

CEF eInvoicing service desk

eInvoicing Service Desk

The CEF eInvoicing Service Desk offers support to users of any of the CEF eInvoicing services. It is a Single Point of Contact to address questions, incidents, requests and changes reported by the users.

Contact CEF eInvoicing Service Desk

The Service Desk can also be reached via cef-eInvoicing-support@ec.europa.eu.

Support Service: 8 am to 6 pm (Normal EC working Days)

Using Service Desk requires [EU Login](#)

Who can use the service?

The CEF eInvoicing Service Desk service is intended for the following types of users:

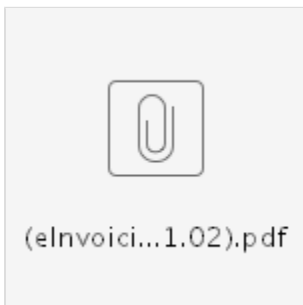
- eInvoicing service & solution providers: across Member States involved in the design, operation, implementation and/or roll-out of eInvoicing
- Public entities: across Member States involved in the design, operation, implementation and/or roll-out of eInvoicing
- Initiatives (e.g. funded projects etc.) with relevance to (cross-border) interoperability or involvement in the roll-out of the EU or national policies relating to eInvoicing

Benefits of using the service

The CEF eInvoicing Service Desk service provides additional services, such as:

- Troubleshooting.
- Support database.
- FAQ
- Single Point of Contact (SPOC)

Documentation



[Service Offering Description - eInvoicing service desk](#)

Last updated: 29 October 2018

All CEF eInvoicing services

Technical Specifications

[European standard and specifications](#)

Testing Services

Conformance testing

Supporting Services

Service desk

Trainings

Onboarding Services

Readiness Checker

Knowledge Base

Awareness raising and stakeholders follow-up