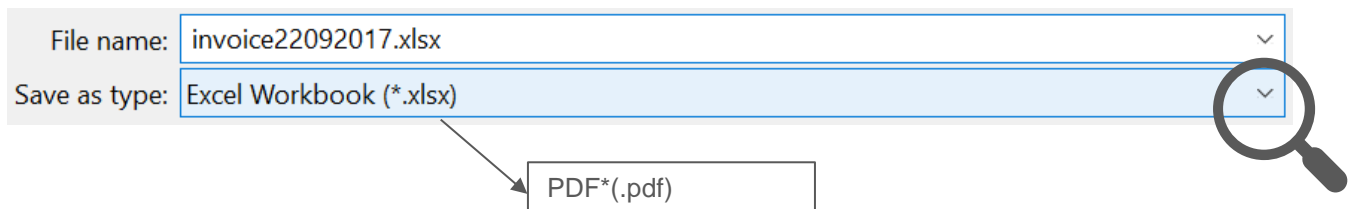
Start sending PDF-invoices

For the service to work, the invoices that you send in must have the same layout as the first invoice. Because 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. Please make sure that your PDF-invoices are machine-readable and that they are sent to the correct KONE email address for PDF-invoices (found in section A of this supplier kit).

1. Create a PDF-invoice

There are many ways you can create a PDF invoice:

- You can use your current accounting software, if it allows you to export invoices in machine-readable PDF format.
- You can use a word processing or spreadsheet software - for example, tools from the Microsoft Office, if it allows you to save documents in machine-readable PDF format.



2. Attachment policy

Invoice files can be named as you wish, as long as they DO NOT contain any of the following words: *attachment*, *anhang*, *anlage*, *adjunto*, *annex*, or *liite*. If you need to add additional attachments or supporting documents to your email message, such as a delivery note, please make sure that you follow the attachment policy for additional attachments:

- You can only send attachments in PDF format. The service ignores all other attachment types.
- Name the additional attachment so that it contains the word *attachment*, *anhang*, *anlage*, *adjunto*, *annex*, or *liite*. For example, *attachment_112233.pdf*.
- If you send multiple attachments, Basware recommends that you send only one invoice per each email.
- If you must send multiple PDF e-Invoices and attachments in a single email, follow these guidelines:
 - Make sure that each attachment has the keyword attachment in their filename.
 - Make sure that each attachment is associated to a business document PDF:
 - Single business document PDF: each attachment is automatically linked to the business document PDF.
 - Multiple business document PDFs: attachments are linked to a business document PDF, if the filename of the attachments contains the filename (without the file extension) of the business document. For example, *document1_attachment.pdf* will be linked to *document1.pdf*.
 - The attachments are valid, if:
 - The email contains at least one business document PDF.
 - Each extra attachment is linked to a business document PDF.

More information about the attachment policy can be found [here](#).

3. Send the PDF-invoice

1. Using your standard email client, create a new email message.
2. Attach the PDF-invoice you have saved on your computer to the email message. It is possible to attach multiple invoices into one email.
3. If you want to send additional attachments to your customer, such as delivery notes, please attach them to the email. Attachments must always be delivered together with the PDF-invoice. For instructions on how to name the additional attachments, see Attachment Policy.
4. Type KONE's PDF-invoice address in the email receiver field. KONE email addresses for PDF-invoices are found in section A of this supplier kit.
5. Send the email.

THE BASWARE PDF-SERVICE DELIVERS TO KONE ONLY PDF-INVOICES THAT ARE SENT FROM EMAIL ADDRESSES THAT ARE REGISTERED TO THE SERVICE. THE SERVICE WILL AUTOMATICALLY REJECT INVOICES THAT ARE SENT FROM AN UNREGISTERED EMAIL ADDRESS.



