

Basware Supplier Portal – User manual

The supplier portal is completely free for its users and only requires registration with an email address.

This guide is intended solely for suppliers sending invoices to Destia Oy.

You can access the supplier portal here: <https://portal.basware.com/open/destia>

Additional support for using Basware's supplier portal is available from:

- Basware's chat in the supplier portal in Finnish, English, French and German, as well as in other languages if possible.
- Destia's accounts payable at ostoreskontra@destia.fi

The supplier portal is a system maintained by Basware, so Destia's accounts payable can only assist with questions related to the use of system. For technical inquiries, please contact Basware.

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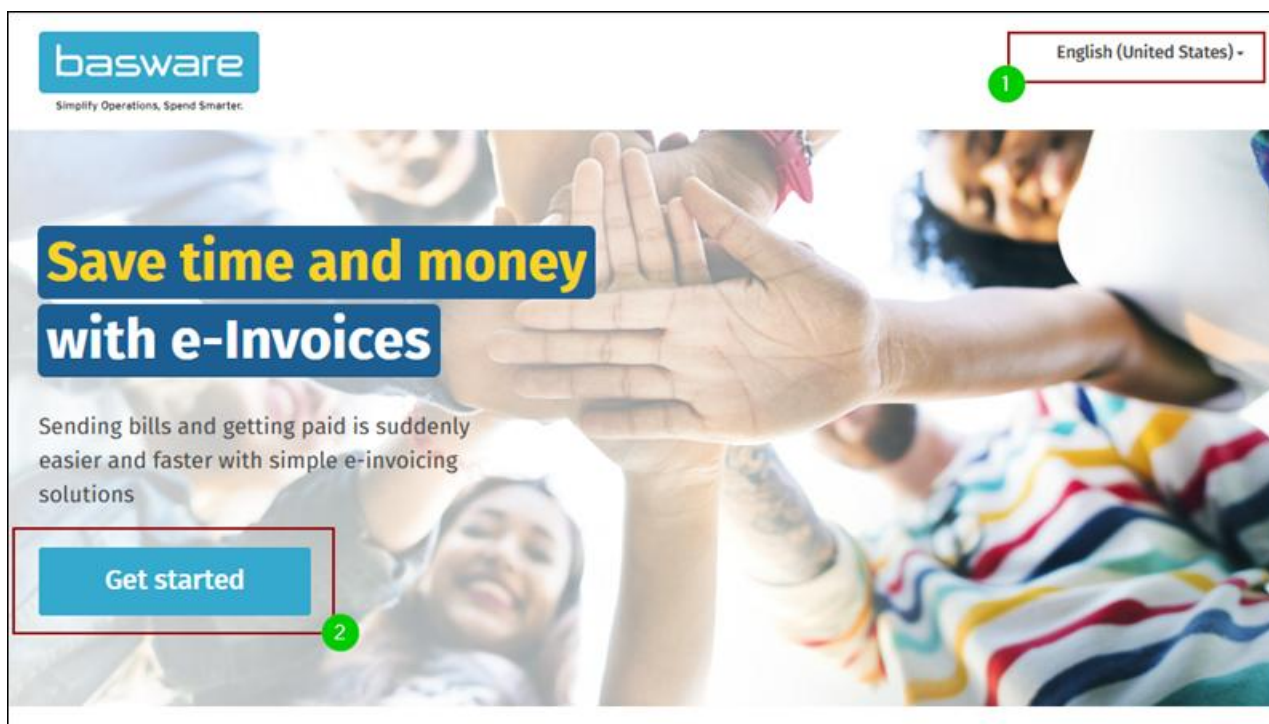
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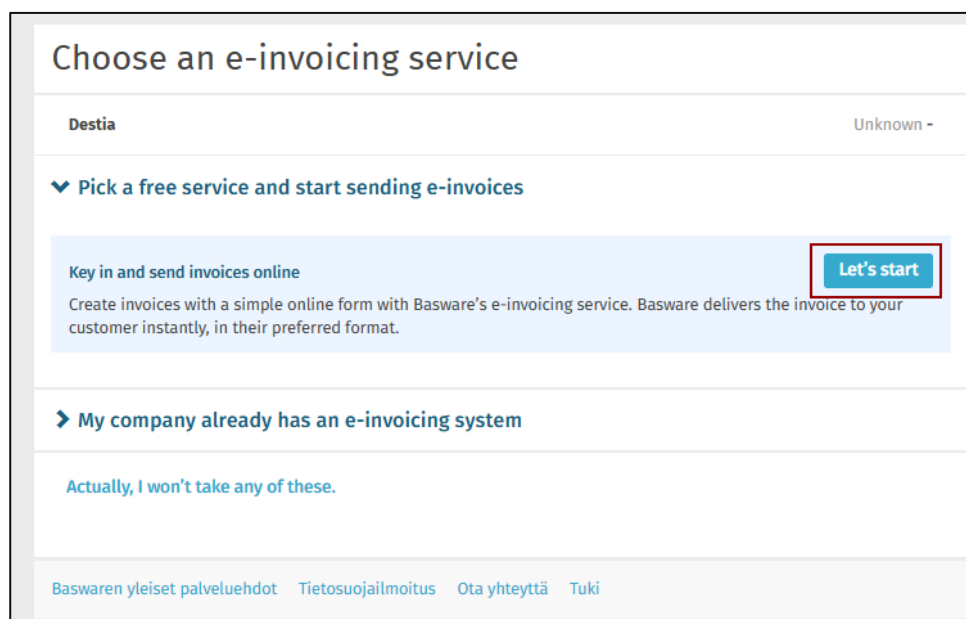
1 Registration

