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DIRECTORATE-GENERAL FOR DIGITAL SERVICES

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

# **eInvoicing Community Management**

## **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 Community Management service. This service 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 eInvoicing Community Management service.

## **DEFINITIONS AND ACRONYMS**

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

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## 1. INTRODUCTION TO EINVOICING COMMUNITY MANAGEMENT

### 1.1. Objective

The DIGITAL eInvoicing Community Management 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 of this service are to:

- **Raise awareness** of DIGITAL eInvoicing Building Block via dedicated events, implementation workshops, online communications, eInvoicing action plans, incl. benefits analysis and country factsheets.
- **Enable stakeholders to share their feedback** about relevant eInvoicing topics via a dedicated [eInvoicing User Community](#).
- **Enable stakeholders to contribute** to relevant DIGITAL eInvoicing topics and actions launched by the eInvoicing team via a dedicated the [eInvoicing User Community](#).

### 1.2. Users

The eInvoicing Community Management 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).
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### 1.3. Benefits

The DIGITAL eInvoicing Community Management service brings the following benefits to users of the service:

- **Follow the policy updates and eInvoicing stakeholders' feedback:** Users are aware of the policy updates and can access shared experiences related to adopting eInvoicing.
- **Allow engagement and exchanges** about eInvoicing with other users (e.g. stakeholders can suggest topics and discussions held in the [collaboration space](#) of the [eInvoicing User Community](#)).

- **Reduce the learning curve and learn from others' experiences:** Users can cooperate, access expertise and reduce the time and cost spent on implementing the eInvoicing Directive. This strongly fosters exchanges on best practices and lessons learned.

## 1.4. Scope

The table below presents an overview of the steps and the corresponding services offered by DIGITAL eInvoicing Community Management service.

*Table 4: eInvoicing Community Management steps and services - Scope*

Step	Definition	Services
<b>Discover</b>	Present the information to users and raise awareness about eInvoicing.	<ul style="list-style-type: none"> <li>• Explanation of the user types on the eInvoicing '<a href="#">Get started</a>' page.</li> <li>• Publication of relevant information and how to interact with the <a href="#">eInvoicing User Community</a> and the <a href="#">eInvoicing Collaboration Space</a>.</li> <li>• Access the repository of relevant information of the <a href="#">eInvoicing Knowledge Base</a> service.</li> <li>• Users can request information on how to interact with the community via the <a href="#">eInvoicing Service Desk</a>.</li> </ul>
<b>Contribute</b>	Users share experiences related to the implementation of the eInvoicing Directive and work undertaken by the DIGITAL eInvoicing team.	<ul style="list-style-type: none"> <li>• Participate in eInvoicing webinars, expert panels, surveys, etc.</li> <li>• Users are invited to promote their topics on the eInvoicing collaboration space and participate in the community.</li> </ul>

## 2. ROLES AND RESPONSIBILITIES

This section presents information on how to use the DIGITAL eInvoicing Community Management 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:

- 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 and events.
- Engage with the [DIGITAL eInvoicing user community](#).

### 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.
- Engage with the [DIGITAL eInvoicing User Community](#).
- 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:

- 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 open eInvoicing workshops and events.
- Actively engage with the [DIGITAL eInvoicing User Community](#) and contribute to DIGITAL eInvoicing actions.

- Request the DIGITAL eInvoicing service(s) and provide the necessary information when required by the national authorities or on a voluntary basis.

## **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:**

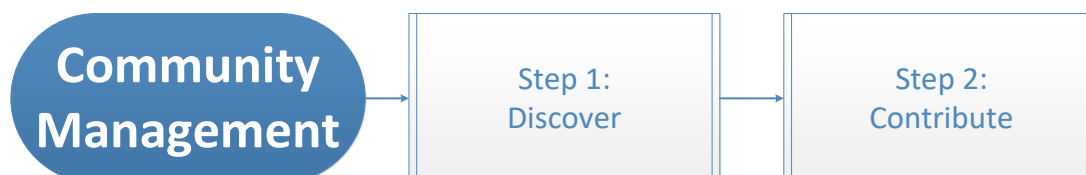
- Communicate about policy updates.
- Monitor the eInvoicing project actions.
- Raise awareness of the DIGITAL eInvoicing Building Block.
- Identify and engage with stakeholders interested in DIGITAL eInvoicing.
- Promote eInvoicing events, achievements, content and on-going actions.
- Promote information sharing and stakeholder collaboration via the eInvoicing User Community.
- Ensure coordination among eInvoicing stakeholders.
- Ensure timely follow-up on users' requests for DIGITAL eInvoicing services.
- Raise awareness of the DIGITAL eInvoicing operations services (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 Community Management 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: Discover

**Purpose:** The primary objective of this step is to initiate the process of providing eInvoicing users with essential information to raise awareness about eInvoicing and communities, as well as to reflect on their possible role in the community and in their organisations.

**Actors:**

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

**Activities:**

1. **Access to relevant information:** Based on the user type, the user can access the eInvoicing '[Get started](#)' page and can have a clear picture of the user journey for the implementation of eInvoicing by clicking on 'Learn more' button. Users can also retrieve information by entering the eInvoicing User Community and the collaboration space, and also the repository of relevant information of the [eInvoicing Knowledge Base](#) service.
2. **Community access:** Access is provided to the [eInvoicing User Community](#) and the [collaboration space](#) for enhanced community engagement.
3. **Inquiries:** In case of questions, users can request information on how to interact with the community via the [eInvoicing Service Desk](#).



### 3.3. Step 2: Contribute

**Purpose:** This step involves users actively contributing to the eInvoicing community by sharing their experiences related to eInvoicing and engaging with the work undertaken by the DIGITAL eInvoicing team.

**Actors:**

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

**Activities:**

1. **Community Promotion:** Users are invited to promote their topics on the eInvoicing collaboration space and encouraged to share their expertise and initiate discussions.
2. **Community engagement:** Users are encouraged to actively participate in the eInvoicing User Community via communications, highlight the benefits of their involvement, and promote collaboration and knowledge sharing within the community.
3. **Participation in Events:** Users are encouraged to participate in eInvoicing webinars, expert panels, surveys, and other events. Share insights and experiences related to eInvoicing on the eInvoicing community and collaboration space.

#### 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 Community Management service are described in the table below.

**Table 5: eInvoicing Community Management Terms and Conditions**

Term / Condition	Description
<b>Obligations of the Users</b>	It is the responsibility of the Community member to ensure that sufficient information is given, in due time, to enable the required services to be performed and other members to be informed.
<b>Delivery of the services</b>	The European Commission will provide the DIGITAL eInvoicing Community Management 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](mailto: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
<b>Confluence</b>	Web-based corporate wiki where the eInvoicing User Community and materials can be found.
<b>Forum</b>	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.
<b>Stakeholder</b>	Any party or entity with a role relating to the DIGITAL eInvoicing Community Management service.
<b>Public entities (incl. country representatives)</b>	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.
<b>Suppliers</b>	Entities doing business using the European standard on eInvoicing. They are involved in the creation, usage and exchange of eInvoices according to national obligations.
<b>Service and Solution Providers</b>	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