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CEF eInvoicing service desk service

Service Offering Description

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The CEF eInvoicing service desk service provides services for users to improve the performance, continuity and reliability of their CEF eInvoicing implementations.

DEFINITION AND ACRONYMS

Here you will find an overview of key terms used in this document:

<https://ec.europa.eu/cefdigital/wiki/x/TAfVB>

Here you will find an overview of key acronyms used in this document:

<https://ec.europa.eu/cefdigital/wiki/x/OgTvB>

The table below provides an overview of key terminology related to the CEF eInvoicing service desk service.

Table 1: CEF eInvoicing service desk service - Key terminology

Terminology	Definition
Incident	An incident is an Interruption or abnormal functioning of service, application or system (e.g. Issue with the configuration of the Access Point, issue with the Service Metadata, etc.).
Request	A request is the user's formal application via the CEF eInvoicing team for receiving a service, information, installation and diverse advices.
Request for change	A request for change is the user's formal application for asking to implement a modification, to fix a bug or to add a new feature or code value, generally managed by the change management process which is not part of this document.

1. INTRODUCTION TO CEF eINVOICING SERVICE DESK SERVICE

1.1. Objective

The CEF eInvoicing team aims to provide users with support related to the CEF eInvoicing service offering. It acts as the Single Point of Contact (SPOC) to address questions, incidents, requests and changes reported by the users.

Well-defined processes including early incident detection, structured classification and synchronised multi-team collaboration resolution of CEF eInvoicing Managed Services guarantees short-term incident resolution and optimal continuity.

1.2. Users

The CEF eInvoicing service desk service targets the following types of users:

- **Public entities** - Involved in the transposition of the Directive 2014/55/EU on electronic invoicing in public procurement and implementation of the European standard on eInvoicing at the national and sub-central level;
- **Solution and service providers** - Involved in the design, operation and implementation of eInvoicing systems/solutions compliant with the Directive 2014/55/EU and the European standard on electronic invoicing (EN 16931-1:2017 semantic and CEN/TS 16931-2:2017 syntaxes);
- **Software owners** (including privately held companies), who build solutions as part of a larger programme.

1.3. Scope

The table below provides an overview of the CEF eInvoicing service desk service steps and the corresponding services offered.

Table 2: CEF eInvoicing service desk service - Scope

Step	Definition	Services
Get informed	Based on the user type (public entity, Service and solution provider, software owner), users get information about the most suitable tool(s) for them.	<ul style="list-style-type: none">• Code list:<ul style="list-style-type: none">○ Electronic Address Scheme code list (EAS);○ VAT exemption reason code list (VATEX);○ Full listing of the code lists as used in EN16931;• Validation artefacts;• Registry of CIUS and Extensions

Step	Definition	Services
		<ul style="list-style-type: none"> • The work/products of the European Committee for Standardisation Business Interoperability Interface (CEN BII); • Option selection/strategy for the implementation of eInvoicing in public entities • The European Standard (the semantic model for core invoices);
Support	The CEF eInvoicing team provides support to CEF eInvoicing users.	<p>The typical type of questions addressed by the CEF eInvoicing team are about specifications, conformance GITB (Global e-Business Interoperability Test Bed project) and bugs and troubleshooting. A distinction should be made whether the implementation is based on the CEF eInvoicing sample software or not.</p> <ul style="list-style-type: none"> • The CEF eInvoicing user remains responsible for providing 1st Level of Support to their own end users. (Out of scope of this service) • The CEF eInvoicing team acts as the 2nd Level of support and is considered as the single point of contact (SPOC) for the CEF eInvoicing users. (In scope of this service) • The 3rd Level of Support is provided by the technical teams within the Commission (e.g. CEF eInvoicing technical office team, datacentre team, and network team). They are involved by the CEF eInvoicing team in case a (change) request/incident requires a further technical analysis and resolution. (In scope of this service)

1.4. Benefits

The CEF eInvoicing service desk service was designed to generate the following benefits to the user:

- **Troubleshooting:** anytime an issue (related to a CEF eInvoicing service and in the service desk service' scope) is encountered, the user is in charge of diagnosing the issue. The CEF eInvoicing team will then find and apply a solution.
- **Support database:** users and technical experts can benefit from the database populated with known issues, user advice and frequently asked questions. It is built and updated by the CEF eInvoicing team to help solving issues efficiently.

2. HOW TO USE THE SERVICE STEP-BY-STEP

This chapter presents information on how to use the CEF eInvoicing service desk service including the roles and responsibilities of different actors.

2.1. Public entities

Public entities have the following responsibilities in the context of the CEF eInvoicing service desk service:

- Get informed about the CEF eInvoicing tools and Services Desk service offered on CEF Digital¹;
- Use the CEF eInvoicing team contact point to inquire information or communicate with the CEF eInvoicing team;
- Get in touch with the CEF eInvoicing team to contribute to the tools' information content (e.g. code list change requests) via the CEF eInvoicing team².

2.2. Solution and service providers

Solution and service providers have the following responsibilities in the context of the CEF eInvoicing service desk service:

- Get informed about the CEF eInvoicing tools and services desk service offered on CEF Digital³;
- Use the CEF eInvoicing team contact point to inquire information or communicate with the CEF eInvoicing team;
- Get in touch with the CEF eInvoicing team to contribute to the tools' information content (e.g. Code list change requests, List of Conformant solutions) via the CEF eInvoicing team⁴.

^{1 To 11} Available at: <https://ec.europa.eu/cedigital/wiki/x/WgPvB>

3. TERMS AND CONDITIONS

Please consult the CEF eInvoicing terms and conditions in the Master Service Arrangement, available on CEF Digital: <https://ec.europa.eu/cefdigital/wiki/x/zgIgbQ>.

The table below describes the terms and conditions specific to the CEF eInvoicing Registry service.

Table 2: CEF eInvoicing service desk service - Scope

Term / Condition	Description
User's obligations	It is the user's responsibility to ensure that enough information is provided, in timely manner, to enable the required services to be performed
Level of support	The CEF eInvoicing team provides support on the CEF eInvoicing Managed Services to the users being the directive, the European norm and the code lists managed by CEF, not the use of the country specific eInvoicing tool.
Delivery of the services	<p>The European Commission will provide the CEF eInvoicing Registry service in accordance with the procedures outlined in this document.</p> <p>The European Commission is entitled to suspend or terminate the provision of the services in case of failure of the user to comply with its obligations, as described above, or any other conditions preventing the successful delivery of the service.</p>

4. CONTACT INFORMATION

CEF eInvoicing team

CEF Digital: <https://ec.europa.eu/cefdigital/wiki/x/WgPvB>

By email: CEF-EINVOICING-SUPPORT@ec.europa.eu

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