

Supplier Guide

Sending of PDF invoices

June 2020



The supplier follows the
supplier guide



James Hardie improves the
payment cycle and process
efficiency



Invoices are paid on time,
saving time and money.

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James Hardie Europe adapts to electronic invoicing

This guide provides detailed instructions on how to send PDF invoices to James Hardie Europe. If these instructions are followed, James Hardie Europe will receive PDF invoices as electronic invoices. This service is free of charge for you.

- Open the registration link you received from James Hardie Europe.

Alternatively, please use the link below:

<https://portal.basware.com/open/JamesHardie>

- In the Basware portal, add the email address(es) from which you send the PDF invoices.
- Go to your email or billing software and attach a PDF invoice to your email and send it.

If you have any questions about sending invoices to James Hardie, please feel free to contact us:

Contact details

James Hardie Europe	Questions about the invoice content	Email: kreditoren@jameshardie.com Phone: +49 (0)211 54236371
Basware Customer support	Questions about Basware service	https://basware.service-now.com/bw?id=bw_sc_cat_item_public

Yours sincerely

James Hardie Europe GmbH

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Registration process

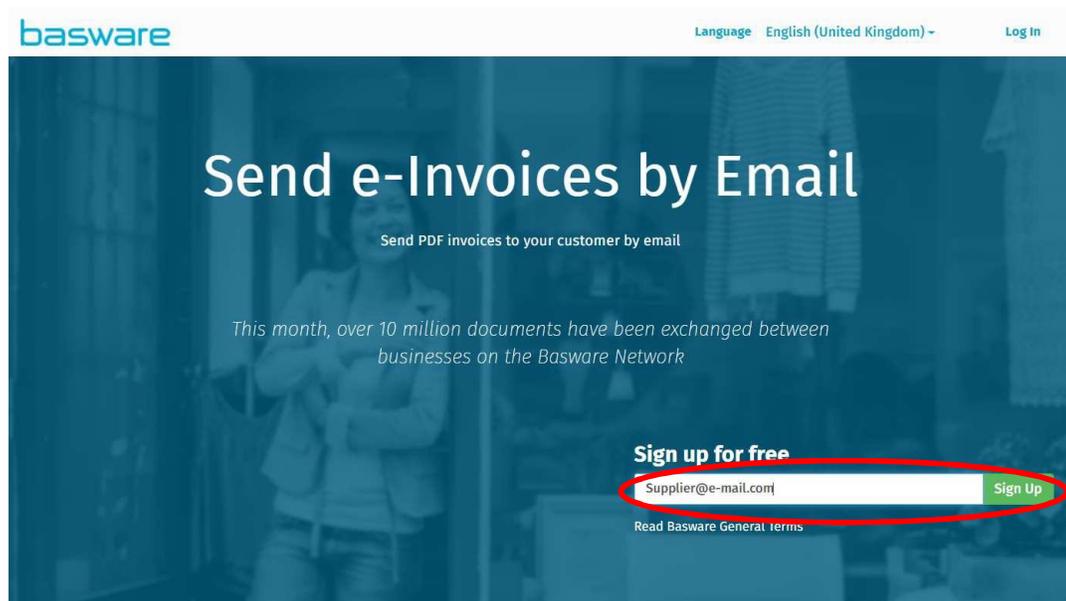
With this free PDF service, you can send e-invoices to James Hardie Europe. To get started, you need to register with the PDF e-invoice service via the Basware portal. You only need to register once to send PDF invoices to James Hardie Europe.

1. Create an account

Click on the registration link:

<https://portal.basware.com/open/JamesHardie>

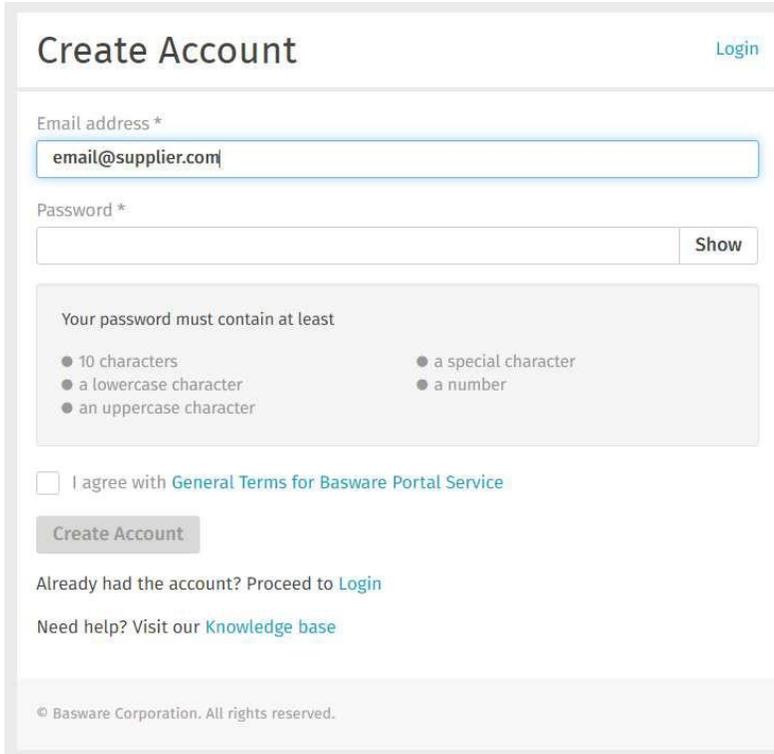
Please open the link in an internet browser to start the registration on the supplier portal. Please pay attention to the capital letters if you do not use the link directly. The following start page is loaded:



