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DIGIT.B.3 – Digital Trust

eInvoicing Service Desk

Service Offering Description

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APPROACH AND PURPOSE OF THE DOCUMENT

The present document is the Service Offering Description (SOD) of the eInvoicing Service Desk service. Key content includes an explanation of the roles and responsibilities and the process description of the eInvoicing Service Desk service.

The eInvoicing Service Desk service is intended for users to improve the performance, continuity, and reliability of their eInvoicing implementations.

DEFINITIONS AND ACRONYMS

The key terminology related to the eInvoicing Service Desk can be found in the Glossary of this document.

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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 and implementation of the Directive 2014/55/EU on electronic invoicing in public procurement and adaptation of EU and national policies;
- **Service and Solution 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);
- **Suppliers:** Involved in eInvoicing creation, usage and exchange according to national obligations.

1.3. 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.

1.4. Scope

The table below presents an overview of the phases and the corresponding services offered by the eInvoicing Service Desk.

Table 4: eInvoicing Service Desk - Scope

Step	Definition	Services
Get informed	Based on the user type (Public Entity, Service and Solution Provider, Suppliers), 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. • 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 eInvoicing Service Desk provides support to eInvoicing users.	<p>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.</p> <ul style="list-style-type: none"> • The eInvoicing user remains responsible for providing 1st Level of Support to their own end users. (Out of scope of this service) • 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) • 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 the scope of this service)

2. ROLES AND RESPONSIBILITIES

This section describes the main roles of actors involved in the eInvoicing Service Desk service and their responsibilities.

2.1. Public Entities

Public entities are involved in the transposition and implementation of the Directive 2014/55/EU on electronic invoicing in public procurement and adaptation of EU and national policies.

Responsibilities:

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

2.2. Service and Solution Providers

Solution Providers are 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);

Responsibilities:

- Get informed about the eInvoicing tools and Services Desk service offered on the Digital website;
- Use the service desk contact point to inquire information or communicate with the eInvoicing team;
- Contact 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.

2.3. Suppliers

Suppliers are involved in eInvoicing creation, usage and exchange according to national obligations.

Responsibilities:

- Get informed about the eInvoicing tools and Services Desk service offered on the Digital website;
- Use the service desk contact point to inquire information or communicate with the eInvoicing team;
- Contact 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

2.4. eInvoicing Service Desk

The eInvoicing Service Desk provides users with support related to the eInvoicing service offering.

Responsibilities:

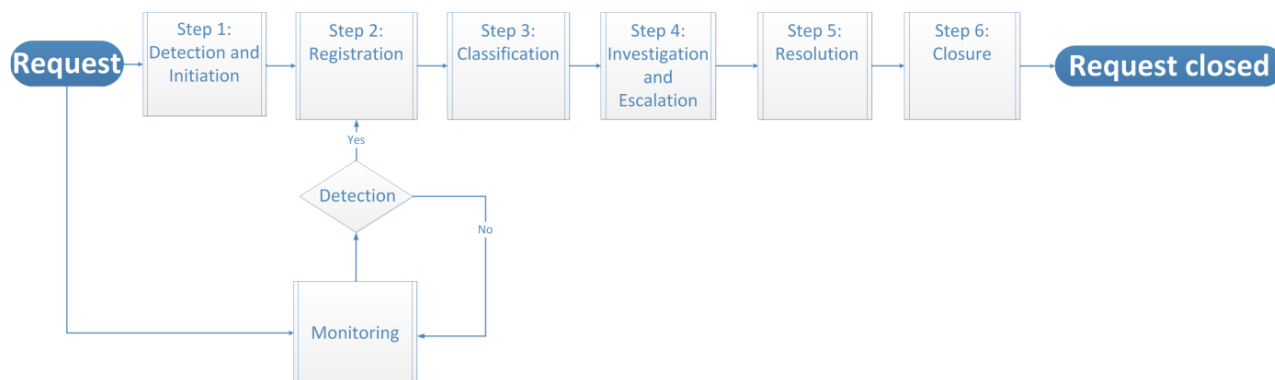
- Register, classify, investigate, escalate if needed, resolve and close tickets.

3. HOW TO USE THE SERVICE STEP BY STEP

This section describes the processes that are part of the eInvoicing Service Desk service.

