

## Frequently Asked Questions

I am a new supplier and are not set up in your system, what should I do?

Please email [APCustomerService@7eleven.com.au](mailto:APCustomerService@7eleven.com.au) who will advise the process of setting you up as a supplier in our system

I can't deliver (all of or some of) the items ordered....

If you can't deliver all of or some of the items ordered your invoice should reflect what was delivered or a credit note should be issued for the items not delivered.

Can I substitute goods?

No- if you are unable to provide an item you should either adjust your invoice to reflect this or issue a credit note. Substitute goods should not be provided to stores.

Do I have to supply the store with a delivery docket or invoice copy?

Yes- you must supply the store with a delivery docket or invoice copy at the time of the delivery. This is required for the stores own reconciliation purposes.

Why hasn't my invoice been paid?

For all invoice payment queries please email [APCustomerService@7eleven.com.au](mailto:APCustomerService@7eleven.com.au)

I am trying to access the 7-Eleven Basware Supplier Portal- what is the URL?

URL is: <https://portal.basware.com>

What software do I need to access the portal?

Web browser like 'Edge', 'Internet Explorer' (Version 9+), 'Chrome' Version 20+, 'Firefox' Version 10+, 'Safari' (version 9.1.2+) 'Opera' (version 10+)

When I try to log in, my log in details don't work...

This may be due to copy-pasting the log in and password details. Ensure that if you are doing this, you don't copy the 'space' as well as the characters.

If this does not work, you are able to reset your password on the log in page, or get your Supplier Administrator to do this for you.