



Supplier Portal – Frequently Asked Questions

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What is the Supplier Portal?

The OSI Supplier Portal is a self-service, web-based platform where OSI has partnered with Basware, our new AP automation platform. OSI suppliers can securely create a Login account, submit invoices, research invoice status, and make changes to your company's account information.

How do I register for the Supplier Portal?

An invitation to register will be sent to your email from no-reply@basware.com. Check your spam folder or contact OSI Shared Services for help at Accountspayablehelp@osigroup.com.

How do I log into the Supplier Portal?

After registering for the portal, log in at <https://portal.basware.com/> or from the [supplier page](http://www.osigroup.com) on www.osigroup.com.

How do I reset my password in the Supplier Portal?

Passwords can be reset by clicking on the "Forgot Password" link. Follow the instructions provided in the confirmation email.

What are the password requirements for the Supplier Portal?

Passwords must contain 10 characters, a lowercase and an uppercase letter, a special character, and a number.

What information is required to register my company?

If this is the first login for your company, the registered company name, primary contact, and email addresses from which invoices will be submitted are required. Each supplier email address that will be used to send invoices to OSI must be confirmed before invoices will be accepted into Basware.

How do I confirm all the email addresses that will send invoices?

Each email address added into the Basware system will receive a confirmation email. Clicking the "Confirm Your Email" button contained within the email will complete the email address registration process.

What does this Invoice Status mean?

Invoice Status	Status description
New	A new invoice/credit memo has been submitted. This is the start of the process and invoices will not stay in this status for very long.
Received	Invoice/credit memo has been opened by the receiver for the first time.
Error in Delivery	An error has occurred in the delivery of the invoice/credit memo.
Delivery in Process	The invoice/credit memo is currently being processed for delivery.
Delivered to Recipient	The invoice/credit memo has been delivered to the recipient.
Rejected in Delivery	The invoice/credit memo has been rejected while being processed for delivery.
Draft	Invoice/credit memo has been entered but not submitted.



Ready for Delivery	Invoice/credit memo that has been sent but not yet been forwarded to delivery.
Received	Invoice/credit memo that the recipient has opened.
Rejected during delivery	Invoice/credit memo that has been rejected during the delivery process. Please make sure that the contents of the document are valid and try resending. If the problem persists, please contact Basware Support.
Delivery delayed	Invoice/credit memo that Basware Network could not deliver to the intended recipient. Often, this is caused by a temporary delivery failure. If the document remains in this status for over 24 hours, please contact Basware support.
In flow	The recipient has received the Invoice/credit memo.
Accepted by Recipient	The recipient has accepted the Invoice/credit memo.
Rejected by Recipient	The recipient has rejected the Invoice/credit memo.
Transferred for Payment	The recipient has sent the document for the Invoice/credit memo.
Paid	The recipient has paid the Invoice/credit memo.