



Profile 8
Basic Billing with Dispute
Response
Version 1.0



NES PROFILE
Basic Billing with Dispute Response

- 1 profile ID2
- 2 context2
- 3 summary2
- 4 description2
- 5 profile scenarios3
- 6 business requirements3
- 7 business benefits4
- 8 use case diagram4
- 9 actors involved in the process5
- 10 process parameters5
- 11 activity diagram7
- 12 activity description8
- 13 scenario 110
 - 13.1 scenario 1 activity diagram10
 - 13.2 scenario 1 runtime business rules10
 - 13.3 scenario 1 post-conditions10
- 14 scenario 211
 - 14.1 scenario 2 activity diagram11
 - 14.2 scenario 2 runtime business rules12
 - 14.3 scenario 2 post-conditions12
- 15 scenario 313
 - 15.1 scenario 3 activity diagram13
 - 15.2 scenario 3 runtime business rules14
 - 15.3 scenario 3 post-conditions14
- 16 scenario 415
 - 16.1 scenario 3 activity diagram15
 - 16.2 scenario 3 runtime business rules16
 - 16.3 scenario 3 post-conditions16



NES PROFILE

Basic Billing with Dispute Response

1 profile ID

urn:www.nesubl.eu:profiles:profile8:ver1.0

2 context

This profile applies to:

- all NES countries
- Customer and Supplier organisations of all sizes
- Customer and Supplier organisations in all sectors, public and private
- all types of goods and services

3 summary

Subject:

- Invoicing and Crediting
- Invoice acceptance and electronic error notification
- Rectification of Invoice errors by supplementary Invoice and/or Credit Note
- in the profile title 'Basic' indicates that the document content is a profile specific NES subset (see NES Profile Overview, section 2)

Exclusions:

- Invoice acceptance is external (manual)

Requirements:

- the Invoice and Credit Note must comply with the commercial requirements and the fiscal requirements of the country where the Supplier is registered
- Credit Notes must refer to Invoices

Aims:

- systemised Invoice and Credit processing
- reduced manual intervention and errors

4 description

This profile describes a process comprising an electronic Invoice and, potentially, an electronic Application Response and an electronic Credit note. It is intended for situations where invoicing is electronic but where matching of the Invoice to other electronic documents may not be practicable. As a result, the Invoice and Credit Note are self-contained documents with respect to commercial and fiscal requirements.



NES PROFILE

Basic Billing with Dispute Response

In this profile, Application Response is a business level response used only to notify a disputed Invoice or Credit Note.

It is not a primary objective of this profile to facilitate automatic Order matching and/or cost allocation; the profile assumes limited or no procurement data content and limited or no aligned and synchronized identifiers in the system to match the transaction.

Large parts of the Invoice may be expressed as text rather than identifiers and codes e.g. the Invoice may contain items (goods or services) with item identifiers and items with free text description.

This profile can be used with no or little integration to ERP systems. It may be introduced with minimum advance exchange agreement if coding schemes are not used.

This profile may cover Invoice factoring arrangements.

Documents included in this profile:

- Invoice (basic)
- Application Response
- Credit Note (basic)

5 profile scenarios

1. accepted Invoice
2. Invoice overcharge
3. Invoice undercharge
4. Invoice contains wrong information

6 business requirements

1. the Supplier sends an electronic Invoice and, potentially, electronic Credit Note that can be received and processed by the Customer
2. the Invoice and Credit Note must comply with the commercial and the fiscal requirements of the country where the Supplier is registered
3. the Invoice and Credit Note content enables the Customer's system to route the document to a specific person, department or unit within the organisation; this may be required for authorisation etc.
4. the Invoice and Credit Note content facilitates automatic validation of legal and tax values, tax accounting and

