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DIRECTORATE-GENERAL FOR DIGITAL SERVICES

Directorate B – Digital Enablers & Innovation
DIGIT.B.3 – Digital Trust

eInvoicing Knowledge Base

Service Offering Description

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APPROACH AND PURPOSE OF THE DOCUMENT

The present document is the Service Offering Description (SOD) of the DIGITAL eInvoicing Knowledge Base service. The DIGITAL eInvoicing Knowledge Base is intended for Public Entities, Suppliers, and Service and Solution Providers involved in the design, operation, and implementation of the Directive 2014/55/EU on electronic invoicing in public procurement and related systems. The key content includes an explanation of the roles and responsibilities and the process description of DIGITAL eInvoicing Knowledge Base service.

DEFINITIONS AND ACRONYMS

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

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1. INTRODUCTION TO EINVOICING KNOWLEDGE BASE

1.1. Objective

The DIGITAL eInvoicing Knowledge Base service aims to facilitate the [adoption of Directive 2014/55/EU](#) on electronic invoicing in public procurement, by providing a reference repository including [eInvoicing country factsheets](#) technical tools and support services. The DIGITAL eInvoicing building block focuses on Business to Government interaction (B2G); it can also support Government-to-Government interactions (G2G) and Business-to-Business (B2B)

1.2. Users

The DIGITAL eInvoicing Knowledge Base service is intended for the following type of users:

- **Public entities (incl. country representatives):** Public sector contracting authorities involved in the transposition and implementation of Directive 2014/55/EU on electronic invoicing in public procurement and the adaptation of EU and national policies.
- **Suppliers:** Entities doing business using the European standard on eInvoicing. They are involved in the creation, usage and exchange of eInvoices according to national obligations.
- **Service and Solution Providers:** eInvoicing service and software providers involved in the design, operation, and implementation of eInvoicing systems/solutions compliant with the Directive 2014/55/EU and the European Standard (EN 16931-1:2017 semantic and CEN/TS 16931-2:2017 syntaxes).
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1.3. Benefits

Users of the DIGITAL eInvoicing Knowledge Base benefit from a dedicated repository containing information about eInvoicing in different countries. This includes [DIGITAL eInvoicing Country factsheets](#), [code lists](#), information about [European standard on electronic invoicing](#) and a [service desk](#).

1.4. Scope

The table below presents an overview of the phases and the corresponding services offered by the DIGITAL eInvoicing Knowledge Base service.

Table 4: eInvoicing Knowledge Base steps and services - Scope

Step	Definition	Services
Consultation of the Repository	Users explore the most relevant sources of information via the DIGITAL eInvoicing Knowledge Base page .	<ul style="list-style-type: none"> • Information about the European Standard on eInvoicing • Registry of supporting artefacts • eInvoicing Code Lists • eInvoicing Country factsheets • eInvoicing Service Desk
Interpretation of the Repository	Users implement the eInvoicing Directive and the accompanying standard on electronic invoicing, supported by the information available as part of this service and by the DIGITAL eInvoicing Service Desk.	<ul style="list-style-type: none"> • Information about the European Standard on eInvoicing • DIGITAL eInvoicing website 'Documentation' page • Registry of supporting artefacts • eInvoicing Code Lists • eInvoicing Country factsheets • eInvoicing Service Desk

2. ROLES AND RESPONSIBILITIES

This section presents information on how to use the DIGITAL eInvoicing Knowledge Base service including responsibilities of the different actors involved in it.

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 DIGITAL eInvoicing tools and Services Desk service offered on the DIGITAL website.
- Use these tools when implementing eInvoicing.
- Contact the DIGITAL eInvoicing Team to contribute to the tools' information content (e.g., DIGITAL eInvoicing country factsheets) via the DIGITAL Support Team.

2.2. Service and Solution Providers

Service and 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 DIGITAL eInvoicing tools and Services Desk service offered on DIGITAL.
- Use these tools when developing eInvoicing software and delivering eInvoicing services that are compliant with the European standard on electronic invoicing.
- Contact the DIGITAL Support Team about any questions related to the interpretation of the European standard on electronic invoicing.

