Liaison eInvoicing Portal
User Manual

Document Version 09.14

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Introduction

The ***Liaison eInvoicing Portal User Manual*** describes features and functions of Liaison eInvoicing Portal.

Terms and Abbreviations

Term	Explanation
Captcha	"Completely Automated Public Turing test to tell Computers and Humans Apart"
Customer	Recipient of the invoice
Draft	Invoice that is not sent and saved as a draft
eInvoice	Electronic Invoice
eInvoicing	Electronic invoicing, i.e., sending electronic invoices
Invoice sender	Company sending invoice, i.e., company that is using eInvoicing Portal
Template	Prefilled invoice creation form
UI	User Interface

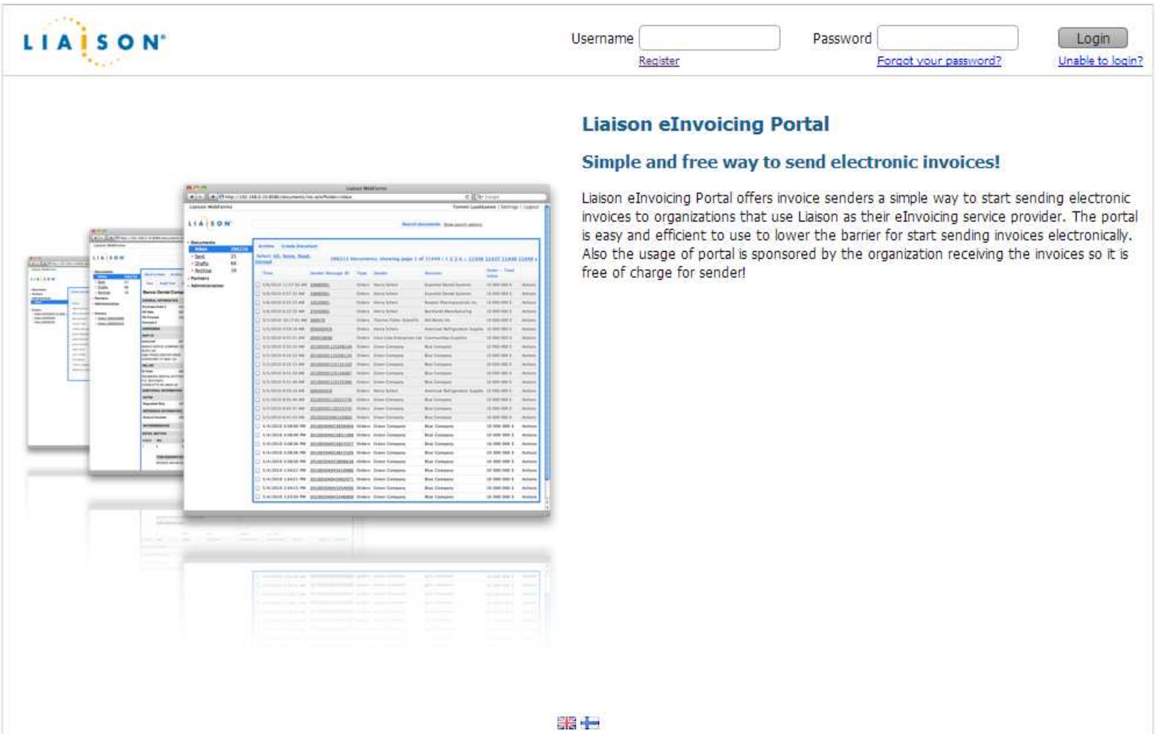
Portal Overview

Liaison eInvoicing Portal offers invoice senders a simple way to start sending electronic invoices to organizations that use Liaison as their eInvoicing service provider. The Portal is easy to use and efficient, thus simplifying the process of sending invoices electronically.

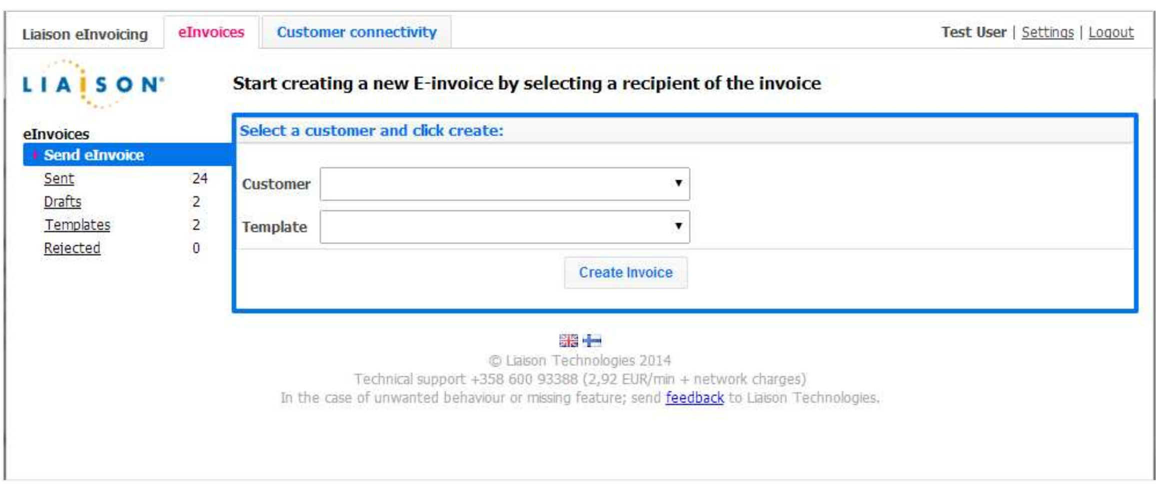
The usage of the Portal is sponsored by the organization receiving the invoices, so it is free of charge for the invoice sender.

UI Overview

You can register or log in to your account on the front page of Liaison eInvoicing Portal.

