SATA eInvoicing solution adapted to the operational needs of Tatra Billing

Solution implemented and validated in the frame of the EURINV19 project "Adopting the European standard by using consolidated eInvoicing cloud platforms" of the CEF Telecom eInvoicing programme

USER MANUAL

(English version)

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http://cef.uv.es/eurinv19/index.php/en/objectives

https://lmtgroup.eu/portfolio/adopting-the-european-standard-by-using-consolidated-einvoicing-cloud-platforms/

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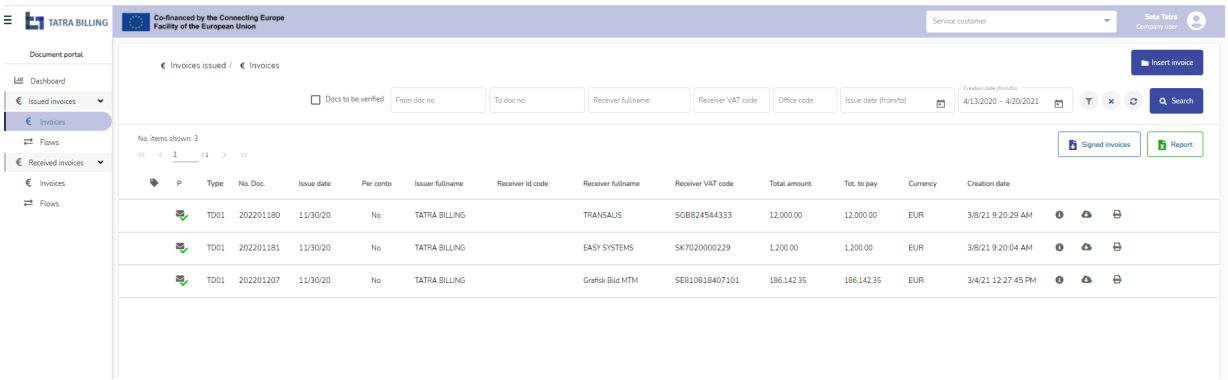
1. General information

The Graphical User Interface (GUI) of the eInvoicing service looks like in the following figure:



The left-hand menu reports the Issued Invoices and Received Invoices, allowing the visualization of all issued and received invoices and related flows.

In the same menu, the button “Go to the old portal version” allows the user to go back to the old portal

GUI although this option is going to be deprecated therefore it is highly recommended to forget it and keep using the new, advanced user interface.

In the top menu, there is a number of functions.

The button on the left allows to hide or show the side menu.

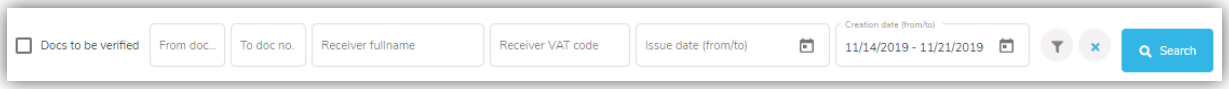
The drop-down menu 

allows to select one of the Service Customers associated to the user, there are no limits to that number. This choice restricts the document visualization to this specific customer identified by its own VAT ID.

Finally, the button on the right allows to show the on-line manual in the relevant page, as well as to the Logout function.

2. Issued/received invoices

Document visualization is driven by the filters shown in a proper section

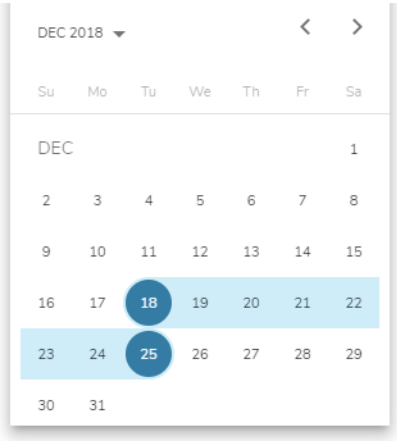


The available filtering options are the following:

- Docs to verify: for selecting only invoices to verify, typically because they come from PDF translation and some exceptions occurred.
- From document number.
- To document number.
- Receiver name (for issued invoices).
- Receiver VAT ID (for issued invoices).
- Issuer name (for received invoices).
- Issuer VAT ID (for received invoices).
- Issue date: date interval (from ... to).
- Creation date: (from ... to).

For issue date and creation date both initial and end date are needed.

Clicking on the button the calendar appears. By clicking on the “from” and “to” date, the time interval is shown as in the following figure.



In order to select a unique day, the user should click twice on the same date.

The default interval for the creation date is one week ending on today date.

When choosing a Service Customer from the drop-down menu 

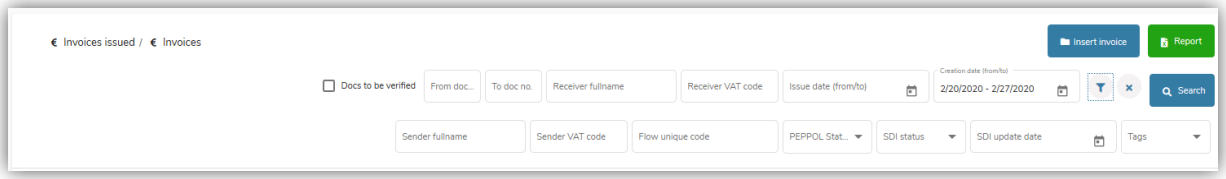
, name and VAT ID of the issuer (for issued invoices) or of the receiver (for received invoices) are automatically filled.

Click on 

to perform the query by applying the desired filters.

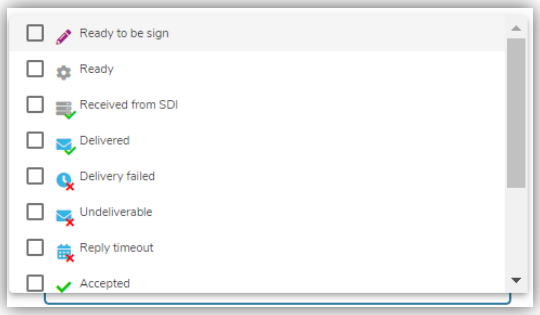
Clicking on all filters are reset.

Instead, clicking on  additional filters can be applied, as shown in the following picture:

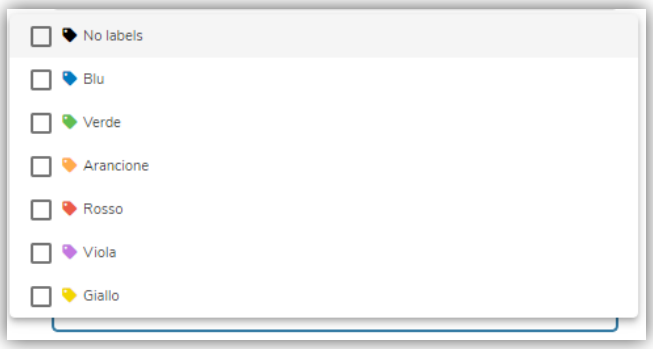


In the Additional filter section, the following fields are available:

- Sender name (for issued invoices).
- Sender VAT ID (for issued invoices).
- Receiver name (for received invoices).
- Receiver VAT ID (for received invoices).
- Flow ID.
- Peppol state: a drop-down menu appears where to select one or more Peppol states.



- Labels: a drop-down menu appears where to select one or more user-defined labels. By choosing “No label” only documents to which no labels are specified are shown.

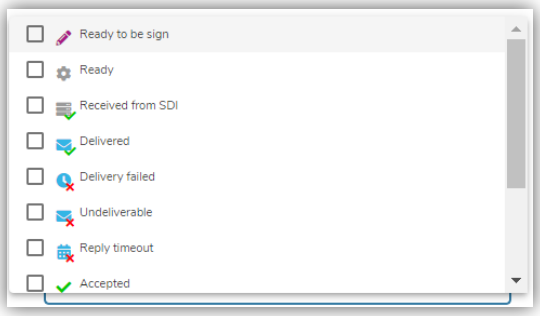


Finally, there are some filters related to the SdI concept (Sistema di Interscambio = Interchange System) of the Italian mandatory eInvoicing norm.

As a matter of fact, if a non-Italian company has a secondary office or a fiscal representative located in Italy, this eInvoicing service can be used to exchange invoiced according to the national regulation. This is the reason why it was decided to leave this opportunity.

Thus, the filtering option related to SdI are:

- Issuer SdI office code (for invoices received via SdI).
- SDI state: a drop-down menu appears where to select one or more SDI states:

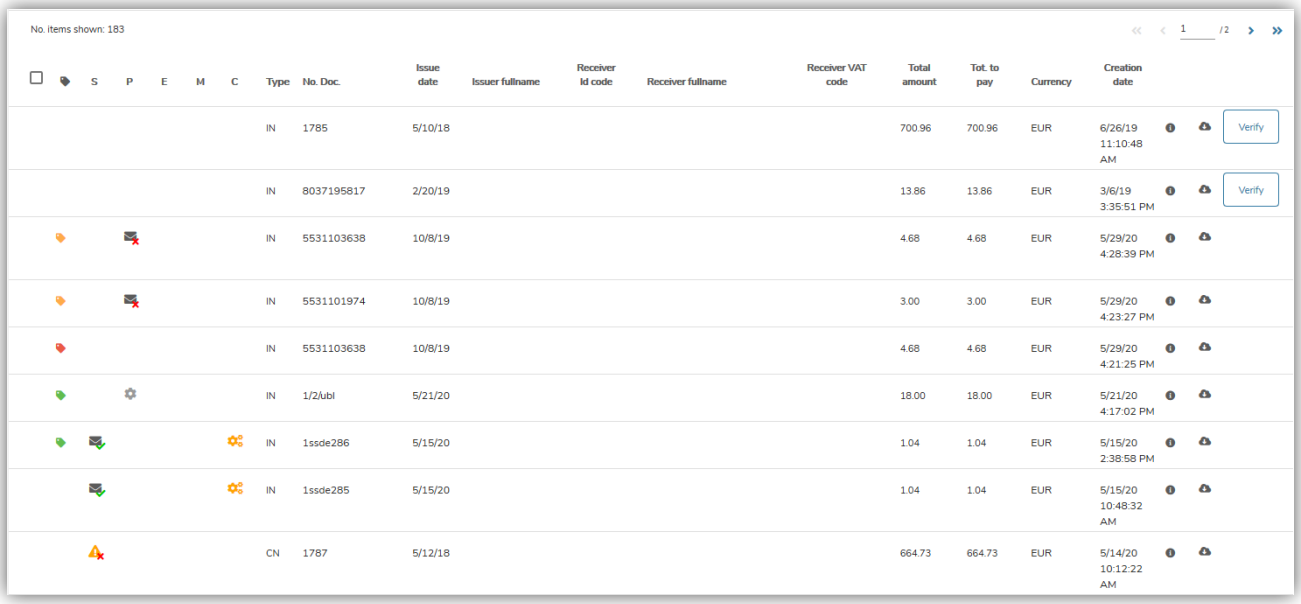


- SDI update date: (from ... to).