4. Invoice delivery

Basware sets up the conversion process when you send the first invoice into the service. Basware will notify you by email when the first email has been delivered to KONE successfully. The first PDF-invoice can take a few business days to be mapped and delivered to KONE. No further confirmation emails will be sent unless there are delivery problems with the invoices. Please note that the confirmation notification and all the rejection notifications are sent to the email address, from which the invoice was sent, and as well to the email address of company's contact person that was given during registration. Therefore, please ensure these email addresses are monitored mailboxes.

Typical scenarios where the PDF-invoice is being rejected:

- The PDF invoice file is not machine-readable.
- The email invoice was sent from an un-registered email address.
- A mandatory field does not have content.
- The name of the additional attachment file does not include one of the following words:
attachment/anlage/adjunto/annex/liite.

Basware will notify by email if the invoice cannot be delivered.

5. Invoice monitoring

If you want to check on invoice delivery status, please go to the Basware Portal: <https://portal.basware.com/> and login. Go to the tab **Documents** and see an overview of your sent PDF-invoices. For other purposes you do not need to login or use the portal anymore, it was only needed once for registration and activation of the service.

A. KONE email addresses

Please use the following email addresses when sending PDF-invoices to KONE:

Country	Company unit	VAT-ID or other identification	Email address for PDF-invoices (requires registration)
AUSTRALIA	KEP AU (Australia)	GST:47000142423	kone.kep.au@email.basware.com
AUSTRALIA	KEP NZ (New Zealand)	26-961-408	kone.kep.nz@email.basware.com
AUSTRALIA	KONE Holdings (Australia) Ltd.	ACN 003 986 436	kone.holdings.au@email.basware.com
AUSTRIA	KONE AG	ATU 14651205	kone.ag@email.basware.com
BAHRAIN	KONE Bahrain SPC	99698-1	KONE.Bahrain.SPC@email.basware.com
BAHRAIN	KONE Elevators SPC	67721-1	KONE.Elevators.SPC@email.basware.com
BELGIUM	KONE Belgium S.A.	BE0436407453	kone.belgium.sa@email.basware.com
BELGIUM	KONE International N.V.	BE0444307015	kone.international.nv@email.basware.com
CANADA	KONE Inc. CKE	103753497	kone.inc.cke@email.basware.com
CANADA	KONE Inc. CKQ	103753497	kone.inc.ckq@email.basware.com
CYPRUS	KONE Elevators Cyprus Ltd.	10100106J	Kone.Elevators.Cyprus.Ltd@email.basware.com
CZECH REPUBLIC	KONE a.s.	CZ00176842	kone.as@email.basware.com
CZECH REPUBLIC	KONE Industrial - koncern s.r.o.	CZ27111440	kone.Industrial.koncern@email.basware.com
DENMARK	KONE Elevator A/S	DK62953519	kone.elevator.as@email.basware.com
EGYPT	KONE LLC	67523	KONE.LLC@email.basware.com
ESTONIA	AS KONE	EE100085310	as.kone@email.basware.com
FINLAND	KONE Oyj	FI19274001	kone.oyj@email.basware.com
FINLAND	KONE Industrial Oy	FI18919760	kone.industrial.oy@email.basware.com
FINLAND	KONE Elevators Oy	FI19042921	kone.hissit@email.basware.com
FINLAND	KONE Export Oy	FI27784642	kone.export.oy@email.basware.com

