

Guidelines – Commentary

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INTERIM CEN

Draft 15-06-2009

CWA NNNNN**WORKSHOP****June 2009****AGREEMENT**

English version

Adoption programme for increased electronic invoicing in European business processes

- 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.

This Interim CEN Workshop Agreement has been drafted by a Workshop of representatives of interested parties, the constitution of which is indicated in the foreword of this Workshop Agreement.

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EUROPEAN COMMITTEE FOR STANDARDIZATION

COMITÉ EUROPÉEN DE NORMALISATION

EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

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Foreword

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. Enhanced adoption of electronic invoicing in business processes in Europe;
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 knowledge platform called E-INVOICE GATEWAY together with the additional information.

General Disclaimer: These Guidelines and Commentary are a work in progress and out for review. While every effort has been made to ensure consistency with legal requirements that apply to e-invoicing in the European Union, no guarantees of legal compliance or fitness for purpose are made by the drafters or CEN; any use of these documents is at the user's own risk.

The CWA WG 1 members

Name	Country Information Manager	WG Member
Anna Nordén	X (Sweden)	
Christian Tanner	X (Switzerland)	
Dave Chambers		X
Emilian Zahan	X (Romania)X	
Fabio Sorrentino		X
Freddy De Vos	X (Belgium)	
Georg Lindsberger		X (Technical Lead)
Gerhard Laga	X (Austria)	
Guido Colonnelli		X
Gwenaëlle Bernier	X (France)	
Heli Salmi		X
Helmut Aschbacher		X (Technical Editor)
Jean-Jacques Le Delliou		X
Joost Kuipers		X
Julian Inza Aldaz		X
Liliana Fratini Passi	X (Italy)	
Manuel Pereira Ramos	X (Spain & Portugal)	
Martti From	X (Finland)	
Mounir El-Khoury		X
Nikolaos Kyrloglou	X (Greece)	
Peter G.L. Potgieser		X
Sören Lennartsson	X	
Stefan Engel-Flechsig	X (Germany) X	
Vito Umberto Vavalli		X

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). Nevertheless confusions about cross border invoicing activities are still present.

There are activities which try to help in decreasing 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 business plan 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 deduced 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.

¹ Chamber of Commerce Austria; URL: http://portal.wko.at/wk/format_detail.wk?AnqID=1&StID=382868&DstID=682 [2008.06.24]

1 Scope

The scope of workgroup 1 regarding the business plan of 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 detail in section 2 of this document.

2 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.

To foster the collection of country related data a local expert in the field of e-invoicing supports the efforts. This person shall be well connected to the country's initiatives.

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

Here a short executive summary shall bring a good overview about the current situation and additional information about technical, legal and organizational aspects. The information is either uploaded or linked.

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 must not handicap them in their work but must support their individual way of making progress and creating 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.

