eInvoicing Stakeholders Onboarding

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 Stakeholders Onboarding service. This service is intended for multiple stakeholders, ranging from users with almost no prior knowledge about eInvoicing who would like to initiate into the world of eInvoicing; all the way to the following high-level types of users by onboarding journey: Public Entities, Suppliers, and Service and Solution Providers. The key content includes an explanation of the roles and responsibilities and the process description of the eInvoicing Stakeholders Onboarding service.

DEFINITIONS AND ACRONYMS

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

1. INTRODUCTION TO EINVOICING STAKEHOLDERS ONBOARDING

1.1. Objective

The DIGITAL eInvoicing Stakeholders Onboarding service aims to facilitate the adoption of the Directive 2014/55/EU on electronic invoicing by enabling interactions between the different types of users (e.g., Public Entities, Suppliers, and Service and Solution Providers). The key objectives are to facilitate stakeholder understanding of eInvoicing policies, practices, and benefits; provide relevant resources, support, and guidance to stakeholders; foster active participation and collaboration within the eInvoicing user community; and ensure effective communication and dissemination of key messages and updates.

1.2. Users

The eInvoicing Stakeholders Onboarding service targets the following types 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).

A wider spectrum of stakeholders considered for the proposed activities under the DIGITAL eInvoicing Stakeholders Onboarding service is listed below:

- Standardisation bodies.
- Relevant business associations.
- Small and medium-sized enterprises (SMEs).
- Large multinationals (both European and international).
- Chambers of Commerce.
- Auditors, accountants, and financial professionals.

1.3. Benefits

The eInvoicing Stakeholders Onboarding service brings the following benefits to users of the service:

- **Reduced learning curve**: Users benefit from access to the DIGITAL eInvoicing team's expertise and produced materials to save time and costs during the implementation process of the eInvoicing.

- **Targeted and on-demand engagement activities:** Aimed at increasing stakeholder knowledge about DIGITAL eInvoicing (e.g., newsletters, webinars, events, and info sessions).

- **Facilitated adoption process of the EN standard**: Users benefit from hands-on experience and best practices related to the implementation of the European Standard on eInvoicing with dedicated publications on eInvoicing. In addition, there is the dedicated eInvoicing User Community, providing users with access to useful information and enabling interaction with like-minded stakeholders.

1.4. Scope

The table below presents an overview of the steps and the corresponding services offered by eInvoicing Stakeholders Onboarding service.

Table 4: eInvoicing Stakeholders Onboarding steps and services - Scope

Step	Definition	Services
Discover	Raise awareness of DIGITAL eInvoicing services, incl. its stakeholders, specificities, goals and benefits.	• Publication of news, events, and policy updates on the eInvoicing website, eInvoicing user community, eInvoicing newsletter, and the Building Blocks Bulletin. • eInvoicing webinars, outreach events.
Explore	Users explore the most suitable service(s) for them.	• eInvoicing 'Get started'. • Invoicing Knowledge Base. • eInvoicing country factsheets. • eInvoicing Service Desk.
Use	Users implement the eInvoicing Directive and the accompanying standard on electronic invoicing, supported by the DIGITAL eInvoicing services	• eInvoicing Service Desk. • eInvoicing Conformance testing. • eInvoicing Community management. • eInvoicing User Community. • Documentation. • eInvoicing webinars, expert panels, surveys, etc.

2. ROLES AND RESPONSIBILITIES

This section presents information on how to use the DIGITAL eInvoicing Stakeholders Onboarding 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:

- Request the DIGITAL eInvoicing service(s) and provide the necessary information as required to the DIGITAL eInvoicing Team.
- Engage with eInvoicing stakeholders via the eInvoicing User Community and the collaborative space.
- Monitor their actions related to the Directive 2014/55/EU and the European standard on electronic invoicing and follow-up on related legal aspects.
- Participate in workshops, events, surveys, etc.
- Provide the DIGITAL eInvoicing Team with accurate and updated eInvoicing content and be responsive when requested.

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:

- Request any of the DIGITAL eInvoicing services available and provide the necessary information as required to the DIGITAL eInvoicing Team.
- Engage with eInvoicing stakeholders via the eInvoicing User Community and the collaborative space.
- Participate in events, workshops, webinars and implementation workshops.
- Ensure that their solution(s) comply with the European Standard on electronic invoicing.

2.3. Suppliers

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

Responsibilities:

- Request any of the DIGITAL eInvoicing services available and provide the necessary information when required by the national legislation or on a voluntary basis.
- Engage with eInvoicing stakeholders via the [eInvoicing User Community](#) and the [collaborative space](#).
- Liaise with the public authorities of their country to be aware of the policy requirements and support provided for the implementation of the Directive 2014/55/EU.
- Liaise with similar type of stakeholders to support the implementation of the Directive 2014/55/EU.
- Participate in events, workshops, webinars and implementation workshops.