Go to the address <https://portal.basware.com/open/destia>

1. Choose the language for the portal
2. Click the **Get Started** button



Click the **Let's start** button.



Enter your email address in the box, Agree the Basware Portal terms and click **Create Account** button.

Create Account

Your email address *

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

[Log in instead](#) [Create Account](#)

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

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Proceed according to the notification that appears on the screen:

Check your email

We have created an account for you in Basware but you still need to activate it. We just sent you an activation email to the address:

example@destia.fi

Find the message in your email, open it, and click the button **Activate account** to proceed.

After creating your user account, you will receive an account activation notification via email. Check your spam folder if necessary. Activate your account by clicking the **Activate Account** button that is on the dark blue box.

Activate your Basware account

We have created a new account for you in Basware. Your username is:

example@destia.fi

To activate your account, click the button below within one hour to set a password for your account

ACTIVATE ACCOUNT

If you, or someone from your organization, have not requested this user account, please ignore this email

Next, define the desired password that meets the criteria listed below.

Set password

Email address

example@destia.fi

Your password must contain at least

- 8 characters
- An uppercase character
- A lowercase character
- A number
- A special character

Set password

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Remember to create a secure password. You can check the entered password using the eye icon at the end of the field. Finally, press the **Set Password** button.

Log in to the supplier portal. First, enter the email address you registered with. Continue by pressing **Next**.

Next, enter the password and press **Log in**.

2 Adding the billing organization's information

Fill in the basic information with the correct details. Fields marked with * are mandatory. The required fields may vary depending on the country in which you are registering.

Select your **country**.

Designate the **primary contact** person, who is typically the registered user account holder.

Invoice Key-In

[Company details](#) [Service settings](#)

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

▼ Basic details *

Registration country *

Select Country

▼

▼ Primary contact *

Primary contact of your company towards Basware

☒ Person

☐ Mailing list

First name

Last name

Email address *

▼ Add more information about your company?

[Bank accounts](#)

[Additional company identifiers](#)

Cancel

Next

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

At this point, you can also save bank account details to the user account so that you don't have to add them every time you create an invoice. Press the **Bank accounts** button to add the information.

Add the required bank account information (marked with *). The account number should be provided in IBAN format (EU countries). Continue by pressing **Next**.

▼ Bank accounts

NEW BANK ACCOUNT #1

Account country *

Sweden

Account type *

IBAN

Account number *

SE3473365621347129763135

Account name

Currency *

SEK

Bank name *

SVENSKA HANDELSBANKEN AB

SWIFT / BIC code *

HANDSESSXXX

Bank State Branch

[Add another bank account](#)

▼ Add more information about your company?

[Additional company identifiers](#)

Cancel

Next

Fill in the basic information with the correct details. Fields marked with * are mandatory.