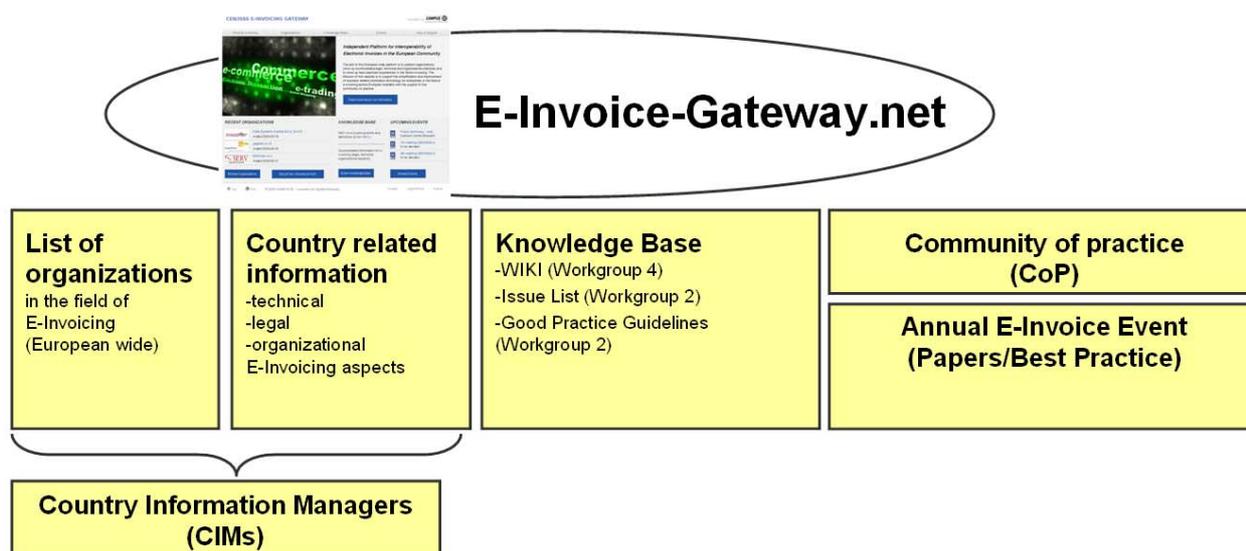


Figure 1: Processes to reach the strategy

2.1 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 infoportals, 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 entry. This will be done by 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 only valid for 3 hours. Due to this mechanism no user accounts for the organizations have to be administered which reduces maintenance efforts.

2.2 Establishing a lead person for each country

Experts and mentors who are willing to act as supporters of this workshop are listed on the website. They are called Country Information Manager (CIM). Goals of the effort in bringing CIMs on the webplatform:

- Have up a native speaking contact for requests
- Present a lead person in the area of e-invoicing in the specific country

The tasks of the CIM are in detail:

- 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,
- 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).

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

This section of the E-Invoice Gateway² will offer country related information: A short executive summary shall provide a good overview about the current situation.

Additional information about technical, legal and organizational aspects are either uploaded or linked.

The Country Information Manager is responsible for the content.

² E-Invoice Gateway, <http://www.e-invoice-gateway.net/knowledgebase/countryrelated/> [2008.06.24]

2.4 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.

Up to now (June 2008) following technical implementations on the website have been established:

- WIKI for terms and definitions³ (Workgroup 4)
- Implementation of a upload section for the CEN/Fiscalis e-invoicing Good Practice Guidelines (workgroup 2 subgroup 1)
- Implementation of an issue list, upload section and a response function on the website for documents⁴ (workgroup 2 subgroup 2)

More applications will follow.

2.5 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.

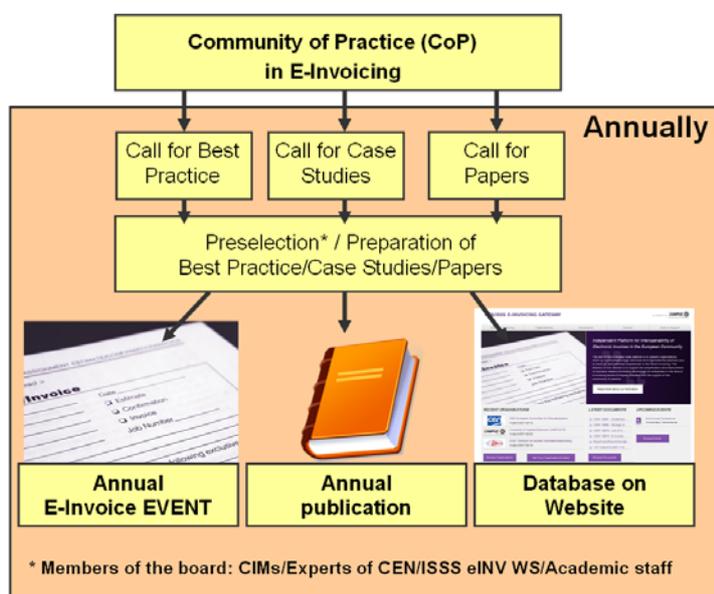


Figure 2: Community of practice concept

³ E-Invoice Gateway, <http://www.e-invoice-gateway.net/wiki> [2008.06.23]

⁴ E-Invoice Gateway, <http://www.e-invoice-gateway.net/knowledgebase/issues/> [2008.06.23]

2.6 Roadmap

The roadmap gives an overview about the recent activities (milestones) and about further actions:

