EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR INFORMATICS

Directorate B – Digital Services
**DIGIT.B.3 – Trans-European Services**

# eInvoicing Service Desk

# Service Offering Description

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The eInvoicing Service Desk provides services for users to improve the performance, continuity, and reliability of their eInvoicing implementations.

## DEFINITION AND ACRONYMS

The table below provides an overview of key terminology related to the eInvoicing Service Desk.

Table 1: eInvoicing Service Desk - 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 service desk for receiving a service, information, installation, and diverse pieces of advice. |
| **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 eInvoicing SERVICE DESK

## 1.1. Objective

The eInvoicing Service Desk aims to provide users with support related to the 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 eInvoicing Managed Services guarantees short-term incident resolution and optimal continuity.

## 1.2. Users

The 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 & 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 eInvoicing Service Desk steps and the corresponding services offered.

Table 2: eInvoicing Service Desk - 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. | - Code list:<br>  - Electronic Address Scheme code list (EAS)<br>  - VAT exemption reason code list (VATEX)<br>  - Full listing of the code lists as used in EN16931<br>- Validation artefacts<br>- Registry of CIUS and Extensions<br>- The work/products of the European Committee for Standardisation Business Interoperability Interface (CEN BII)<br>- Option selection/strategy for the implementation of eInvoicing in Public Entities |

| Step | Definition | Services |
|------|-----------|----------|
| | | • The European Standard (the semantic model for core invoices) |
| Support | The eInvoicing Service Desk provides support to eInvoicing users. | The typical type of questions addressed by the eInvoicing Service Desk are about specifications, conformance tests with GITB (Global e-Business Interoperability Test Bed project) and bugs and troubleshooting.<br>• The eInvoicing user remains responsible for providing 1st Level of Support to their own end users. (Out of scope of this service)<br>• The eInvoicing Team acts as the 2nd Level of support and is considered as the Single Point of Contact (SPOC) for the eInvoicing users. (In scope of this service)<br>• The 3rd Level of eInvoicing Support is provided by the technical teams within the Commission (e.g., eInvoicing Technical Office Team). They are involved by the eInvoicing Support Team in case a (change) request/incident requires a further technical analysis and resolution. (In scope of this service) |

## 1.4. Benefits

The eInvoicing Service Desk was designed to generate the following benefits to the user:

- **Troubleshooting:** anytime an issue (related to an eInvoicing service and in the Service Desk' scope) is encountered, the user is in charge of diagnosing the issue. The Service Desk 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 eInvoicing Support Team to help solving issues efficiently.

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

This chapter presents information on how to use the eInvoicing Service Desk including the roles and responsibilities of different actors.

### 2.1. Public Entities

Public Entities have the following responsibilities in the context of the eInvoicing Service desk:

- Get informed about the eInvoicing tools and Services Desk service offered on the Digital[1] website;
- Use the service desk contact point to inquire information or communicate with the eInvoicing team;
- Get in touch with the eInvoicing Team to contribute to the tools' information content (e.g., code list change requests) via the eInvoicing Support Team[2].

### 2.2. Solution Providers

Solution Providers have the following responsibilities in the context of the eInvoicing Service desk:

- Get informed about the eInvoicing tools and Services Desk service offered on the Digital[3] website;
- Use the service desk contact point to inquire information or communicate with the eInvoicing team;
- Get in touch with the eInvoicing Team to contribute to the tools' information content (e.g., Code list change requests, List of Conformant solutions) via the eInvoicing Support Team[4].

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[1] To [11] Available at: https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/Support+eInvoicing

# 3. TERMS AND CONDITIONS

Please consult the eInvoicing terms and conditions in the Master Service Arrangement, available on Digital website: https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/Master+Service+Arrangement.

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

<div align="center"><strong>Table 2: eInvoicing Service Desk - Scope</strong></div>

| 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 Support Team provides support on the eInvoicing Managed Services to the users being the directive, the European norm and the code lists managed by eInvoicing, not the use of the country specific eInvoicing tool. |
| **Delivery of the services** | The European Commission will provide the eInvoicing Registry service in accordance with the procedures outlined in this document.<br><br>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. |

# 4. CONTACT INFORMATION

eInvoicing Support Team

Digital website: https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eInvoicing

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

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