NES PROFILE

Basic Billing with Dispute Response

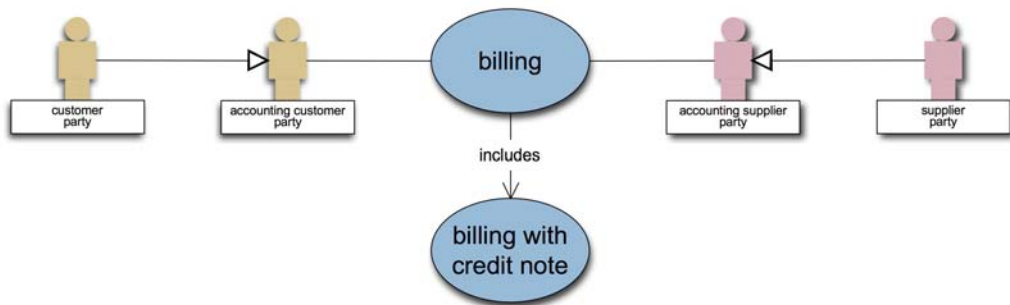
payment

5. Credit Notes refer to associated Invoices

7 business benefits

aspect	beneficiary	benefit
automated Invoice transfer	Supplier	<ul style="list-style-type: none"> • faster Invoice transfers • acknowledgement of Invoice receipt (at technical level) • potential for shortened payment cycle and improved cash flow • reduced bad debt
automated Invoice processing	Customer	<ul style="list-style-type: none"> • reduced requirement for manual intervention leads to fewer human keying errors • automatic Invoice validation • potential for systematic application of Invoice control • resource redeployment

8 use case diagram





NES PROFILE

Basic Billing with Dispute Response

9 actors involved in the process

party	role	comments
Supplier	Accounting	<p>The Party that claims the payment and is responsible for resolving billing issues and arranging settlement.</p> <p>The Party that sends the Invoice and the Credit Note and receives the Application Response.</p> <p>Also known as Invoice Issuer, Accounts Receivable, Creditor.</p>
Customer	Accounting	<p>The Party responsible for making settlement relating to a purchase.</p> <p>The Party that receives the Invoice and the Credit Note and sends the Application Response.</p> <p>Also known as Invoicee, Accounts Payable, Debtor.</p>

10 process parameters

business rules

- document level
1. an Invoice represents a claim for payment for specific goods and services or for the provision of goods and services over a defined period of time
 2. a Credit Note must refer to an original Invoice
 3. reference to a contract or framework agreement may only be made at document level
 4. Payment Means and Terms stated at document level must apply to all Invoice or Credit Note Lines
 5. accounting details stated at document level must apply to all Invoice or Credit Note Lines
 6. tax information stated at document level must apply to all Invoice or Credit Note Lines
 7. period Invoices including returns may result in a negative total
 8. stated pre-payments must apply to the Invoice as a whole
 9. Invoice acceptance applies to the entire Invoice
- line level
1. an Invoice Line may contain an identified item or an item with a free text description
 2. line level tax coding is mandatory in some countries



NES PROFILE

Basic Billing with Dispute Response

exceptions

1. none

pre-conditions

1. the Customer and the Supplier have identified each other and a contract between the two or an Order exists
2. the Customer has agreed to accept electronic Invoices that use the profile
3. the Supplier has agreed to accept Application Responses that use the profile



NES PROFILE
Basic Billing with Dispute Response

12 activity description		
role/party	activity	description
Accounting Supplier	create and send Invoice	Accounting Supplier creates and sends an Invoice to Accounting Customer.
Accounting Customer	receive and process Invoice	Accounting Customer receives and processes the Invoice.
Accounting Customer	accept or reject Invoice	Accounting Customer accepts or rejects Invoice in full. Acceptance of the Invoice (external) initiates a payment process. Rejection leads to Accounting Customer's notifying Accounting Supplier via a business level Application Response.
<i>Accounting Customer</i>	<i>accept Invoice – arrange payment</i>	<i>In accepting the Invoice, Accounting Customer Party initiates a payment process (external).</i>
<i>Accounting Customer</i>	<i>reject Invoice – notify Accounting Supplier</i>	<i>In rejecting the Invoice, Accounting Customer Party notifies Accounting Supplier Party via an Application Response.</i>
Accounting Supplier	receive and process Application Response	In the case of a rejection, Accounting Supplier receives and processes the Application Response from Accounting Customer. Note: this profile does not preclude the Accounting Supplier from noticing an error and taking corrective action independently.
<i>Accounting Supplier</i>	<i>create and send Invoice (+1)</i>	<i>If the notification has (correctly) identified an undercharge, Accounting Supplier creates and sends a second Invoice to Accounting Customer.</i>
<i>Accounting Supplier</i>	<i>create and send Credit Note</i>	<i>If the notification has (correctly) identified an overcharge, Accounting Supplier creates and sends a Credit Note to Accounting Customer.</i>
<i>Accounting Supplier</i>	<i>create and send Credit Note and</i>	<i>If the notification has (correctly) identified an Invoice containing wrong information (other than monetary amounts), Accounting Supplier creates</i>