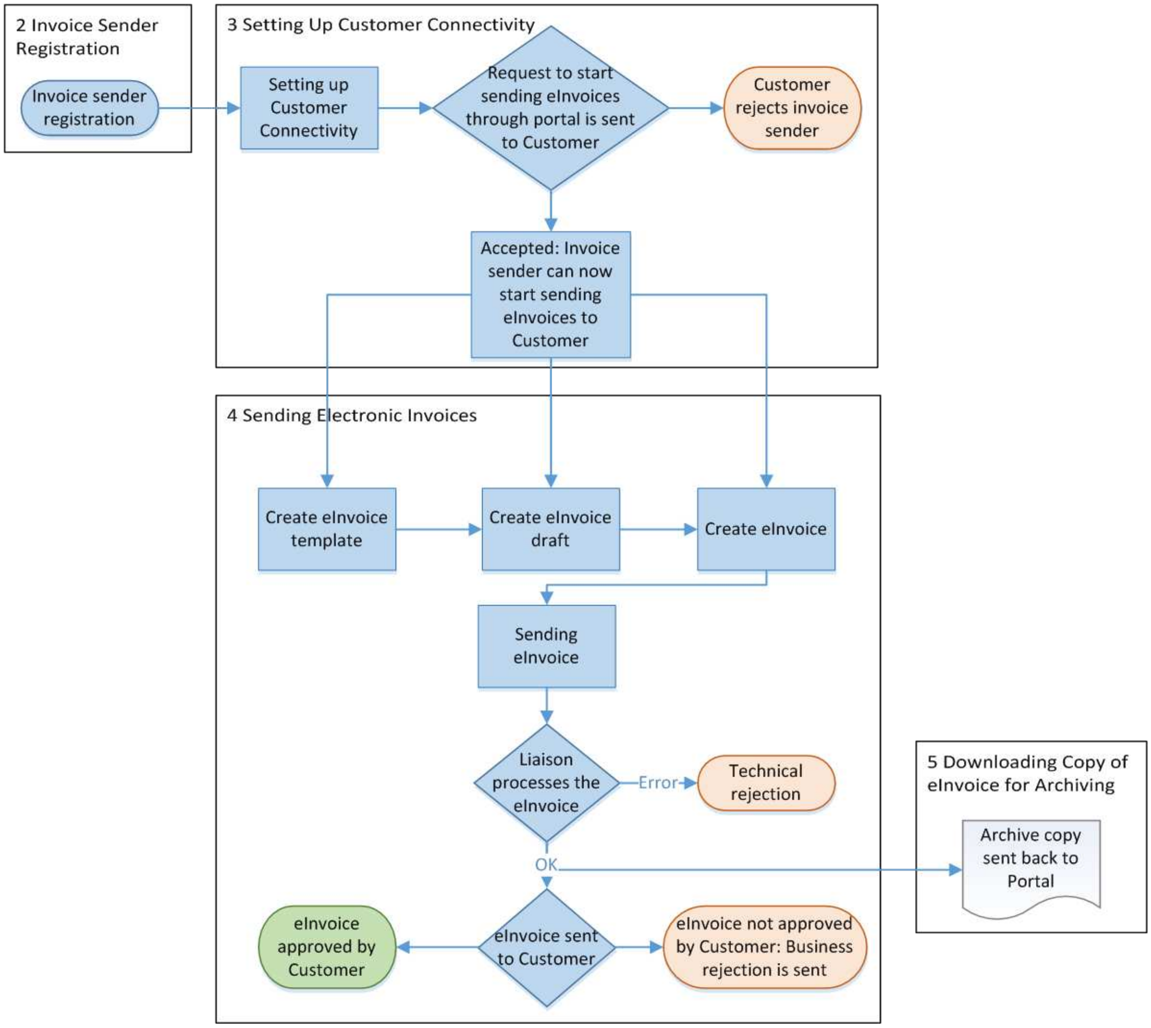


After you log in, the main page displays.



Portal Functionalities

The flow chart below illustrates the Portal functionalities and their order in the eInvoicing process.



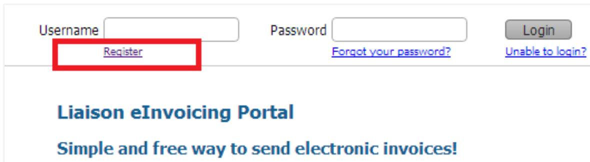
These functionalities and the steps that need to be performed are described in the following sections:

- *Invoice Sender Registration*
- *Setting Up Customer Connectivity*
- *Sending Electronic Invoices*
- *Downloading Copy of eInvoice for Archiving*

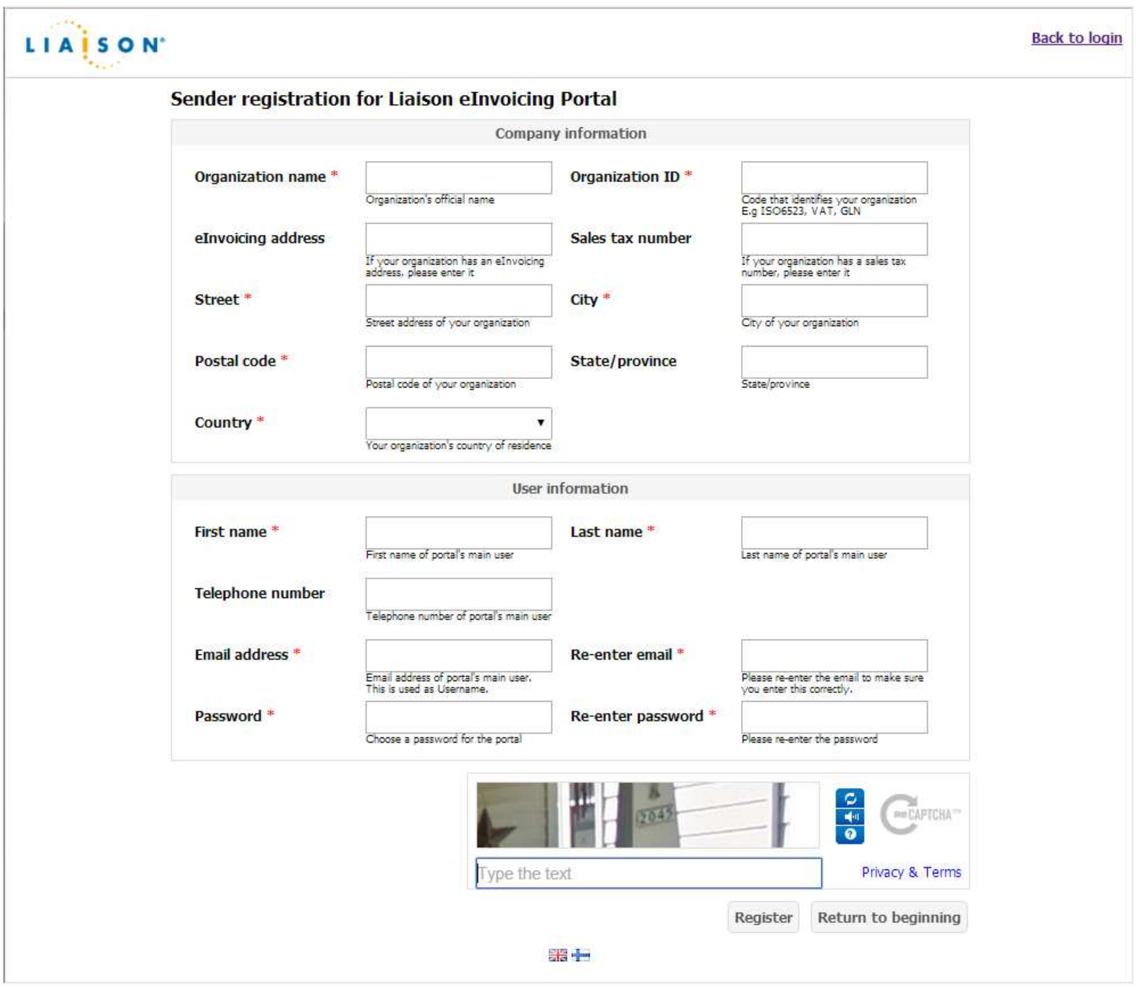
Registering the Invoice Sender

Follow the steps below to register your company as an invoice sender.