After entering the correct filters click on 

.

The query shows the results into a table as in the following figure.



Invoices are reported in descending order with respect to the document number, so as to show immediately the most recent invoices. Every user sees all and only the invoices of the Service Customers it is associated to.

On the left top, the number of displayed documents is reported.

The table columns are the following:

- Labels: labels assigned to the document.

- SDI state: document state in the SDI workflow.
- Peppol state: document state in the Peppol workflow.
- Export state: document state for received documents delivered to the Service Customer via FTP.
- Email state: document state for invoices delivered via email to the receiver.
- Archiving state: document state with in the legal archive.
- Document type.
- Document number.
- Issue date.
- Issuer full name.
- Issuer VAT ID.
- Receiver SDI code: (only for issued invoices).
- Receiver full name.
- Received VAT ID.
- Total amount: referred to the whole document.
- Amount to pay: the amount the receiver shall pay.
- Currency.
- Creation date: of the invoice flow in the eInvoicing platform.
- Open details: the button allows to open invoice details (more explanations in the next sections).
- Download file: the button allows to download the original file.
- Verify: the Verify button is used in two cases: a) to recover and complete an invoice partially created with web form and saved before completion; b) in case of PDF transformation, if the User Verification option is enabled, invoices that present some exceptions are stored in Verify state, so as to allow the user to correct and complete them with the web form.

The first four columns, related to states, are shown only when the corresponding channels are enabled for at least one of the VAT IDs associated to the user.

2.1 SDI states

The list of SDI states for issued invoices is the following:

- Cancelled: invoice cancelled from the system administrator (only for specific exceptions).
- To sign: invoice submitted to digital signature.
- Duplicated: invoice with the same type, number and issue date of a previous one.

- Ready for SDI: the invoice was made available to SDI for processing and is waiting for further notifications.
- Acknowledged by SDI: invoice for which SDI sent an acknowledgement of receipt (it does not mean that SdI already delivered the invoice to the receiver).
- Not valid: SDI discarded the invoice due to some errors (i.e. not valid VAT ID).
- Delivered: SDI delivered the invoice to the receiver.
- Failed delivery: If the receiver is a private entity, SDI is not able to deliver the invoice to the receiver for technical problems. In this case, the invoice is VALID for the fiscal viewpoint, and the issuer must deliver the invoice to the receiver in another way. If the receiver is a public entity, SDI tries 10 times to deliver the invoice to the Public Administration, afterwards the invoice is considered not deliverable and the issuer must deliver the invoice to the receiver in another way.
- Not deliverable: SDI did not succeed in deliver the invoice to a PA.
- Acceptance period expired: only for invoices addressed to public entities, the PA has not accepted nor rejected the invoice within 15 days from its delivery.
- Accepted: invoice accepted by the recipient.
- Rejected: invoice rejected by the recipient.

The list of SdI states for received invoices is the following:

- Delivered by SDI: SdI delivered the invoice to the eInvoicing qualified channel.
- Received: the invoice is visible on the eInvoicing portal.

2.2 Peppol states

The list of Peppol states for invoices is the following:

- Ready for sending: invoice sent to the Peppol network.
- Delivered: Invoice delivered to the receiver.
- Not delivered: invoice not delivered to the receiver (after 30 trials every 5 minutes).

The list of Peppol states for received invoices is the following:

- Received.

2.3 Export states

The list of states related to the export process via FTP is the following:

- In progress: export in progress.
- Available: invoice put into the customer FTP folder.
- Retrieved: invoice retrieved by the customer.

2.4 Mailing states

The list of states related to the delivery process via email is the following:

- To sign: the invoice is waiting for signature (before being attached to the email message for the receiver).
- Sent: a) if the receiver address is a PEC address, the message was sent but the delivery notification is still pending; b) if the receiver address is an email address, the message was sent (no delivery notification is expected).
- Delivered: in case of receiver PEC address, the delivery notification was received.
- Not delivered: the receiver email address cannot be reached.

2.5 eArchiving states

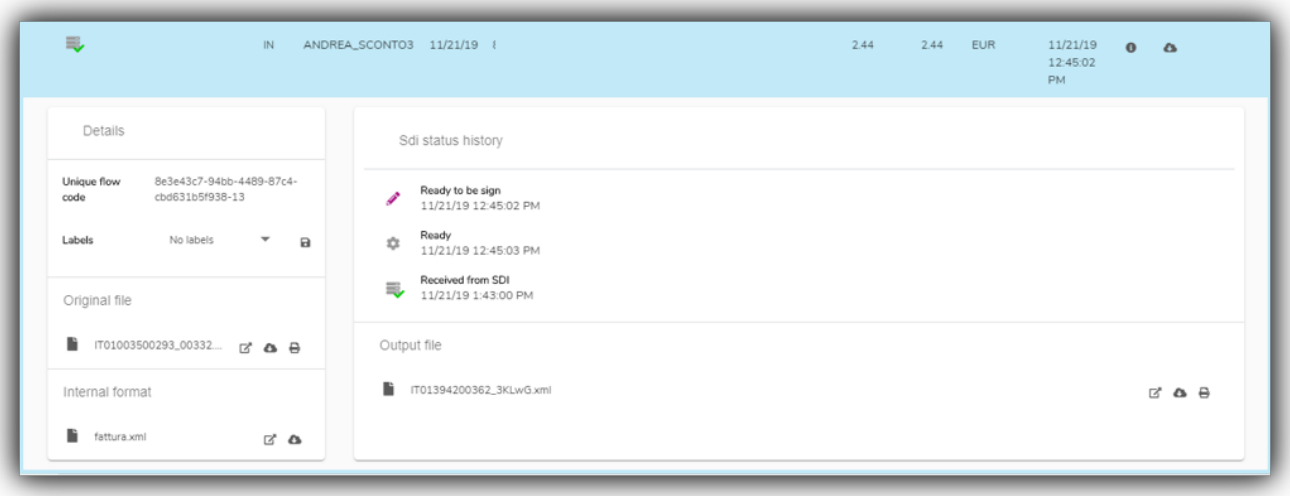
It is worth recalling at this time that the eInvoicing platform is provided with a legal archiving mechanism meeting the strict requirements of the Italian norms, which are natively compliant with the European regulations. Since legal archiving is a function that can be of interest for all the users, no matter their home countries, it was decided to leave there this opportunity.

Thus, the list of states related to the legal archiving process is the following:

- Ready: invoice sent to the archiving system.
- Under activation: Service Customer is not yet activated by the legal archiver.
- Waiting for acceptance: document sent and waiting for acknowledgement by the legal archiver.
- Accepted: legal archiver acknowledgement received, the invoice will be accessible in the legal archiver web portal.
- Rejected: the legal archiver rejected the invoice.

3. Invoice details

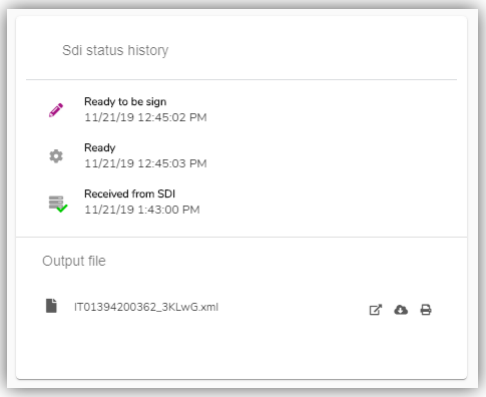
As previously recalled, by clicking on the button, the details of the corresponding order are shown, as in the following figure.



The Details section on the left shows the flow code and the functions to add one or more labels to the invoice of discourse. In the Original file section, the original file can be opened.

Every file appearing in the different sections is identified by its name, and two buttons are always available: the button to open the file for visualization and printing and the button for download.

In this section, the Clone button is enabled for invoices entered manually or translated from PDF By clicking on it the invoice is “cloned” and can be viewed in the invoices list.



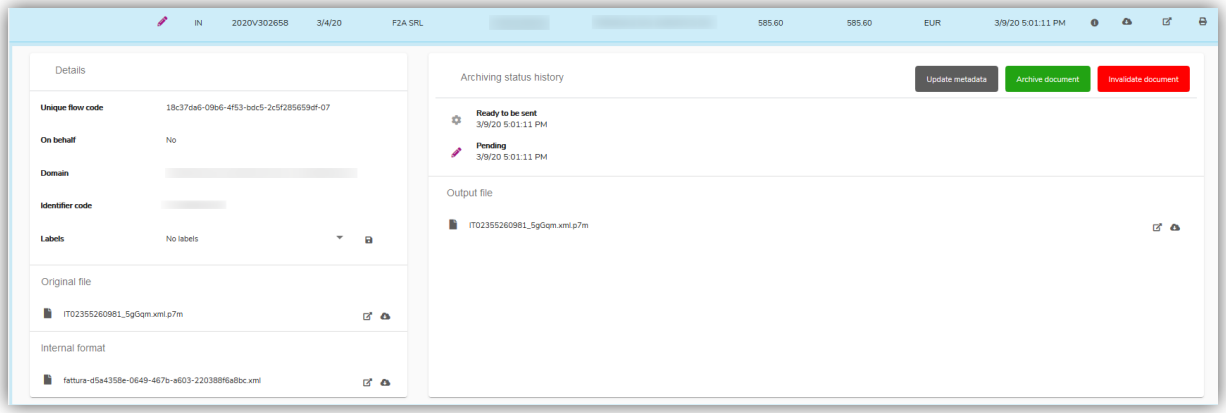
The next sections show the history of the document with respect to the relevant progress states (SDI, Peppol, eArchiving, export, mailing) in chronological order, and the output file and the attachments, if any, that can be viewed, downloaded and printed.

For the customers with the manual sign of document is possible to discard the invoice clicking the Discard invoice button if its status is ready to be sign.