Please enter your email address with which you wish to create the supplier profile on the Basware portal. Then please click on "Sign Up" to proceed to the next step.

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A page for creating an account opens:



Create Account [Login](#)

Email address *

Password * [Show](#)

Your password must contain at least

- 10 characters
- a lowercase character
- an uppercase character
- a special character
- a number

I agree with [General Terms for Basware Portal Service](#)

[Create Account](#)

Already had the account? Proceed to [Login](#)

Need help? Visit our [Knowledge base](#)

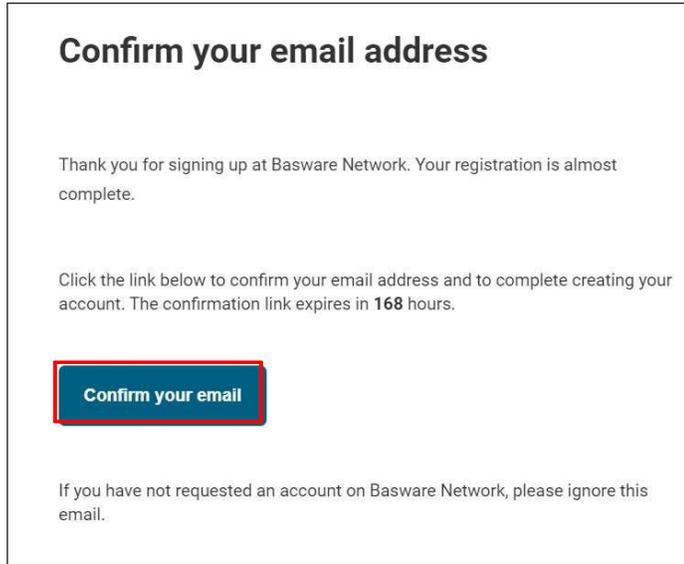
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Enter your e mail address, choose a secure password and create the account.

The service will send a confirmation message to your e-mail address. A confirmation message is sent from <no.reply@basware.com> and may end up in your spam filter. Open the confirmation message and click "Confirm email address" to activate your account.

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Please open your email by clicking the link contained: "Confirm email address".

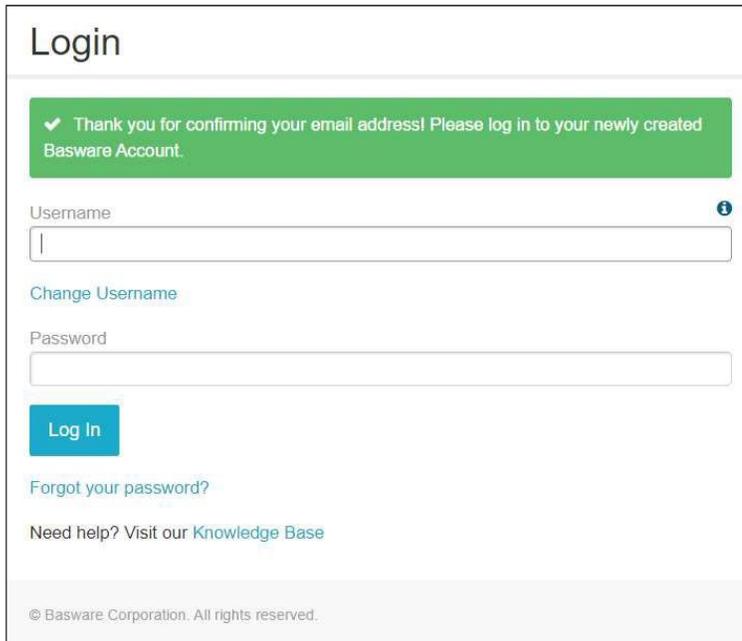


The link contained in the email to confirm your email address is valid for 168 hours and must be confirmed within this period.