1. Click the **Register** link on the Portal front page. The registration form opens.



2. Fill out the registration form.



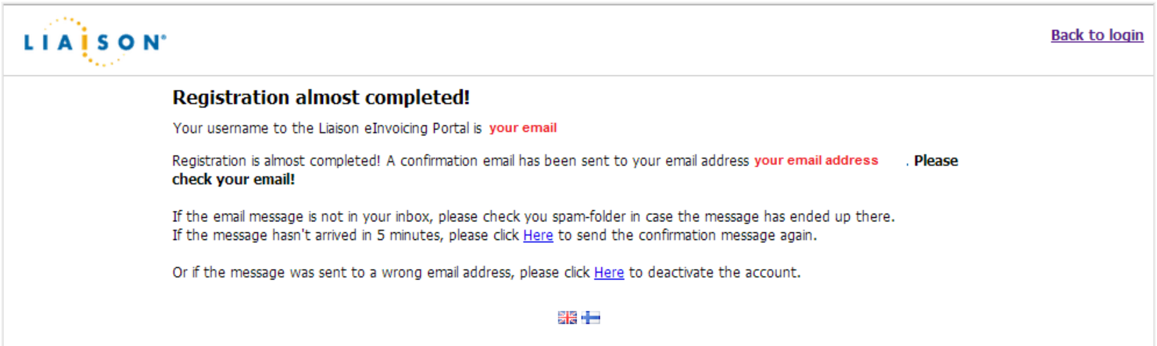
Fields that are marked with red star (*) character are required. Each field is described in a table below.

Field name	Description	Mandatory
Organization name	Organization's official full name	Yes

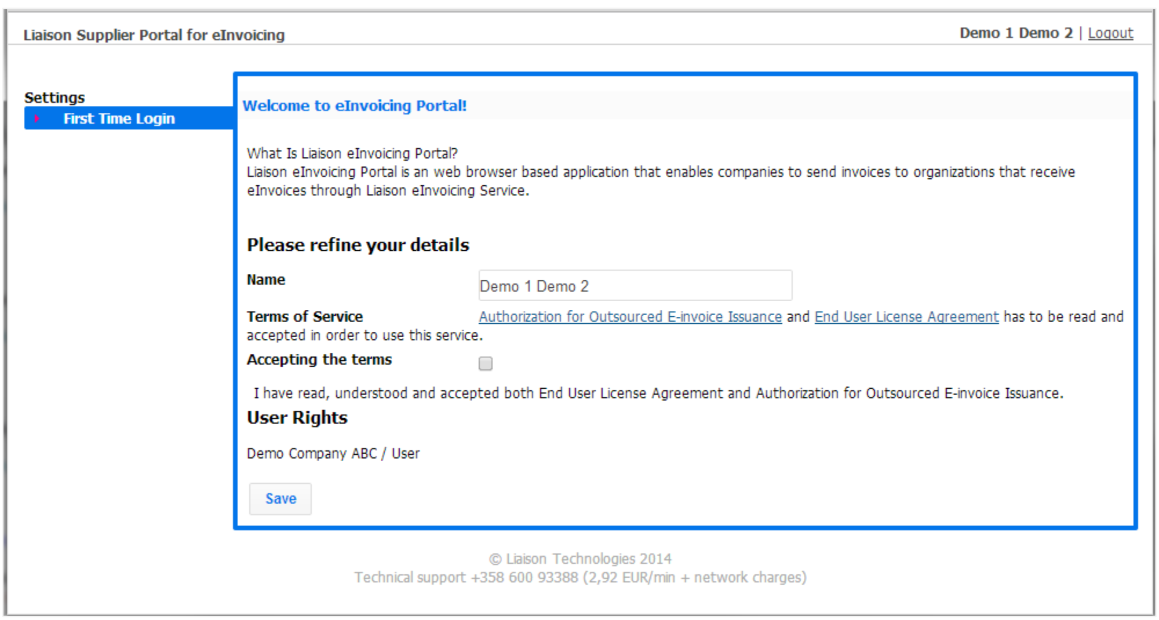
Field name	Description	Mandatory
Organization ID	Official identifier of the organization that is required by local laws to be on invoice. VAT identifier is recommended.	Yes
eInvoicing Address	The organization's address that it uses for sending or receiving electronic invoices	No
Sales tax number	The organization's sales tax number	No
Street	Street address of organization	Yes
City	City of organization	Yes
Postal Code	Postal Code of organization	Yes
State/province	State or province of organization	No
Country	Home country of organization	Yes
First name	First name of Portal user	Yes
Last name	Last name of Portal user	Yes
Telephone number	Telephone number of Portal user	No
Email address	Email address of Portal user. This email address is used for all communication from Portal to user so it is important that this address is correct.	Yes
Re-enter email	Confirmation of user's email address	Yes
Password	User's password to Portal	Yes
Re-enter password	Confirmation of user's password	Yes

3. After you have entered all mandatory fields on the registration form, ensure that you are really a human and not a computer bot by entering the Captcha value from the Captcha image in the text box at the bottom of the page.
4. Continue the registration process by clicking the **Register** button. If any mandatory values are missing , you are unable to continue the registration process until you have filled all missing mandatory fields, which are highlighted in red.

