Maventa E-Invoicing

Service Description

1.General description

Maventa e-invoicing enables digitisation of billing. By using e-invoices companies can move away from the manual billing processes and save on invoice sending and receiving costs. Maventa e-invoicing service includes electronic sales and purchase invoicing, printing and scanning services as well as consumer e-invoicing solutions. In addition to transmitting invoices, you can use Maventa to automate your order and delivery processes with electronic procurement messages as well as activate additional services such as Maventa Receivables Management.

2. Service content

2.1 Sending sales invoices
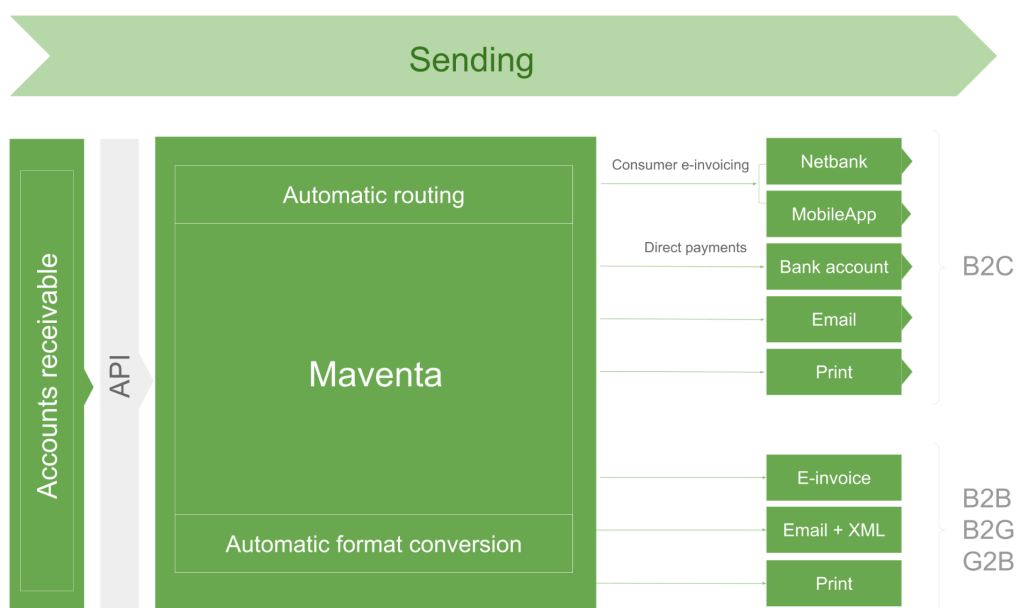
The sender generates the material and any associated attachments from its own system and sends them over the web service interface to Maventa. If the sent sale invoice file does not contain an invoice image and the image is required in the delivery channel, Maventa automatically creates the image based on the sent invoice material.

2.1.1 Invoice routing

Maventa network finds the quickest, safest and most cost-efficient route for your invoice. The invoice is always transmitted primarily as an e-invoice, unless the customer specifies another method of

transmission. If the e-invoice submission is not possible, the Maventa invoice will be sent by e-mail or by letter, provided that these methods are approved in the account settings. As a user, you do not have to worry about the invoice delivery method.

By default the following order is applied when routing Maventa's invoices:

1. E-invoice

2. Email Invoice

3. Paper invoice

If both the e-invoice address (EIA) and the operator ID are provided by the sender, the invoice will be sent as an e-invoice to the e-invoice address in question. If the e-invoice address is missing or cannot be found in Maventa's routing information, Maventa's system will automatically select an alternative way to deliver the invoice. Customers can select what delivery methods are allowed for their company.

2.1.2 Electronic invoice and electronic invoicing transmission channels

An e-invoice is an XML format document that can have PDF-files as well as other XML format accepted file formats attached. Any invoice image and attachments are complementary documents to the actual invoice (XML) document.

Maventa transmits e-invoices and other electronic messages in several different transmission channels. The main channels are direct connections between operators in Finland and internationally, as well as banks in Finland and various countries and other international networks, such as Peppol, which operates through service provider access points (AP). More information on the Peppol network (https://peppol.eu/) and peppol@visma.com.

