

OpusCapita Business Network Portal

Quick Guide - FAQ

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What is the OpusCapita Business Network Portal

The OpusCapita Business Network Portal enables you to set-up business processes between buyers and suppliers.

You can manage your catalogs, receive and check the status for purchase orders and send electronic invoices, all in our Business Network Portal.

Continue or kick-off your company's digitalization journey with OpusCapita Business Network Portal. Collaborate with customers and suppliers and become more efficient, avoid unnecessary errors, and slow handling of business transaction flows.

What is OpusCapita?

OpusCapita helps organizations sell, buy and pay more effectively by providing extended purchase-to-pay and order-to-cash solutions. With over 220 million transactions processed annually by over 3,000 customers across more than 100 countries, OpusCapita has created a global ecosystem where buyers, suppliers, banks and other parties connect, transact and grow. Our delivery capabilities support global rollouts for the most demanding organizations and environments.

What are the benefits for our Customers and their Suppliers?

By participating in our Business Network Onboarding program you, as a Supplier, will benefit from the following:

- Fast, guaranteed receiving of eOrders and delivery of eInvoices within a day and you get paid faster since there is no delay to the paper version.
- Fewer mistakes - OpusCapita validates eOrders and eInvoices to detect miscalculations and other common errors
- Reduce administrative cost – Receive eOrder and Send eInvoice data instantly and with 100% accuracy
- Reduce material cost (e.g., labour, paper, envelopes, printer ink, and postage.)
- Choose the receiving and sending channel that is the most convenient for you – Value of choice!

How does it work?

OpusCapita's cloud-based Business Network Onboarding service establishes an electronic catalogue, order and invoice flow with you as a preferred supplier. The accession process is initiated by us and requires no effort from you as a supplier other than engaging in a dialogue and registration process with OpusCapita on behalf of our mutual customer.

Are e-invoices the only channel for submitting an invoice to the buying company?

The easiest way to upload a catalog or submit an order and invoice is electronic. This ensures that always 100% correct data is transferred around the clock, all working days – globally! You can connect with us using your existing service provider for electronic messaging by simply choosing your operator from our list of operators and

we will set up your connection in no time. If your operator is new to our network, OpusCapita takes care of the technical setup with the new operator. We have a global reach as you will be connected to the global and open OpusCapita Business Network. Other channels of receiving an order or submitting an invoice are “Invoice as PDF via email”, “Supplier Portal” and “Digitizing (OCR-scanning and recognition of paper invoice) - these are all available in our Business Network Portal – Where you also find more information associated to service and support.

What is PEPPOL?

PEPPOL stands for Pan-European Public Procurement On-Line and is a set of common standards, technical protocols and shared registries providing a common set of rules for cooperation between business parties. artifacts and specifications enabling cross-border e-procurement. The use of PEPPOL is governed by a multilateral agreement structure which is owned and maintained by OpenPEPPOL. PEPPOL is not an e-Procurement platform but instead provides a set of technical specifications that can be implemented in existing eProcurement solutions and business exchange services to make them interoperable between disparate systems across Europe.

What does PEPPOL do?

PEPPOL enables trading partners to exchange standards-based electronic documents over the PEPPOL network (based on a 4-corner model). These documents include e-orders, e-advance Shipping Notes, e-invoices, e-catalogs, Message Level Responses, etc.

What does a Peppol Access Point do?

PEPPOL Access Points connect users to the PEPPOL network and exchange electronic documents based on the PEPPOL specifications. Buyers and suppliers are free to choose their preferred single Access Point provider to connect to all PEPPOL participants already on the network. OpusCapita provides an access point bridging European businesses to exchange messages from Catalogs to invoices.

What is an eCatalog

An electronic catalog (e-catalog) is a web resource that provides information on products and services offered and sold by a vendor and supports online ordering, invoicing and payment capabilities the item as it is stored in a catalog or data pool. In other words eCatalogs exchange information about goods and services offered under the contract between buyer and supplier.

Which catalog type is provided?