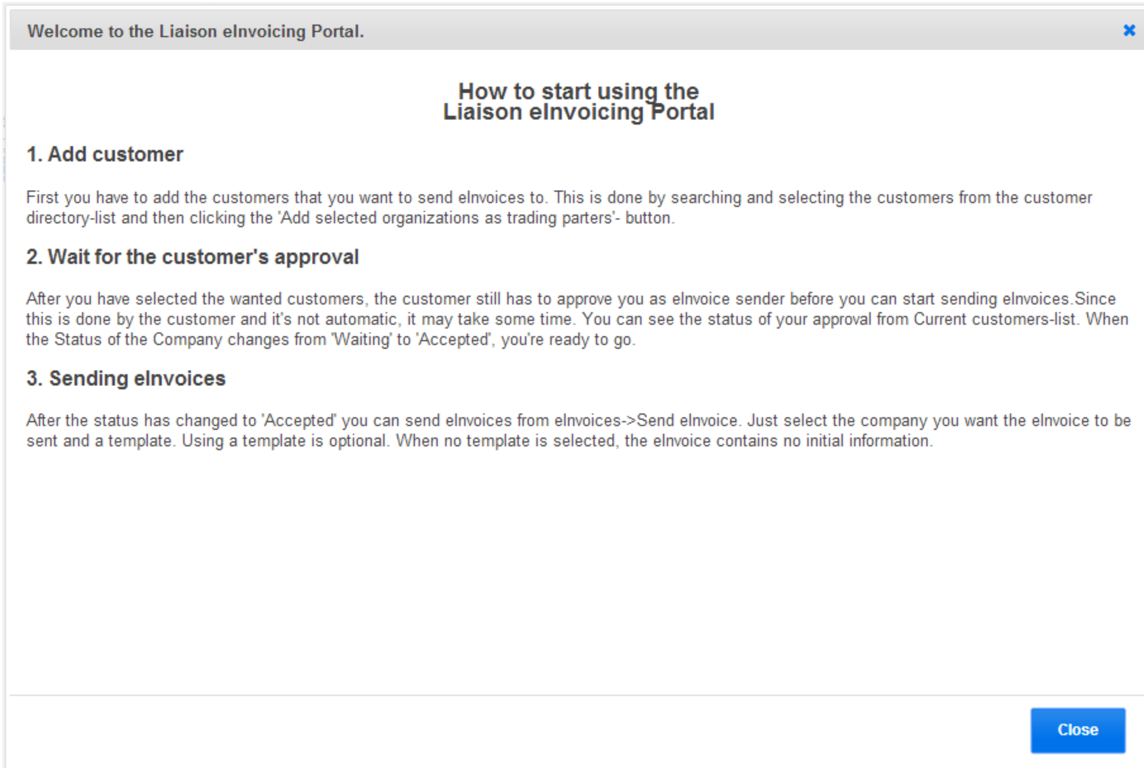
5. You are prompted to confirm your email address. This is done with an automatic email message that is sent to the email address you provided earlier.



6. Check your email for the confirmation message. Sometimes the confirmation email may take up to 30 minutes to arrive, so please be patient. If the email hasn't arrived, check your spam folder as your spam filter may have flagged the confirmation email and forwarded it to the spam folder.
7. When the confirmation email has arrived, click the link shown in the email to confirm the email address.
8. Log in to the portal. When you log in for the first time, you are requested to review and accept the terms of service. The terms of service consist of two documents: *Authorization for Outsourced E-invoice Issuance* and *End User Licence Agreement*. These documents can be read and printed by clicking the links with the documents' names.



9. Accept the terms of service and click the **Save** button. Registration is completed and you are forwarded to the Portal; a pop-up window displays to help you get started with using the Portal.

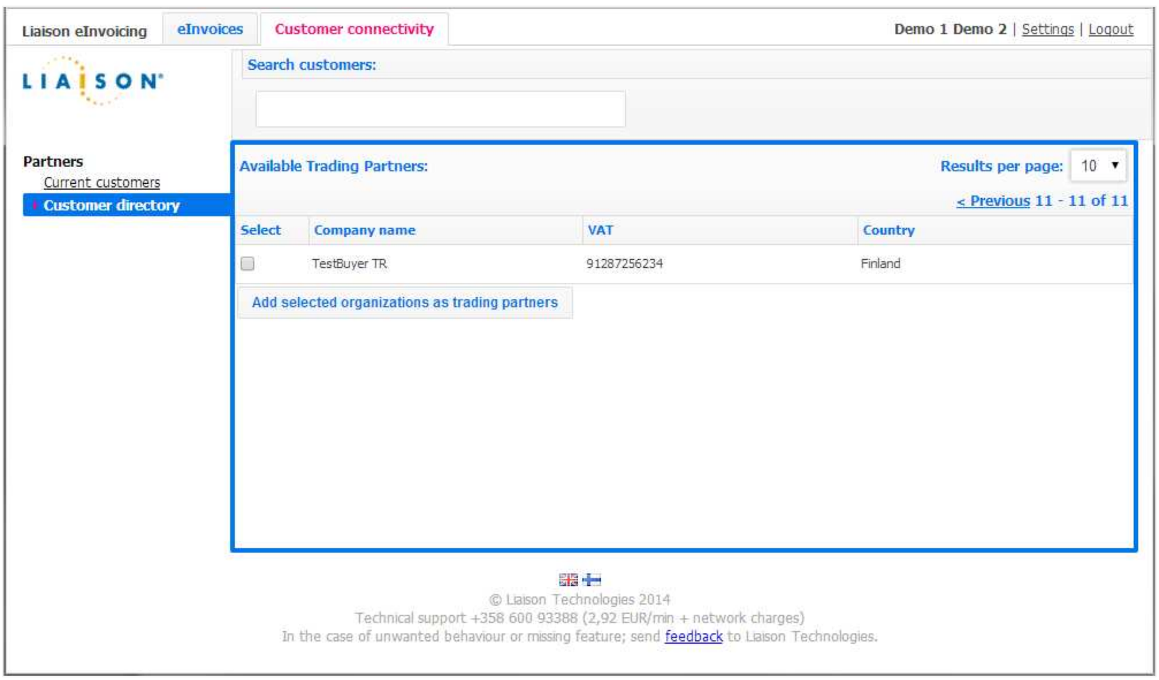


Setting Up Customer Connectivity

After registering for the Portal, first thing you need to do is to set up connections with companies that your organization wants to send electronic invoices to. The process for setting up customer connectivity is described in the following sections.