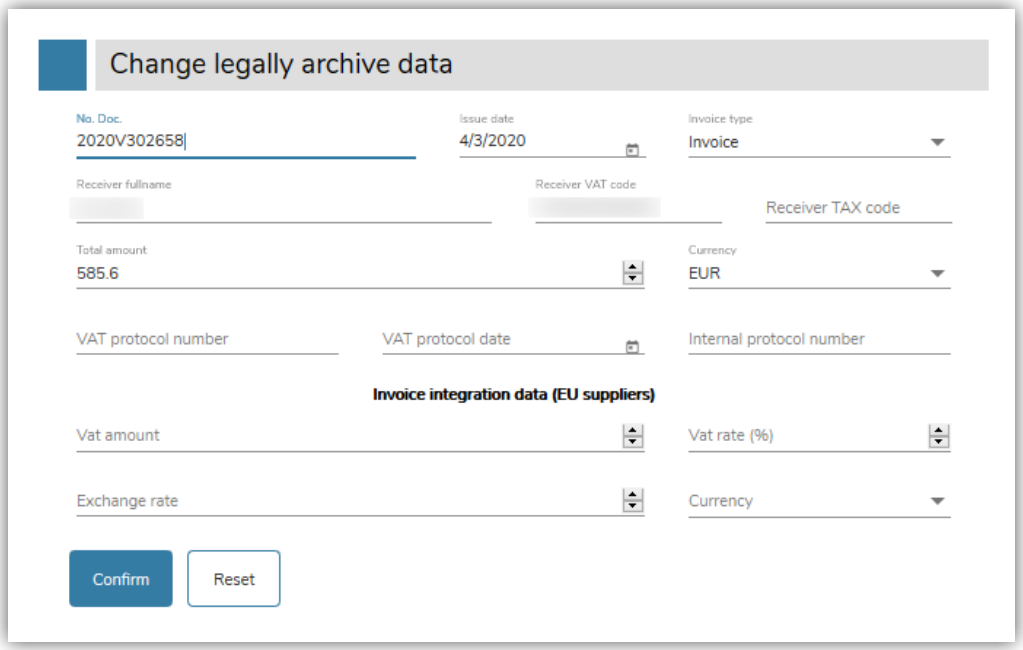
Only the Administrator user can use this operation.

3.1 Received invoice details

For the received invoices, over all option seen above, it is possible to INVALIDATE archiving, ARCHIVE document and UPDATE metadata of archiving invoice. These options are available if the document's status is "Pending".



By clicking to Update metadata does open a window with the form where it is possible to change the metadata necessary to archive document.

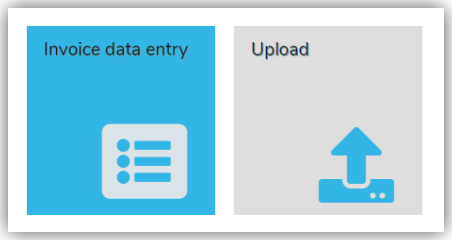


You can use Confirm button to update metadata. With the button Reset you discard the update. Clicking to Archive document you confirm that the document must be archived, while clicking Invalidate document you mean you do not want to archive the document.

3.2 Entering new invoice

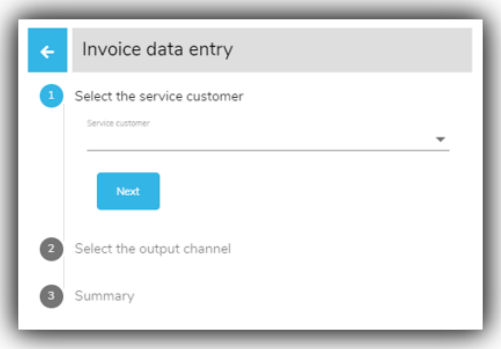
In the top right of the issued invoices page there are three button “Insert Invoice”, “Download invoice selected” and “Signed file” (Insert invoice Download invoice selected Signed file). The last two buttons are visible only to customers with the manual signature service active.

By clicking on “insert invoice” the following options are shown:



Of course, for received invoices such options are not available.

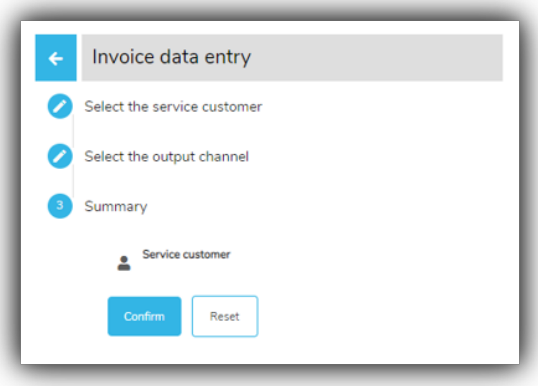
In order to enter a new invoice, the user should click on the left option. The next step is the following:



In case the user is associated to more Service Customers, only one of them should be selected. Clicking on the Next button, the service customer is shown again for further control.

In case two output channels are enabled (e.g. SDI including eArchiving and eArchiving only), one specific output channel must be chosen.

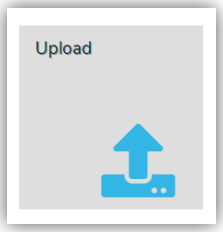
The summary of entered data is shown.



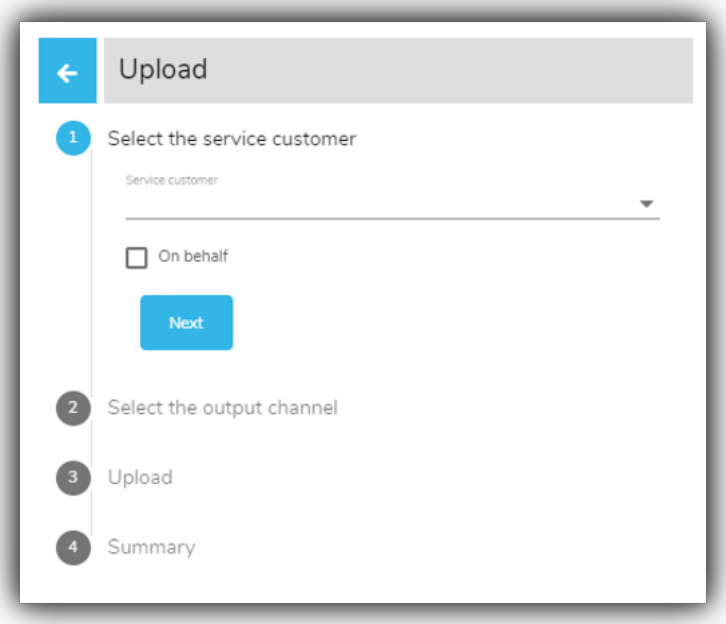
Clicking on the Confirm button the web form is opened. If the service customer is wrong, the user should click the Reset button and make another choice.

Instructions for entering a new invoice are in the last Chapter of this manual.

On the other hand, to upload one or more invoices in PDF or PEPPOL or SDI format the user should click the button “Upload files”.

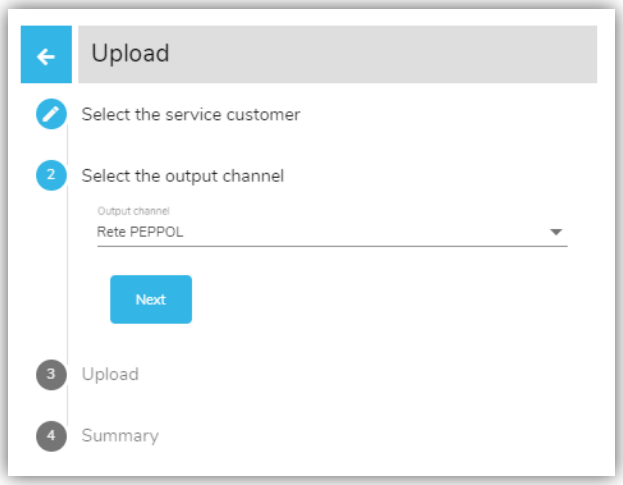


The Service Customer should be selected and after the Next button should be clicked.



Selecting the “On behalf of” checkbox allows entering an invoice on behalf of the issuer, otherwise the user enters a normal invoice as issuer.

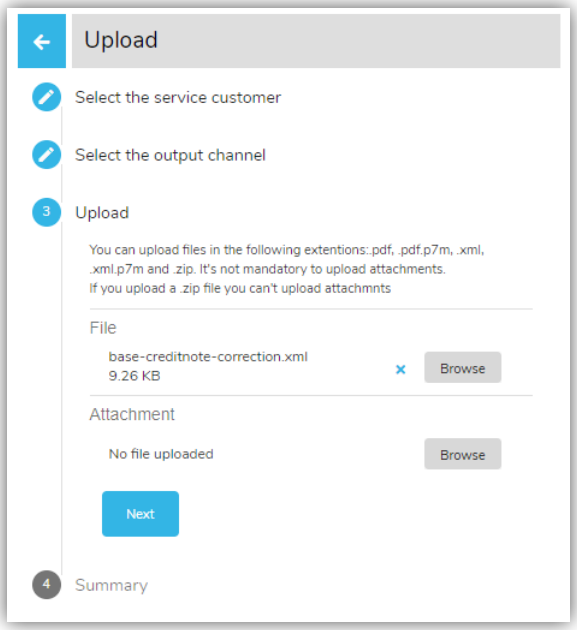
In the next step, if the service customer the user is operating with has more than one output channel enabled, one of such channels should be selected, after that user clicks the Next option. In case a unique channel is enabled, this step is skipped.



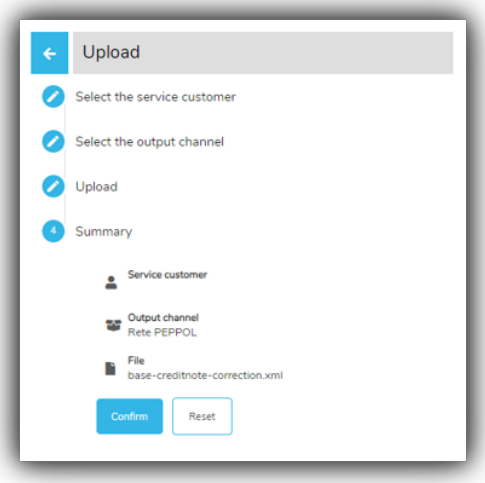
In the next step the file can be uploaded by clicking on the Browse button. The only possible formats are: single pdf file, more pdf files in a zip, single xml, more xml files in a zip, single p7m and more p7m files in a zip.