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2. First login to the portal

After confirming your email address by clicking on the "Confirm email address" button, you will be redirected to the start page of the Basware portal to create your supplier profile:



Login

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

Username ?

[Change Username](#)

Password

Log In

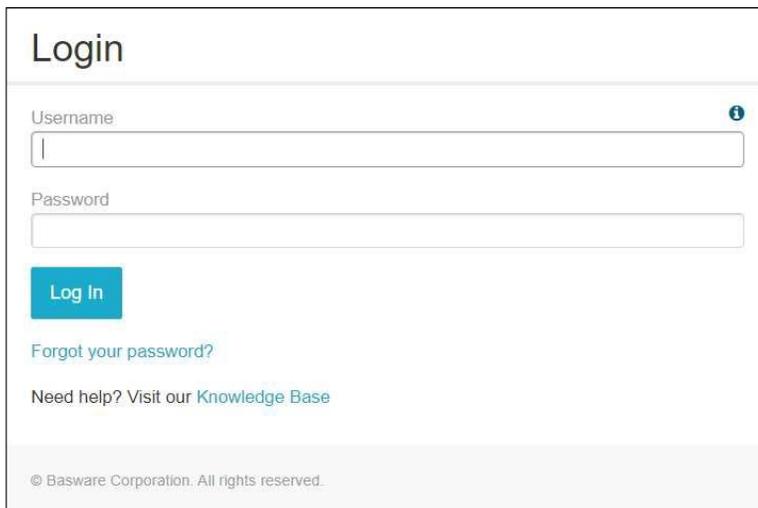
[Forgot your password?](#)

Need help? Visit our [Knowledge Base](#)

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If you would like to log in to the Basware portal at a later point in time, please use the following link:

<https://portal.basware.com>



Login

Username ?

Password

Log In

[Forgot your password?](#)

Need help? Visit our [Knowledge Base](#)

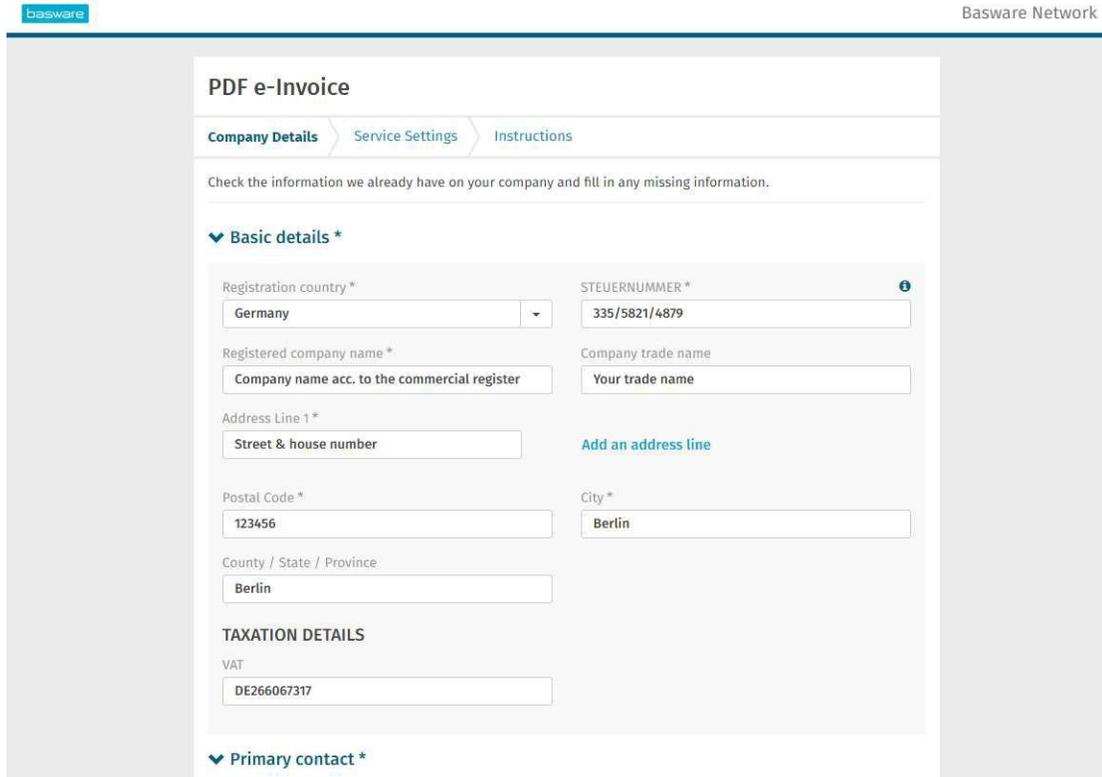
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After entering your username (your email address) and password, you will be redirected to the homepage of your company profile.

