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Criteria for operators working within the E-invoicing forum

Intermediator / Service Provider criteria 12/2011



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General

In the E-invoicing forum there are two levels of Operators transferring e-invoices; Intermediators and Service Providers. This document describes the criteria that a company has to fulfill in order to get E-invoicing forum approval as an official "Intermediator" or "Service Provider".

The E-invoicing forum steering group decides on the approval of the candidate based on the informal application submitted explaining how the criteria are fulfilled.

The E-invoicing forum steering group monitors the Intermediators and Service Providers on regular basis and if the criteria are not fulfilled, the operator can be removed from the list of approved Intermediators or Service Providers, and after a written notice, and failure to correct the breach of criteria, the forum can collect a fine based on the breach of criteria as described in the attachment to this document. The breaches and associated fines are determined annually and ratified in the e-invoicing forum steering group meeting.

After the written note the Intermediator/Service Provider has one month to make the required corrections.

If a fine is issued, it is paid to a party defined by the E-invoicing forum, who directs the funds to the operations of the e-invoicing forum, as defined by the e-invoicing forum steering group. The steering group also follows the use of the funds and confirms their intended usage.



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Operator criteria**General criteria concerning all parties**

- The Operator is a member of the E-invoicing forum
- The Operator provides statistics described by the e-invoicing forum to a neutral party (In Finland preferably The Statistics Finland)
 - The needed statistics are defined annually and approved by a simple majority vote within the E-invoicing forum member meetings.
- The Operator publishes basic information defined by the E-invoicing forum on their website:
 - Link to the E-invoicing address directory main page and usage and troubleshooting instructions
 - E-invoicing forum definition of an e-invoice
 - Other Operators reached (sending and receiving) using the services of the Operator in question, and
 - the E-invoicing forum logo



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Specification criteria based on the role**Intermediator**

The Intermediator offers services for generating e-invoices.

The Intermediator combines client material and forwards the combined material to a Service Provider for a delivery to the receiver through the Service Providers' networks.

The Intermediator is defined as a supplier who offers e-invoicing transmission services to a restricted target clientele, typically companies using other services provided by the Intermediator. Examples of Intermediators are software houses, accounting companies and other similar operators.

Intermediator's Clients refer in this document to companies which are using the Intermediator's services.

Data transfer and data acknowledgment

- Transfer of invoice data must be available on working days except for scheduled short service or maintenance breaks.
- The invoice data must be transferred within 48 hours of reception of the data.
- Data must be transferred over a secured connection.

Storage of data

- Invoice data must be preserved for at least a month.
- The state of all invoice transmissions must be traceable for the past six months.

Service support (Helpdesk)

- The Intermediator must offer a helpdesk, which is available at least on working days during normal office hours.
- The helpdesk contact information must be available on the Intermediator's website.

Content

- The Intermediator must be able to transfer at least TIEKE 1 invoice category data.



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Service Provider

The Service Provider transfers invoices, invoice images and attachments through the network of Service Providers, and offers invoice conversion services. A new Service Provider is responsible for starting negotiations in order to set up interconnects with other Service Providers.

Muotoiltu: englanti (Yhdysvallat)

The Service Provider's Client refers to companies using its services.

In the Finvoice transfer service for banks and payment institutions, the invoice data is transferred under the conditions defined by the Finvoice transfer service service description.

Data transfer and data acknowledgment

- Service for transferring the data between Operators must be available 24/7 – excluding scheduled service and maintenance breaks. In the bank network, the service must comply to the service description of the Finvoice transfer service.
- The invoices must be transferred to the next Service Provider or the recipient within 24 hours of reception of the data.
- A positive or a negative acknowledgement must be sent within two hours of the reception of the data.
- It must be possible to process correctly received invoices again, if deemed necessary.

Muotoiltu: englanti (Yhdysvallat)



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Preserving data and acknowledgments

- Invoicing data should be preserved for at least a month.
- Invoice acknowledgments should be preserved at least a month.
- The state of all invoice transmissions must be traceable for the past six months.

Support services (Helpdesk)

- The Service Provider must offer a helpdesk to its Clients, and it must be available at least on working days during normal office hours.
- Helpdesk contact information must be available on the Service Provider's website.
- A helpdesk service must be provided to other Service Providers free of charge, at least on working days during normal office hours.
- The helpdesk service must use a control system where the service requests are traceable for the past six months.

Content

- The Service Provider must be able to transfer TIEKE 3 invoice category data.
- The Service Provider must support attachments at least in PDF format, excluding the Finvoice transfer service.

Capacity

- Must be able to process invoices without size limitations.
- Must be able to process invoices within one day of reception.

Conversion

- Must be able to offer conversion services to different formats. Conversions must be available at least to Finvoice and TEAPPSXML formats.
- In the bank network, the material is processed as described in the service description of the Finvoice transfer service.



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Servers and connections to other Service Providers**Muotoiltu:** englanti (Yhdysvallat)

- Must support multi-protocol transfer (for example FTP, HTTP(S)).
- Must have error tolerant data processing systems and connections, enabling invoice conversion services and transfers on a 24/7 basis.
- Must be able to send invoices to and receive invoices from the Finvoice transfer service
- Data transfers from invoice issuer to Service Provider and between Service Providers must be monitored.
- Data processing servers and transfer systems must be monitored 24/7.
- Data must be transferred over secure connections.

Other criteria

- Must maintain guidelines, Service Provider information, and other information as defined by the E-invoicing forum, in the E-invoicing address directory.
- Must maintain the Clients' invoice addresses/identification information in the address directory.
- Must identify and confirm the identity of the Client when sending invoices.
- Must comply with the e-invoicing address conventions defined by the E-invoicing forum. Service Providers must pay fees associated to costs generated by the address directory. The address conventions are subject to change.