

RICOH E-invoicing Service Description

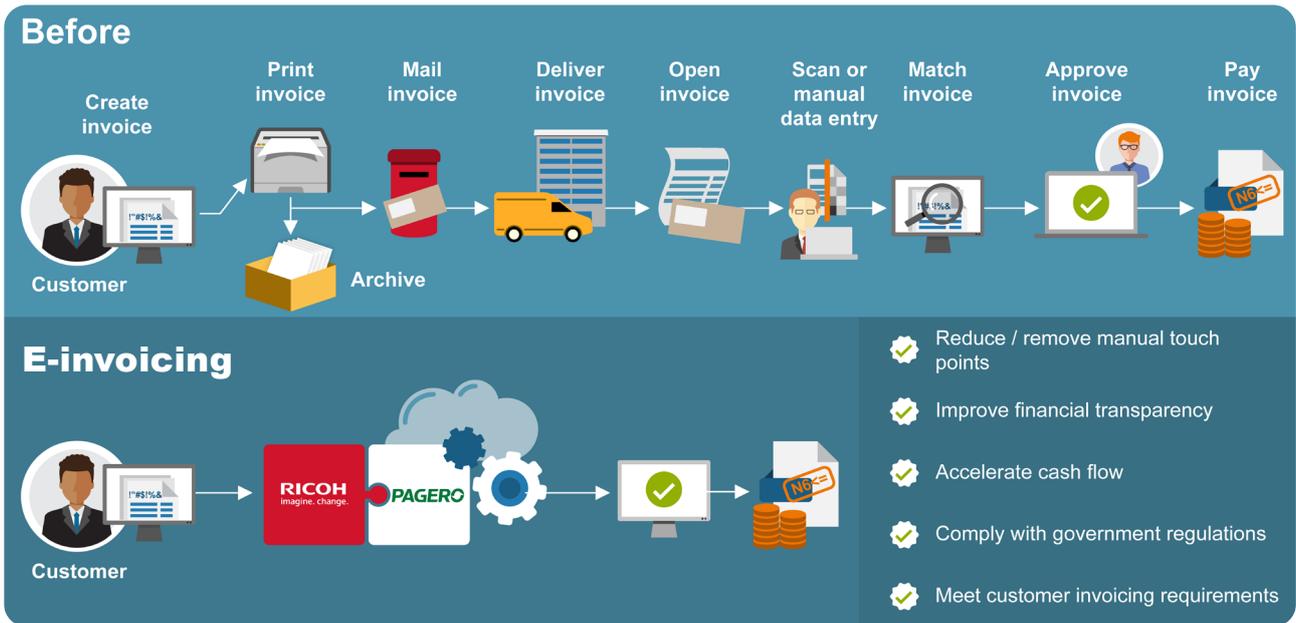
RICOH
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Ricoh in co-operation with Pagero



This is a description of Ricoh's E-invoicing service, which is provided to you (Ricoh's customer) by Ricoh in co-operation with Pagero. The service provides a multi-channel accounts receivable process which is intended to simplify previous manual processes by eliminating the touch points between invoice production and delivery and by providing compliancy to your invoice delivery process.

Service overview



This is a high-level overview of the service. It is made up of several parts; a portal to enable you to access the processing service hosted by Ricoh, which in turn is connected to Pagero's hosted e-invoicing service.

Easy supply of invoices



The service allows you to easily supply invoices which are sent to pre-defined end point via the delivery channel selected, this can be as an e-distribution (electronic invoice), email or print and mail.

Outline scope of the e-distribution service

This section provides an outline of the steps required to set up the service (also see **Customer responsibilities** section) and the key elements of the service and how they work. This section covers:

- Overview of the service
- Importance of content and format of invoices
- Pre-configuration (detailed configuration steps are set out in the next section)
- Invoice input
- Input formats
- End Point definition
- User profiles
- Monitoring the status of invoices being processed by the system

How the service works

The service works as follows:

- Ricoh works with the customer to set up and configure the service to reflect the customers' requirements: this involves setting up legal entities on the service; adding the identities of the entities that will receive invoices from the customer (for example your Receivers); defining the intended end points for distribution of the invoices and agreeing customer preferences for the way in which the invoices will be delivered. Customer will provide Ricoh with the information to enable this configuration to take place.
- Once the service has been configured, customer will then be able to provide invoices to the service via a number of different methods.; The invoice is then processed by the service to convert into an appropriate format for the following stages of delivery and is then processed via customers selected delivery channel and sent to the relevant defined end point.

A detailed list of solution functions is set out in the [E-invoicing Solution Matrix](#).

The importance of content and format of each invoice

For the service to work properly, invoices provided by the customer need to contain all the necessary information and to be in appropriate format; Customer is responsible for ensuring that this is the case for each invoice as the customer does today. For example, if an invoice provided by customer contains incorrect details in relation to the intended receiver of the invoice, then the service may be unable to deliver it effectively.

Pre-configuration

Before invoices can be uploaded to the service by customer, the service must first be configured for use by customer, using information that customer provides (with guidance from Ricoh on what is required).