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3. Enter your company data

In the section "Company details - Basic details " please enter your company details. All fields marked with * are mandatory fields.



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PDF e-Invoice

[Company Details](#) > [Service Settings](#) > [Instructions](#)

Check the information we already have on your company and fill in any missing information.

Basic details *

Registration country *	STEURNUMMER *
<input type="text" value="Germany"/>	<input type="text" value="335/5821/4879"/>
Registered company name *	Company trade name
<input type="text" value="Company name acc. to the commercial register"/>	<input type="text" value="Your trade name"/>
Address Line 1 *	Add an address line
<input type="text" value="Street & house number"/>	
Postal Code *	City *
<input type="text" value="123456"/>	<input type="text" value="Berlin"/>
County / State / Province	
<input type="text" value="Berlin"/>	

TAXATION DETAILS

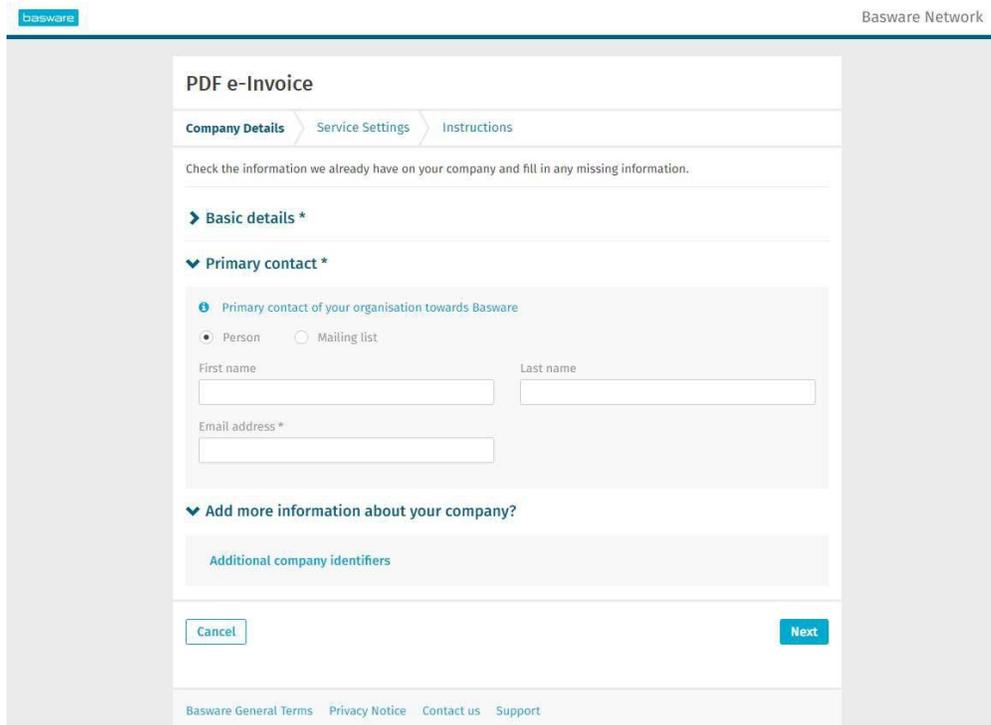
VAT

Primary contact *

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4. Contact information of your organization

Please enter the email address that will be used as the contact for notifications for sending invoices. Notifications are sent, for example, if invoices could not be processed or if there are other problems with the invoice data.



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PDF e-Invoice

[Company Details](#) > [Service Settings](#) > [Instructions](#)

Check the information we already have on your company and fill in any missing information.

> Basic details *

▼ Primary contact *

Primary contact of your organisation towards Basware

Person Mailing list

First name Last name

Email address *

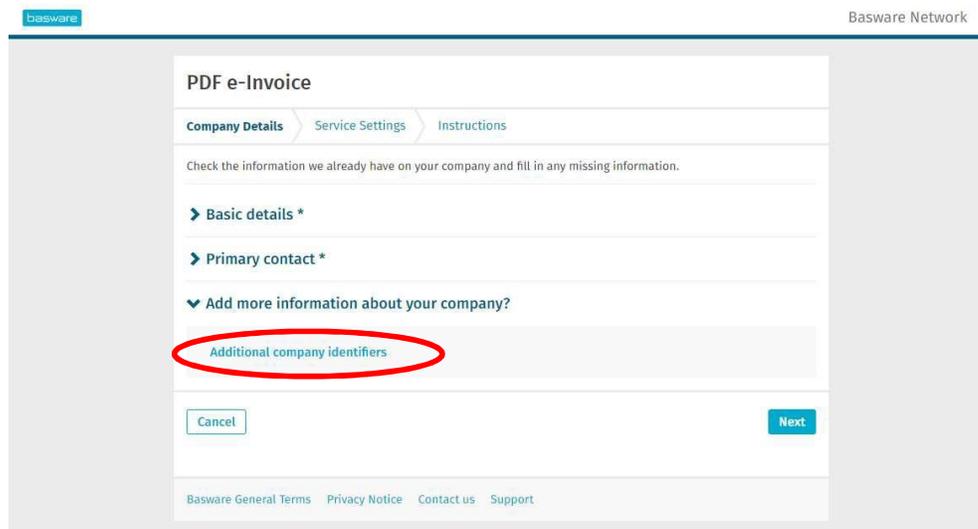
▼ Add more information about your company?