There are different ways and formats available for providing your catalogs dependent on how big the assortment is or how automated the creation process on your site is. Below you will find a more detailed explanation of which format is available and what the associated submission process looks like.

Supplier without own catalogs

For suppliers providing services against a framework contract, e.g. energy, facility services or telecommunications, no catalog is required. These suppliers need to send their invoices electronically.

Suppliers with their own catalogs

For small and medium-sized suppliers with stable prices for longer terms, there is a service where the supplier can upload a catalog in either Excel or BMEcat format. This happens in the Business Network Portal. Receiving and confirming orders is also performed on the Business Network Portal.

A supplier with PunchOut catalogs

For providers with large catalogues, whose prices change frequently, an integration into your web shop can be made to obtain the catalog data. For receiving and confirming orders, you can do this either through our Business Network Portal or via Electronic Data Interexchange (EDI).

A supplier with catalogs managed by the customer

For suppliers/service suppliers, there is a solution in which you as a supplier can accept a predefined Excel spreadsheet with your products and prices. You will be contacted by the respective customer.

What is an eOrder

eOrders are providing the buyer and suppliers with defined procedures to share common business information. An order is a type of structured electronic data that consists of data elements, segments and envelopes that are formatted according to specific rules and standards. When creating a purchase order, it is crucial that you follow the strict formatting rules for the standard you use. These rules define exactly where and how each piece of information in the document will be found. In this way, when the translator on the receiving side reads an incoming purchase order (eOrder), it will immediately understand where to find the buyer's company name, order number, the goods ordered, the price of each item, etc.

What is an eAdvance Shipping Note

An advance Shipping Note is a type of a structured electronic data that consists of data elements, segments and envelopes that are formatted according to the rules of a standard. When creating an eAdvance Shipping Note, you must follow the strict formatting rules for the standard you use. These rules define exactly where and how each piece of information in the document will be found. In this way, when the translator on the receiving side reads an incoming eAdvance Shipping Note, it will immediately understand where to find the buyer's company name, order number, the goods ordered, the price of each item, etc.

What is an invoice

eInvoicing is providing the buyer and suppliers with defined procedures to share common business information. An e-invoice has the same content as a paper invoice. It consists of invoice field and invoice image. An e-invoice can be received directly to an electronic invoice management system in electronic form where it can be processed further. The invoice image makes it easier to review, approve and other actions on the invoice. An e-invoice can be archived as a paper invoice, but more cost-effective.

What are Message Level Responses

Also called confirmation or acknowledgement - a typical response, either electronically or as a physical document, confirming the receipt of an order from the supplier to the buyer.

Why should I use OpusCapita Business Network and EDI integration to upload my eCatalogs, receive my eOrders and to send my e-invoices?

This will be the only way to upload eCatalogs, receive eOrders and send eInvoices. On behalf of our Customer OpusCapita provides a wide spread of services for suppliers that match the most common ways to exchange business documents. The business exchange of documents is currently offered through the following services:

- eCatalogs, eOrders and eInvoice – The easiest way to exchange business documents! Always 100 % correct data transferred around the clock, all working days – Globally! Connect with your existing service provider for the exchange of business documents by simply choose your operator from our partner list and we set up your connection in no time. In case of your operator is new to us, OpusCapita takes care of the technical setup with the new operator. We have a global reach as you will be connected to the global and open OpusCapita Business Network.
- Invoice Key-In – by manual key in your invoice data you can easily submit your invoice in the correct format. Continue registration and Read more under option Invoice Key-In in order to proceed.
- PDF by e-mail – by sending your invoice as PDF attached to an email you can easily submit your invoice. Continue registration and Read more under option PDF by e-mail in order to proceed.
- Paper-Invoice – Until further notice we still receives paper invoices. Continue registration and Read more under option Paper-Invoice in order to proceed.

Is invoicing via OpusCapita Business Network a requirement for doing business with my customer?

Yes. This is the preferred method to exchange business documents.

What are my benefits using OpusCapita Business Network?