Invoice Key-In

Company details

Service settings

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

▼ Basic details *

Registration country *

Sweden

Organisationsnummer (Sweden) *

5567501308

Registered company name *

Example company

Company trade name

Address Line 1 *

Companyroad 1

[Add an address line](#)

Postal Code *

111 20

City *

Stockholm

County / State / Province

Sweden

TAXATION DETAILS

VAT

SE556750130801

Select the **legal image language** in which the invoice will be sent to Destia. To save the changes, press the **Complete** button.

Invoice Key-In

[Company details](#)
[Service settings](#)

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.

▼ Legal image *

The service creates PDF versions of all your business documents. You can print out and store the PDFs as legal images for your records.

Legal image language *

English (United Kingdom)

Cancel

Previous

Complete

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

Congratulations! You have successfully registered in the Basware portal and created a user account. You can now create your first e-invoice by clicking **Yes**.

Success

 You have successfully set up the Basware Invoice Key-in service

You are ready to send your e-invoices through Basware Network.

Create and send your first e-invoice now?

Not now

Yes

3 Creating an invoice in the Basware's Portal

To add the recipient's information to the invoice, press the **Select Recipient** button.

New Invoice

Sender / Remittance address



Example company » Update » Change

Companyroad 1
Stockholm 111 20 Sweden
Sweden

Tax Registration Country and ID
Sweden
VAT SE556750130801

» Edit Ship From Address

Recipient

Select Recipient

» Edit Delivery Address

» Edit Construction Site

In the opening pop-up window, type '**Destia**' in the search and select the correct recipient '**Destia Oy**' by pressing the **Select** button on that line.

If you are a **Norwegian company** and the sale was made to Destia's project in Norway, select "**Destia Ltd**" so that **Destia Norway's VAT number will appear on the invoice**.

Select Recipient

Company	Tax Registration	Action
☆ Destia Ltd Norway		Select
☆ Destia Oy Finland	Finland FI:ORGNR 21630263	Select

After selecting the recipient, the company's information will be transferred to the invoice view, as shown in the current image.

New Invoice

Sender / Remittance address



Example company [» Update](#) [» Change](#)

Companyroad 1
Stockholm 111 20 Sweden
Sweden

Tax Registration Country and ID
Sweden
VAT SE556750130801

[» Edit Ship From Address](#)

Recipient

Destia Oy [» Change](#)

Finland

Tax Registration Country and ID
Finland
FI:ORGNR 21630263

eInvoicing Address
Destia Oy
003721630263

[» Edit Delivery Address](#)

[» Edit Construction Site](#)

4 Invoice details

Mandatory fields are highlighted in **blue** before they are filled in.

The image below shows an example of the basic information filled in for an invoice when sending it to Destia Oy.

Invoice Details	
Document Date 09/02/2025	Due Date 10/02/2025
Invoice Number 123456	
Payment Reference 	Supplier's Reference Number
Purchase Order Number 	Delivery Date
Supplier's Contact Person Miss Example	Recipient's Contact Person Destia's contact person's first and last name
Recipient's Email Address firstname.lastname@destia.fi	Contract Number
Buyer Reference Undefined	Payment Terms
Currency SEK	Comment September 2025
Shipment Number 	Payment Penalty Rate
Tax Information Reverse charge	Advance Payment Terms

Recipient's contact person = first and last name of the contact person at Destia (i.e., reference person)

Recipient's email address = firstname.lastname@destia.fi (not mandatory)

Buyer's reference = Select the project code from the dropdown menu and provide the 6–9 digit project number given by the client (if not provided, leave blank)

Tax information = Can be used, for example, to justify value-added tax as shown in the example image

Comment = Additional information for the invoice, e.g., the month to which the rent or work pertains (not mandatory)

5 Invoice content

Press the **Add Line** button to add line item details to the invoice.

Line Data
0
line items

Files
0
attachments

History
0
events

Add Line

Select the type of line type from the dropdown menu: Service or material billed by quantity. **The fields highlighted in blue are mandatory.** Add the Item name, Description, Quantity, Unit Price, and Unit of Measure.

Line Data
1
line items

Files
0
attachments

History
0
events

Item name	Quantity	Unit Price	Net Total
1 - Service	7.00 HUR	120.00	840.00 SEK

Line Type
Material
Remove

Product Code
Quantity
7.00
Tax %
0.00

Item name
Unit Price
120.00
Tax Category ID
Reverse Charge

Description
Unit of Measure
Hour
Tax Information

Order Line ID
Discount %
Discount Amount

Add Line

Add a new row by pressing the green Add line button below the row information and repeat this until you have added all the necessary line information to the invoice.

