

The Swedish National Financial Management Authority

Datum

2010-01-11

ESV-dnr

## **Process description – sending Svefaktura invoices to government agencies**

### **Introduction**

The purpose of this document is to describe the process and roles involved when a supplier starts to send electronic invoices in the Svefaktura format to government agencies. It is a general description that clarifies the steps involved and who does what.

### **Audience**

This document is intended for people both at the supplier and government agency who are involved in enabling the supplier to send electronic invoices to the agency.

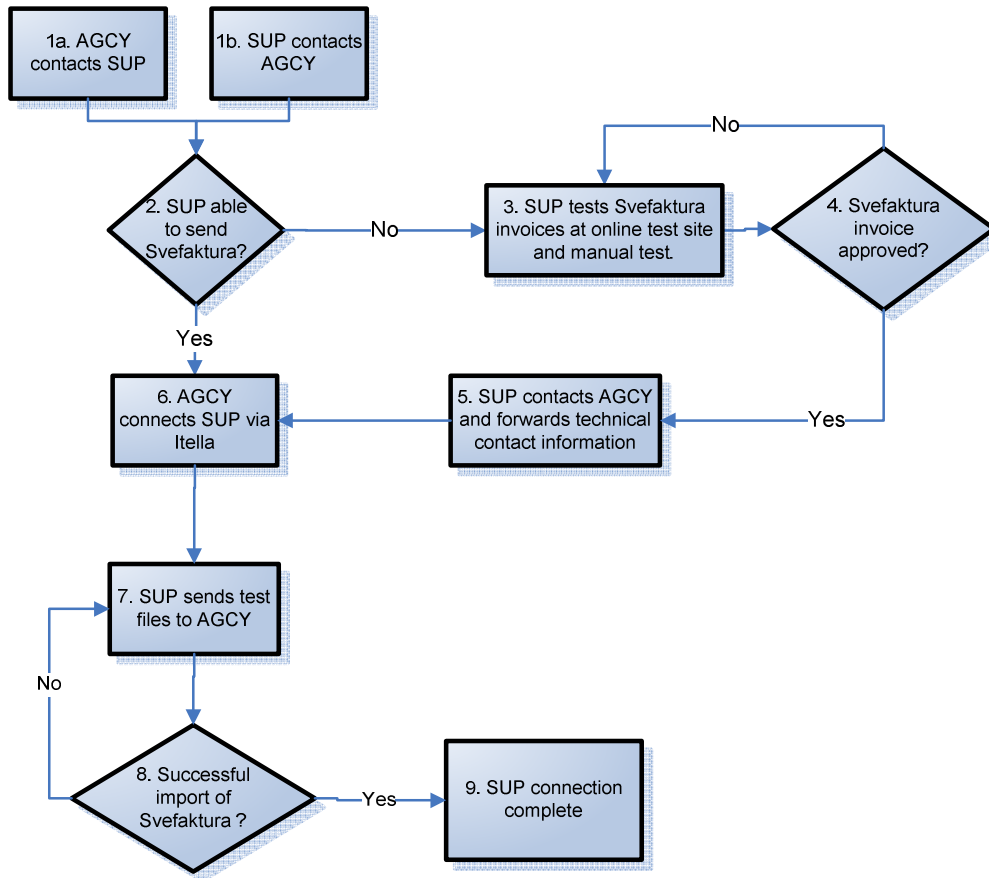
### **Roles**

The following roles are involved in the process:

- The supplier (SUP) adopts a solution for creating electronic invoices in the Svefaktura format.
- The government agency (AGCY) is responsible for connecting their suppliers using the Svefaktura solution.
- The Swedish National Financial Management Authority (ESV) coordinates the transition to electronic invoicing among the government agencies.
- Itella (VAN operator) connects suppliers and distributes the electronic invoices to the government agencies after the invoices have been approved by SFTI. (Itella is the service provider for services regarding electronic documents, based on a framework agreement with ESV.)
- SFTI (Single Face to Industry) answers questions regarding the Svefaktura format, offers an online, automatic test service for verifying invoices and performs manual reviews of Svefaktura invoices.

### **Process Description**

The following illustration shows the steps involved in starting to send electronic invoices to an agency and the roles involved. Further down in the document each step is described in more detail.



**1. a) AGCY contacts SUP**

The agency contacts their largest suppliers first. If the supplier is not able to send electronic invoices in the Svefaktura format, the agency informs the supplier about the government’s aim to replace paper invoices with electronic invoices. See the section *More information* below. The agency then invites the supplier to start sending electronic invoices.

If the connection is completed by following the steps described here, the parties only need to agree on the Svefaktura format. No other written EDI agreements are necessary.

**b) SUP contacts AGCY**

The supplier contacts the agency to offer Svefaktura invoices.

