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AGREEMENT

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Adoption programme for increased electronic invoicing in European business processes

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Foreword

This CWA has been prepared by the CEN/ISSS Workshop on 'eInvoicing Phase 2' (WS/eInv2)

The CWA has been approved at the final workshop plenary meeting on 10 September 2009.

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One of the conclusions of the CEN/ISSS Workshop on Electronic Invoicing Phase 1 (completion in 2006) was that the next workshop phase (CEN/ISSS eINV Phase 2) has to foster the efforts in knowledge management activities and in spreading information about electronic invoicing activities and processes in Europe.

In the CEN/ISSS working phase 2 five projects have been set up in a business plan:

1. Adoption programme for increased electronic invoicing in European business processes;
2. Compliance of electronic invoice implementations with Council Directive 2001/115/EC and Directive on the Common System of Value Added Tax (2006/112/EC) as well as Member States' national legislation electronic invoicing as regards;
3. Cost-effective authentication and integrity of electronic invoices regardless of formats and technologies;
4. Effective implementation of compliant electronic invoice systems in using emerging technologies and business processes; and
5. Emerging network infrastructure of invoice operators throughout Europe.

Project 1 does have an integrative function: Collecting all results of the other workgroups and publish them on the web platform E-INVOICE GATEWAY (<http://www.e-invoice-gateway.net>) together with the additional information.

Companies supporting the current CWA

Accelya, France
 ACEAT, Tax Agency of Spain, Spain
 Adobe Europe, United Kingdom
 Agenzia della Entrate, Italy
 AITI, Association of the Italian Corporate Treasurers, Italy
 ARIBA, Germany
 Atos Origin, The Netherlands
 AUDI AG, Germany
 Austria Pro, Austria
 B2boost SA, Belgium
 BMW AG, Germany
 Campus 02, Austria
 CBI Consortium, Italy
 Datacert, United Kingdom
 Deutsche Post, Germany
 Dr. Otto Mueller Consulting, Switzerland
 EDIFICE
 ELMA, Finland
 EQUENS, The Netherlands
 FHNW, Fachhochschule Nordwestschweiz, Switzerland
 FIR-DIG Consultants, Italy
 FMS Group, Italy
 France Telecom, France
 GS1 international, Belgium

Hilti A.G., Liechtenstein
IBM, United Kingdom
Infocert spa, Italy
Innovery spa, Italy
Itella Information AS, Estonia
Legal Counsel Engel-Flechsigt, Germany
Ministerio de Industria, Turismo y Comercio, Spain
MKE, Belgium
Odette International Ltd., United Kingdom
RBS, The Netherlands
SFTI, Sweden
STS Group, France
Sofid/eact, Italy
TecCom GmbH, Germany
Thales, United Kingdom
The Netherlands Tax and Customs Administration, The Netherlands
Tieke, Finland
Trustweaver, Johan Borendal, Sweden
VAT Forum cv, Belgium
Verband der Automobilindustrie e.V., Germany
XFT GmbH, Germany

Introduction

Due to the fact that e-invoicing does have a very country specific focus many country related activities are initiated (e.g. for supporting of SME). Given the focus on these specific activities, confusions about cross boarder invoicing activities are still present.

There are activities which try to help in clarifying these barriers and help in collecting information about technical, legal and organizational aspects of e-invoicing (see AustriaPro initiative ebCrossBorder¹).

The CEN/ISSS workshop in e-invoicing is established as forum and meeting place for experts from several stakeholders such as standardization authorities, public authorities, regulation authorities, solution providers, general infoportals, national initiatives and certification authorities.

With their efforts in finishing the activities for the CEN/ISSS WS eINV workphase 1 the workgroup members identified the need for enhanced communication and information about the topic e-invoicing and the way of cooperation and publication of information.

With the help of information and communication technologies (ICT) this lack of information shall be reduced and the building up of a community of practice in the area of European wide e-invoicing shall be fostered.

The task of the CEN/ISSS WS eINV Phase 2 workgroup 1 is to support these efforts in offering suitable ICT which is supported by a knowledge management strategy.

The knowledge management strategy defines the internal processes which have to be implemented as technical functions within this ICT tool. It is essential that the ICT tools support all workgroups in publishing their results, in building a community of practice and in reducing barriers in the field of e-invoicing.

