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Commission

CEF eInvoicing Community Management

Service Offering Description

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The eInvoicing Community Management service is intended for public entities, eInvoicing suppliers and solution providers involved in the design, operation and implementation of the eInvoicing Directive 2014/55/EU 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

1. INTRODUCTION TO CEF eINVOICING COMMUNITY MANAGEMENT SERVICE

1.1. Objective

The CEF 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 users (e.g. public entities, solution providers and suppliers). The key objectives of this service are to:

- Raise awareness of CEF eInvoicing via dedicated events[1], implementation workshops[2] and eInvoicing action plans, incl. benefits analysis and country factsheets;
- Enable stakeholders to share their feedback about relevant eInvoicing topics via a dedicated CEF eInvoicing User Community Forum[3];
- Enable stakeholders to contribute to relevant CEF eInvoicing topics and actions launched by the CEF eInvoicing team via a dedicated CEF eInvoicing User Community[4].

1.2. Users

The CEF eInvoicing Community Management 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 the 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 the national obligations for the private sector.

1.3. Benefits

Users of the CEF eInvoicing Community Management service benefit from the following:

- Follow the policy updates and eInvoicing actors' feedback on the implementation of the eInvoicing Directive**:** users are aware of the policy updates and can access shared experiences related to the adoption of eInvoicing at national, local and regional level;
- Allow engagement and exchanges about eInvoicing with other users (e.g. stakeholders can suggest topics and discussions held in the dedicated CEF eInvoicing User Community[5];
- Reduce the learning curve and learn from others' experiences**:** Users can cooperate, access expertise and reduce the time and cost spent implementing the eInvoicing Directive. This strongly fosters exchanges on best practices and lessons learned.

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[1] Available at: https://ec.europa.eu/cefdigital/wiki/x/MQHpAQ
[2] Available at: https://ec.europa.eu/cefdigital/wiki/x/fEaGAg
[3] Available at: https://ec.europa.eu/cefdigital/wiki/x/2gd2Ag
[4] Available at: https://ec.europa.eu/cefdigital/wiki/x/cDdAAg
[5] Ibid.

1.4. Scope

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

Table 1: CEF eInvoicing Community Management – Services

Step	Definition	Services
Discover	Use the collaborative space to understand the role, objective and services of the eInvoicing user community.	• CEF eInvoicing Country Factsheets[6]; • CEF eInvoicing support Service Desk[7]; • CEF eInvoicing content (e.g. newsletters, articles, and events).
Get informed	• Select the tab corresponding to their "user type" (e.g. Public entity, Solution provider, Supplier) • Reuse information about the implementation of the eInvoicing Directive and relevant policy updates; • Contact the CEF eInvoicing Team[8] and community members.	• CEF eInvoicing Knowledge Base[9]; • CEF eInvoicing events and workshops/ open webinars; • CEF eInvoicing support Service Desk[10]; • CEF eInvoicing Stakeholders onboarding[11].
Contribute	Share experiences related to the implementation of the eInvoicing Directive and research work undertaken by the CEF eInvoicing team	• CEF eInvoicing User Community spaces[12]; • CEF eInvoicing Stakeholders onboarding[13]; • CEF eInvoicing Country Factsheets[14]; • CEF eInvoicing Benefit Analysis[15].

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[6] Available at: https://ec.europa.eu/cefdigital/wiki/x/zQTvB
[7] Available at: https://ec.europa.eu/cefdigital/wiki/x/xTdHB
[8] The CEF eInvoicing Team is composed of project managers, the marketing team, a dedicated help desk and the CEF eInvoicing onboarding manager.
[9] Available at: https://ec.europa.eu/cefdigital/wiki/x/RQbvB
[10] Available at: https://ec.europa.eu/cefdigital/wiki/x/xTdHB
[11] Available at: https://ec.europa.eu/cefdigital/wiki/x/OAbvB
[12] Available at: https://ec.europa.eu/cefdigital/wiki/x/K47VAQ
[13] Available at: https://ec.europa.eu/cefdigital/wiki/x/OAbvB
[14] Available at: https://ec.europa.eu/cefdigital/wiki/x/zQTvB
[15] Available at: https://ec.europa.eu/cefdigital/wiki/x/mwTvB

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

This chapter presents information on how to use the CEF eInvoicing Community Management 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 Community Management service:

- Be aware of the policy updates and implement them;
- 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 CEF eInvoicing user community[16].

2.2. Solution providers

Solution providers have the following responsibilities in the context of the CEF eInvoicing Management service:

- Request any of the CEF eInvoicing services available and provide the necessary information;
- Engage with the CEF 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 have the following responsibilities in the context of the CEF eInvoicing Community Management service:

- 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;
- Participate in open eInvoicing workshops and events;
- Actively engage with the eInvoicing user community and contribute to CEF eInvoicing actions;
- Request the CEF eInvoicing service(s) and provide the necessary information when required by the national authorities or on a voluntary basis.

2.4. CEF Stakeholder Management Office (SMO)

The CEF Stakeholder Management Office (SMO) has the following responsibilities in the context of the CEF eInvoicing Community Management service:

- Coordinate the content in the collaborative spaces;
- Follow-up on user questions and provide support;
- Share information about upcoming events and workshops.

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[16] Available at: https://ec.europa.eu/cefdigital/wiki/x/K47VAQ

2.5. CEF eInvoicing Team

The CEF eInvoicing Team supports private and public entities to comply with the Directive 2014/55/EU and the European standard on eInvoicing via dedicated services. It has the following responsibilities in the context of the CEF eInvoicing Community Management service:

- Communicate about policy updates;
- Monitor the eInvoicing project actions;
- Promote eInvoicing events, achievements, 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/zgIgBQ. The table below describes the terms and conditions specific to the CEF eInvoicing Community Management services.

Table 2: CEF eInvoicing Community Management - Terms and conditions

Term / Condition	Description
Obligations of the Community member	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.
Delivery of the services	The European Commission will provide the CEF eInvoicing Team and therefore the eInvoicing onboarding manager 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.

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)