NES PROFILE

Basic Billing with Dispute Response

12 activity description

role/party	activity	description
	<i>'replacement' Invoice</i>	<i>and sends a Credit Note (zero balancing the Invoice) and a replacement Invoice to Accounting Customer.</i>
<i>Accounting Customer</i>	<i>receive and process Invoice (+1)</i>	<i>Accounting Customer receives and processes Invoice (+1). If Invoice + Invoice (+1) equals the correct amount, payment is initiated.</i>
<i>Accounting Customer</i>	<i>receive and process Credit Note</i>	<i>Accounting Customer receives and processes the Credit Note. If Invoice + Credit Note equals the correct amount, payment is initiated.</i>
<i>Accounting Customer</i>	<i>receive and process Credit Note and 'replacement' Invoice</i>	<i>Accounting Customer receives and processes the Credit Note and the 'replacement' Invoice (new process). If the Credit Note zero balances the Invoice, the Credit Note processing ends; if not, the Customer notifies the Supplier via an Application Response.</i>

NES PROFILE

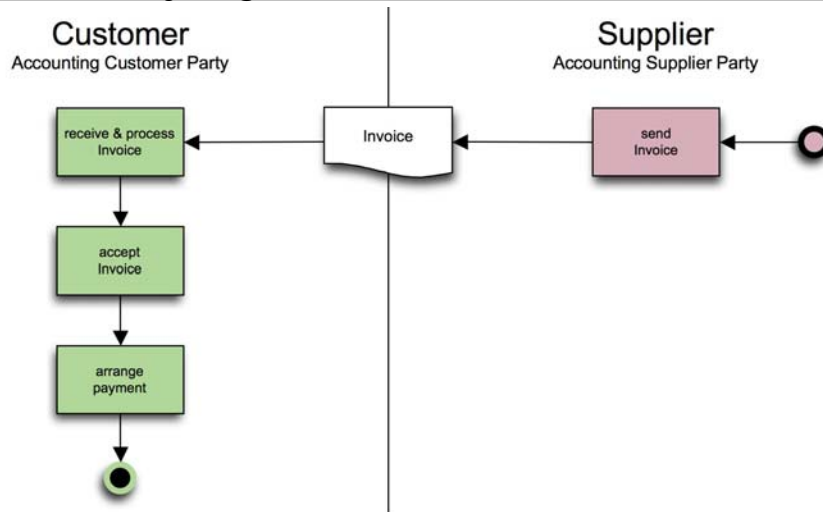
Basic Billing with Dispute Response

13 scenario 1

name accepted Invoice

description In this scenario the Customer accepts the Invoice.

13.1 scenario 1 activity diagram



13.2 scenario 1 runtime business rules

1. the Customer accepts the Invoice in full

13.3 scenario 1 post-conditions

1. based on the reconciled Invoice, the Customer arranges payment of the agreed amount, by an agreed means and in accordance with the agreed terms