Due to the fact that the E-Invoice-Gateway is permanently updated the “frozen” status of the website with date October 2009 can be found here: <http://cwa.e-invoice-gateway.net/>

¹ Chamber of Commerce Austria, URL: http://portal.wko.at/wk/format_detail.wk?AnglID=1&StlID=382868&DstlID=682

1 Scope

The scope of workgroup 1 in CEN/ISSS WS eINV2:

- supporting to build up the planned website within the “e-invoicing gateway”;
- collecting and describing best practices country by country of electronic invoices and national implementation guidelines in local language;
- supporting a network of national e-invoice forums to foster communication and exchange of national best practices in electronic invoices;
- drafting guidelines as to how to move towards one e-invoice address registry inside EU and bringing up best practice.

In the first workshop meeting a knowledge management strategy was discussed by members of the CEN/ISSS WS phase 1. A stepwise (incremental) approach was chosen:

- Step 1 is to offer all parties who are operating in the field of e-invoicing a participation possibility in an online platform where they are able to enter their profile.
- Step 2 is to offer high quality information about the country specific technical, legal and operational aspects on e-invoicing and support publishing of the CEN/ISSS eINV2 WG results.

The strategy takes care of the following items:

- 1) Building a non-commercial information portal as single point of contact (SPOC) for European e-invoicing information,
- 2) Activating a critical mass of users supporting the exchange and collection of high quality information,
- 3) Annually publishing an intellectual capital statement about e-invoicing.

The processes which shall support these strategies are:

- 1) Enlisting and self-enlisting of organizations in the field of e-invoicing in Europe (different stakeholders);
- 2) Establishing a lead person in the field of e-invoicing for each European country who has to fulfill several duties and supports the CEN/ISSS WS eINV2;
- 3) Collecting country related information about technical, legal and organizational aspects;
- 4) Offering a web-based knowledge management tool which supports all workgroups of the CEN/ISSS WS eINV2 in collaborating, publishing and getting response from the community;
- 5) Building a community of practice with the help of an annual event (call for use cases, call for papers, call for best practices in the field of e-invoicing).

These processes will be described in section 2 of this document.

The special character of this CWA

This CEN CWA is a novelty and innovation for CEN due to the cause that the results of the business plan of workgroup 1 is a fully functional website which connects knowledge and people in the field of e-invoicing (<http://www.e-invoice-gatewa.net>).

One can find a limited version of the website dated October 2009 here: <http://cwa.e-invoice-gateway.net/>

So in this CWA the strategy in the development of the website and the functionalities are described on a general and non technological basis.

Other activities in the field of e-invoicing:

It is also of importance to refer to the following other activities in the field of e-invoicing which were taken in account when implementing the E-Invoicing Gateway information platform:

- EU DG Taxation and Customs²
- EU DG Enterprise³
- Fiscalis e-Audit Group⁴
- EC Expert Group on e-Invoicing^{5,6}
- PEPPOL project on electronic Public Procurement⁷
- IDABC (Interoperable Delivery of European eGovernment Services to public Administrations, Businesses and Citizens)⁸
- Member State Tax Administrators

The information and the content of these initiatives and organisations are very important for the implementation of e-invoicing in Europe and due to that reason selected content and information will be found in the "Knowledge Base"⁹ section of the E-Invoice Gateway.

² European Commission Taxation and Customs Union, http://ec.europa.eu/taxation_customs/index_en.htm

³ European Commission Enterprise and Industry, http://ec.europa.eu/enterprise/index_en.htm

⁴ Find here more information about FISCALIS:
http://ec.europa.eu/taxation_customs/taxation/tax_cooperation/fiscalis_programme/index_en.htm

⁵ Find here a status report of the Expert group: <http://www.epractice.eu/en/library/281818>

⁶ Find here more information about the Expert group: http://ec.europa.eu/internal_market/payments/einvoicing/index_en.htm

⁷ Find here more information about PEPPOL: <http://www.peppol.eu/>

⁸ Find here more information: <http://ec.europa.eu/idabc/>

⁹ E-Invoice-Gateway, <http://www.e-invoice-gateway.net/knowledgebase/>

2 Abbreviations / Definitions

2.1 Definitions

CIM: The Country Information Manager (CIM) is a lead person in the field of e-invoicing for the specific country and is responsible for identifying activities/companies/organisations in the field of e-invoicing in their own country. They should inform those parties about this European-wide non-commercial activity. In case someone needs more information about this CEN activity, they should inform about the mission of the platform (native speaking contact for requests of own country) and should provide mentorship (in terms of usability engineering aspects and continuous improvement process aspects).

2.2 Abbreviations

SPOC	Single Point of Contact
CIM	Country Information Manager
CoP	Community of Practice
WG	Workgroup
SG	Subgroup
SME	Small and medium sized enterprise(s)
UAS	University of Applied Sciences
WS eINV2	Workshop on E-Invoicing Phase 2

3 Processes

Deduced from the strategy the following processes were defined and implemented on the website:

1) **Enlisting of organizations** in the field of e-invoicing in Europe.

