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# **CEF eInvoicing Stakeholders onboarding**

## **Service Offering Description**

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The eInvoicing Stakeholders onboarding service is intended for public entities, eInvoicing suppliers and solution providers involved in the design, operation and implementation of the eInvoicing Directive and related systems.

## Definitions 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>

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# 1. INTRODUCTION TO CEF eINVOICING STAKEHOLDERS ONBOARDING SERVICE

## 1.1. Objective

The CEF eInvoicing Stakeholders onboarding service aims to facilitate the adoption of Directive 2014/55/EU on electronic invoicing in public procurement, by promoting various services offered by the CEF eInvoicing building block. The eInvoicing building block focuses on Business to Government interaction (B2G); it can also support Government-to-Government interactions (G2G).

## 1.2. Users

The CEF eInvoicing Stakeholders onboarding 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;
- **Solution 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);
- **Suppliers** - Involved in eInvoicing creation, usage and exchange according to national obligations for the private sector.

## 1.3. Benefits

Users of the CEF eInvoicing Stakeholders onboarding service benefit from:

- **Targeted and on-demand engagement** activities: Users benefit from targeted activities aimed at increasing stakeholder knowledge about CEF eInvoicing (e.g. workshops, webinars and info sessions);
- **Facilitated adoption process of the EN**: Users benefit from hands-on experience and best practices related to the implementation of the European Standard on electronic invoicing through dedicated eInvoicing events and access to eInvoicing experts. In addition, there is an active eInvoicing community (online) that provides access to useful information;
- **Reduced learning curve**: Users benefit from access to the CEF eInvoicing team's expertise and save time and cost during the implementation process of the eInvoicing Directive.

## 1.4. Scope

The table below presents an overview of the onboarding phases and the corresponding services offered.

Table 1: CEF eInvoicing Stakeholders onboarding - Services

Phase	Step	Definition	Services
<b>On-board stakeholders</b>	Discover	Raise awareness of CEF eInvoicing services, incl. its actors, specificities, goals and benefits.	<ul style="list-style-type: none"> <li>• Publication of news items about CEF eInvoicing and related topics on CEF Digital<sup>1</sup>;</li> <li>• Publication of the recurrent Building Blocks Bulletin (newsletter).</li> </ul>
	Explore	Based on the user type (public entity, solution provider or supplier), users explore the most suitable onboarding service(s) for them.	<ul style="list-style-type: none"> <li>• CEF eInvoicing “Get started”<sup>2</sup>;</li> <li>• CEF eInvoicing Knowledge Base<sup>3</sup>;</li> <li>• CEF eInvoicing Country factsheets<sup>4</sup>.</li> </ul>
<b>Stakeholders follow-up</b>	Use	Users implement the eInvoicing Directive and the accompanying standard on electronic invoicing, supported by information available online and supported by the eInvoicing onboarding manager.	<ul style="list-style-type: none"> <li>• CEF eInvoicing Service Desk<sup>5</sup>;</li> <li>• CEF eInvoicing Support<sup>6</sup>;</li> <li>• Conformance testing<sup>7</sup> services;</li> <li>• CEF eInvoicing Community<sup>8</sup>;</li> <li>• CEF eInvoicing workshops;</li> <li>• Webinars &amp; events;</li> <li>• Documentation<sup>9</sup>.</li> </ul>

<sup>1</sup> Available at: <https://ec.europa.eu/cefdigital/wiki/x/EgTvB>

<sup>2</sup> Available at: <https://ec.europa.eu/cefdigital/wiki/x/XwPvB>

<sup>3</sup> Available at: <https://ec.europa.eu/cefdigital/wiki/x/RQbvB>

<sup>4</sup> Available at: <https://ec.europa.eu/cefdigital/wiki/x/zQTVB>

<sup>5</sup> Available at: <https://ec.europa.eu/cefdigital/wiki/x/xTdHB>

<sup>6</sup> Available at: <https://ec.europa.eu/cefdigital/wiki/x/2yRiB>

<sup>7</sup> Available at: <https://ec.europa.eu/cefdigital/wiki/x/EzdHB>

<sup>8</sup> Available at: <https://ec.europa.eu/cefdigital/wiki/x/K47VAQ>

<sup>9</sup> Available at: <https://ec.europa.eu/cefdigital/wiki/x/MyViB>

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

This chapter presents information on how to use the CEF eInvoicing Stakeholders onboarding service, incl. the roles and responsibilities of different actors involved in it.

### 2.1. Public entities

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

- Request the CEF eInvoicing service(s) and provide the necessary information as required;
- Engage with the CEF eInvoicing online community through the CEF Digital collaborative spaces<sup>10</sup>;
- Participate and contribute to events, workshops, webinars and trainings;
- Monitor their actions related the Directive 2014/55/EU and the implementation of the European Standard on electronic invoicing and follow up on the legal aspects;
- Provide the CEF eInvoicing stakeholder on-boarding manager with accurate and updated eInvoicing content and be responsive when requested.

### 2.2. Solution providers

Solution providers have the following responsibilities in the context of the eInvoicing Stakeholders onboarding services:

- Request the CEF eInvoicing service(s) and provide the necessary information as required;
- Engage with the CEF eInvoicing online community through the CEF Digital collaborative spaces<sup>11</sup>;
- Participate and contribute to events, workshops, webinars and trainings;
- Ensure that their solution(s) comply with the European Standard on electronic invoicing.

### 2.3. Suppliers

Suppliers have the following responsibilities in the context of the eInvoicing Stakeholders onboarding services:

- Request the CEF eInvoicing service(s) and provide the necessary information when required by the national legislation or on a voluntary basis;
- Engage with the CEF eInvoicing online community through the CEF Digital collaborative spaces<sup>12</sup>;
- Participate and contribute to events, workshops, webinars and trainings ;
- Ensure that their eInvoice structure complies with Directive 2014/55/EU and the European Standard on electronic invoicing.

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<sup>10</sup> Available at: <https://ec.europa.eu/cedigital/wiki/x/K47VAQ>

<sup>11</sup> Ibid

<sup>12</sup> Ibid

## 2.4. CEF Stakeholder Management Office (SMO)

The CEF SMO aims to ensure alignment across the CEF building blocks in the areas of communication, stakeholder engagement and operational governance. The SMO has the following responsibilities in the context of the eInvoicing Stakeholders onboarding services:

- Support the awareness raising of the CEF eInvoicing building block;
- Identify and engage with stakeholders interested in CEF eInvoicing;
- Operate governance structures.

## 2.5. CEF eInvoicing Team

The CEF eInvoicing Team supports private and public entities in complying with Directive 2014/55/EU and in implementing the European Standard on electronic invoicing. It has the following responsibilities in the context of the eInvoicing Stakeholders onboarding services:

- Communicate about policy updates;
- Monitor eInvoicing project actions;
- Promote eInvoicing events, achievements, produced content and on-going actions;
- Ensure coordination among eInvoicing stakeholders;
- Ensure timely follow-up on users' requests for CEF eInvoicing services;
- Maintain the CEF eInvoicing operations services (conformance testing, service desk and training).

### 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/zglgBQ>. The table below describes the terms and conditions specific to the CEF eInvoicing Stakeholders onboarding services.

Table 2: CEF eInvoicing Stakeholders onboarding - Terms and conditions

Term / Condition	Description
<b>User's obligations</b>	It is the user's responsibility to ensure that enough information is provided, in timely manner, to enable the required services to be performed.
<b>Delivery of the services</b>	<p>The European Commission will provide the CEF eInvoicing Stakeholders onboarding 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 Support 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)