Additional company identifiers

[Cancel](#) [Next](#)

[Basware General Terms](#) [Privacy Notice](#) [Contact us](#) [Support](#)

You can also provide additional company information. However, these are not mandatory.



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PDF e-Invoice

[Company Details](#) > [Service Settings](#) > [Instructions](#)

Check the information we already have on your company and fill in any missing information.

> Basic details *

> Primary contact *

▼ Add more information about your company?

Additional company identifiers

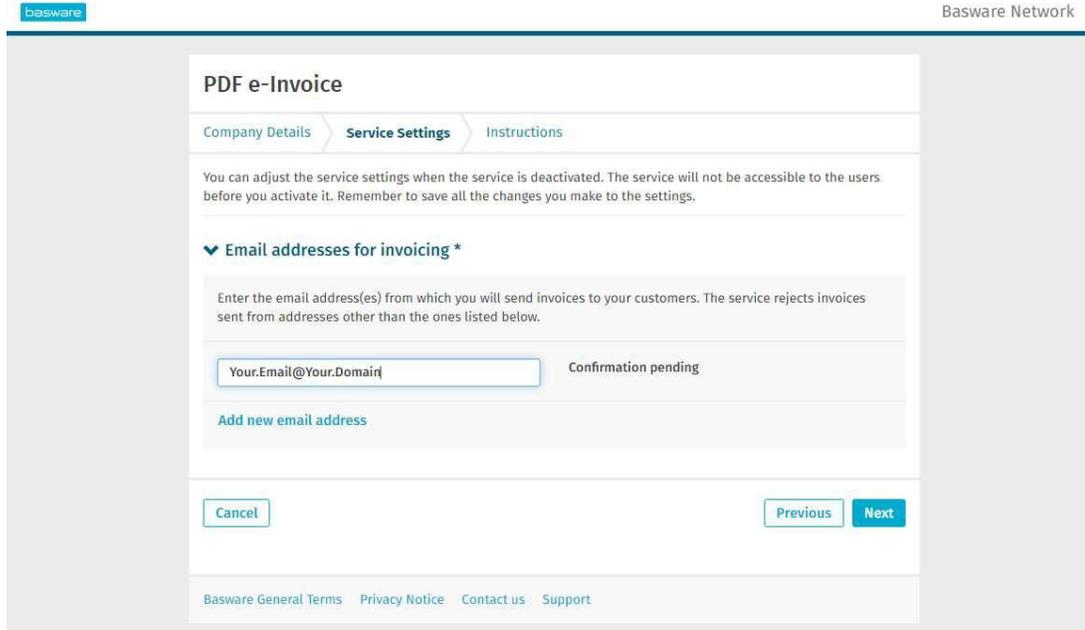
[Cancel](#) [Next](#)

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5. Registration of the e-mail address(es) for sending PDF invoices

Please switch to the "Service Settings" tab to register the email addresses allowed for sending PDF invoices. Only email addresses registered within this domain are authorized to send PDF invoices. Please note that PDF invoices sent from unregistered email addresses will be rejected by the service.



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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.

Confirmation pending

[Add new email address](#)

[Basware General Terms](#) [Privacy Notice](#) [Contact us](#) [Support](#)