If the file format is correct the file name and size are shown, together with the removal icon.

The same procedure can be repeated in the “Attachment” section, which is enabled only if a single document is uploaded, not more documents in a zip.



Clicking on the Next button, the summary of entered data is shown.

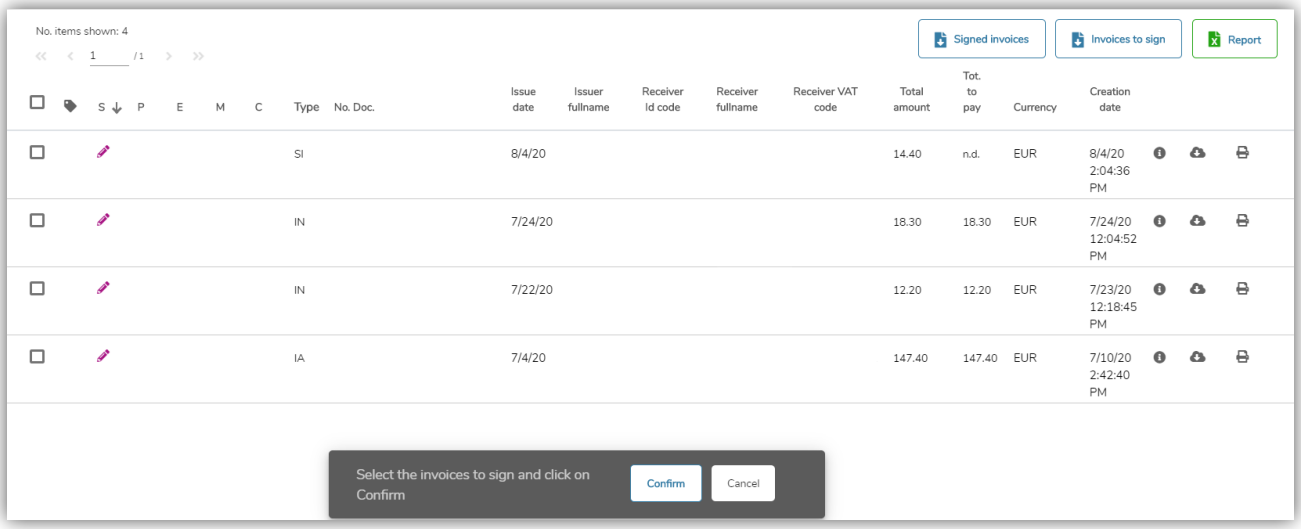


Clicking on the Confirm button, the order upload is completed. Otherwise clicking on the Reset button, a new selection can be done.

3.3 Download and upload signed invoice

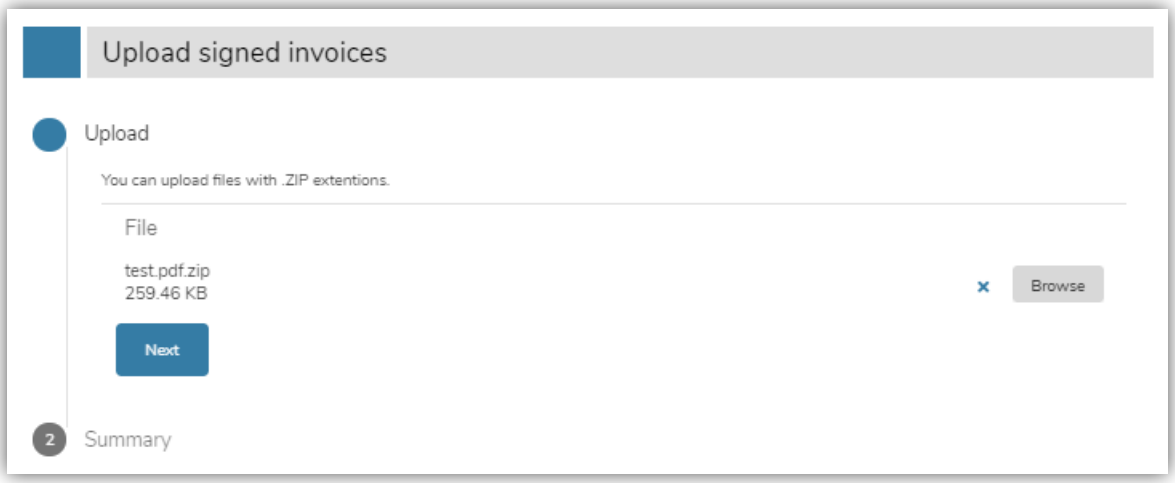
As for the invoices to be signed, the customer with the manual signature of the documents has the possibility to make a massive download of these files. Just search for the documents to be signed and click on the button Invoices to sign

A message will appear at the bottom of the page where you are asked to select the invoices to be digitally signed and click on Confirm to download them



Subsequently, to recharge the invoices that the customer has signed, just click on "New invoice" and choose the option Upload signed invoice file.

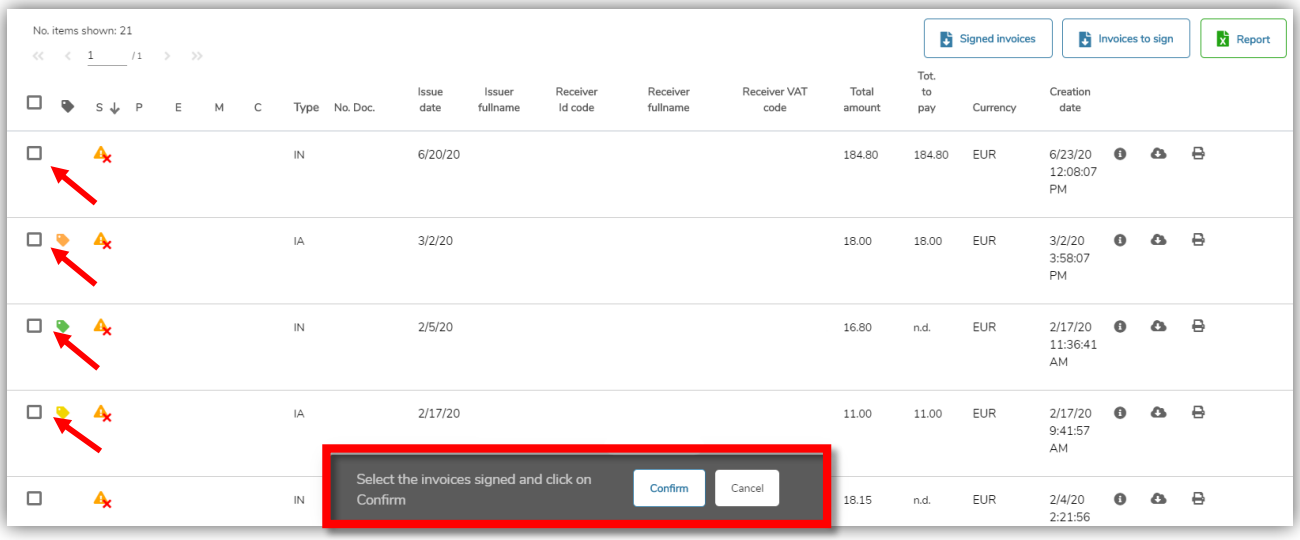
This button allows the user to upload a zip containing one or more invoices signed in XML.P7M format



Clicking to Browse you select the zip you want to upload. To confirm the import, click on Next and then on Confirm

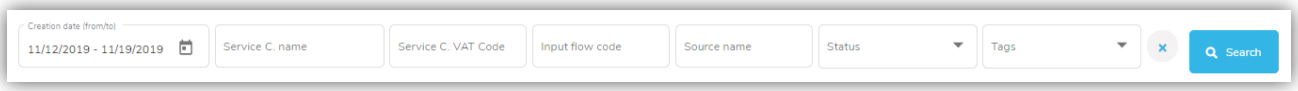
In addition, invoices that have already been signed can be downloaded via the button Signed invoices

As before, a message will appear at the bottom of the page where you are asked to select the signed invoices and click on Confirm to download them.


No. items shown: 21
1 / 1
Signed invoices
Invoices to sign
Report
S P E M C Type No. Doc. Issue date Issuer fullname Receiver Id code Receiver fullname Receiver VAT code Total amount Tot. to pay Currency Creation date
IN 6/20/20 184.80 184.80 EUR 6/23/20 12:08:07 PM
IA 3/2/20 18.00 18.00 EUR 3/2/20 3:58:07 PM
IN 2/5/20 16.80 n.d. EUR 2/17/20 11:36:41 AM
IA 2/17/20 11.00 11.00 EUR 2/17/20 9:41:57 AM
IN 18.15 n.d. EUR 2/4/20 2:21:56
Select the invoices signed and click on Confirm
Confirm
Cancel

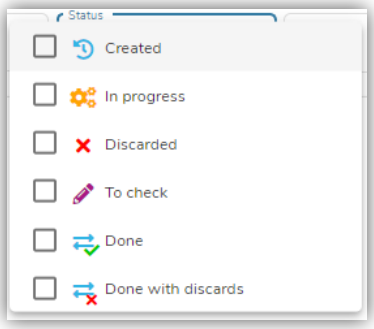
4. Flows

Flows are the files including the documents to be processed. In order to monitor flows, the user should set the desired filters:

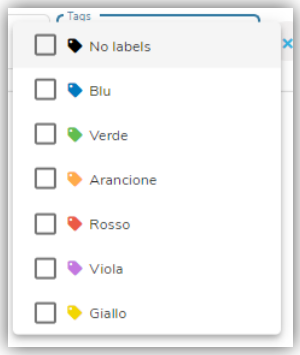


Options available in the filter section are the following:

- Creation date: date interval.
- Service Customer name.
- Service Customer VAT ID.
- Flow ID.
- Original file name.
- Flow state: different options can be selected in a drop-down menu.

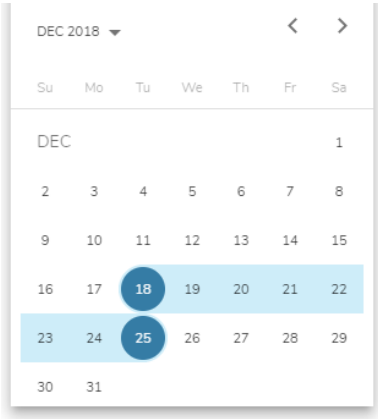


- Labels: different options can be selected in a drop-down menu. By choosing “No label” only documents without any label are shown.



For creation date both initial and end date are needed.