By participating in our Supplier Onboarding program you, as a Supplier, will benefit from the following;

- Fast, guaranteed delivery of invoices to XX within a day and you get paid faster since there is no delay to the paper version.
- Fewer mistakes - OpusCapita validates your invoices to detect miscalculations and other common errors
- Reduce administrative cost - Send your invoice data to XX instantly and with 100% accuracy
- Choose the invoice sending channel that is the most convenient for you – Value of choice!

Will I need to use this eInvoice service if my account is currently paid on time?

Yes. Your use of the OpusCapita Business Network service will ensure that you will get paid on time.

What happens if I still send paper invoices?

While you are working with OpusCapita Business Network to complete your registration we will be happy to continue to receive your paper invoices. Our customer has set a deadline for the transition to the network of paper documents. Once you are exchanging business documents via the OpusCapita Business Network please ensure you cease sending paper copies.

Are there fees associated with this service?

No, services in scope on behalf of your business partner are free from subscription and transaction cost. If you chose to participate in services to and from other party's fees may occur depending on the services in scope. See separate price list.

What does the fee for the Services cover?

For XX use it is free of charge. If using the service for other party's the service fee covers the cost to OpusCapita Business Network such as setting you up on the network and the general costs of maintaining the network. This is a subscription fee irrespective of the number of customers that you service via the network.

Will payments be made using OpusCapita Business Network?

OpusCapita Business Network is not a payment platform. XX will continue to use its current payment method.

Will I need to sign an agreement with OpusCapita Business Network?

Yes, if you choose to use OpusCapita B2B Integrations service or another service such as catalogue, orders and eInvoice sending/receiving you need to sign a specific agreement with OpusCapita Business Network, this is handled within the registration process. If you choose to use the Web Form, PDF Extraction or the Digitizing service you will only be required to accept the standard terms and conditions presented.

Do I need to install any software?

No. There is no software required. OpusCapita Business Network provides an easy-to-use solution. Instead of mandating data standards, OpusCapita Business Network's any-to-any data formatting capability accepts invoices in any format and any file structure.

I already send some invoice data directly to other customers; can I send EDI/XML Invoices directly?

EDI and XML are just data formats as far as OpusCapita Business Network is concerned; therefore you can use this preferred format to deliver the data to OpusCapita Business Network if you choose to use the standardized format described in the registration process. See specifications guidelines under the help section and utilize the validator after registration.

I can already make invoices available to customers via the internet – allowing them to view an image of an invoice on the web. Can I use this instead of the OpusCapita Business Network?

No, OpusCapita Business Network ensures that our Customers receives the data you send in a format that will upload to their accounting software and, where applicable, match to a goods receipt record. Offering of an image of the invoice or an option to download the data in a fixed format does not satisfy our Customers business processes.

What if I don't have a system capable of creating electronic invoices?

You can access the OpusCapita Business Network secure website and create invoices online using the Web Form. No software installation is required. All you need is an Internet connection and a standard browser.

Can I send electronic invoices using OpusCapita Business Network to all of my customers?

Yes. Once you are subscribed to the OpusCapita Business Network, OpusCapita Business Network can enable you to send electronic invoices to any other customers that are members of the network.

I am planning to change my invoicing software soon, can I wait?

Our stated aim is to have all suppliers registered and sending invoices by a certain date. OpusCapita Business Network accepts any incoming data formats so you can join the network and send invoices. When you are ready to use your new software, simply advise OpusCapita Business Network of the data output changes and we will make the necessary alterations to ensure a smooth transition and uninterrupted invoice delivery.

Can OpusCapita Business Network offer assistance in multiple languages?

Yes, OpusCapita Business Network provides Sales, Implementation and Support services in English, German, Swedish and Finnish.

Where can I find more information about the OpusCapita Business Network?

Yes, please visit <https://www.opuscapita.com/business-network-quick-guide>

How do I learn more about becoming a buyer using OpusCapita Business Network?