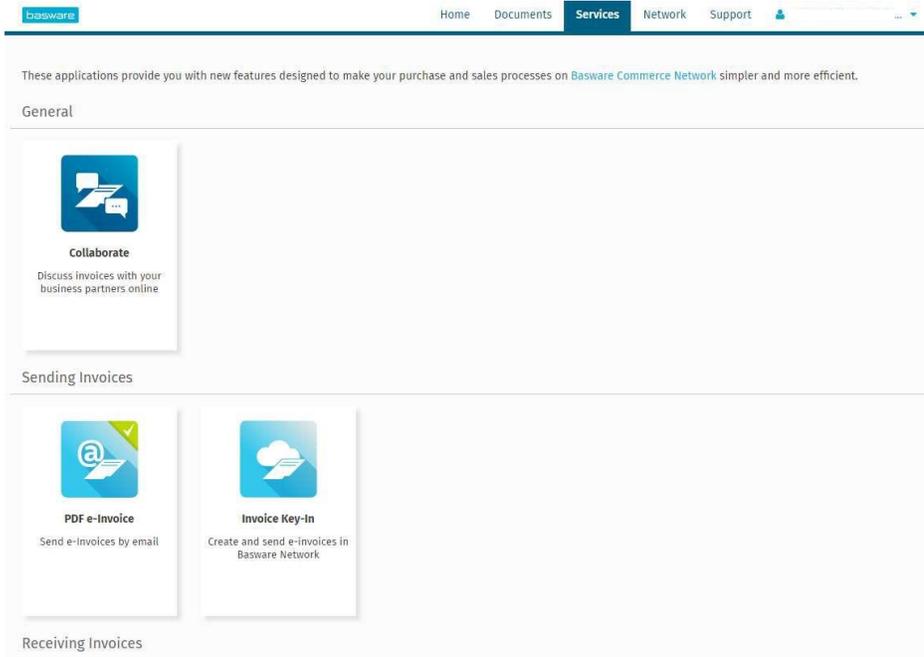
Please enter one or more email addresses. For each email address you enter, an email will be sent with a confirmation link that must be clicked to activate the email address used for sending invoices. PDF invoices are only accepted from confirmed email addresses.

Make sure that you have completed the registration process and click "activate" on the last page of the registration process.

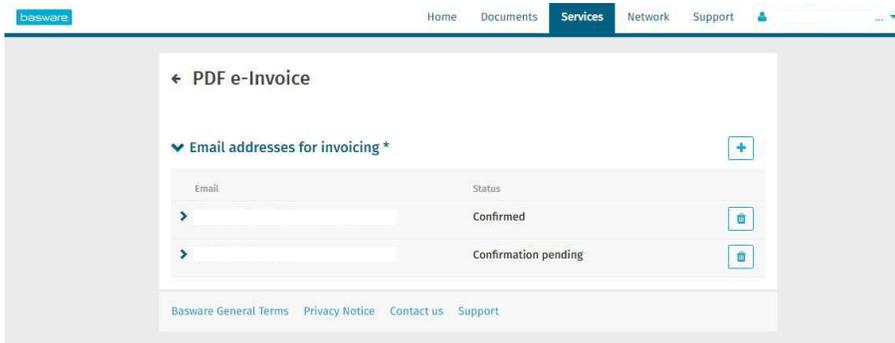
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6. Subsequent registration of email address(es) for sending

If you want to use additional email addresses for sending invoices at a later point in time or delete existing ones, you can do this on the "Services" tab by clicking on the "PDF e-Invoice" button.



By clicking on "PDF e-Invoice" you can access the administration of email addresses.



Email addresses can be added or deleted here. Please note that all newly added email addresses must be confirmed (see point 5).

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Start sending PDF invoices

Make sure that you have completed the registration process and click "activate" on the last page of the registration process. Now you can access your email or billing software and create a PDF invoice. For the service to work, the invoices you send must have the same layout as the first invoice. Since invoices are read electronically, the content of each invoice must be in a machine-readable text format - the invoices cannot be

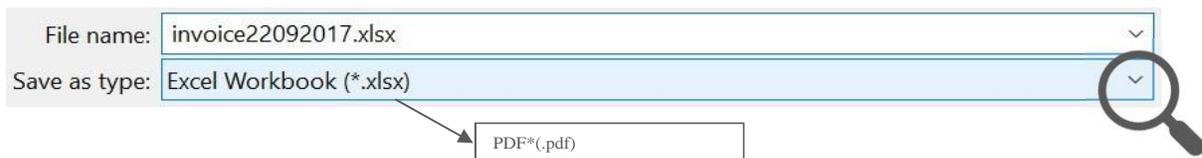
- handwritten,
- be scanned or
- contain information in an image format.

Please ensure that your PDF invoices are machine-readable and are sent to the correct James Hardie email address for PDF invoices (see Section A of this Supplier Guide).

1. Create a PDF invoice

There are various ways you can create an electronic invoice as a PDF:

- You can use your current accounting software if you can export invoices in machine-readable PDF format.
- You can use word processing or spreadsheet software, such as Microsoft Office tools, if you can save documents in machine-readable PDF format



2. Attachment guideline

If you want to add additional attachments to your email, such as a delivery note, make sure you follow the attachment guidelines for additional attachments. For examples, see Appendix F at the end of this guide:

- You can only send attachments in PDF format. The service ignores all other attachment types.
- Name the attachment so that it contains the word "attachment", "appendix" or "attachment". Example: attachment_112233.pdf. Upper and lower case is not important.
- If you send multiple attachments, Basware recommends that you send only one invoice per email.
- If you need to send multiple PDF e-invoices and attachments in a single email, follow these guidelines
 - Make sure that each attachment has the keyword attachment in its file name.
 - Make sure that each attachment is linked to a business document PDF:
 - Individual business document PDF: Each attachment is automatically linked to the PDF of the business document.
 - Multiple business documents PDF files: Attachments are linked to a PDF file for business documents if the file name of the attachment contains the file name (without file extension) of the business document. Example, document1_attachment.pdf will be linked to document1.pdf.
 - The attachments are valid if:
 - The email contains at least one PDF document for business documents.