Clicking on the button the calendar appears. By clicking on the “from” and “to” date, the time interval is shown as in the following figure.



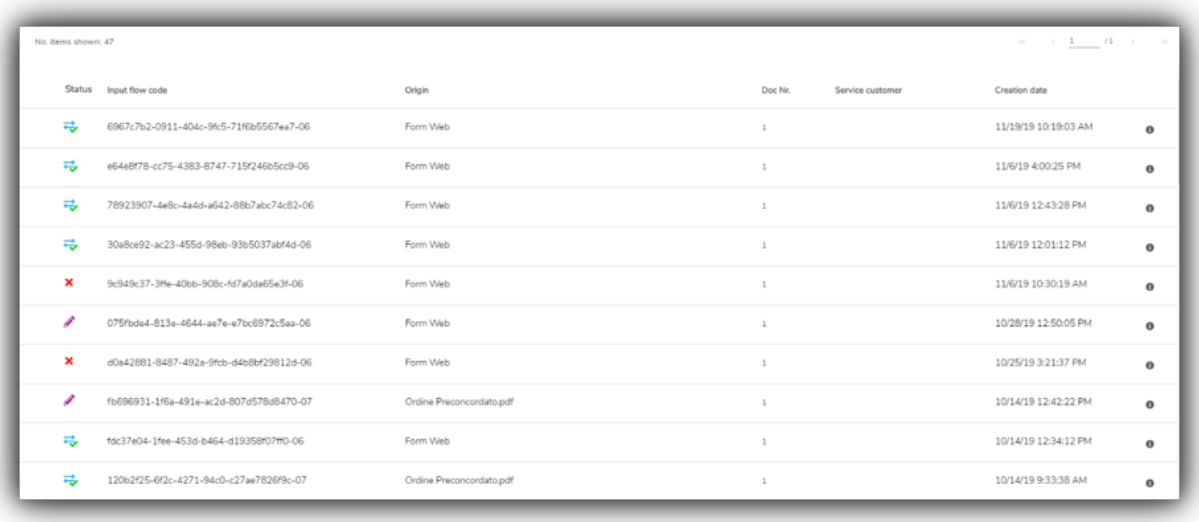
In order to select a unique day, the user should click twice on the same date.

The default interval for the creation date is one week ending on today date.

The 

drop down menu appears when the user is associated to more Service Customers, and enables the selection of one of them.

The query results obtained by applying the desired filter options are shown in the following table:



Status	Input flow code	Origin	Doc Nr.	Service customer	Creation date
	6967c7b2-0911-404c-9fc5-71f6b5567ea7-06	Form Web	1		11/19/19 10:19:03 AM
	e64e8f78-cc75-4383-8747-715f246b5cc9-06	Form Web	1		11/6/19 4:00:25 PM
	78923907-4e8c-4a4d-a642-88b7abc74c82-06	Form Web	1		11/6/19 12:43:28 PM
	30a8ce92-ac23-455d-98eb-93b5037abf4d-06	Form Web	1		11/6/19 12:01:12 PM
	9c949c37-3ffe-40bb-908c-fd7a0da65e3f-06	Form Web	1		11/6/19 10:30:19 AM
	075fbde4-813e-4644-ae7e-e7bc6972c5aa-06	Form Web	1		10/28/19 12:50:05 PM
	d0a42881-8487-492a-9fcb-d4b8bf29812d-06	Form Web	1		10/25/19 3:21:37 PM
	fb696931-1f6a-491e-ac2d-807d578d8470-07	Ordine Preconcordato.pdf	1		10/14/19 12:42:22 PM
	fdc37e04-1fee-453d-b464-d19358f07ff0-06	Form Web	1		10/14/19 12:34:12 PM
	120b2f25-6f2c-4271-94c0-c27ae7826f9c-07	Ordine Preconcordato.pdf	1		10/14/19 9:33:38 AM

Flows are reported in descendent order with respect to creation date, so as to immediately show the more recent flows. The user sees all and only the flows of the Service Customer(s) it is associated to.

In the left top, the number of flows shown is reported.

The table columns are the following:

- Flow state: see section 4.1.
- Flow ID: unique flow identifier.
- Number of documents: number of documents included into that flow. When uploading a zip including more files, a unique flow is created associated to N documents.
- Service Customer.

- Creation date: day when the flow is created.
- Open details: The button allows to open the flow details, as reported in section 4.2.

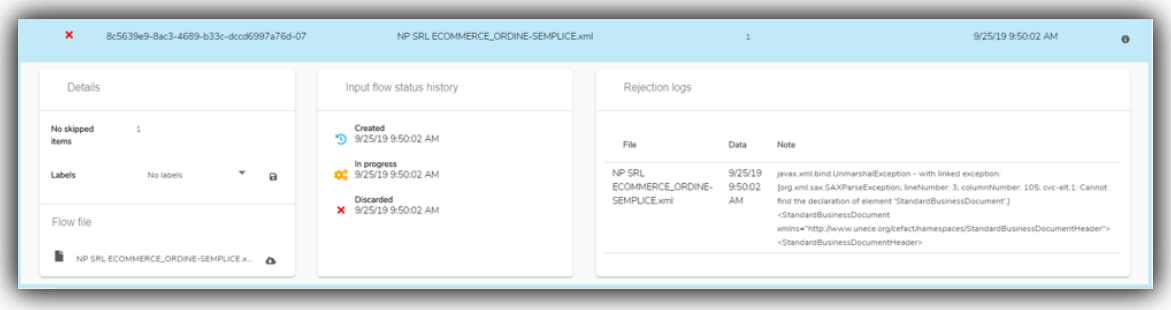
4.1 Flow states

In the following the list of flow states

- Created: the flow was just acquired.
- In progress.
- Rejected: flow rejected because of errors in one or more of its documents.
- Verify: at least one of the flow document should be verified by the user (for PDF transformations).
- Completed: flow correctly processed, all the associated documents are visible into the related section.
- Completed with exceptions: flow correctly processed, at least one of the associated documents was rejected.

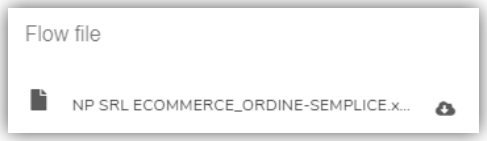
4.2 Flow details

As said before, by clicking on a button the user can view flow details, as in the following figure:

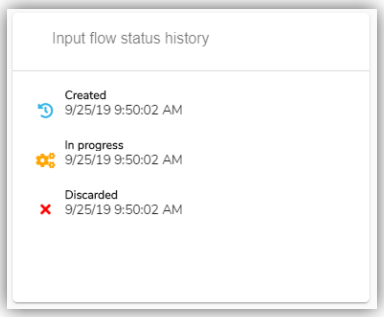


The detail section shows the functions to modify the labels associated to the flow, and to view/download the original file from which the flow was created.

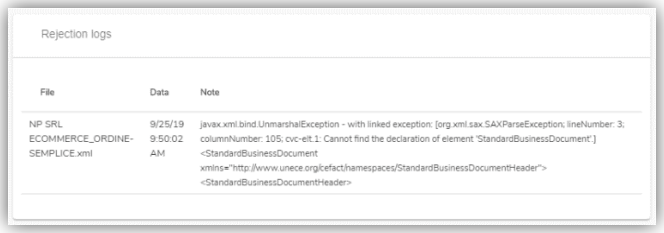
The flow file name is closed to the download button :



The next section “Flow state history” shows the state changes occurred to the flow in the platform.

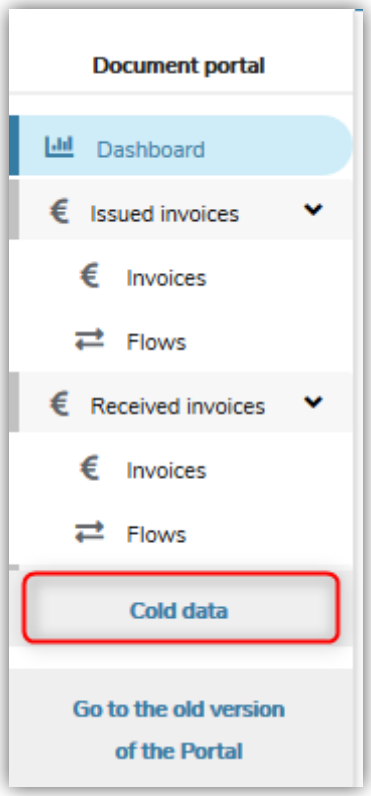


The section “Rejection log” shows the list of documents rejected within the flow. For each of them the rejection reason is reported (in the Note column).



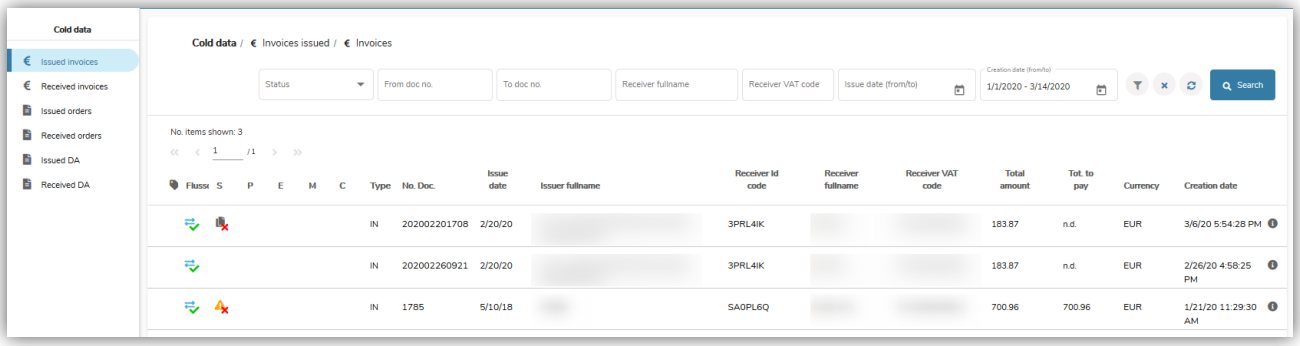
5. Cold data

In the Cold data section, you have the possibility to consult documents older than five months after completion of their life cycle.