As a service provider, Maventa has the right to perform the services required on various networks, including the receipt and / or transmission of Peppol Dataset Types on behalf of and for the benefit of End Users;

- The End User is fully responsible for the business content of the data exchanged, as well as for compliance with their relevant legislation and any resulting business commitment

- End User access to networks will be blocked if fraudulent, spam or other criminal activity is detected.

2.1.3 Attachments

You can send attachments with electronic and e-mail invoices.

Maventa Service has no limit on the size of the attachments. However, some recipient operators have size restrictions (such as 5 MB). If you upload larger attachments, there is a risk that the file will be rejected by the recipient.

In the email attachments, attachments larger than 5 MB are not embedded in the email, but the recipient can access them via a link given in the email. Smaller files will be embedded in the email if the email settings have been configured to send an invoice as an attachment.

There is no maximum number of attachments in Maventa.The name of the attachment may contain only the letters a to z, numbers 1-9, as well as characters "." and "_".The file name must not contain spaces, special characters, or the letters å, ä, ö. The file name length can be max. 50 characters.

Attachments in accordance with the EU standards are * .pdf, * .csv, * .jpg, * .png and * .xlsx.

In addition Maventa allows following attachment types * .doc; * .xls; * .tif; * .gif; * .txt; * .xsl; * .html; * .htm. Please note that although Maventa supports an attachment type, the delivery route or used invoice format may limit the usage.

Due to the technical limitations of the Finnish banking network, neither the invoice image nor the attachments are used in that channel. If the recipient's network doesn't support attachments, Maventa will remove the attachment automatically from the e-invoice, but append a unique link to it. By clicking the link the recipient can download the attachments from Maventa's invoice display service.

2.1.4 Email invoice

You can specify in your Maventa account whether the invoice can be sent by e-mail and how the sending will happen. Email invoices can be sent with a PDF attachment or with a download link.

2.1.5 Paper invoice

Paper invoices sent through the printing service and arrived at Maventa before 24:00 will be printed during the same night and mailed on the next weekday.

The mail carrier will deliver the invoices as Priority or Economy class based on the service availability and the company settings. Maventa has the right to change the mail category of the customer's item from Priority to Economy.

2.1.6 Consumer e-invoicing

Additionally, it is possible to send invoices to consumers in electronic form via Maventa. The consumer can choose to receive e-invoices in an online bank or in the supported mobile application. In Finland, the service includes the forwarding of Sender Info and Receiver Info messages.

2.2 Purchase invoice receiving
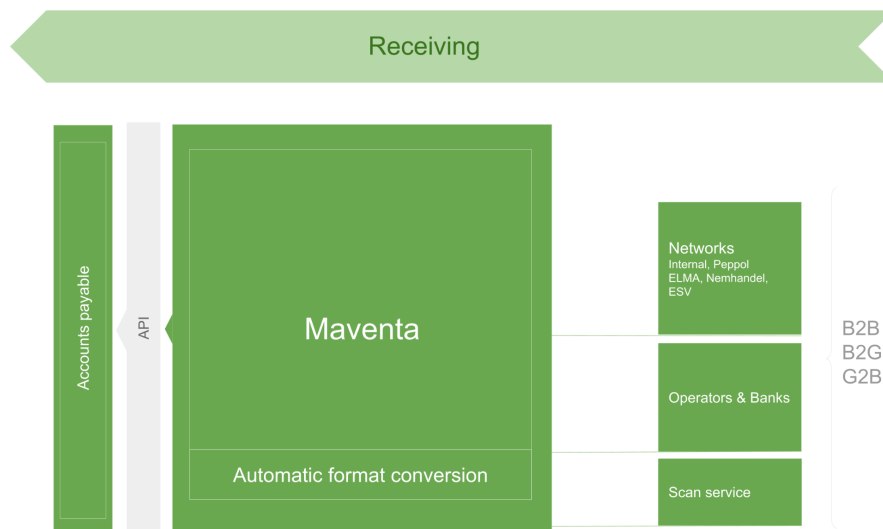
By opening a Maventa account, you have the possibility to receive e-invoices. The received purchase invoices are transmitted to the company's financial software via Maventa's web service interface. Maventa receives e-invoices from financial software systems, other e-invoicing operators, or banking operators and automatically converts purchase invoices into a format selected by the customer.