FRANCE	KONÉ S.A.	FR06592052302	kone.sa@email.basware.com
GERMANY	KONE Montage GmbH	DE260260937	kone.montage.gmbh@email.basware.com
GERMANY	KONE GmbH, (Frontline)	DE196233671	kone.gmbh@email.basware.com
GERMANY	KONE Holding GmbH	DE196233671	kone.holding.gmbh@email.basware.com
GERMANY	KONE Escalator SSC Europe GmbH	DE239780388	kone.escalator.slk.gmbh@email.basware.com
GERMANY	KONE Automatiktüren GmbH	DE220493160	kone.automatiktueren.gmbh@email.basware.com
GERMANY	KONE Servicezentrale GmbH	DE227883394	kone.servicezentrale.gmbh@email.basware.com
HONG KONG	KONE Elevator (HK) Limited	441616	kone.elevator.hk@email.basware.com
HONG KONG	Ben Fung Machineries and Engineering Ltd	28642	kone.bfm.hk@email.basware.com
HUNGARY	KONE Felvonó Kft	10851285-2-41	kone.felvono@email.basware.com
IRELAND	KONE Ireland Limited	IE4815768T	kone.ireland.limited@email.basware.com
ITALY	KONE S.p.A.	IT12899760156	kone.spa@email.basware.com
ITALY	Slimpa S.p.A.	IT00192220127	slimpa@email.basware.com
ITALY	KONE Industrial Spa	IT04160240968	kone.industrial.spa@email.basware.com
KENYA	KONE Kenya Limited	A02134566P	KONE.Kenya.Limited@email.basware.com
LATVIA	SIA KONE Lifti Latvija	LV40003226874	SIA.KONE.Lifti.Latvija@email.basware.com
LITHUANIA	UAB KONE	LT234477811	UAB.KONE@email.basware.com
LUXEMBURG	KONE Luxembourg S.A.R.L.	LU 1988 2405 675	kone.luxembourg@email.basware.com
LUXEMBURG	LUMICO S A R L	B 138491	kone.lumico@email.basware.com
MALAYSIA	KONE Elevator (M) Sdn. Bhd	1707311104	kone.elevator.my@email.basware.com
NETHERLANDS	KONE Holland B.V.	1657902	kone.holland@email.basware.com
NETHERLANDS	KONE B.V.	1190994	kone.bv@email.basware.com

NETHERLANDS	Hissi B.V.	810356995	hissi.bv@email.basware.com
NETHERLANDS	KONE Nederland Holding B.V.	810540678	kone.nederland.holding@email.basware.com
NETHERLANDS	KONE Deursystemen B.V.	008132148	kone.deursystem@email.basware.com
NETHERLANDS	Kone Finance Holding BV	807557316	kone.finance.holding@email.basware.com
NORWAY	KONE Aksjeselskap AS	918201548 MVA	kone.aksjeselskap.as@email.basware.com
OMAN	KONE Assarain LLC	1149803	KONE.Assarain.LLC@email.basware.com
POLAND	KONE Sp.zo.o.	PL 521-053-45-32	kone.sp.zoo@email.basware.com
PORTUGAL	KONE Portugal - Elevadores Lda	46630 R3	kone.portugal@email.basware.com
QATAR	KONE Elevators LLC	32647	KONE.Elevators.LLC@email.basware.com
SAUDI ARABIA	KONE Areeco Ltd	4030093714	KONE.Areeco.Ltd@email.basware.com
SINGAPORE	KONE Pte. Ltd.	197801381N	kone.pte.ltd@email.basware.com
SLOVAKIA	KONE s.r.o.	SK2020336417	kone.sro@email.basware.com
SLOVAKIA	KONE SSC s.r.o.	2021862315	kone.ssc@email.basware.com
SLOVENIA	KONE d.o.o.	SI 94615225	kone.doo@email.basware.com
SOUTH AFRICA	KONE Elevators South Africa (Pty) Ltd.	4850103047	KONE.South.Africa.Pty.Ltd@email.basware.com
SPAIN	KONE Elevadores S.A.	A28791069	kone.elevadores@email.basware.com
SPAIN	Marvi Ascensores SL	B60600897	marvi.ascensore@email.basware.com
SWEDEN	KONE Ab	SE556234463901	kone.ab@email.basware.com
SWITZERLAND	KONE (Schweiz) AG	CHE-114.993.455 MWST	kone.schweiz@email.basware.com
UGANDA	KONE Uganda Limited	1003964115	KONE.Uganda.Limited@email.basware.com
UK	KONE Plc.	GB 222 2799 69	kone.plc@email.basware.com
UK	KONE (NI) Ltd.	GB 222 2269 79	kone.ni.ltd@email.basware.com
UNITED ARAB EMIRATES	KONE Middle East LCC	59446	KONE.Middle.East.LCC@email.basware.com



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