In the same section of the "normal" documents it is also possible to view the discarded flows (the Flows section is not present)

By setting the appropriate search filters, the screen that will appear will be the following



Options available in the filter section are the following:

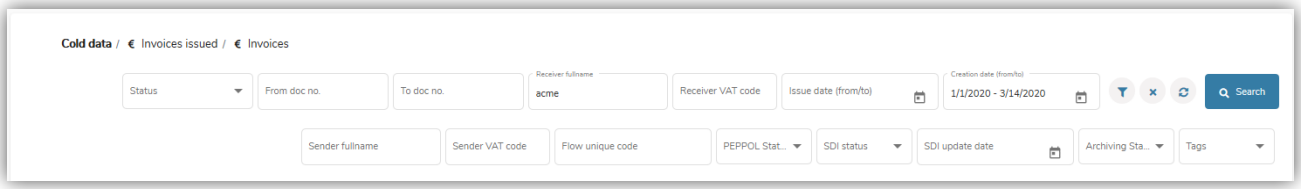
- Flow state: it is presented as a drop-down menu from which to select “Done”, “discarded” or both.
- From document number.

- To document number.
- Receiver full name (for issued invoices).
- Receiver VAT ID (for issued invoices).
- Issuer name (for received invoices).
- Issuer VAT ID (for received invoices).
- Issue date: date interval (from ... to).
- Creation date: (from ... to).

The table columns are the following:

- Labels: labels assigned to the document (if it is inserted).
- Flow state: he status of the flow within the portal.
- SDI state: document state in the SDI workflow.
- Peppol state: document state in the Peppol workflow.
- Export state: document state for received documents delivered to the Service Customer via FTP.
- Email state: document state for invoices delivered via email to the receiver.
- Archiving state: document state with in the legal archive.
- Document type.
- Document number.
- Issue date.
- Issuer full name.
- Issuer VAT ID.
- Receiver SDI code: (only for issued invoices).
- Receiver full name.
- Received VAT ID.
- Total amount: referred to the whole document.
- Amount to pay: the amount the receiver shall pay.
- Currency.
- Creation date: of the invoice flow in the eInvoicing platform.
- Open details: the button allows to open invoice details.

By clicking on the icon you will be able to use additional filters:



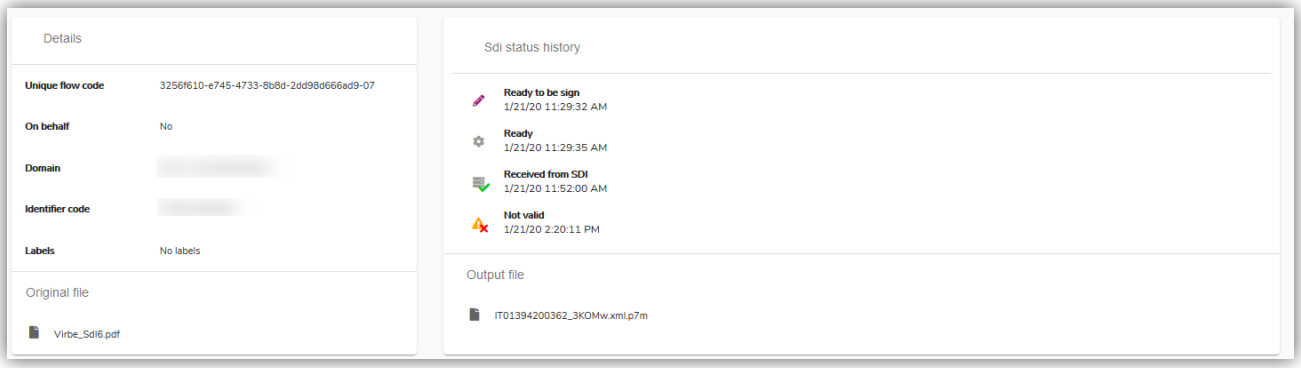
In the Additional filter section, the following fields are reported:

- Sender name (for issued invoices).
- Sender VAT ID (for issued invoices).
- Receiver name (for received invoices).
- Receiver VAT ID (for received invoices).
- Flow ID.
- Peppol state: a drop-down menu appears where to select one or more Peppol states.
- SDI state: a drop-down menu appears where to select one or more SDI states.
- SDI update date: (from ... to).
- Archiving state: a drop-down menu appears where to select one or more archiving states.
- Labels: a drop-down menu appears where to select one or more user-defined labels. By choosing “No label” only documents to which no labels are specified are shown.

Clicking on ✕ will reset all filters inserted. Selecting the icon ↻ will update the search.

5.1 Invoice details

As previously recalled, by clicking on a ℹ button, the details of the corresponding order are shown, as in the following figure.

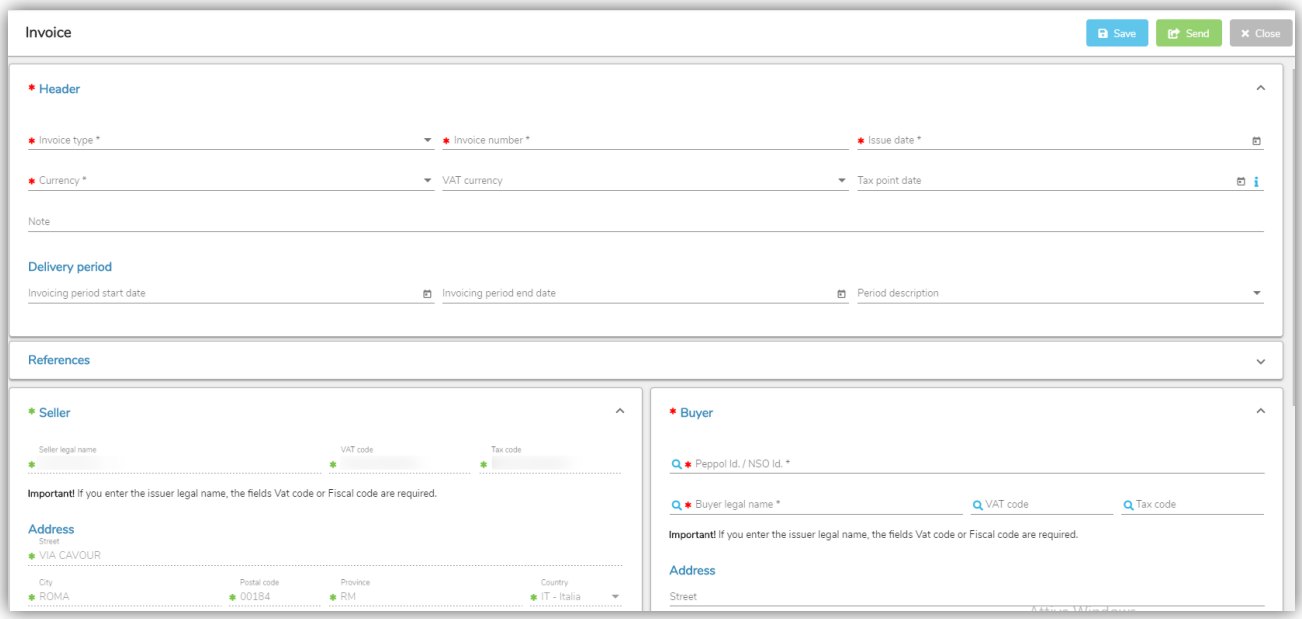


The Details section on the left shows the flow code and the functions to add one or more labels to the invoice of discourse. It also shows the name of the original file that was uploaded.

The next sections show the history of the document with respect to the relevant progress states (SDI, Peppol, eArchiving, export, mailing) in chronological order, the name of the output file and any attached files.

6. eInvoice form

Once you have clicked on the "New invoice" button, chosen "Fill out invoice" and selected the " Peppol network" output channel, the following image will be provided



The first section of the form covers general document information. Inside there are the fields concerning the document header. As it camn be seen, the mandatory data to be entered are marked with an asterisk and if not filled in or incorrect, they are indicated by a red semaphore. The semaphore[1] will turn green when all essential data is correctly selected.

Each section has a global semaphore. The semaphore will show the colour corresponding to the most serious problem present within the section itself.

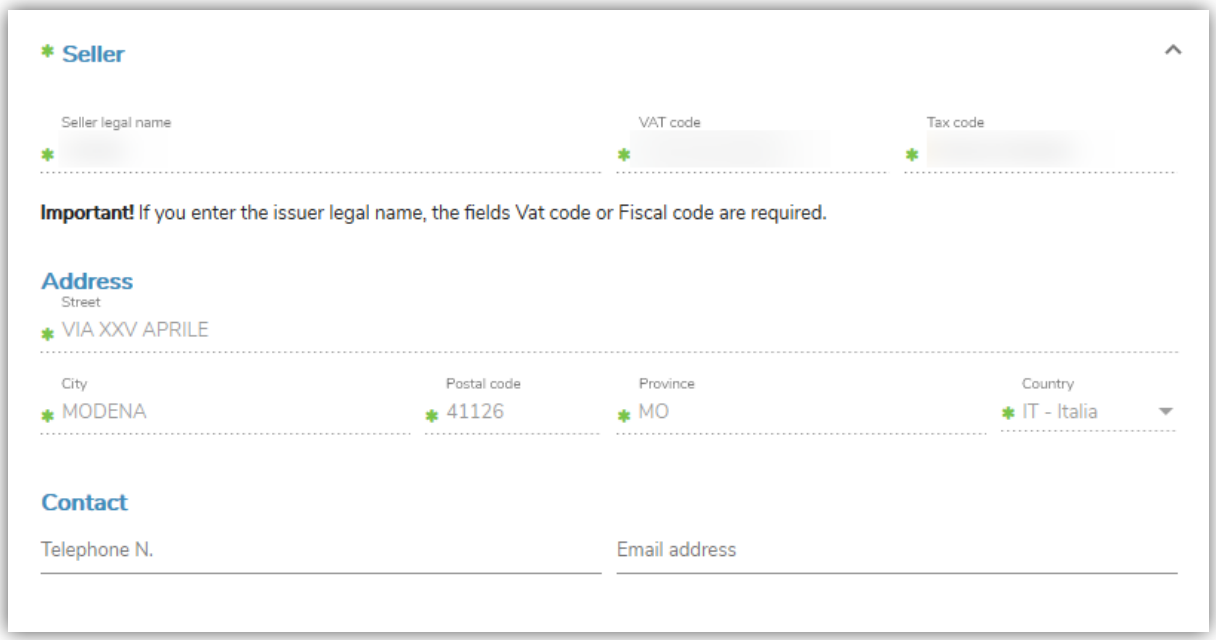
As for the type of document and the currency, there is the possibility of choosing a value from those proposed.