Selecting Your Customers

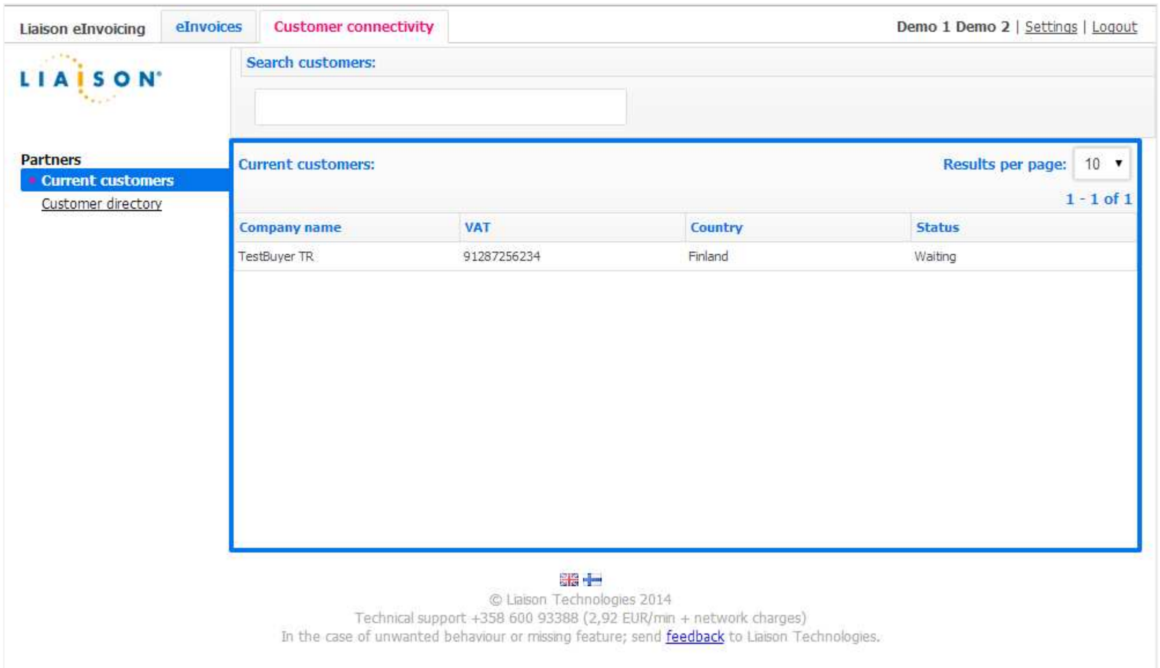
To set up customer connections, select the desired recipients from the **Customer directory** list and click the **Add selected organizations as trading partners** button. The **Customer directory** list is shown as a screenshot below.



Waiting for Customer Responses

After you have added the customers or trading partners you want to send electronic invoices to, a request to approve a new invoice sender (your organization) is sent to these customers.

Before a customer has approved your organization as a new invoice sender, the customer is shown in the **Current customers** list with a **Waiting** status as shown in the screenshot below.



After the customer has approved your orgnization as a new invoice sender, its status in the **Current customers** list changes to **Accepted** and a notification of this status change is sent to your email. If the customer does not accept your request, the rejection is also shown in the list and a rejection notification is sent to your email.

After the customer has approved your organization as a new invoice sender, you can start to create electronic invoices in the Portal.

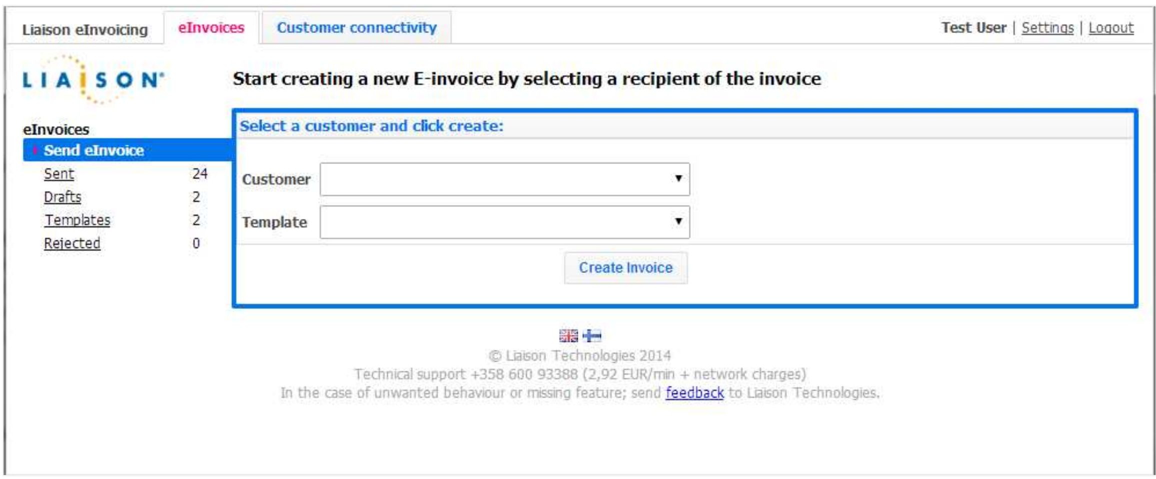
Sending Electronic Invoices

Sending electronic invoices is the primary functionality of the Portal. Before you can send invoices, you need to successfully register your organization in the Portal as described in the *Invoice Sender Registration* section and successfully set up customer connectivity as described in the *Setting Up Customer Connectivity* section.

Invoice Recipient Selection

Follow the steps below to select an invoice recipient.