A self-enlisting function helps in getting data from the organizations quickly.

2) **Establishing a lead person in the field of e-invoicing** for each European country who has to fulfill several duties e.g. providing content about e-invoicing, checking the new enlisted organizations and promoting the platform.

To foster the collection of country related data a local expert of every European country in the field of e-invoicing supports the efforts. This person is well connected to the country's initiatives and is an expert in the field. This person works on a voluntarily basis for the E-Invoice Gateway.

3) **Collecting country related information** about technical, legal and organizational aspects.

Here a short executive summary brings a good overview about the current situation and additional information about technical, legal and organizational aspects. The information is either uploaded or linked. The respective Country Information Manager is responsible for the content: He/She has to update the content when changes have occurred.

4) **Offering a web based knowledge management tool** which supports all workgroups of the CEN/ISSS WS eINV2 in collaborating, publishing and getting response from the community.

Every workgroup has its own of working on their tasks. The technology does not handicap them in their work but support their individual way of making progress and creating results. So the workgroups find on the platform an easy and comfortable way in how to publish their results.

5) **Building of a community of practice** with the help of an annual event (call for use cases, call for papers, call for best practices in the field of e-invoicing).

Establishing a community of practice community and an annual call for papers, call for best practice and use cases in the field of e-invoicing will help in collecting information for the e-invoicing community and also raise awareness for the topic.

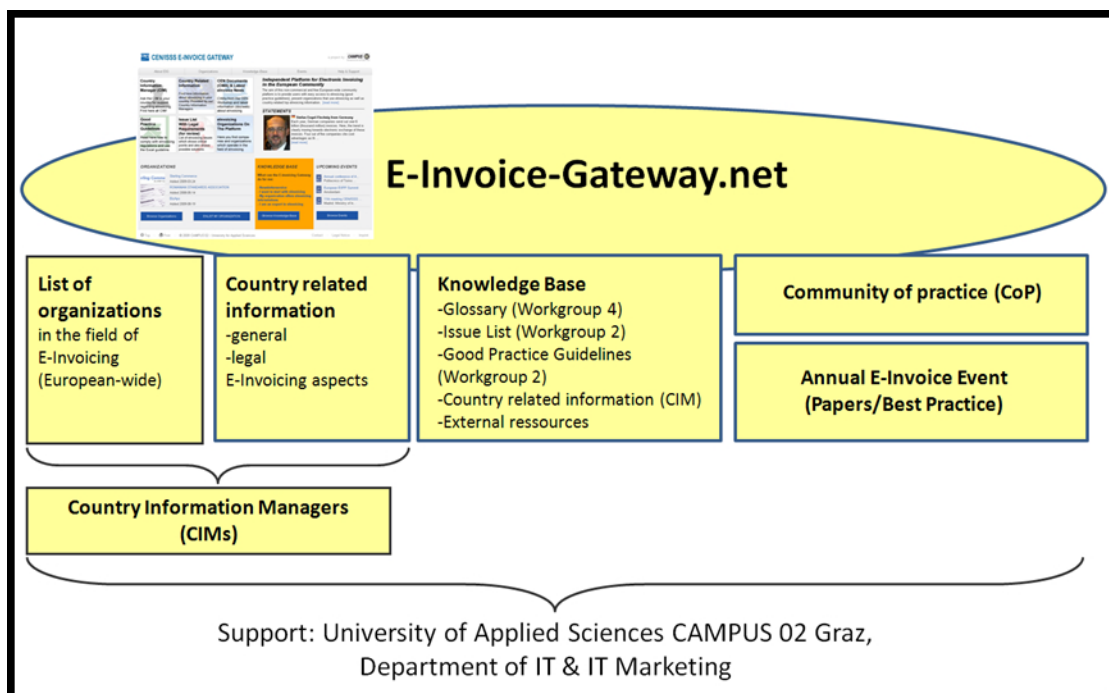


Figure 1: Processes to reach the strategy

3.1 Enlisting Organizations

The goal of the functionality of enlisting organizations is to create a directory of standardization authorities, public authorities, regulation authorities, solution providers, general information portals, national initiatives and certification authorities in the field of e-invoicing in Europe. These organizations have to add clear and brief information about their contribution to e-invoicing.

The information given must not be a consumer advertisement or promotion of products or services. This fact will be carefully watched by the technical editor and the responsible Country Information Manager.