Each additional attachment is linked to a PDF file for business documents.

Further information on the attachment guidelines can be found [here](#) or in section F of this guide.

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3. Sending the PDF invoice

1. Create a new email message using your default email client.
2. Attach the PDF invoice that you have saved on your computer to the email message. It is possible to attach multiple invoices to one email.
3. If you would like to send James Hardie Europe additional invoice attachments, 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 Guidelines.
4. Enter the PDF invoice address of the corresponding James Hardie company in the email recipient field. For James Hardie Europe email addresses for PDF invoices, please refer to section A of this Supplier Guide.
5. The subject line of the email can be left empty and will not be evaluated for invoice processing.
6. Send the email.

THE BASWARE PDF-SERVICE ONLY DELIVERS PDF-INVOICES THAT ARE SENT FROM CONFIRMED EMAIL ADDRESSES. THE SERVICE REJECTS INVOICES SENT FROM AN UNREGISTERED OR UNCONFIRMED EMAIL ADDRESS.



4. Invoice delivery

Basware sets up the conversion process when you send the first invoice to the service. For the service to work, the invoices you send must have the same layout as the first invoice.

If you change the layout of your PDF invoices, you must first create a service ticket and attach the changes in the form of a sample invoice with the changed layout so that the appropriate adjustments can be made.

Basware will notify you by email as soon as the first email has been successfully delivered to James Hardie Europe. The processing of the first PDF invoice may take up to two working days, as the technical implementation and content "mapping" is done before the invoice is sent to James Hardie Europe. No further confirmation emails will be sent unless there are content problems with the invoices.

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A. Profile of the company

Please use the email addresses listed below to email PDF invoices to the respective business units of James Hardie Europe.

Business Unit	Email address
James Hardie Europe GmbH	JamesHardieEU@email.basware.com
Fels-Recycling GmbH	Felsrecycling@email.basware.com
Farmacell Schraplau GmbH	FCSchraplau@email.basware.com

B. Invoice content on invoices sent with PDF invoices

Please make sure that your PDF invoice contains the following information before sending your email.

If a mandatory field (M) is empty, your invoice will be rejected.

General Information	BE	GER	NL	UK	US	FI	SE	NO	DK	FR	AUS	Generic 3
Invoice number	M	M	M	M	M	M	M	M	M	M	M	M
Indication whether tax invoice or credit note	M	M	M	M	M	M	M	M	M	M	M	M
Date of invoice	M	M	M	M	M	M	M	M	M	M	M	M
Due date	*	*	*	*	*	*	*	*	M	M	*	*
Service date/ month of service provision	M	M	M	*	M	*	*	*	*	M	*	*
Currency	M	M	M	M	M	M	M	M	M	M	M	M
Supplier Information	BE	GER	NL	UK	US	FI	SE	NO	DK	FR	AUS	Generic 3
Complete company name of the supplier	P	P	P	P	P	P	P	P	P	P	P	P
Complete address of the supplier	P	P	P	P	P	P	P	P	P	P	P	P
VAT ID of the supplier	P	P	P	P	P	P	P	P	P	P	P	P
IBAN (Bank account in IBAN format)	*	*	*	*	*	M	*	M1	*	*	*	*
SWIFT (BIC)	*	*	*	*	*	*	*	*	*	*	*	*
Bank account of the supplier (local format)	*	*	*	*	*	*	M	M1	*	*	*	*
Payment references (OCR number, KID number)	*	*	*	*	*	*	*	*	*	*	*	*
Customer Information	BE	GER	NL	UK	US	FI	SE	NO	DK	FR	AUS	Generic 3