NES PROFILE

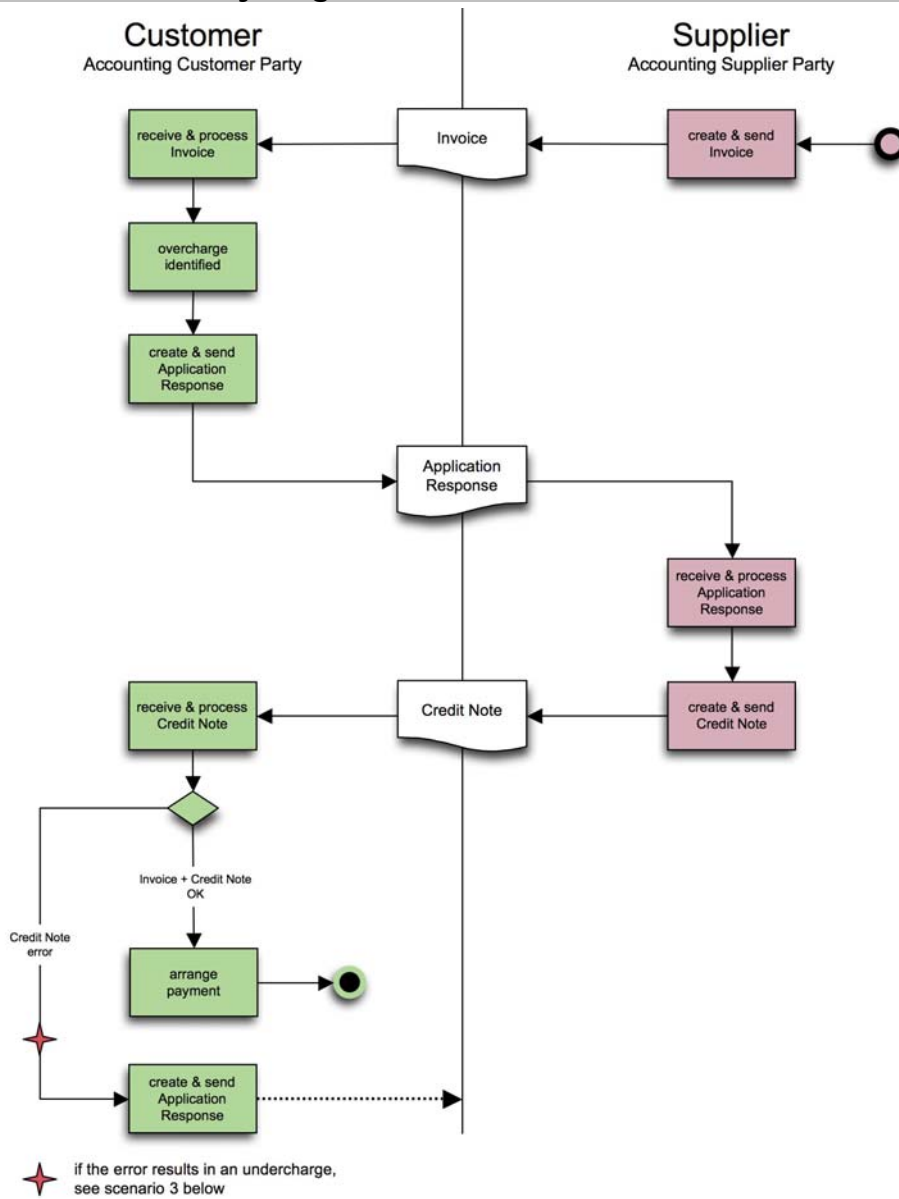
Basic Billing with Dispute Response

14 scenario 2

name Invoice overcharge

description In this scenario the Invoice value is too high and is resolved by the Supplier's sending a Credit Note.

14.1 scenario 2 activity diagram





NES PROFILE

Basic Billing with Dispute Response

14.2 scenario 2 runtime business rules

1. the Customer processes the Invoice and identifies an overcharge
2. the Customer notifies the Supplier via an Application Response
3. the Supplier (in agreement) sends a Credit Note to the Customer
4. the Customer processes the Credit Note. If correct i.e. Invoice + Credit Note equals the correct amount, payment is initiated
5. if incorrect, the Customer notifies the Supplier via an Application Response. The Supplier may issue another document (Invoice or Credit Note) depending on agreement and on the nature of the error

14.3 scenario 2 post-conditions

1. the amounts due from the Customer to the Supplier are resolved and payment is arranged, or
2. the amounts due from the Customer to the Supplier are not resolved and the Customer sends a further Application Response to the Supplier