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 policy updates.
- Monitor the eInvoicing project actions.
- Raise awareness of the DIGITAL eInvoicing Building Block.
- Identify and engage with stakeholders interested in DIGITAL eInvoicing.
- Ensure coordination among eInvoicing stakeholders.
- Promote eInvoicing events, achievements, content and on-going actions.
- Promote coordination and information sharing and stakeholder collaboration via the eInvoicing User Community.
- Ensure timely follow-up on users' requests for DIGITAL eInvoicing services.
- Raise awareness of all DIGITAL eInvoicing services (e.g., conformance testing, service desk, etc).

3. HOW TO USE THE SERVICE STEP BY STEP

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

3.1. Process Overview

The figure below summarises the steps introduced on **Error! Reference source not found.**, which processes are further detailed throughout this section.
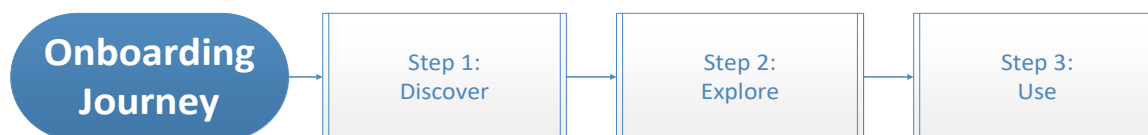
3.2. Step 1: Discover

Purpose: Raise awareness of the DIGITAL eInvoicing Building Block and its services, including its stakeholders, specificities, goals, and benefits to help users in their onboarding process, navigate the available information and explore the most suitable services for them.

Actors:

- DIGITAL eInvoicing Team

- Public Entities

- Service & Solution Providers

- Suppliers

Activities:

1. **Publication of news, events, and policy updates** on the eInvoicing website, eInvoicing user community, eInvoicing newsletter, and the Building Blocks Bulletin.

2. **The DIGITAL eInvoicing Team collects users' information** who wish to be receive information via the eInvoicing newsletter through the subscription form to tailor future communications and improve services.

3. **Newsletter distribution:** Regularly distribute the eInvoicing newsletter and the DIGITAL Building Blocks Bulletin to keep users informed about ongoing activities, best practices, and relevant updates.

4. **Campaigns:** Execute awareness campaigns to inform all stakeholders about the eInvoicing available services, as well as promotion of eInvoicing via webinars, outreach events, etc.

5. **Tailored communications** so that communications are tailored-made to the user types making them receive specific information. The onboarding manager facilitates the process in order to being contacted on a 1-1 basis either via mail, the service desk or the eInvoicing collaboration space in order to ease interactions.

3.3.   Step 2: Explore

Purpose: Provide the general public and users, categorised as Public Entities, Solution & Service Providers, or Suppliers, with essential information about eInvoicing, enabling them to get informed and navigate the eInvoicing landscape effectively.

Actors:

- DIGITAL eInvoicing Team

- Public Entities

- Service & Solution Providers

- Suppliers

Activities:

1. **Service exploration and access to relevant information:** Based on the detected user type, users discover the list of relevant eInvoicing service(s) tailored to their specific role and requirements. Users will find essential information to navigate the eInvoicing landscape through the eInvoicing Onboarding kit, including the explanation of how the eInvoicing user community works, general eInvoicing information, technical resources, legislation, how to contact the team and a summary of upcoming content.

2. **Regular updates on relevant eInvoicing Documentation:** Regular update of the eInvoicing online resources such as the DIGITAL eInvoicing website (e.g. the 'Documentation' page or the eInvoicing country factsheets), and the eInvoicing user community with news, events, and policy updates related to eInvoicing services.

3.4.   Step 3: Use

Purpose: Assist users in selecting and using the most suitable eInvoicing services for their specific needs.

Actors:

- Public Entities

- Solution & Service Providers

- Suppliers

- DIGITAL eInvoicing Team

Activities:

1. **Maintenance of services:** Continuous maintenance of the services that support users in the implementation of eInvoicing.

2. **Service Desk support:** Tailored support process to users in queries related to eInvoicing that could represent an onboarding opportunity (e.g. requesting more info on eInvoicing services).

3. **Ensure easy access to essential resources:** Integration and use of the chosen eInvoicing services (e.g. [Access requests](#) to the [Collaboration space](#) of 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 Stakeholders Onboarding service are described in the table below.

Table 5: eInvoicing Conformance Testing Terms and Conditions

Term / Condition	Description
Obligations of the Users	It is the user's responsibility 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 Stakeholders Onboarding 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 Conformance Testing - Key terminology

Terminology	Definition
Confluence	Web-based corporate wiki where the eInvoicing User Community and materials can be found.
Forum	Forums on Confluence give stakeholders the ability to create forums (pages) directly inside of the Confluence eInvoicing User Community space to share content, encourage discussions and interactions with other stakeholders, etc.
Stakeholder	Any party or entity with a role relating to the DIGITAL eInvoicing Stakeholders Onboarding service.
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
Onboarding kit	Welcome pack to stakeholders compiling relevant the necessary information and guidance to understand and adopt electronic invoicing practices, providing users with a solid foundation of knowledge and organised resources.