Remember to also consider the tax rate and the tax category identifier.

Tax Category ID
Reverse Charge
Standard
Zero Rated
Exempted
Reverse Charge

After you have commented on the tax category and tax rate, the amounts on the invoice will change according to the modifications you made.

Tax Details				Invoice Summary	
Tax %	Net Total	Amount	Currency	Net Total	840.00
0.00 %	840.00	0.00	SEK	Tax	0.00
				GROSS TOTAL	840.00 ?

6 Attachments

Before sending the invoice, add all possible and necessary attachments to the invoice on the Files tab by clicking **the green text as shown in the image**.

It is advisable to include an image of the invoice generated by your own billing system or any possible timesheets as attachments to the invoice.

The requirements for the attachment file are listed in the long text with a blue background.

Line Data1line items

Files0attachments

History0events

Show/hide requirements

The file must be in a supported format: .csv, .doc, .docx, .jpeg, .odt, .pdf, .png, .ppt, .pptx, .rtf, .tif, .txt, .xls, .xlsx, .zip

File name must not be longer than 75 characters

Size of a single file must not exceed 5MB

Total size of attachments must not exceed 25MB

Filenames must not contain any special characters (except: Underscores(_), Hyphens(-)), and must not be any of the following names: CON, PRN, AUX, NUL, COM1, COM2, COM3, COM4, COM5, COM6, COM7, COM8, COM9, LPT1, LPT2, LPT3, LPT4, LPT5, LPT6, LPT7, LPT8, and LPT9.

Please do not add an invoice image as an attachment unless separately agreed with your customer. An invoice image is automatically created when invoice is sent.

Click here to browse for files, or drag and drop files directly here to attach them to the document

Attachment(s)

None

Business Document Image(s)

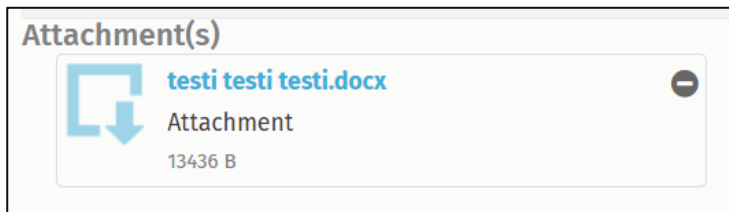
None

Data File(s)

None

The uploaded attachments are visible in the same view, under the Attachments heading.

The wrong attachment can be removed by pressing the minus sign as **shown in the image**.



Check the invoice details one more time and press **Send Invoice**.

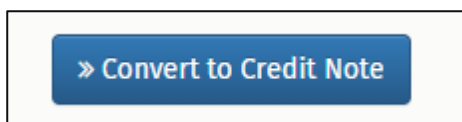
Sender's Details Company: Example company Companyroad 1 111 20 Stockholm Sweden Legal Image Language: English (United Kingdom) ▾ Tax Identification Number: SE556750130801 Company No.: 556750-1308 Tel.: Fax: Email: maiju.merivirta@gmail.com		Add Bank Account IBAN: SE3473365621347129763135 Bank Name: SVENSKA HANDELSBANKEN AB SWIFT: HANDESSSXXX
» Discard Draft » Save Draft » Send Invoice Saved at 2:21 PM		

7 Creating a credit note

It is easy to send a credit invoice for an incorrect invoice created in the portal. Find the desired invoice in the **Documents tab** and click on the **blue invoice number**.

Line Data 1 line items	Files 1 attachments	History 4 events
Attachment(s) None		
Business Document Image(s) 41a383fd-9468-11f0-969d-a563fd2e2298_legalImage.pdf Image 35515 B		
Data File(s) None		

Press the blue button that appears at the top of the page, **Convert to Credit Note**.



The only mandatory information to be added to the credit invoice is the credit invoice number.

NOTE! The credit invoice number must be different from the original charge invoice.

You can add, for example, the letter 'C' at the end of the credit invoice number.

The system copies all other information from the original data, so the complete credit invoice can then be **sent by pressing the blue "Send credit note" button**.