Your company's electronic invoice address will be automatically added to Verkkolaskuosoitteisto (e-invoice address service) and to other addressing services in e-invoicing networks.

2.2.1 Scanning Service for Purchase Invoices

Purchase invoices received on paper and by e-mail can be converted into e-invoices with the scanning service. The scanning service allows you to combine the receipt of paper, e-mail and e-invoices, and enables the company to eliminate paper invoices completely. The company can open a scan account and ask the suppliers not yet using e-invoicing to send invoices to the company's scanning address. Maventa will automatically create the scan addresses for receiving email and paper invoices for the company.

The service works by scanning the received paper and pdf invoices and interpreting the below mentioned basic information to create an e-invoice.

The basic information includes invoice type, invoice number, date, due date, taxable amount, VAT amount, reference number, your reference, serial number, sender's business ID, sender's name, IBAN account number and currency.

The information and image of the scanned invoice are transferred to your company's financial software in the same way as receiving e-invoices, i.e. via the Maventa web service interface.

2.3 Formats & conversions

Maventa supports a wide variety of different electronic invoicing formats. Maventa automatically converts invoices from one e-invoice format to another. It is sufficient that the financial software can handle one of the e-invoice formats listed in the [API documentation](#), Maventa takes care of the rest.

2.4 Monitoring

With Maventa, you can ensure that all your company's invoices are available in one place in a flexible and safe manner. There will be a log of all events. You can view the log in your financial software or in your Maventa account.

The status of the invoice can be checked from your financial software or from your Maventa account. If the invoice transmission failed, the invoice will be in error status. In addition, an error message will be sent to the sender if the invoice transmission fails if the error messages are turned on. Otherwise, the invoice has been transmitted successfully, and the delivery method appears in the Invoice Delivery Method section.

For information on monitoring the status of your invoice, you can contact your financial software provider.

Additionally, you can search and view invoices received and sent.

2.5 Other electronic documents

Maventa helps you to transfer your electronic business documents from product catalogs to despatch advice.

2.5.1 Electronic procurement messages

Maventa transmits electronic procurement messages in connection with order and delivery processes via the Peppol network.

Currently transmitted messages include:

- Product catalogue and confirmation
- Order and Order confirmation
- Delivery Note / despatch advice

The list of transmitted document types may be updated when new document types are added to the [Peppol network](#). Order and delivery messages are not converted from one format to another but they must be in a format acceptable on the Peppol network when sending the message. You can read more about electronic procurement messages and their use on the Valtiokonttori (State Treasury) [website](#).

Currently, there are no alternative routes for procurement messages, such as e-mail or print and they are only delivered via the Peppol network to the specified recipient.

2.5.2 Electronic vouchers

In addition to e-invoices and electronic procurement messages, it is possible to send other documents, such as vouchers/receipts, electronically via Maventa. The sending of these documents requires a suitable application.

3. Service activation

Maventa service can be activated through a Maventa partner, directly from your software or at: https://maventa.fi/. Opening a Maventa account is free of charge and takes about 10-15 minutes.

If your software is not yet directly connected to Maventa, you can build the integration using Maventa's open API or use the Maventa Connector to transfer invoices.

You can configure your Maventa account settings directly in your software or in your Maventa account.

In order for the company to send or receive e-invoices to/from parties who are using a bank operator, you must have the bank network connection opened for your company's account.

4. Service availability

Maventa Service is available 24/7/365. The supplier may perform software updates, modifications, or maintenance. The Service updates are generally made in the background, without disrupting the Service.

Support service

In case of a problem, primarily contact your financial software support service.

Maventa's customer service is available in the chat Mon-Fri from 9 am to 4 pm (EET).

5. Information security

The Financial software and Maventa have an encrypted HTTPS connection that is using the SHA-256 signed certificate and the TLS 1.2 encryption protocol.

The authentication between the financial software, the customer and Maventa is done with API keys. The financial software identifies both the customer user and the customer company using API keys. When using

Maventa's user interface, the traffic is protected in the same manner as the traffic between the financial software and Maventa. The authentication to the user interface is provided by Visma Connect service.

Visma's security process is ISO 9001 and ISO 27001 certified and Maventa uses these. You can find more detailed information about Visma's security processes here.