



SUPPLIER KIT

HOW TO SEND E- 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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New guidelines for invoicing KONE companies

Dear Supplier,

KONE is moving to electronic invoicing. Due to our new invoicing guidelines, we will from now on use electronic invoice format as the preferred alternative and gradually as the only invoicing option. We have chosen Basware to be our partner for delivering electronic invoices to us.

The ways of sending invoices to KONE are following:

1. Start to send e-invoices via service provider

Send structured invoice data directly from your billing system via your service provider to KONE. Please read this supplier kit for information regarding e-invoice addresses and content requirements.

2. Start to send PDF e-invoices

By using the free of charge PDF-service you can start sending PDF-invoices via email to KONE. Because the invoices are read electronically, the PDF-invoice must be in machine-readable text format - the invoices cannot be hand-written or scanned. Please activate the service here:

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

For more instructions, please read part **E** of this Supplier Kit.

3. Start to use Key-In portal service

Register to Basware Portal and start sending e-invoices free of charge via web-based portal service. The portal enables you to enter invoice information and send them to KONE as e-invoices. To activate this service, please register to the Basware Portal via this link: <https://portal.basware.com/open/koneportal>
For more instructions, please read part **F** of this Supplier Kit.

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

Contact details

KONE	For invoice related queries	Australia: ContactAP_AU@kone.com Canada: ContactAP_CA@kone.com Ireland: ContactAP_IE@kone.com UK: ContactAP_UK@kone.com USA: ContactAP_US@kone.com For more country contact details, please visit here
Basware	For questions regarding the portal services	Contact Form (in English)

Best regards,
KONE

Specific information regarding KONE as an e-invoice receiver

A. E-invoice addresses

Correct e-invoice address is required for correct delivery of the e-invoice to KONE. Our e-invoice addresses are listed below:

Company unit	VAT-ID or other identification nr	E-invoice address	Email address for PDF-invoices (requires registration)
AUSTRALIA:			
KEP AU (Australia)	47000142423	KEPAU201	kone.kep.au@email.basware.com
KEP NZ (New Zealand)	26-961-408	KEPNZ202	kone.kep.nz@email.basware.com
KONE Holdings (Australia) Ltd.	ACN 003 986 436	ACN003986436	kone.holdings.au@email.basware.com
AUSTRIA:			
KONE AG	ATU 14651205	ATU14651205	kone.ag@email.basware.com
BAHRAIN:			
KONE Bahrain SPC	99698-1	BH996981	KONE.Bahrain.SPC@email.basware.com
KONE Elevators SPC	67721-1	BH677211	KONE.Elevators.SPC@email.basware.com
BELGIUM:			
KONE Belgium S.A.	BE0436407453	BE0436407453	kone.belgium.sa@email.basware.com
KONE International N.V.	BE0444307015	BE0444307015	kone.international.nv@email.basware.com
CANADA:			
KONE Inc. CKE	103753497	103753497CKE	kone.inc.cke@email.basware.com
KONE Inc. CKQ	103753497	103753497CKQ	kone.inc.ckq@email.basware.com
CYPRUS:			
KONE Elevators Cyprus Ltd.	10100106J	CY10100106J	KONE.Elevators.Cyprus.Ltd@email.basware.com

CZECH REPUBLIC:			
KONE a.s.	CZ00176842	CZ00176842	kone.as@email.basware.com
KONE Industrial - koncern s.r.o.	CZ27111440	CZ27111440	kone.Industrial.koncern@email.basware.com
DENMARK:			
KONE Elevator A/S	DK62953519	DK62953519	kone.elevator.as@email.basware.com
EGYPT:			
KONE LLC	67523	EG67523	KONE.LLC@email.basware.com
ESTONIA:			
AS KONE	EE100085310	EE100085310	AS.KONE@email.basware.com
FINLAND:			
KONE Oyj	FI19274001	003719274001	kone.oyj@email.basware.com
KONE Industrial Oy	FI18919760 DE814060910 FR07478053796 ATU58065827 IT00107459992	003718919760	kone.industrial.oy@email.basware.com
KONE Elevators Oy	FI19042921 DE814060897 FR43484464441 HU26961046 996905829MVA HR42098860484	003719042921	kone.hissit@email.basware.com
KONE Export Oy	FI27784642	003727784642	kone.export.oy@email.basware.com
FRANCE:			
KONÉ S.A.	FR 06 592 052 302	FR06592052302	kone.sa@email.basware.com
GERMANY:			
KONE Montage GmbH	DE260260937	DE260260937	kone.montage.gmbh@email.basware.com
KONE GmbH, (Frontline)	DE196233671	DE196233671	kone.gmbh@email.basware.com
KONE Holding GmbH	DE196233671	DE196233671KGM	kone.holding.gmbh@email.basware.com