3.1. Process Overview

The figure below presents an overview of the main steps of the eInvoicing Service Desk service process:



3.2. Step 1: Detection and initiation

Purpose: Detect, and initiate the incident, request or request for change and exchange the necessary information and documentation.

Actors:

- Users

Process:

1. The User detects a service interruption, decrease in service quality, a need for information or new features.
2. The User initiates the incident or request by reporting it to the eInvoicing Support Team (See §5Contact Information). When reporting an incident or request the user should take the following guidelines into account:
 - a. The incident or the request should be described as precisely as possible.
 - b. If a new feature is requested to be developed, it needs to be aligned with the scope of the eInvoicing project.

3.3. Step 2: Registration

Purpose: Register the information on an incident / (change) request sent by the User or detected through the Monitoring Process on the ticket management tool.

Actors:

- eInvoicing Support Team

Process:

1. Identify whether a ticket already exists for this incident/request or not.
2. Create a new ticket if needed or update or reopen an existing ticket.
3. Notify the user of the registration by e-mail.

3.4. Step 3: Classification

Purpose: Classification and initial support of an Incident, a Request or a Request for Change.

Actors:

- eInvoicing Support Team

Process:

1. Classify the ticket by type (Incident, Request or Request for Change).
2. Check if there is an existing solution or workaround to that ticket.
3. If no, assign the ticket internally.
4. If yes, resolve the ticket based on the existing solution or workaround and go to step 3.6 Step 5: Resolution.

3.5. Step 4: Investigation and escalation

Purpose: Investigate the incident, request or request for change and escalate if needed.

Actors:

- User
- eInvoicing Support Team
- 3rd Level of Support

Process:

1. Search for similar tickets (using wiki, knowledge base or the ticket management tool).
2. Associate the ticket to the related master ticket (the master ticket is the generic ticket which englobe all other similar tickets).

3. Diagnose.
4. Does the eInvoicing Support Team need more information from the user?
5. If yes, request more information to the user. The user provides the needed information to the eInvoicing Support Team.
6. If no, can the ticket be solved by the eInvoicing Support team?
7. If yes, assign the ticket to a member of the eInvoicing Support Team.
8. If no, escalate the ticket to the 3rd Level of Support.
9. The 3rd Level of Support will further investigate and resolve the ticket in case of escalation. Once the ticket has been investigated (and resolved) by the 3rd Level of Support, they will inform the eInvoicing Support Team to re-diagnose the ticket.

3.6. Step 5: Resolution

Purpose: Resolution of the ticket

Actors:

- User
- eInvoicing Support Team

Process:

1. The eInvoicing Support Team will define the resolution.
2. The eInvoicing Support Team will communicate the defined resolution to the user.
3. The user will validate the Resolution.
4. Once validated, the eInvoicing Support Team will resolve the ticket in the Ticket Management Tool

3.7. Step 6: Closure

Purpose: Closure of the ticket

Actors:

- eInvoicing Support Team

Process:

1. Check resolution before closing.
2. Close ticket in the Ticket Management Tool.

4. TERMS AND CONDITIONS

The general terms and conditions of the DIGITAL Building Blocks can be consulted in the Master Service Arrangement, available on the [Digital website](#).

The terms and conditions specific to the eInvoicing Service Desk service are described in the table below.

Table 5: eInvoicing Service Desk Terms and Conditions

Term / Condition	Description
Obligations of the Users	It is the responsibility of the user to ensure that enough information is provided, in timely manner, to enable the required services to be performed.
Delivery of the services	The European Commission will provide the eInvoicing Service Desk service in accordance with the procedures outlined in this document. 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.
Level of support	The Support Team provides support on the eInvoicing managed services to the users, including the directive, the European norm and the code lists managed by eInvoicing. The use of country specific eInvoicing tools is out of cope of the service.

5. CONTACT INFORMATION

eInvoicing Service Desk

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

Service desk: <https://ec.europa.eu/digital-building-blocks/tracker/plugins/servlet/desk/portal/8>

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

Support Service: 8am to 6pm (Normal European Commission working days)

Annex A Glossary

The key terms used in this Service Offering Description are defined in the table below.

Table 6: 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. It is managed by the change management process which is not part of this document.