Date	Milestone
26.10.2007	Setup of project plan Defintion of strategy Defintion of goals/non goals Setup of mindmap
08.11.2007	Mock-up of website established Approval of strategy Definition of Country Information Manager
28.2.2008	6 CIMs identified technical administration of CIMs: done discussion: „eXperience“ Community of Practice ⁵ by Prof. Tanner for the implementation of a community of practice in e-invoicing discussion: technical administration of organization management
15.4.2008	9 CIMs / 3 CIMs waiting for affirmation Administration (programming) of Organisation self-enlisting: done Event Management: done WIKI for WG 4: setup done Clearance for the organization of data regarding technical, legal and organizational aspects of e-invoicing on the website Clearance of community of practice model WG 2 – SG 1 and SG 2 functionality of templates and processes (customization)
19.6.2008 open Industry Conference	CIM: done Organizations: done country related information about technical, legal organizational aspects: done WG 2 SG 2 template: test phase done Clearance about search functionality CoP details clearance
11.9.2008	Outlook: Community of Practice: done search functionality: done Permanent progress on Content collection (all areas) for the Website
13.11.2008	Outlook: Website (all technical aspects): done Permanent progress on Content collection (all areas) for the Website Identification of CIM Search engine management: done

⁵ University of Applied Sciences Nordwest Schweiz, <http://de.experience-online.ch/cases/experience.nsf> [2008.05.01]

3 Abbreviations / Definitions

3.1 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 of 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).

WIKI: A WIKI is a web based knowledge management tool which supports communities in collecting and sharing of information.

3.2 Abbreviations

SPOC	Single Point of Contact
CIM	Country Information Manager
CoP	Community of Practice
WG	Workgroup
SG	Subgroup
WS eINV2	Workshop on E-Invoicing Phase 2

Annex 1

Screenshots of the E-Invoicing Gateway

1.1 Startsite of E-Invoicing Gateway

The startsite 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.

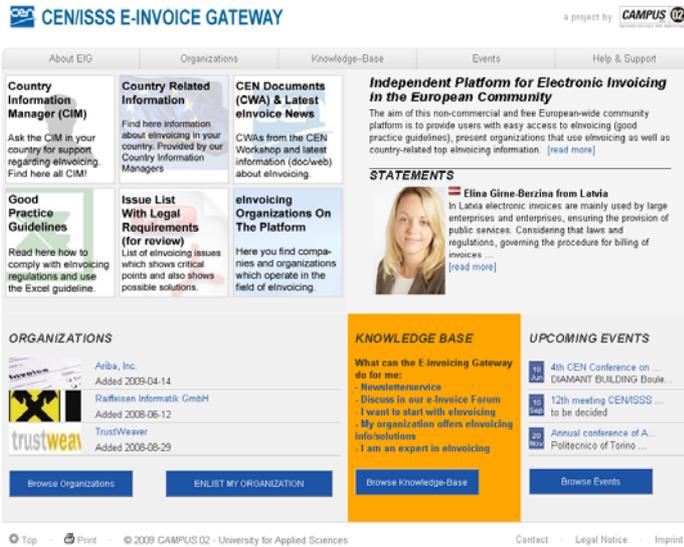


Figure 3: Frontpage of the E-Invoicing Gateway

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.

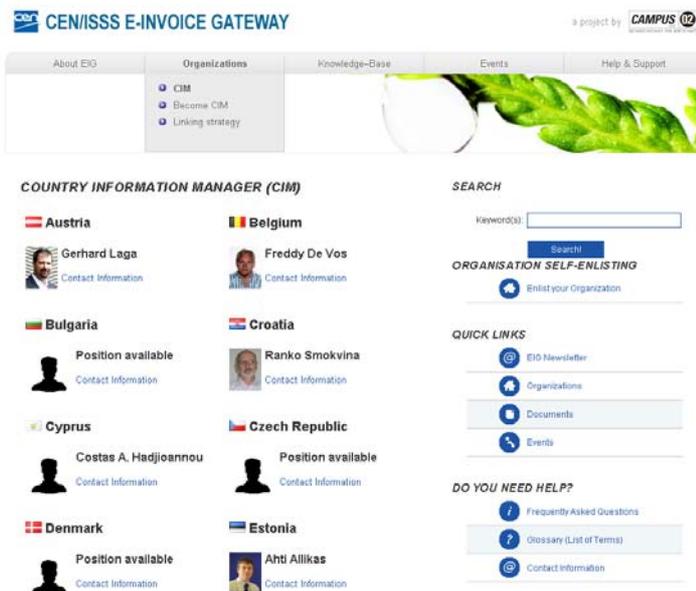


Figure 4: Country Information Manager

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, URL:
http://portal.wko.at/wk/format_detail.wk?AngID=1&StID=382868&DstID=682 [2008.06.24]

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

University of Applied Sciences Nordwest Schweiz; URL: <http://de.experience-online.ch/cases/experience.nsf>
[2008.05.01]