Organizations have the possibility to self-enlist:

The opt-in function guarantees that the entered information is not published immediately on the website. After the enlisting form is filled in and the data is submitted, the data set will be stored in the database and it will be scanned by a Country Information Manager who has the possibility to publish the data or to delete the entry.

The E-Invoice Gateway offers a reminder service:

If organizations accept this service by enabling a check box, they will be periodically reminded to update their data on the platform. If no update has been done after the time period of year the organization will be deleted from the database.

The update service is sending an email to the email address in the entry with a link to the edit section of the website.

This link is generated with a hash-code and is valid for 24 hours. Due to this mechanism no user accounts for the organizations have to be administered which reduces maintenance efforts.

3.2 Establishing a lead person for each country

Experts and mentors who are willing to act as supporters voluntarily for this workshop's efforts are listed on the website. They are called the Country Information Manager¹⁰ (CIM). Goals of the effort in bringing CIMs on the web platform are:

- Present a native speaking contact for requests;
- Present a lead person (an expert) in the area of e-invoicing in the specific country.

The tasks of the CIM in detail are:

- Identifying activities/companies/organizations in the field of e-invoicing in their own country and to inform those parties about this European-wide non-commercial activity,
- Adding country related information about technical, legal and organizational aspects of e-invoicing of their own country,
- Review the content about country related information on a regular basis,
- Review and publish or reject organizations which enlist on the platform,
- Inform about the mission of the platform (native speaking contact for requests of own country) in case someone needs more information about this CEN/ISSS activity,
- Mentorship (in terms of usability engineering aspects and continuous improvement process aspects).

3.3 Collecting country related information about technical, legal and organizational aspects

This section of the E-Invoice Gateway¹¹ will offer country related information: A short executive summary shall provide a good overview about the current situation.

¹⁰ CIM, <http://www.e-invoice-gateway.net/organisations/cims/>

Additional information about technical, legal and organizational aspects are either uploaded or linked. The Country Information Manager is responsible for the content and will review the content on a regular basis.

3.4 Offering a web based knowledge management tool

This process supports all workgroups of the CEN/ISSS WS eINV2 in collaborating, publishing and getting response from the community. Due to the fact that every workgroup of the CEN/ISSS WS eINV2 has its own way of working on their tasks the technology aspects differ.

The following technical implementations on the website have been established:

- Implementation of a upload section for the e-invoicing Good Practice Guidelines (workgroup 2 subgroup 1)
- Implementation of an issue list, upload section and a response function on the website for documents¹² (workgroup 2 subgroup 2)

The content which is uploaded will be revised regularly by the responsible manager of the workgroup.

More applications which allow a more comprehensive interaction with users and stakeholders of the E-Invoice-Gateway will be developed in a following step.

3.5 Building of a community of practice with the help of an annual event

Establishing a community of practice and an annual call for papers, call for best practice and call for use cases in the field of e-invoicing will help in collecting information for the e-invoicing community but also in raising awareness for the topic. The results of this annual event will be published on the website and also in form of a book.

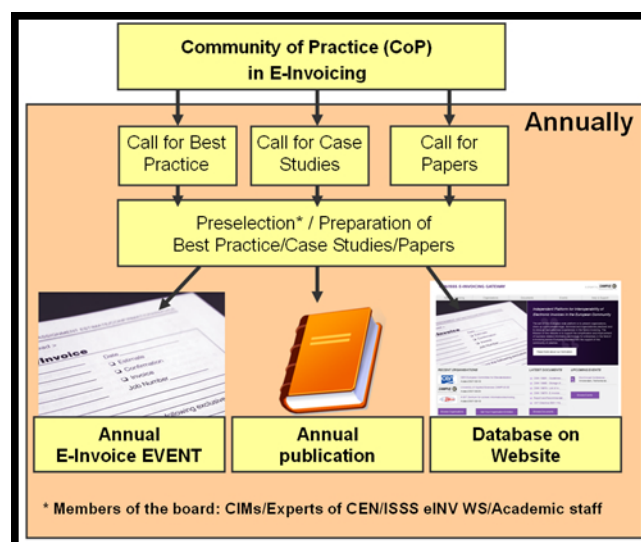


Figure 2: Community of practice concept

3.6 Operation and maintenance

Due to the cause that the University of Applied Sciences *CAMPUS* 02¹³ department for IT and IT-Marketing¹⁴ has a research focus on e-business and e-business related topics like e-invoicing the website hosting and maintenance will be in done at the UAS *CAMPUS* 02 server farm.