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Complete company name (customer name and legal form)	M	M	M	M	M	M	M	M	M	M	M	M
Complete address	M	M	M	M	M	*	*	M	M	M	*	*
VAT ID of the customer	M	M	M	M	-	*	*	*	*	M	*	*
Conclusion	BE	GER	NL	UK	US	FI	SE	NO	DK	FR	AUS	Generic 3
Net amount (WITHOUT VAT)	M	M	M	M	*	M	M	M	M	M	M	C
Gross amount (with VAT) ²	M	M	M	M	M	M	M	M	M	M	M	M
Freight charges	-	-	-	-	*	-	-	-	-	-	-	-
Applied VAT rates	M	M	M	M	*	M	*	*	*	M	M	*
Breakdown by taxable amount (excluding VAT) per VAT rate or indication of VAT exemption	M	M	M	M	*	*	*	*	M	M	*	*
Breakdown of the tax amount per VAT rate or indication of the VAT exemption	*	*	M	*	*	*	*	*	*	*	*	*
Total amount of tax payable	M	M	M	M	*	M	M	M	M	M	M	*
Summary	BE	GER	NL	UK	US	FI	SE	NO	DK	FR	AUS	Generic 3
Order no.	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on
Contract no.	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on
Buyer reference	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on	add-on
P	Is transferred from your master data that you entered during registration.											
M	Mandatory entry; if a mandatory entry is missing, the invoice is rejected.											
*	Optional field is entered if it is specified on the invoice. This entry must be made in machine-readable (readable) form.											
²	If the addition of the net amount and all tax amounts is not equal to the specified total amount, the invoice is rejected.											
3	If the recipient country is not explicitly listed, the recipients are responsible for checking and complying with the legal framework of the respective country when using the service.											

C. Validation of invoices and rejections

Typical scenarios in which the PDF invoice is rejected:

- The PDF invoice file is not machine-readable.
- The email invoice was sent from an unregistered e-mail address.
- A mandatory field contains no content.
- The name of the additional attachment file does not contain one of the following words: attachment/attachment/adjunto/annex/liite.

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Basware will notify you by email if the invoice cannot be delivered. Please note that rejection notifications are sent to the email address from which the invoice was sent. Therefore, please make sure that the email address is monitored.

If you have further questions about the rejection messages, please read the [FAQs here](#).

D. Invoice monitoring

If you want to check the invoice delivery status, please go to the [Basware Portal](#) and log in. Go to the Documents tab and view an overview of your sent PDF invoices.

Please note that the first PDF invoice you send to the new James Hardie Europe email addresses may take up to two working days to be displayed on the portal. Basware will notify you by email when the first invoice has been successfully submitted to James Hardie Europe. No further confirmation emails will be sent unless there are delivery problems with the PDF invoices.

For other purposes you do not need to log in or use the portal, it is only required once for registration and activation of the service.

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E. List of free PDF Tools

The following list of PDF Tools is only an example and is provided for information purposes only. It is likely that you can generate machine-readable PDF invoices with your current software. However, if you are not able to create a PDF with your current software, the following free PDF Tools can be used to create PDF invoices:

CutePDF™ Writer
Producer
Operating system
Website

Acro Software
Microsoft® Windows
www.cutepdf.com

doPDF
Producer
Operating system
Website

Softland
Microsoft® Windows
www.dopdf.com

Microsoft Office Add-in: Microsoft
Save as PDF

Producer
Operating system
Website

Microsoft
Microsoft® Windows
www.microsoft.com

PDFConverter Desktop

Producer
Operating system
Website

Baltsoft Software
Microsoft® Windows
www.freepdfconvert.com

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F. Examples of invoice email attachments

Attachment	Valid	Comment
<ul style="list-style-type: none"> • some.pdf • another.pdf • attachment_for_some.pdf • attachment_for_another.pdf 	Yes	<ul style="list-style-type: none"> • This message contains the invoices, some.pdf and another.pdf • This message also contains two attachments linked to the invoices • attachment_for_some.pdf is linked to some.pdf • attachment_for_another.pdf is linked to another.pdf
<ul style="list-style-type: none"> • some.pdf • another.pdf • an_attachment.pdf 	No	<ul style="list-style-type: none"> • This message contains the invoices, some.pdf and another.pdf • This message contains, an_attachment.pdf, but the attachment is not linked to an invoice
<ul style="list-style-type: none"> • some.pdf • another.pdf 	Yes	<ul style="list-style-type: none"> • This message contains the invoices, some.pdf and another.pdf • This message does not contain an attachment that is linked to an invoice
<ul style="list-style-type: none"> • document_without_attachment.pdf 	No	<ul style="list-style-type: none"> • This file contains the keyword attachment which the service interprets as attachment • There is no invoice to which the service can assign the attachment
<ul style="list-style-type: none"> • document.tif 	No	<ul style="list-style-type: none"> • The invoice or the attachment in PDF format is missing • The service ignores attachments in .tif format
<ul style="list-style-type: none"> • document.pdf • some_attachment.pdf • another_attachment.pdf • body.html 	Yes	<ul style="list-style-type: none"> • This message contains the invoice document.pdf • The message also contains two attachments some_attachment.pdf and another_attachment.pdf, which are automatically linked to the invoice • The service ignores and discards the file body.html

If you do not follow the attachment guidelines when sending messages, the service will reject the message. The service will notify you that your message has been rejected. You must correct the message and resend it to the service.