KONE Escalator SSC Europe GmbH	DE239780388	DE239780388	kone.escalator.slk.gmbh@email.basware.com
KONE Automatiktür en GmbH	DE220493160	DE220493160	kone.automatiktueren.gmbh@email.basware.com
KONE Servicezentrale GmbH	DE227883394	DE227883394	kone.servicezentrale.gmbh@email.basware.com
HONG KONG:			
KONE Elevator (HK) Limited	441616	HK441616	kone.elevator.hk@email.basware.com
Ben Fung Machineries and Engineering Ltd	28642	HK28642	kone.bfm.hk@email.basware.com
HUNGARY:			
KONE Felvonó Kft	10851285-2-41	10851285241	kone.felvono@email.basware.com
IRELAND:			
KONE Ireland Limited	IE4815768T	IE4815768T	kone.ireland.limited@email.basware.com
ITALY:			
Slimpa S.p.A	IT00192220127	IT00192220127	slimpa@email.basware.com
KONE Industrial S.p.A	IT04160240968	IT04160240968	kone.industrial.spa@email.basware.com
KONE S.p.A	IT12899760156	IT12899760156	kone.spa@email.basware.com
KENYA:			
KONE Kenya Limited	A02134566P	A02134566P	KONE.Kenya.Limited@email.basware.com
LATVIA:			
SIA KONE Lifti Latvija	LV40003226874	LV40003226874	SIA.KONE.Lifti.Latvija@email.basware.com
LITHUANIA:			
UAB KONE	LT234477811	LT234477811	UAB.KONE@email.basware.com
LUXEMBOURG:			
KONE Luxembourg S.A.R.L.	LU 1988 2405 675	LU19882405675	kone.luxembourg@email.basware.com

LUMICO SARL	B 138491	LUB138491	kone.lumico@email.basware.com
MALAYSIA:			
KONE Elevator (M) Sdn. Bhd	1707311104	MY1707311104	kone.elevator.my@email.basware.com
MEXICO:			
KONE Mexico S.A. de C.V.	KME880401DZ8	KME880401DZ8	N/A
KONE Industrial S.A. de C.V.	KIN050429782	KIN050429782	N/A
KONE Industrial Servicios S.A. de C.V.	KIS050429B79	KIS050429B79	N/A
NETHERLANDS:			
KONE Holland B.V.	1657902	NL1657902	kone.holland@email.basware.com
KONE B.V.	1190994	NL1190994	kone.bv@email.basware.com
Hissi B.V.	810356995	NL810356995	hissi.bv@email.basware.com
KONE Nederland Holding B.V.	810540678	NL810540678	kone.nederland.holding@email.basware.com
KONE Deursystem en B.V.	008132148	NL008132148	kone.deursystem@email.basware.com
Kone Finance Holding BV	807557316	NL807557316	kone.finance.holding@email.basware.com
NORWAY:			
KONE Aksjeselskap AS	918 201 548 MVA	NO918201548MVA	kone.aksjeselskap.as@email.basware.com
OMAN:			
KONE Assarain LLC	1149803	OM1149803	KONE.Assarain.LLC@email.basware.com
POLAND:			
KONE Sp.zo.o.	PL 521-053-45-32	PL5210534532	kone.sp.zoo@email.basware.com

PORTUGAL:			
KONE Portugal - Elevadores Lda	46630 R3	PT46630R3	kone.portugal@email.basware.com
QATAR:			
KONE Elevators LLC	32647	QA32647	KONE.Elevators.LLC@email.basware.com
RUSSIA:			
CJSC KONE Lifts	7704186604	RO7704186604	N/A
SAUDI ARABIA:			
KONE Areeco Ltd	4030093714	SA4030093714	KONE.Areeco.Ltd@email.basware.com
SINGAPORE:			
KONE Pte. Ltd.	197801381N	197801381N	kone.pteltd@email.basware.com
SLOVAKIA:			
KONE s.r.o.	SK2020336417	SK2020336417	kone.sro@email.basware.com
KONE SSC s.r.o.	2021862315	SX2021862315	kone.ssc@email.basware.com
SLOVENIA:			
KONE d.o.o.	SI 94615225	SI94615225	kone.doo@email.basware.com
SOUTH AFRICA:			
KONE Elevators South Africa (Pty) Ltd.	4850103047	ZA4850103047	KONE.South.Africa.Pty.Ltd@email.basware.com
SPAIN:			
KONE Elevadores S.A.	A28791069	A28791069	kone.elevadores@email.basware.com
Marvi Ascensores SL	B60600897	B60600897	marvi.ascensore@email.basware.com
SWEDEN:			
KONE Ab	SE556234463901	SE556234463901	kone.ab@email.basware.com
SWITZERLAND:			
KONE (Schweiz) AG	CHE-114.993.455 MWST	CHE114993455MWST	kone.schweiz@email.basware.com