New Credit Note from Invoice

[» Discard Draft](#)
[» Save Draft](#)
[» Send Credit Note](#)

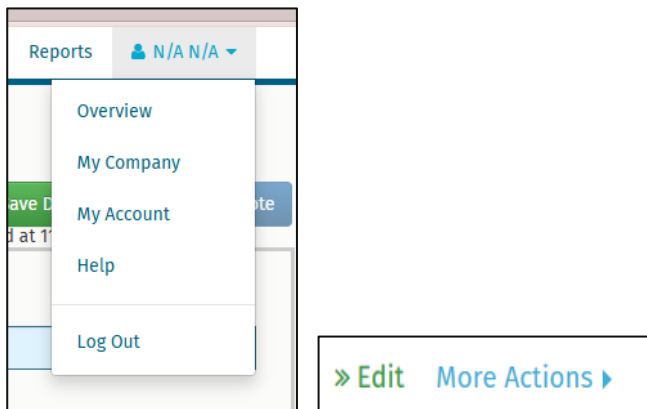
Saved at 11:27

Sender / Remittance address  Maijun murut » Update » Change Pullakatu 2 Lohja 08100 Finland Tax Registration Country and ID (no value) Select » Edit Ship From Address Recipient Destia Oy » Change Finland Tax Registration Country and ID Finland FI:ORGNR 21630263 eInvoicing Address Destia Oy 003721630263 » Edit Delivery Address » Edit Construction Site	Credit Note Details <table> <tr> <td> Credit Note Date 18/09/2025 </td> <td> Credit Note Number 1CN </td> </tr> <tr> <td> Invoice Reference 1 </td> <td> Purchase Order Number </td> </tr> <tr> <td> Supplier's Reference Number </td> <td> Supplier's Contact Person Maiju Merivirta </td> </tr> <tr> <td> Delivery Date </td> <td> Recipient's Email Address </td> </tr> <tr> <td> Recipient's Contact Person Maiju Merivirta </td> <td> Buyer Reference Undefined </td> </tr> <tr> <td> Contract Number </td> <td> Comment </td> </tr> <tr> <td> Currency EUR </td> <td> Customer Number 21630263 </td> </tr> <tr> <td> Tax Information </td> <td></td> </tr> </table>	Credit Note Date 18/09/2025	Credit Note Number 1CN	Invoice Reference 1	Purchase Order Number 	Supplier's Reference Number 	Supplier's Contact Person Maiju Merivirta	Delivery Date 	Recipient's Email Address 	Recipient's Contact Person Maiju Merivirta	Buyer Reference Undefined	Contract Number 	Comment 	Currency EUR	Customer Number 21630263	Tax Information 	
Credit Note Date 18/09/2025	Credit Note Number 1CN																
Invoice Reference 1	Purchase Order Number 																
Supplier's Reference Number 	Supplier's Contact Person Maiju Merivirta																
Delivery Date 	Recipient's Email Address 																
Recipient's Contact Person Maiju Merivirta	Buyer Reference Undefined																
Contract Number 	Comment 																
Currency EUR	Customer Number 21630263																
Tax Information 																	

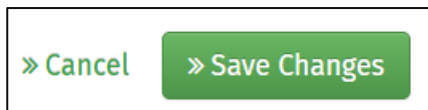
8 Editing user account & settings

By clicking on your user account name at the top of the Basware portal and selecting **My Company** from the dropdown menu, and then pressing the **green Edit** button, you can edit the information stored in the system.

For example, you can complete the business ID and modify previously saved address or bank account information.



Finally, remember to save the changes by pressing the green **Save changes** button.



9 Documents

The Documents tab contains all invoices made in the portal. Both unfinished drafts and completed and credited ones.

By adjusting the time frame, you can influence the number of documents displayed.