NES PROFILE

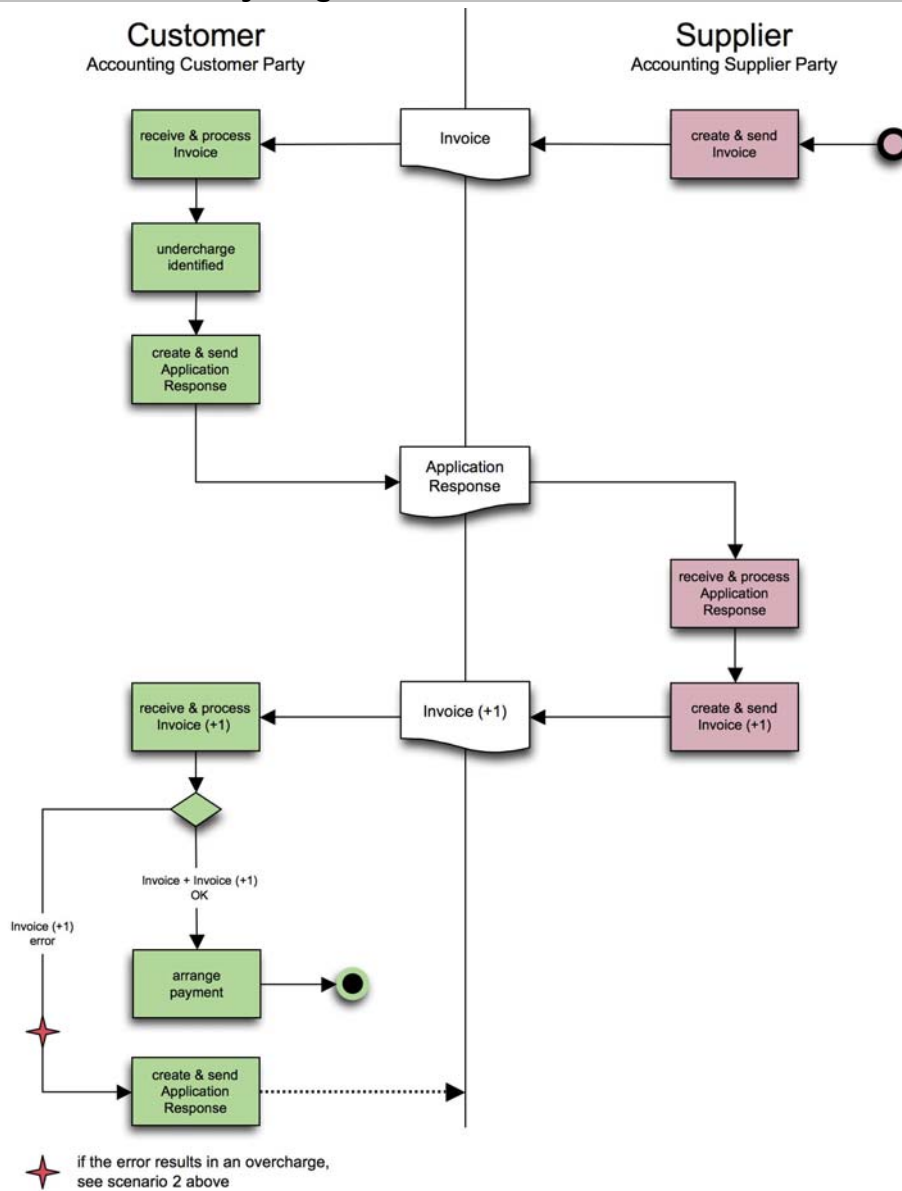
Basic Billing with Dispute Response

15 scenario 3

name Invoice undercharge

description In this scenario the Invoice value is too low and is resolved by the Supplier's sending a supplementary Invoice.

15.1 scenario 3 activity diagram





NES PROFILE

Basic Billing with Dispute Response

15.2 scenario 3 runtime business rules

1. the Customer processes the Invoice and identifies an undercharge
2. the Customer notifies the Supplier via an Application Response
3. the Supplier (in agreement) sends a supplementary Invoice to the Customer
4. the Customer processes the Credit Note. If correct i.e. Invoice + Invoice (+1) equals the correct amount, payment is initiated
5. if incorrect, the Customer notifies the Supplier via an Application Response. The Supplier may issue another document (Invoice or Credit Note) depending on agreement and on the nature of the error

15.3 scenario 3 post-conditions

1. the amounts due from the Customer to the Supplier are resolved and payment is arranged, or
2. the amounts due from the Customer to the Supplier are not resolved and the Customer sends the Supplier a further Application Response