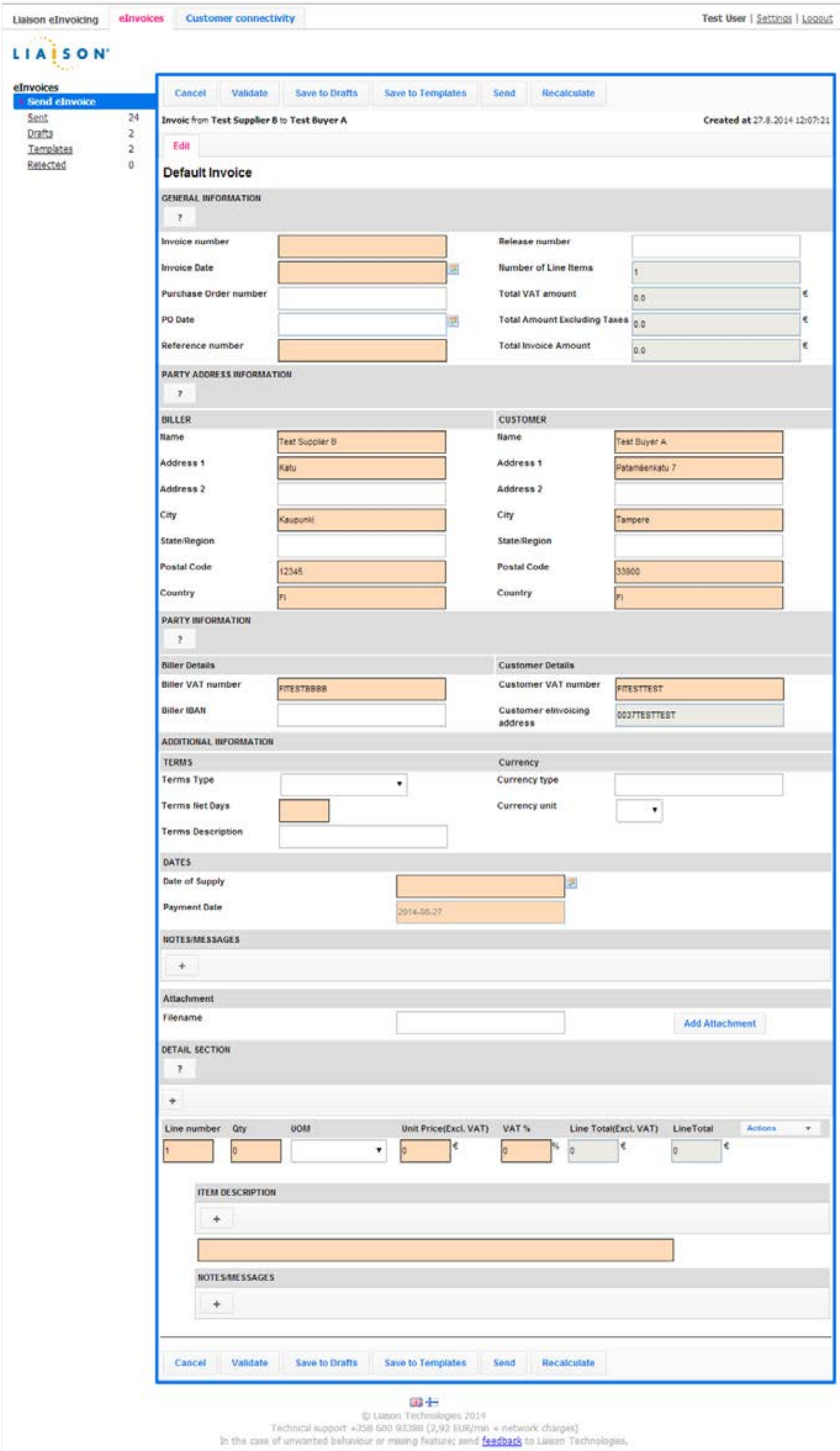
1. On the **Send eInvoice** view, select the recipient from the **Customer** dropdown list. All customers that have completed the customer connectivity setup process are listed.



2. Select a template (a prefilled invoice creation form) for the invoice from the **Template** dropdown list. Selection of a template is **not** mandatory. Templates are described in the *eInvoice Templates* section.
3. Once the customer and optional template have been selected, click the **Create Invoice** button and fill out the Invoice Creation Form.

Invoice Creation Form

You create the invoice using Invoice Creation Form, as shown in the screenshot below. The Invoice Creation Form is customized for each receiver to ensure that the invoice content meets the receiver's requirements. As such, fields and content of the invoice form are not described here.



The Invoice Creation Form contains three different kinds of fields:

- Mandatory fields that are marked with orange text boxes
- Optional fields that are marked with white text boxes

- Prefilled fields that are marked with gray text boxes. Prefilled fields contain information provided by user during registering or with receiver's predefined information

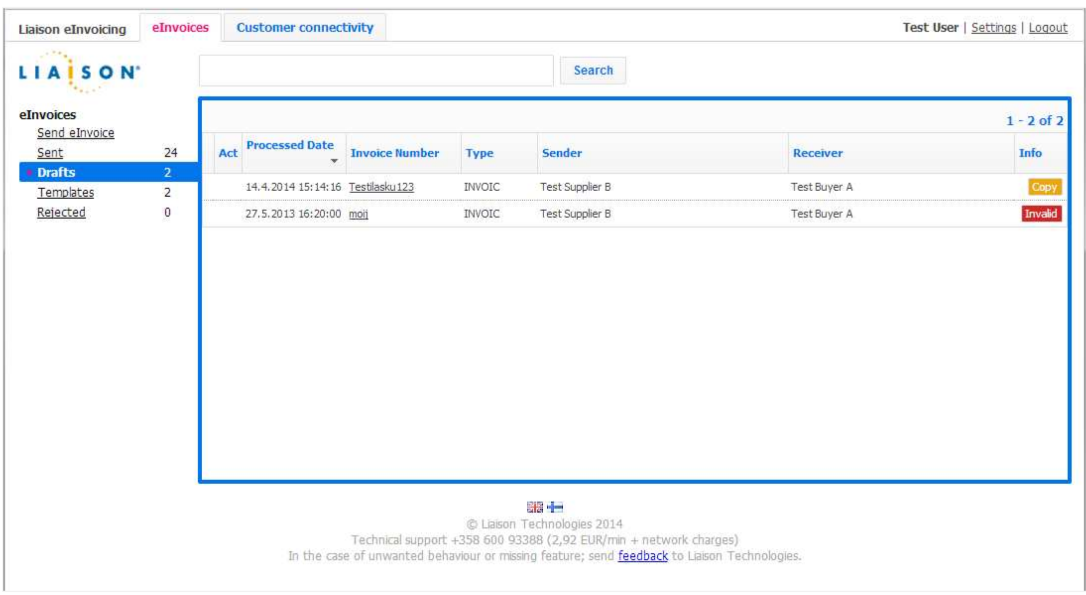
You need to complete all mandatory fields. Once you have entered all information, you can validate the information you entered by clicking the **Validate** button either on the top or bottom of the form. You can also calculate amounts for invoice total sum, VAT amounts and line sums by clicking the **Recalculate** button either on top or bottom of the form.

Once you have entered and validated the information, send the invoice by clicking the **Send** button either on the top or bottom of the form.