The invoice status indicates when it has been delivered to the recipient.

basware

HomeDocumentsServicesNetworkSupportReportsN/A N/A

Enter a document number

Search

» Create Credit Note

Create Invoice

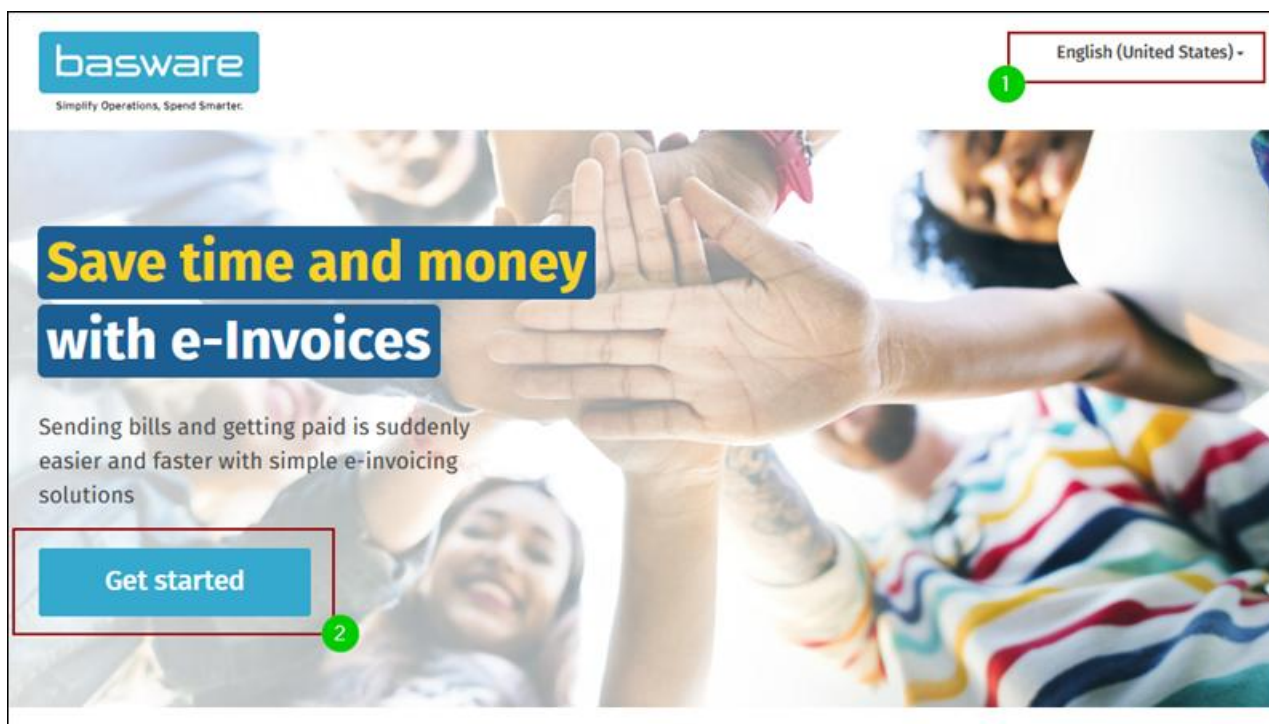
AllInboxSentInvoice

Showing all 2 resultsDate Range: 19/08/2025 - ...Export

Last Updated	Status	Information (Sort by: Document Date Due Date)
18/09/2025 11:27:33	Delivery in progress	Credit Note 1CN - Maijun murut - Destia Oy Document Date 18/09/2025 Total 1.00 EUR
18/09/2025 11:24:46	Delivery in progress	Invoice 1 - Maijun murut - Destia Oy Document Date 18/09/2025 Due Date 19/09/2025 Total 1.00 EUR

10 Sign in with an existing account

1. Choose the language for the portal
2. Click the **Get Started** button



Click the **Let's start** button.

Choose an e-invoicing service

Destia
Unknown -

▼ Pick a free service and start sending e-invoices

Key in and send invoices online

Create invoices with a simple online form with Basware's e-invoicing service. Basware delivers the invoice to your customer instantly, in their preferred format.

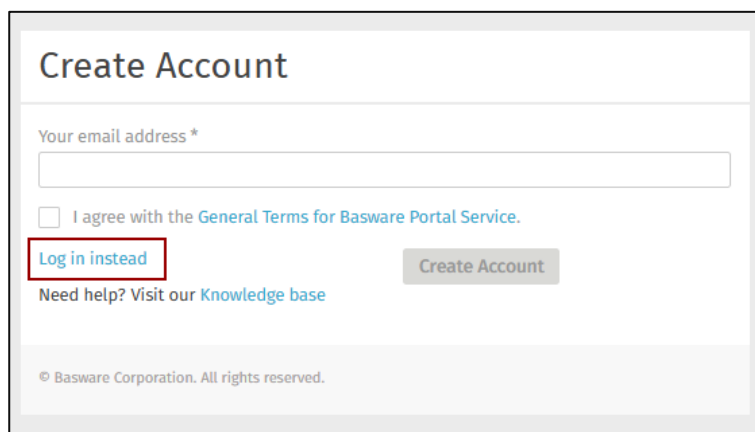
Let's start

► My company already has an e-invoicing system

Actually, I won't take any of these.