2.3. Suppliers

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

Responsibilities:

- Get informed about the DIGITAL eInvoicing tools and Services Desk service offered on DIGITAL.
- Use these tools when processing and exchanging eInvoices to ensure the compliance with the European standard on electronic invoicing.

- Contact the DIGITAL Support Team about any questions related to the interpretation of the European standard on electronic invoicing and on the formatting of an eInvoice.

2.4. DIGITAL eInvoicing Team

The eInvoicing Team supports all eInvoicing stakeholders to comply with the Directive 2014/55/EU and the European standard on eInvoicing via dedicated services.

Responsibilities:

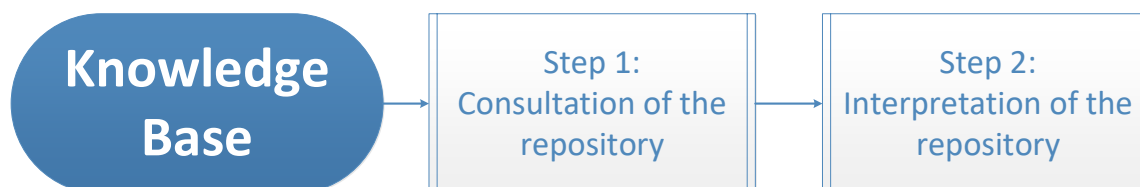
- Communicate about the policy updates to the DIGITAL Support Team.
- Ensure timely follow-up on users' requests for DIGITAL eInvoicing services when escalated by the DIGITAL Support Team.
- Maintain the DIGITAL eInvoicing services and tools (e.g., DIGITAL eInvoicing Country factsheets) up to date.
- Ensure timely follow-up on updates to the website of the related services (e.g., Code list, country factsheets, etc.).
- Promote the eInvoicing operations services (e.g., Service Desk).

3. HOW TO USE THE SERVICE STEP BY STEP

This section describes the processes that are part of the eInvoicing Knowledge Base service.

3.1. Process Overview

The figure below summarises the steps introduced on Table 4, which processes are further detailed throughout this section.



3.2. Step 1: Consultation of the repository

Purpose: Facilitate users in exploring the most relevant information about the European Standard on eInvoicing, and technical resources such as the code lists and the registry of supporting artefacts.

Actors:

- Public Entities
- Service and Solution Providers
- Suppliers
- DIGITAL eInvoicing Team

Activities:

1. Users access the [knowledge base](#) to access the list of relevant items of this service, and all relevant repositories of information such as the resources located on the [DIGITAL eInvoicing website 'Documentation' page](#).

3.3. Step 2: Interpretation of the repository

Purpose: Assist users in implementing the eInvoicing Directive and the accompanying standard on electronic invoicing. Users refer to information and corresponding links available on the eInvoicing Knowledge Base page.

Actors:

- Public Entities
- Service and Solution Providers
- Suppliers
- DIGITAL eInvoicing Team

Activities

1. Refer to information and links provided on the [DIGITAL eInvoicing Knowledge Base](#), and all relevant repositories of information such as the resources located on the [DIGITAL eInvoicing website 'Documentation' page](#).
2. Users can request clarifications and support via the [eInvoicing Service Desk](#) or engage on the [eInvoicing user community](#).

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 DIGITAL eInvoicing Knowledge Base service are described in the table below.

Table 5: eInvoicing Knowledge Base 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 DIGITAL eInvoicing Knowledge Base 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.

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 Knowledge Base - Key terminology

Terminology	Definition
ISO	The International Organization for Standardization (ISO) sets standards in many businesses and technologies, including computing and communications.
Code lists	The European standard on eInvoicing defines which code lists may be used for each business term that has the data type "code". Such lists of code are used to identify the schemes of electronic address identifiers within the European eInvoicing standard. The two code lists are the Electronic Address Scheme code list and the VAT Exemption Reasons code list.
Semantic asset	A semantic asset is a collection of highly reusable metadata (e.g., xml schemata, generic data models) and reference data (e.g., taxonomies, dictionaries, vocabularies), which are used for eGovernment system development.
Repository	A Repository refers to a central place where data is stored and maintained or where multiple databases or files are located for distribution over a network. It can also refer to a location that is directly accessible to the user without having to travel across a network.
Stakeholder	Any party or entity with a role relating to the DIGITAL eInvoicing Knowledge Base.