Once the invoice is sent, a visualization of invoice data is shown. This visualization, however, is not the actual invoice copy that user should archive. A copy of invoice for the archival purposes is sent to portal after the invoice has been processed on Liaison Integration Platform.

eInvoice Drafts

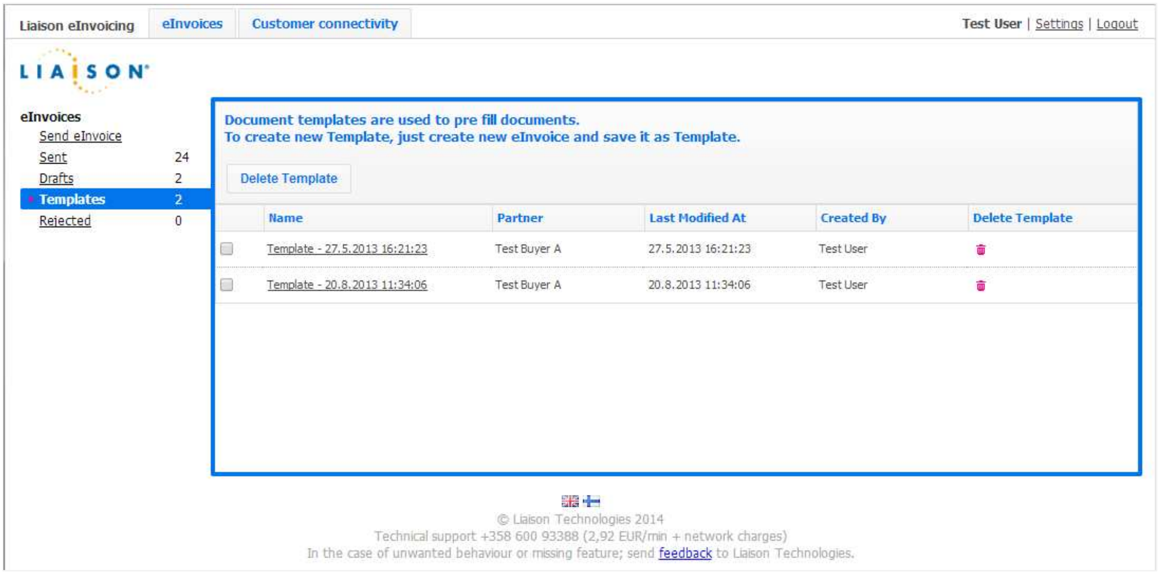
If you are creating an invoice and don't want to send it yet, you can save the invoice as a draft by clicking the **Save to Drafts** button on the top or bottom of the Invoice Creation Form. Drafts are then saved to the **Drafts** list as seen in the screenshot below.



eInvoice Templates

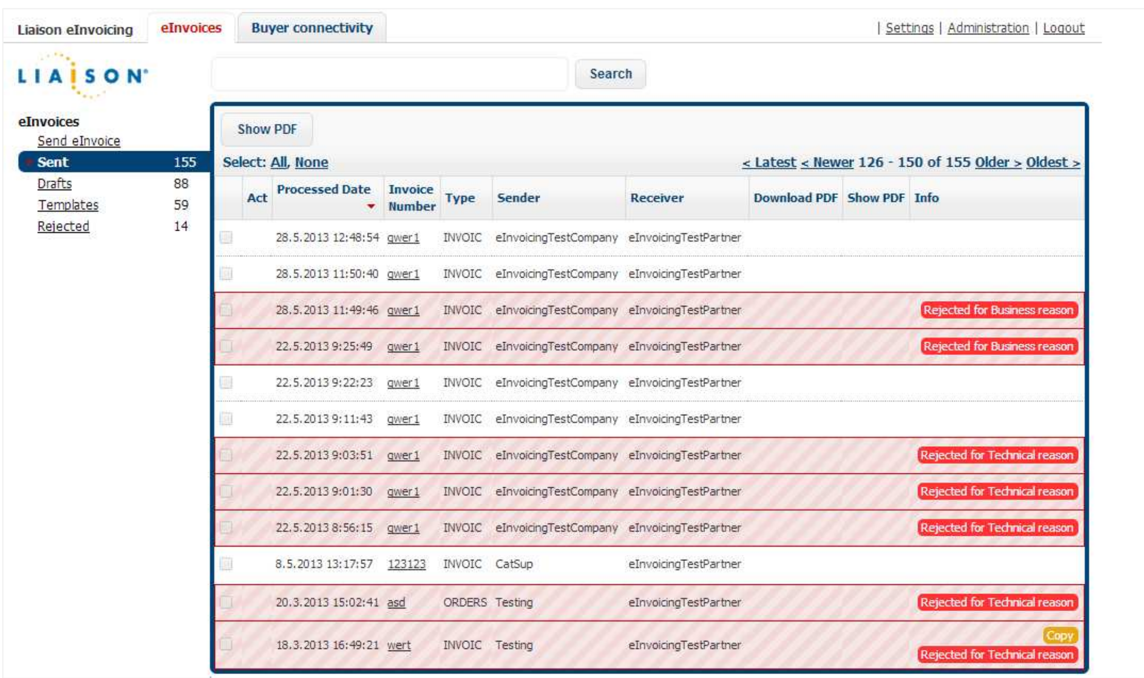
If you often send invoices with similar content to the same customer, you can use templates to decrease the work required to send an invoice. Templates are prefilled invoice creation forms, so you can commonly used information in the invoice creation form and then save it as a template. Then this template can be used as a basis for a new invoice.

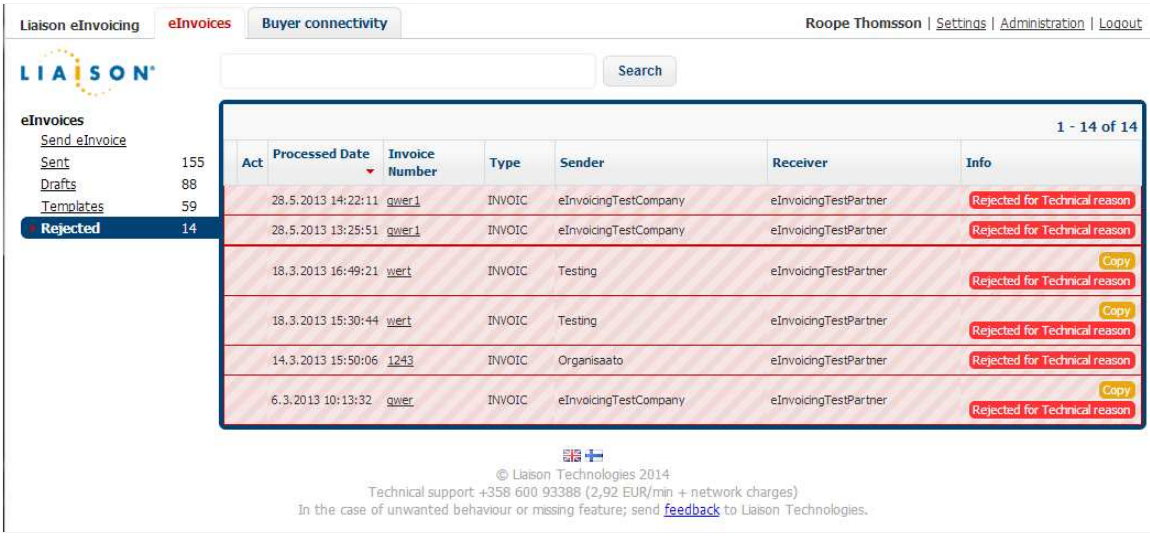
Save a template by clicking the **Save to Templates** button. Saved templates can be seen in the **Templates** list as seen in the screenshot below.