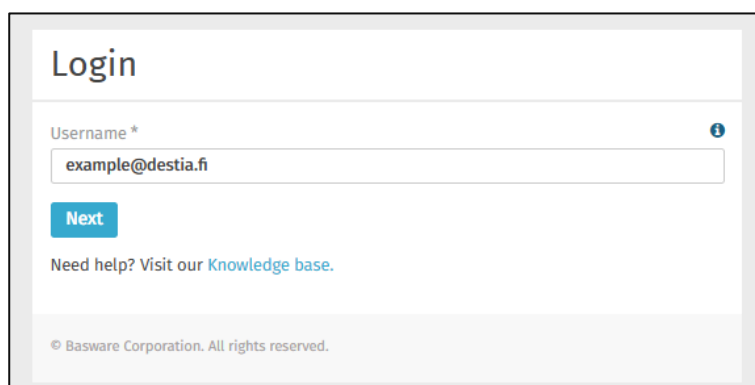
Baswaren yleiset palveluehdot
Tietosuojailmoitus
Ota yhteyttä
Tuki

To sign in with an existing account, click the **“Sign in instead”** button (circled in red in the image).



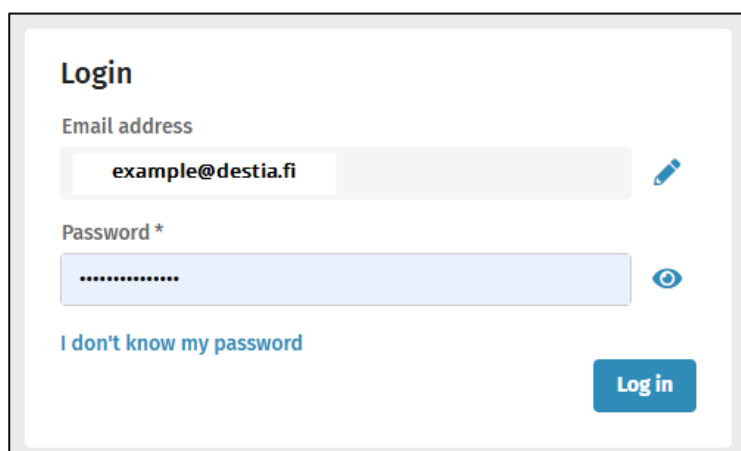
The image shows a 'Create Account' form. At the top is the title 'Create Account'. Below it is a text input field labeled 'Your email address *'. Underneath the field is a checkbox with the text 'I agree with the General Terms for Basware Portal Service.' To the left of the checkbox is a red rectangle containing the text 'Log in instead'. To the right of the checkbox is a grey button labeled 'Create Account'. Below these elements is a link that says 'Need help? Visit our Knowledge base'. At the bottom of the form is a small copyright notice: '© Basware Corporation. All rights reserved.'

Enter your email address and click **Next**.



The image shows the first step of a login form titled 'Login'. It features a text input field labeled 'Username *' with the email 'example@destia.fi' entered. To the right of the field is a small blue information icon. Below the field is a blue button labeled 'Next'. Underneath the button is a link that says 'Need help? Visit our Knowledge base.' At the bottom of the form is a small copyright notice: '© Basware Corporation. All rights reserved.'

Enter your password and click **Log in**.



The image shows the second step of a login form titled 'Login'. It features two text input fields. The first is labeled 'Email address' and contains 'example@destia.fi'; to its right is a blue edit icon. The second is labeled 'Password *' and contains a series of dots; to its right is a blue eye icon. Below the password field is a link that says 'I don't know my password'. At the bottom right of the form is a blue button labeled 'Log in'.

You will be taken to the portal home page, where you can start creating a new invoice by clicking the “[Create new invoice](#)” button.