¹¹ E-Invoice Gateway, <http://www.e-invoice-gateway.net/knowledgebase/countryrelated/>

¹² E-Invoice Gateway, <http://www.e-invoice-gateway.net/knowledgebase/issues/>

3.7 Future scenario

As a first step the E-Invoice gateway was established to act as a one directional information platform in the internet.

One must state that the goal of the efforts made in e-invoicing activities like the E-Invoice Gateway shall minimize obstacles in doing e-invoicing also for SME. The platform will be operated until the Country Information Managers come to an agreement where this platform is not longer needed.

Until this goal is reached the platform will in a second step be evolved to a more interactive media where interaction with different stakeholders in the field of e-invoicing will be possible.

¹³ UAS CAMPUS 02, <http://www.campus02.at>

¹⁴ Department IT and IT Marketing, <http://itm.campus02.at>

4 The eInvoicing Gateway

All collected information following the processes described in section 3 has been uploaded in the eInvoicing Gateway. It can be accessed using the following address:

<http://cwa.e-invoice-gateway.net/>

Note: for CWA publishing purposes, the content of the site accessible through the above address has been frozen on the 1st of October 2009. For accessing the alive and maintained gateway please use the following address:

<http://www.e-invoice-gateway.net> Workshop on E-Invoicing Phase 2

Annex 1

Selected screenshots of the E-Invoicing Gateway

1.1 Frontpage of E-Invoicing Gateway

The frontpage offers quick access to the knowledge base (WIKI, all results of the Workgroups), an overview about the next events and an easy to handle self-enlisting functionality for organizations.

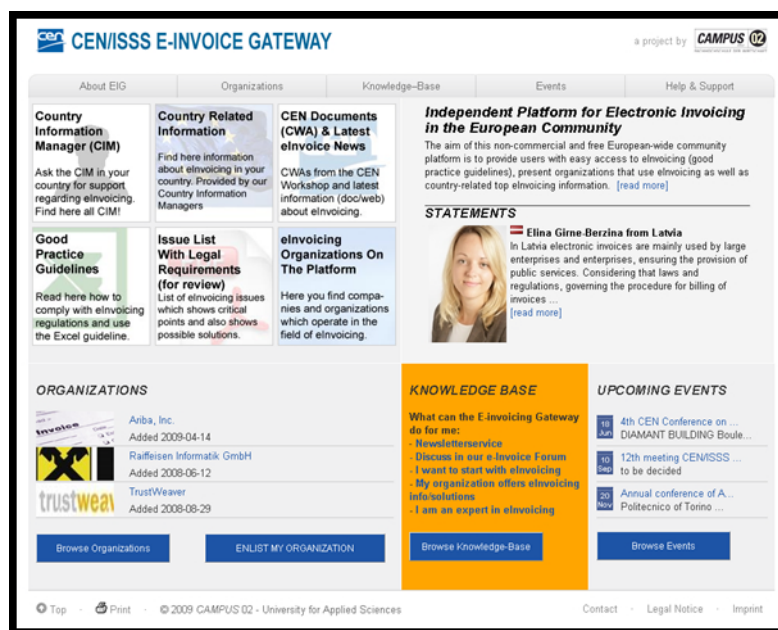


Figure 3: Frontpage of the E-Invoicing Gateway

1.2 Overview about Country Information Managers

Here are all CIM listed. Any time a country specific document is uploaded or country specific information is entered on the website the CIM of this country is shown on the right side of the website.



Figure 4: Country Information Manager

Bibliography

The following material, though not specifically referenced in the body of the present document (or not publicly available), gives supporting information.

AustriaPro - ebCrossborder Initiative, (only available in German language) URL:
http://portal.wko.at/wk/format_detail.wk?AngID=1&StID=382868&DstID=682

CEN/ISSS E-Invoicing Gateway; URL: <http://www.e-invoicing-gateway.net>

IDABC: <http://ec.europa.eu/idabc/>

E-Invoice Expertgroup status report: <http://www.epractice.eu/en/library/281818>

E-Invoice Expertgroup: http://ec.europa.eu/internal_market/payments/einvoicing/index_en.htm

E-Invoice-Gateway, <http://www.e-invoice-gateway.net/knowledgebase/>

European Commission Taxation and Customs Union, http://ec.europa.eu/taxation_customs/index_en.htm

European Commission Enterprise and Industry, http://ec.europa.eu/enterprise/index_en.htm

FISCALIS: http://ec.europa.eu/taxation_customs/taxation/tax_cooperation/fiscalis_programme/index_en.htm

PEPPOL: <http://www.peppol.eu/>

University of Applied Sciences Northwest Schweiz; (only available in German language) URL:
<http://de.experience-online.ch/cases/experience.nsf>