Rejected eInvoices

If an electronic invoice is rejected for any reason, the rejection is shown in the **Rejected** list and in the **Sent** list. These views are shown in the screenshots below.





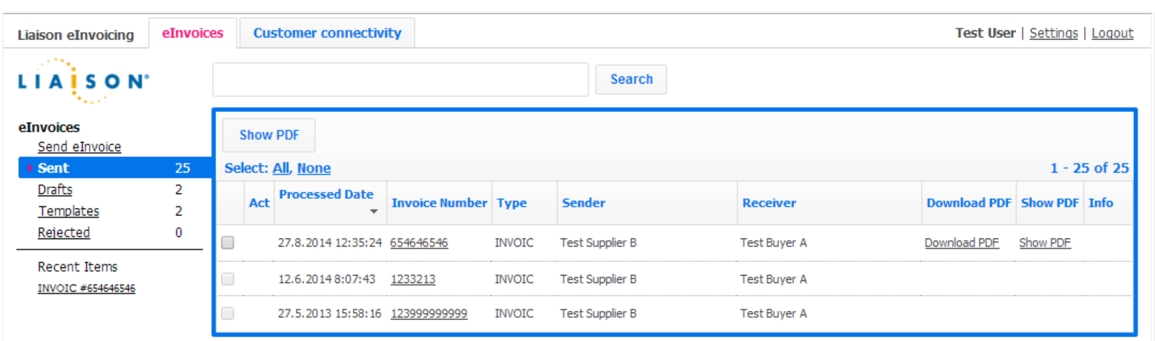
Rejections usually occur due to technical reasons and business reasons:.

- **A** *Technical Rejection* may occur if the message cannot be processed on Liaison Integration Platform. There can be various reasons for this but usually reasons causing technical rejections are fixed by Liaison. If a technical rejection occurs, you should just resend the invoice again at least 24 hours later.
- **A** *Business Rejection* may occur if the receiver of invoice (i.e., customer) did not approve the invoice sent by you. In this case you should contact the customer and ask why the customer didn't approve the invoice.

Downloading eInvoice Copy for Archiving

After invoice has been sent and processed at Liaison Integration Platform, an archive copy of invoice is sent back to portal for you to download. Portal cannot be used as a long term archive for sent invoices; therefore you need to download the invoice archive copy into its own archive.

Archive copies can be downloaded from the **Sent** list as seen in the screenshot below.



Changing Portal Settings

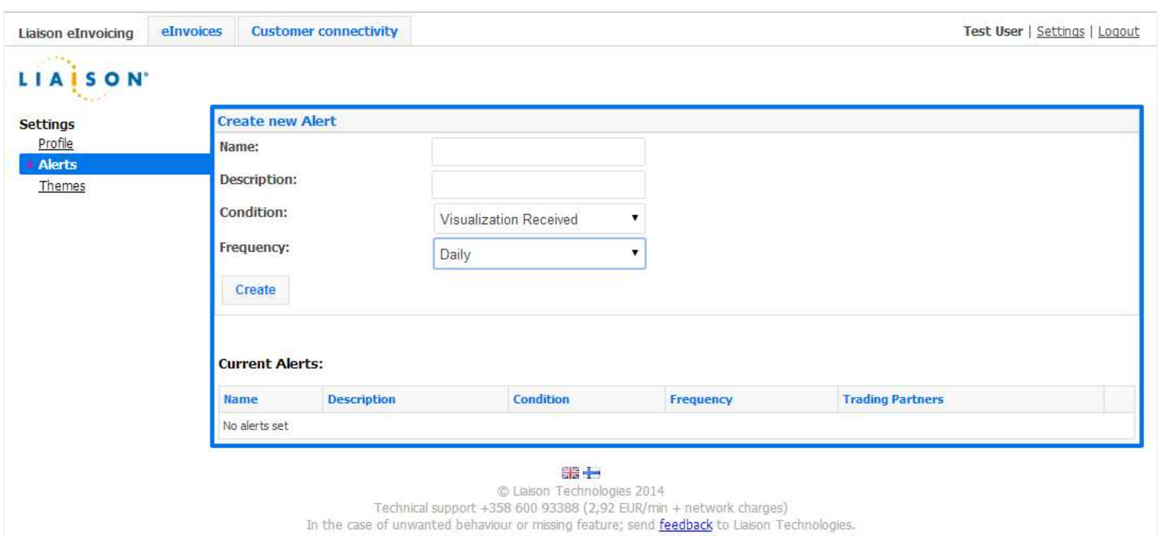
From the **Liaison eInvoicing** tab you can change settings of the Portal.

Profile

In the **Profile** section you can change your name and password. Note that changing the name does not affect your username when logging in. Screenshot of profile section is shown below.

Alerts

In the **Alerts** section you can set up alerts to be sent to a designated email address when an event occurs. Screenshot of alerts section is shown below.



Configurable events are:

- Visualization received
- Rejection received

You can also set up frequency of alert messages. This means that alerts are sent only once within the selected time period. Options for frequency are:

- Daily
- Twice daily
- Three times a day
- Hourly
- Every 15 minutes

Themes

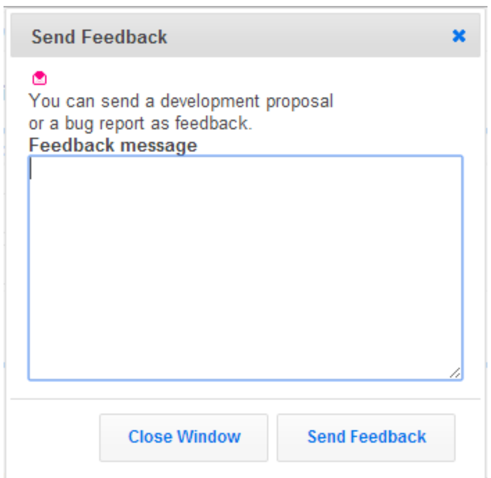
In the **Themes** section you can change the color theme of the portal. Screenshot of themes section is shown below.

Other

Sending Feedback to Liaison

In case you encounter an unwanted behavior or a functional error in the Portal, it is recommended that you notify Liaison about it. The easiest way to do so is through the feedback form. A link to the feedback form is displayed on the footer of every page.

Screenshot of feedback form is shown below.



Contacting Liaison Support

In case you want to contact Liaison Support with questions regarding the Portal, you can call Liaison Technical Support at +358 600 93388 (2,92 EUR/min + network charges).

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