[1] Semaphore legend (descending order with respect to seriousness)

- Red: mandatory value missing
- Orange: value not formally correct (e.g.: VAT ID missing one character).
- Yellow: uncertainty of interpretation (typically for PDF image)
- Green: value is ok

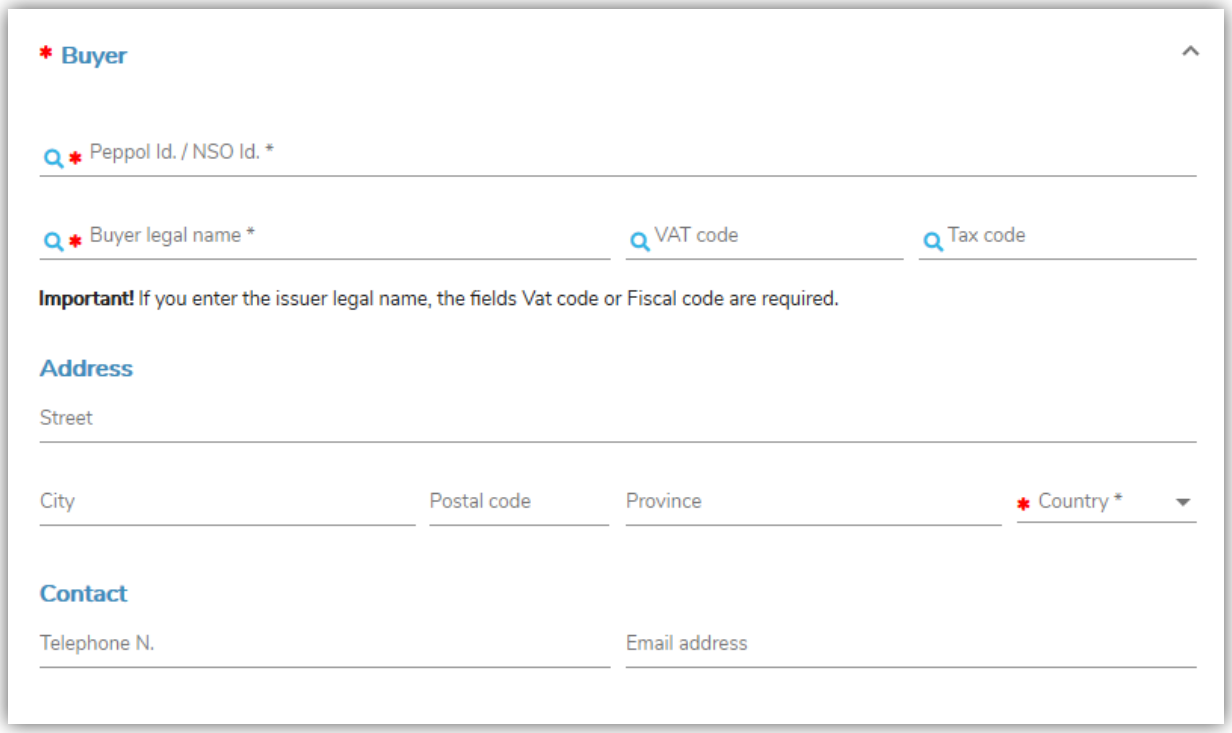
6.1 Seller

The seller master data can be viewed in the "Seller" section. The only editable fields in this section are the phone number and e-mail address. The other information is retrieved from the platform database.



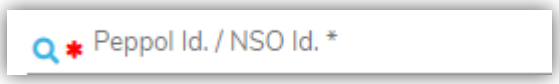
6.2 Buyer

After checking the part relating to the seller, moving to the right there is the section dedicated to the buyer. This must be completed by entering the data relating to the recipient of the document.

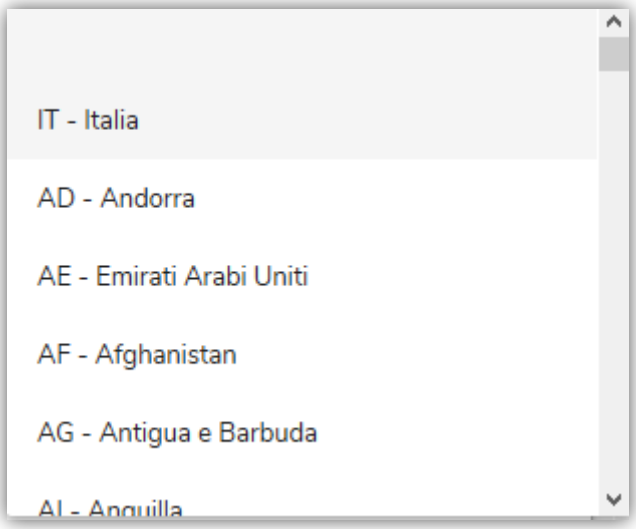


Required fields are: Peppol Id., Buyer legal name and Country.

The Peppol Id. is a unique code that identifies the recipient of the document.

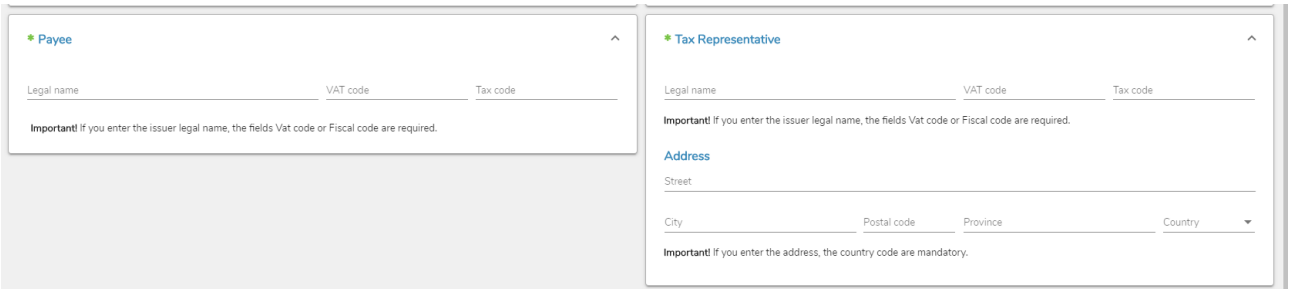


For the Country it is possible to choose the value from a drop-down menu.



6.3 Payee and Tax Representative

The next two sections concern the Payee, the one who receives the payment of the invoice, and the Supplier Tax Representative.



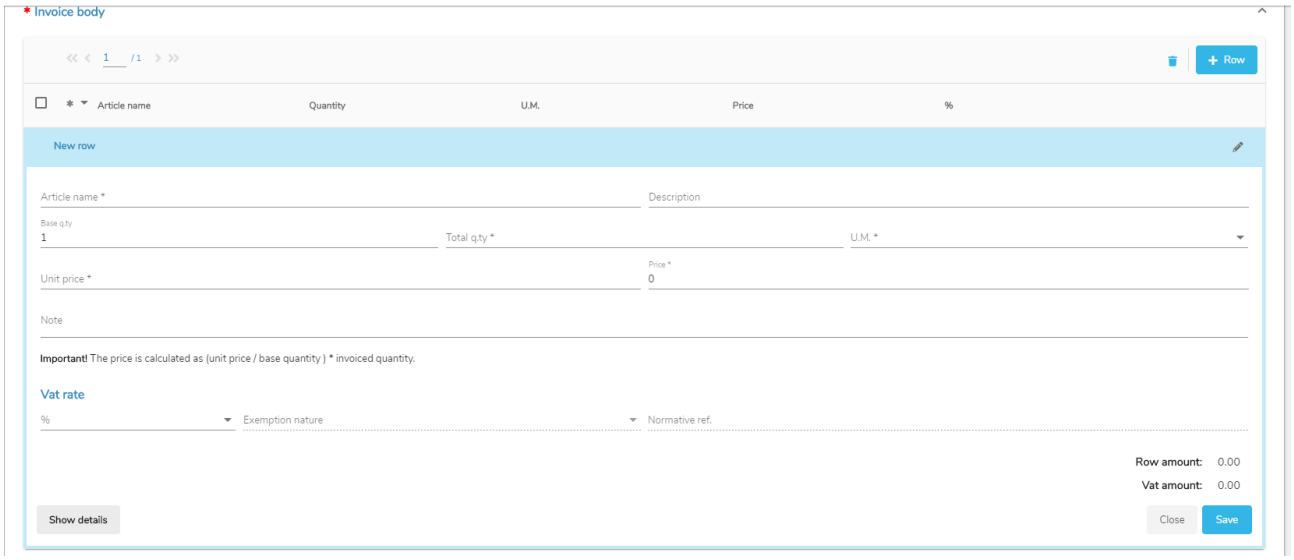
For both blocks, as indicated in the image, if you fill in the company name, it is mandatory to insert one between the VAT number and the tax code.

6.4 Invoice body

This section allows you to fill in one or more invoice lines:

As can be seen from the image, the body has a table structure. To insert a line (body row), simply click the button 

. The following form opens.

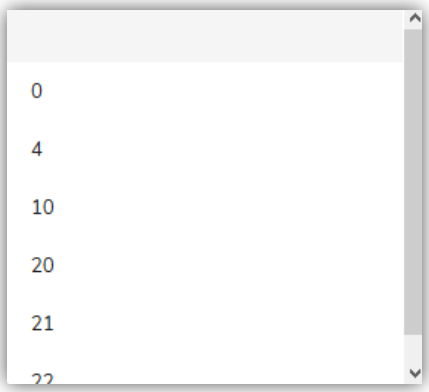


At this point it will be necessary to fill in the section always paying attention to insert the mandatory data.

Prices and quantities can be increased or decreased by 0.5 through the buttons located on the right of each field.