**2. Is SUP able send Svefaktura?**

If the supplier is already able to send Svefaktura invoices to government agencies, proceed to step 6. If not, proceed to step 3.

**3. SUP tests Svefaktura at online test site and manual test**

If the supplier creates Svefaktura invoices using a business application, software or VAN operator that has been approved by SFTI and published on the so called “white list”, proceed to step 5.

Otherwise, the supplier verifies the Svefaktura test invoices at the online

test service at [www.svefaktura.se](http://www.svefaktura.se) (SFTI's automatic test service) to prevent format errors. When the invoices pass the automatic test without comments, the supplier also sends the invoices by e-mail to [tekniskt.kansli@skl.se](mailto:tekniskt.kansli@skl.se) (SFTI), with a copy to [e-handel@esv.se](mailto:e-handel@esv.se) (ESV), for manual approval. SFTI then sends an e-mail back to the supplier and ESV, with comments or approval.

The supplier is welcome to send technical questions to [tekniskt.kansli@skl.se](mailto:tekniskt.kansli@skl.se) and procedural questions to [e-handel@esv.se](mailto:e-handel@esv.se) at any time.

4. **Svefaktura invoice approved?**

If the Svefaktura invoice is approved by the automatic verification service as well as manually approved by SFTI, proceed to step 5. If the supplier receives feedback from SFTI about errors or adjustments, the invoice needs to be corrected and resubmitted to SFTI for final approval.

5. **SUP contacts AGCY and forwards technical contact information**

The supplier informs the agency that the invoices have been approved by SFTI and forwards the following information:

1. The supplier's full name
2. Party ID (for ex, organization number or GLN number)
3. Contact information
  - Name/function
  - E-mail address
  - Telephone number
4. Way of communication (VAN operator, for ex, Logica or protocol, for ex, sftp or Svefaktura transport profile 2.0)

The agency then contacts Itella and forwards the information above.

6. **AGCY connects supplier via Itella**

If the supplier is not already connected to Itella, the agency contacts Itella Service Desk and orders a connection.

When the connection is complete, the agency informs the supplier.

7. **SUP sends test files to AGCY**

Once steps 1-6 have been completed, the agency orders a test procedure from Itella to test that the technical connection works as expected. The supplier sends realistic test files to the agency. See the section *Testing* below.

8. **Successful import of Svefaktura?**

If the transfer and import of the test files is successful, proceed to step 9, otherwise correct the error and go back to step 7.

If invoices that have been approved by SFTI cannot be imported successfully into the invoice management application, the agency needs to contact the application supplier's help desk.

9. **SUP connection complete**

The supplier starts sending Svefaktura invoices in the production environment. The agency informs ESV and the supplier is asked to update the status information on <http://partsregister.sfti.se>.

## Testing

When running tests of invoices, make sure to test all relevant types of invoices, for example:

- Debit invoice including possible invoice references
- Debit invoice including several item lines
- Debit invoice with several VAT types (if applicable)
- Debit invoice including possible discount (for entire invoice or specific line)
- Debit invoice including freight or other extra charge (for entire invoice or specific line)
- Credit note with reference to original invoice (the reference is mandatory)

The agency's and supplier's project managers decide which test cases are relevant.

## More information

The following list shows useful reference material:

1. Information directed to suppliers of government agencies, [www.e-fakturera.nu](http://www.e-fakturera.nu).
2. On [www.svefaktura.se](http://www.svefaktura.se) there are several useful links:
  - Specification for SFTI Basic Invoice 1.0 (Svefaktura)
  - Specification for SFTI transport profile Bas 2.0 (means of communication)
  - SFTI guidelines for Svefaktura.
  - Examples of how Svefaktura can be used in different situations and adopted to specific industry needs.
  - The so called “white list”, which shows all business and invoicing applications that have been approved for Svefaktura.
3. The template ”Brevmall 2 – Börja skicka e-faktura” for inviting suppliers to start sending electronic invoices The document can be found on [www.esv.se/amnesomraden/efakturering/leverantorsbearbetning](http://www.esv.se/amnesomraden/efakturering/leverantorsbearbetning).
4. An information database consisting of organizations, their contact persons and status regarding SFTI standards for e-commerce. This database can be found on <http://www.leverantor.e-fakturera.nu>.
5. An information database of the government agencies and contact information. This is located on [www.esv.se/amnesomraden/efakturering/statusochkontaktpersonerimyndigheter](http://www.esv.se/amnesomraden/efakturering/statusochkontaktpersonerimyndigheter).

## Contact

During the connection process, the agency is responsible for contacting Itella. Questions regarding the process described here or electronic invoicing can be sent to [e-handel@esv.se](mailto:e-handel@esv.se).