TURKEY:			
Kone Asansör Sanayi ve Ticaret A.S.	8340057092	TR8340057092	N/A
UGANDA:			
KONE Uganda Limited	1003964115	UG1003964115	KONE.Uganda.Limited@email.basware.com
UNITED ARAB EMIRATES:			
KONE Middle East LCC	59446	AE59446	KONE.Middle.East.LCC@email.basware.com
UNITED KINGDOM:			
KONE Plc.	GB 222 2799 69	GB222279969	kone.plc@email.basware.com
KONE (NI) Ltd.	GB 222 2269 79	GB222226979	kone.ni.ltd@email.basware.com
USA:			
KONE Inc.	36-2357423	US362357423MKO	kone.inc@email.basware.com
Marine Elevators LLC	84-1679224	US841679224MUS	marine.elevators.llc@email.basware.com

Not able to send e-invoices: If you are unable to send e-invoices, please contact one of the KONE country specific email addresses on page 3.

Other documents: Any other documents such as commercials, bank guarantees, certificates of origin, and statements of accounts and other similar documents must be sent to the postal address.

B. Invoice content

The table below shows what must be included in your e-invoices to KONE. Rest of the information as required by law and per your agreement with KONE.

Type of information	Comment
Supplier's e-invoicing address	
Supplier's name	
Supplier's adress	
Supplier's VAT ID	<i>VAT ID</i>
Supplier's bank account / IBAN number	<i>SEPA payments require correct IBAN number.</i>
Supplier's bank name and SWIFT / BIC code	<i>SEPA payments require correct BIC code.</i>
KONE e-invoicing address	<i>See part A.</i>
KONE company name	<i>It must be clearly stated, which company invoice is addressed to.</i>
KONE adress	
Invoice number	
Invoice date	
Invoice due date	<i>Invoice due date must be shown on the invoice.</i>
Invoice gross amount	
Invoice net amount	
Currency	<i>Currency (code) need to be stated clearly.</i>
Purchase order number	<i>If invoice is based on the purchase order, KONE order number must be stated. Order number is provided by KONE.</i>
KONE reference	<i>Reference requested by KONE, e.g. KONE contact person or cost center.</i>

C. Additional information – please note the following

1. Other documents: Any other documents such as commercials, bank guarantees, certificates of origin, and statements of accounts and other similar documents must be sent to the postal address or email address (see contact details, page 3).
2. We use REFERENCE number to automate invoice processing: It is important that you state the number given by us on the invoice. Make sure to include the reference in the identical form given to you in the fields *Purchase order number and Customer reference (Buyers name)*. Do not add nor take away anything from the number or name.
3. Attachments need to be delivered with the e-invoice: Include all the attachments to your electronic invoices. Invoices and attachments delivered separately are not approved.
4. Single vs. collective invoices: We prefer all invoices to be sent as single invoices. This ensures increased automatic invoice handling, automated processes and allows us to settle your invoices promptly.

Although it is possible to distribute collective invoices also electronically, we advise against it. Collective invoices diminish the possibilities for automatic invoice handling and make it difficult to maintain automated processes. Collective invoices might also require a customer specific layout, increasing cost for all involved parties.

5. Special requirements per supplier: In addition to the requirements presented in this document some suppliers might be required to enclose additional information. Such additional requirements are and will be regulated by your agreement with KONE.
6. Format: We are able to receive invoices in all relevant standardized xml formats. In this document, the usage of the latest version of _XML format_ is assumed. Please contact Basware or your e-invoicing service provider for a detailed format description.
7. Enclosed invoice images: All enclosed invoice images must come in the format of either a PDF-file or a TIFF-file. If no invoice image is enclosed, a standardized invoice image will be generated by Basware. The Basware generated image may not include all the information you would like to share with KONE. Therefore, it is strongly recommended to include a PDF/TIFF-copy of your own.

D. Send e-invoices via service provider

If you send more than 500 invoices per month and you already have an agreement with an e-invoice service provider, the option for you is to send the invoices directly from your invoicing system.

All e-invoices sent to KONE are routed through the service provider Basware’s Network. Basware’s role is to ensure that KONE receives the invoices in the right format to enable invoice automation at KONE:

Service provider	Operator ID	More information
Basware	BAWCFI22	https://www.basware.com/

STEP 1. Contact your e-invoicing service provider

If you are already cooperating with an e-invoicing service provider, please contact them to ensure that they are connected to Basware. Available operator partners are listed here: (<https://www.basware.com/en-us/solutions/network-services/interoperability-partners>).