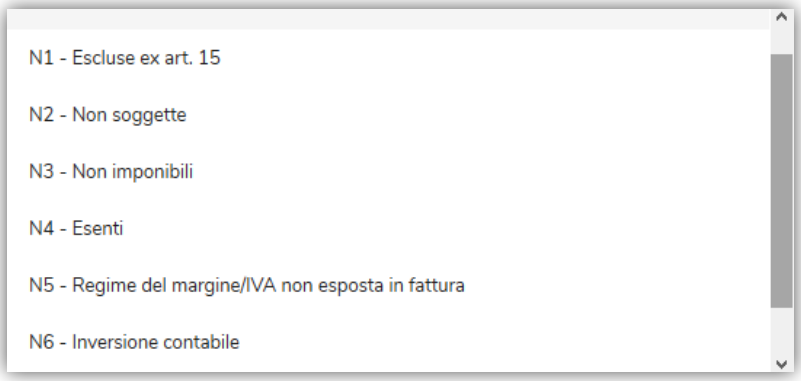
It is also very important to underline that the price calculation is given by (Unit price / base quantity) * Total quantity

The % VAT rate must be chosen from those proposed in the drop-down menu

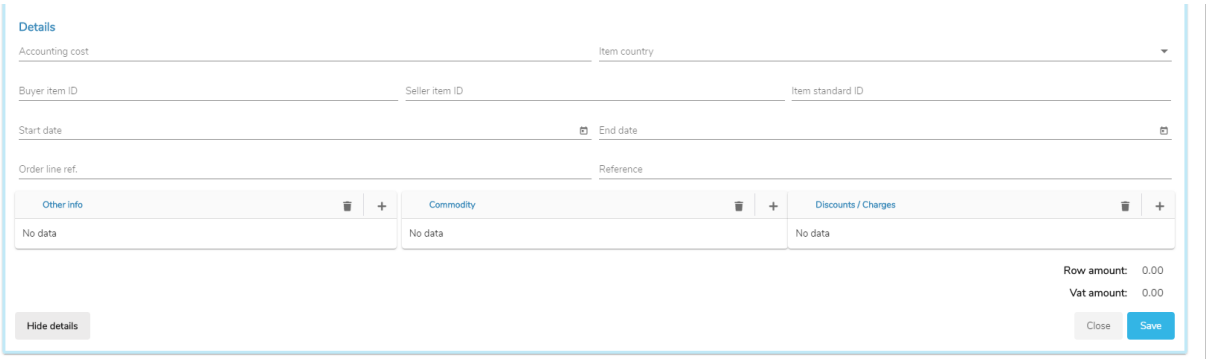


If you select 0, also the fields Exemption nature and Normative Ref. fields become mandatory.

As for the % VAT rate, also nature is to be chosen from the proposed values.



By clicking on the button **Show details** it is possible to enter additional information concerning the single body line.



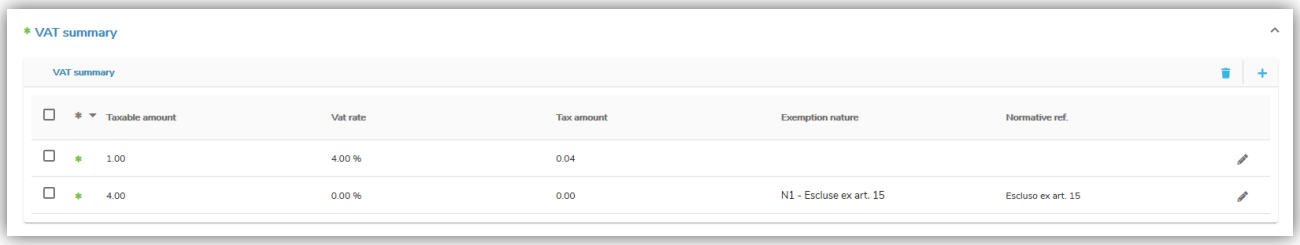
The icon + allows you to add new elements, while the icon allows you to delete the selected items.

Always click on Save at the end of each compilation to store the data entered.

The row is acquired and inserted into the invoice body at the bottom of the page number where the row[2] is being added. Each page can contain a maximum of 10 lines.

6.5 VAT summary

As the lines are inserted in the body of the invoice, the VAT summary is automatically generated, in a section that follows that of the body and which is illustrated in the following figure:



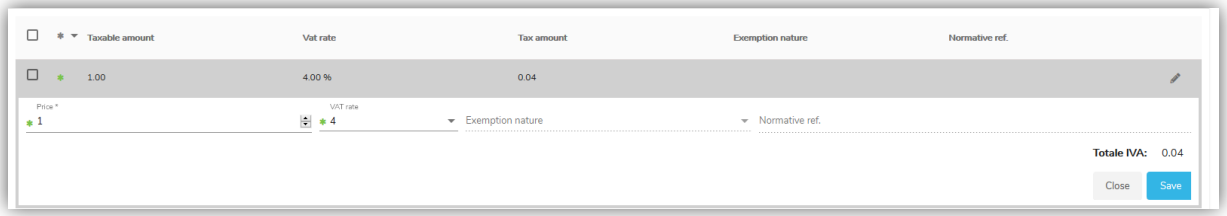
[2] For example, if you are on page 4 and click on the + Line button, this will be inserted at the bottom of page 4. It will then be possible to move it to any point of the invoice body.

The generation of the VAT summary is based on the aggregation of the data of the lines that have the same VAT rate, the same nature and the same regulatory reference.

Therefore, in the VAT summary there are as many lines as there are rates applied in the body with the related application criteria.

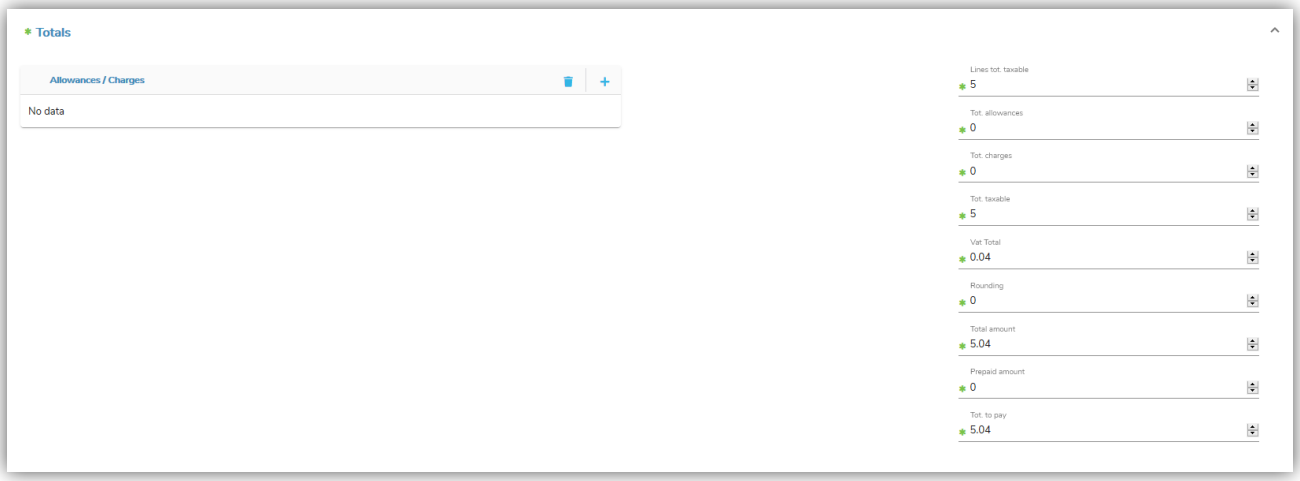
Each row in the summary is editable. To modify a row, simply click on the button

The respective section will open where you can edit the data or add new ones



6.6 Totals

This section covers document totals:



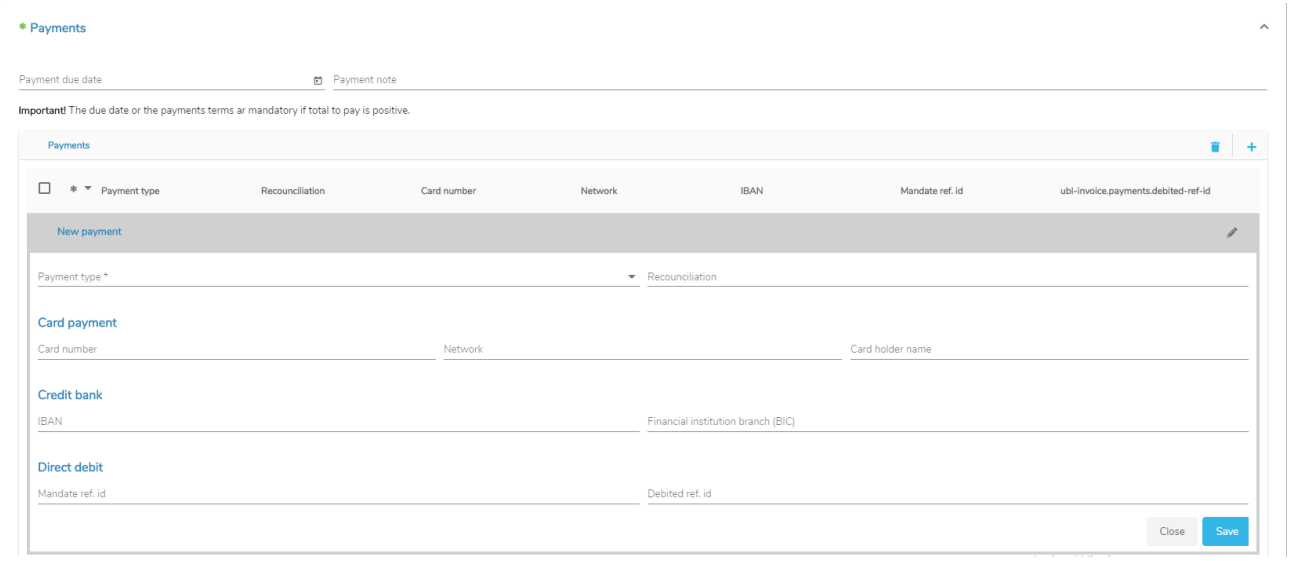
The totals of the fields previously valued during the compilation of the invoice body and the VAT summary are shown on the right.

On the left, however, it is possible to enter any discounts and / or increases that are applied directly to the total invoice.

To add a discount / surcharge, simply click on the button +

6.7 Payments

To add the payment data, click on the icon +



The only mandatory field in the sectionis the type of payment. The customer can choose one of the values proposed in the drop-down menu:

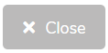
To confirm the data entered click on 

6.8 Delivery

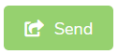
The last section is dedicated to delivery data

6.9 Invoice completion

On the top right of the page four action buttons are shown:

Clicking on the 

button, it is possible to close the invoice without saving any data entered in this session.

Clicking on the 

button, it is possible to save the data entered so far, and complete and control the invoice later[3].

Clicking on the 

button, it is possible to send the electronic invoice.

After validation, a windows appears with the summary of the most important data included within the invoice. If data are correct, the user should confirm and the invoice is sent, otherwise the invoice is available for further changes.

[3] If there are problems with the data, the system may not allow the sending of the invoice. A problem that could compromise the sending of the invoice is, for example, the VAT number of the supplier. However, this figure is indicated by a red semaphore.