Please visit <https://www.opuscapita.com/business-network-quick-guide>

What implementation resources are needed?

Other than a resource to provide organizational information (i.e., name, address, etc.) and user information (i.e., name, e-mail, role, etc.), no resources are required. As a cloud-based solution, Business Network Portal does not require any hardware purchases.

How do I send/receive (exchange) transaction documents?

In the OpusCapita Business Network, you have basically two ways to exchange documents. Which option you use depends in most cases on the order volume. You can use the Business Network Portal as a supplier portal to receive purchase orders and receipt confirmations and to send order confirmations and shipping notifications. If you are exchanging larger order volumes, it makes sense to integrate your ERP system (e.g. SAP) directly with the OpusCapita Business Network via EDI.

What kind of communication protocols can I use?

- STFP. It is a network protocol to transfer files to remote systems. Accessing and working with files is also possible. More detailed information can be found [here](#).
- AS2. Is an HTTP-based protocol to deliver messages (usually EDI messages) securely, cheaply and quickly. More detailed information can be found [here](#).

Can see purchase orders that haven't been invoiced yet?

Yes, you are able to filter purchase orders based on their invoiced status.

How do I see my customer's purchase orders?

On the main menu, click the Orders tab and select name, date, type or status from the dropdown menu.

How do I change a price on a purchase order?

You cannot change a price on a PO, if you need a change order on a PO, talk to your customer about their policies.

How many times will there be a resend a purchase order that wasn't able to be sent?

If a purchase order transmission results in a connection timeout because there was no response from the supplier, we will try to resend the PO up to four times at five minute intervals.

What is the purpose of a PO acknowledgement by the supplier?

This is for you customers to let them know that you've received the order and that you will service the order.

How can I view historical (closed) purchase orders in my customer's instance?

On the main menu, click the Orders tab and select status from the dropdown menu, the system will then list the orders according to you selection.

How do I create an invoice?

If you don't have a purchase order (PO) and your customer has given you permission to create invoices without a backing document, click on the main menu on the Invoice tab and select 'Key In'. If you are connected to more than one OpusCapita customer, select their name from the 'Select Customer' dropdown menu and start to key in your invoice.

If you have a PO go to the Orders menu, search by Customer and choose the PO you want to invoice, and then start to Flip the Order you want to invoice.

What options are available for me to submit invoices to my customers?

You should talk to your customer about which of the following methods they'd prefer to use:

- Integration via EDI, where you can automate the process of sending an invoice file using standard format.
- The Business Network Portal allows you to sign in and manually flip a PO to create an invoice.
- PDF invoices embedded into an email

Can I submit PDF invoices created from my system instead of using online invoicing?

Yes, you can. You can upload your PDF invoices by emailing the PDF directly to your customer. This is ideal for invoices without a PO. However, this has a longer delay since the process requires verification and validation of invoice data before OpusCapita submits the invoice to our customer which may cause a delay in payment. Check with your customer if this option works for them. They need to set up a specific email address where you can send the PDF.

How do I know if an invoice has been registered?

On the main menu, click on the Invoices tab. For the desired customer, look for invoices that are still listed as drafts. They need to be edited and then submitted. If the invoice is not there, it's not in the system.

How do I add shipping charges to an invoice?

You can add shipping charges at the bottom of the invoice or at the line item level. Ask your customer which method they prefer.

How do I credit or cancel an invoice that's already been billed?

To create a credit, enter a negative quantity. Once an invoice is submitted, it can't be changed in any way.

Why can't I edit, void, or delete an invoice?

Once an invoice has been submitted, it can't be changed in any way. This ensures invoice processing integrity. However, you still have options to Ask your customer to reject or void the existing invoice. You can then create a new one.

What do I do if an invoice was rejected?

Create a new invoice to replace the one that was rejected.

Once an invoice has been approved, what do I need to do next?

Nothing. The invoice is your customer's queue and you'll be paid based on the payment terms you set with your customer.

What if I have an invoice that hasn't been paid?

For questions regarding payment information, contact your customer directly.