If your operator is not in this list, please forward the “Operator Questionnaire” to your service provider. You can download the document here: https://kb.basware.com/sites/default/files/basware_operator_questionnaire.pdf.

If you are currently unable to send e-invoices or are not connected to an e-invoicing operator, we are happy to assist – please contact our sales at www.basware.com/en-gb/contact-us.

STEP 2. Invoice content

The invoice should comply to content requirements listed in this Supplier Kit so that KONE is able to automate invoice processing.

STEP 3. Start sending e-invoices

The invoices should be sent to Basware’s server bt.basware.com. Please ask your service provider to route the e-invoices through Basware to KONE. Please inform KONE (by sending an email to a country specific email address on page 3) when you have sent the first e-invoice, we will monitor that the invoice is received correctly.

It is not necessary to send test invoices. In unclear situations, please ask your operator to confirm that the invoice has been delivered to Basware.

E. Send PDF e-invoices via email

If you do not yet have an e-invoice sending solution, we kindly ask you to register for the PDF e-invoice service and start sending e-invoices to KONE via email. The service is free of charge for the supplier. Watch this short [registration video](#) and activate the service.

Register here:

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

How to use the PDF e-invoice service:

1. Register to the service with an email address
2. Receive confirmation email
3. Open confirmation email and complete registration
4. Go to your email- or invoicing software and attach a PDF-invoice to your email and start sending your PDF invoices to KONE email addresses according to the guidelines in the [PDF Supplier Kit](#).

Because the invoices are read electronically, the PDF-invoice must be in machine-readable text format - the invoices cannot be hand-written or scanned.

F. Key-In portal service available

If you send less than 100 invoices per year we are providing you the free solution to send e-invoices through Basware Portal. We kindly ask you to register for the web-based portal service and start creating e-invoices to KONE.

Register here:

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

How to use the Key-In service:

1. Register to the service with an email address
2. Receive confirmation email and confirm email address
3. Complete the registration
4. Please follow the user instructions for creating an invoice to KONE [here](#)

For more instructions, please visit the Support-pages within the portal.

G. Paper invoices

Please note that the PO box addresses have changed, and these are only meant for invoices. Not all KONE units have new PO boxes yet. Primary options for invoicing KONE are e-invoices, PDF e-invoices and Key-In.

Company unit	PO BOX
KONE Oyj	PL 964, 00026 BASWARE
KONE Industrial Oy	PL 965, 00026 BASWARE
KONE Elevators Oy	PL 966, 00026 BASWARE
KONE Ab	FE779, 107 77 Stockholm
KONE, Inc	PO BOX 42608, Indianapolis, IN 46242
KONE GmbH, (Frontline)	Po box 4601, 12678 Berlin
KONE Automatiktüren GmbH	Po box 4602, 12678 Berlin
KONE Elevator A/S	+++70720+++ , 7996 Fakturaservice
KONE Aksjeselskap AS	PO. Box 251, Økern 0510, Oslo NORWAY
KONE Plc.	PO Box 760, NORTHWICH, CW9 9TG
KONE (NI) Ltd.	PO Box 761, NORTHWICH, CW9 9TH
KONE Pte. Ltd.	Jurong Point Post Office, PO Box 657, Singapore 916422

Contact details

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

KONE	For invoice related queries	Finland: ContactAP_FI@kone.com Sweden: ContactAP_SE@kone.com Italy: ContactAP_IT@kone.com USA: ContactAP_US@kone.com Denmark: ContactAP_DK@kone.com Norway: ContactAP_NO@kone.com UK: ContactAP_UK@kone.com Ireland: ContactAP_IE@kone.com Singapore: ContactAP_SG@kone.com Germany: ContactAP_DE@kone.com Cyprus: ContactAP_CY@kone.com Estonia: ContactAP_EE@kone.com Latvia: ContactAP_LV@kone.com Lithuania: ContactAP_LT@kone.com 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 France: ContactAP_FR@kone.com Luxembourg: ContactAP_LU@kone.com Mexico: ContactAP_MX@kone.com Netherlands: ContactAP_NL@kone.com Poland: ContactAP_PL@kone.com Portugal: ContactAP_PT@kone.com Slovak Republic: ContactAP_SK@kone.com Spain: ContactAP_ES@kone.com Switzerland: ContactAP_CH@kone.com For more country contact details, please visit here
Basware	For questions regarding the portal services	Contact Form (in English)