NES PROFILE

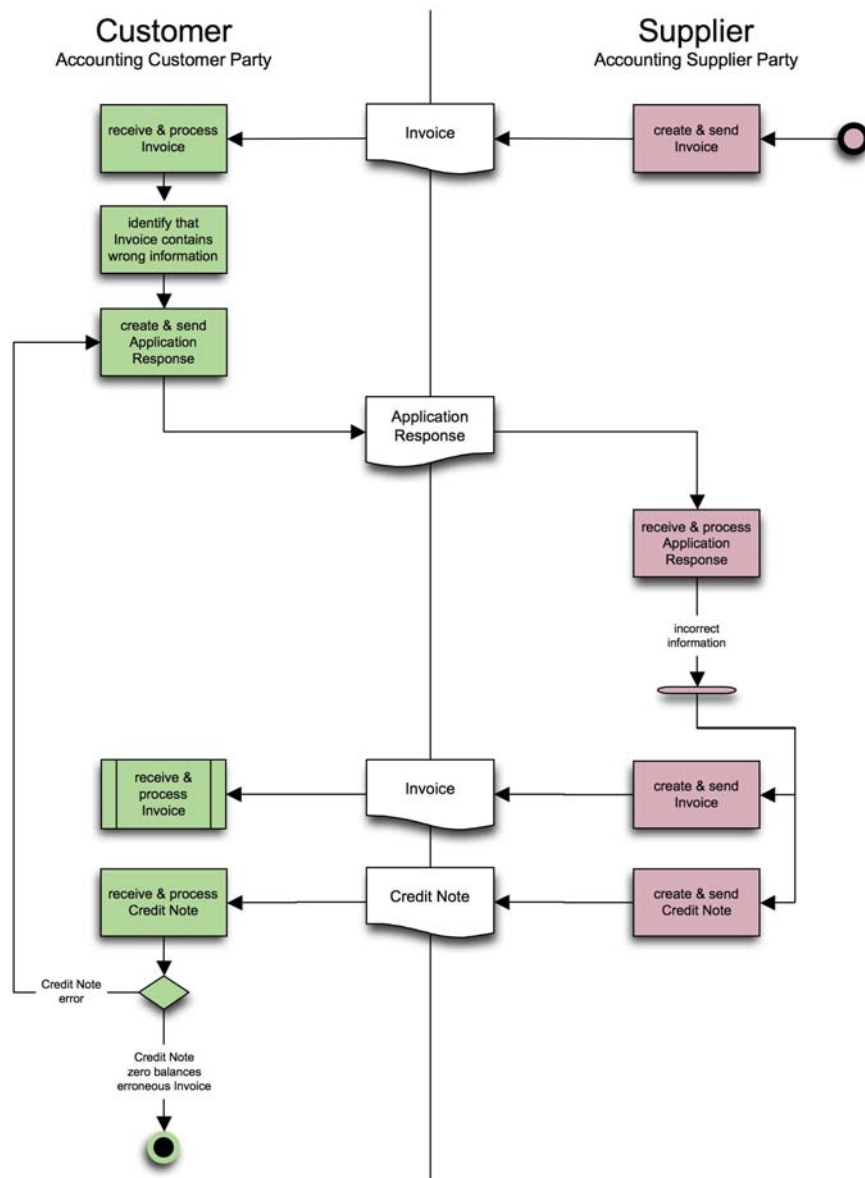
Basic Billing with Dispute Response

16 scenario 4

name Invoice contains wrong information

description In this scenario the Invoice contains wrong information that prevents it's being processed through to payment e.g. the Invoice describes wrong Items or references.

16.1 scenario 3 activity diagram





NES PROFILE

Basic Billing with Dispute Response

16.2 scenario 3 runtime business rules

1. the Customer processes the Invoice and identifies an error in the information it contains
2. the Customer notifies the Supplier via an Application Response
3. the Supplier (in agreement) sends a Credit Note zero balancing the erroneous Invoice to the Customer and a 'replacement' Invoice
4. the Customer processes the Credit Note. If the Credit Note zero balances the Invoice, the Credit Note processing ends; if not, the Customer notifies the Supplier via an Application Response
5. the Customer processes the 'replacement' Invoice (new process)

16.3 scenario 3 post-conditions

1. the Credit Note zero balances the original Invoice and the 'replacement' Invoice is processed
2. the Credit Note does not zero balance the original Invoice, the Supplier is notified via an Application Response and the 'replacement' Invoice is processed