The system is configured with the following data sets:

- Legal Entities (normally customer)
- Receivers (normally customers customers)
- End Points (output channels, outbound channels, or data distribution channels)
- Flows (the delivery preferences of the receivers)

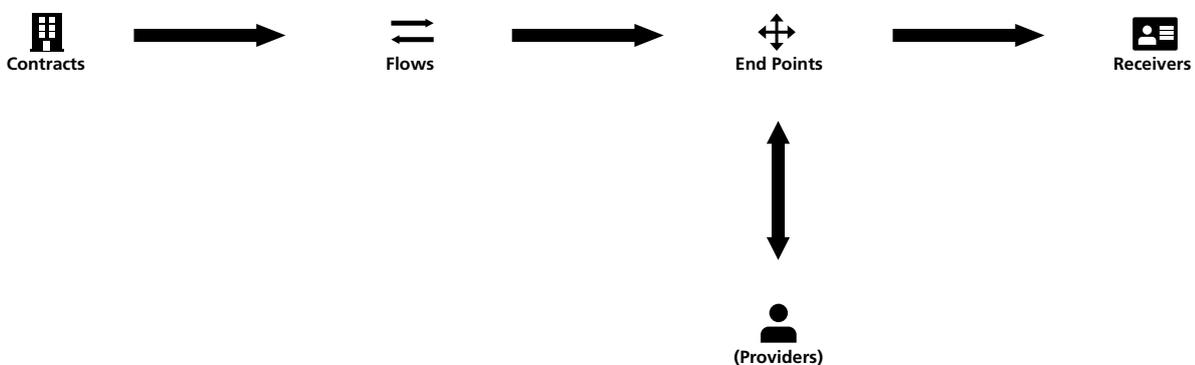
This is schematically represented as this, where:

- Legal entities (Customer) are represented as 'Contract
- Receivers are receivers
- Providers are the delivery methods
- End points are providers configured for a specific contract
- Flows connect the contract with the receiver, using a specific end point

The goal is to get invoices from Customer (contract) to the receiver:



In more detail, this is realized over this:



In order to set this up, the logical order would be:



Once the system has been configured, it can accept invoices via any of the approved input methods and pass each invoice to the desired pre-configured End Point using the selected delivery preferences. See below for more detail about the configuration steps.

Invoice input

There are several methods by which invoices can be uploaded to the service. Invoices can be uploaded by you in an appropriate format via the following channels:

- FTP/sFTP
- Email
- Direct upload via the Ricoh portal

Input formats

The system accepts inputs in the following formats:

- PDF (Single Page / Multi Page)
- ZIP files (supports principal document invoice, or credit note & supporting documents)
- XML only
- XML + PDF (restrictions apply, for example only the email input channel can be used for PDF+XML import)

End Points

End Points may be any one of the following:

- **Email** - a PDF or PDF with metadata (such as ZUGFeRD) is sent as an attachment to the Receiver via email.
- **FTP/sFTP** - a PDF or PDF with metadata is sent via FTP/sFTP to a Ricoh FTP server to be picked up by the customer.
- **FTP/sFTP** – A PDF is sent via FTP/sFTP to a Ricoh production site to be printed and mailed¹.
- **E-invoice distribution** – A data file of the invoice is produced by Ricoh and passed to Pagero who delivers the invoice or credit note via one of several certified end point connections. Standard process is for open network receivers to be available for distribution first, any closed network distribution will be treated as a separate project and identified as so with specific requirements requested by Ricoh.

Invoice delivery can be to business, to government or open networks as per the compliant markets list, or via a closed business to business network as part of an interoperability agreement. A compliant markets list is located on [HERE \(https://www.pagero.com/compliance/world-map/\)](https://www.pagero.com/compliance/world-map/). Customers are responsible for obtaining appropriate registrations and permissions to compliant markets and for entering into any relevant agreements with closed network providers.

¹ NOTE: printing, contacts and related charges are agreed and set up separately to the E-invoicing service and do not form part of this service description.

User profiles

There are two user profiles/roles defined within the E-invoicing portal.

- **Portal Admin**
 - o Portal Admin users cannot setup/configure contracts, but they can modify some general details of an existing contract
 - o Portal Admin users can configure end points, and receivers
 - o Access to User Management
 - o Portal Admin have access to two management reports providing details about the ingested documents
- **Portal User**
 - o Portal User role is restricted role as compared to Portal Admin where users have limited features available such as users under this role cannot Configure End Points or modify contracts. They have limited accessibility to reports.

The access rights assigned to each E-invoicing portal role/profile are different.

Invoice delivery: status monitoring

Once you have uploaded invoices to the system, the Ricoh portal provides information on invoice delivery status via the selected distribution channels:

- **Email:** you can view the documents delivered by distribution channel (End Point) by visiting the reports section and clicking the column named 'Output'. When clicked, the system displays the output document in document viewer.
- **FTP/sFTP:** you can view the documents delivered by distribution channel (End Point) by visiting the reports section and clicking the column named 'Output'. When clicked, the system displays the output document in document viewer.
- **E-distribution (electronic invoices):** you can view Document Status, and Process Status in the Reports section; document status will be either sent, rejected, or delivered.

Configuration of the E-invoicing service

An outline of the steps necessary to configure the E-invoicing service for the customer prior to use is as follows:

- **Setup of service providers:** this step is already predefined and organized by Ricoh Admin.
- **Configuration of customer:** all the required administrative information, marked with the * sign, of the customer (including multiple entities) must be entered. This information is used for outgoing documents.
- **Configuration of End Points:** Ricoh Admin will define an End Point for the customer based on a service providers configuration, output channel and output format.
- **Configuration of Receiver:** With Open Networks, Portal User can add receivers to the portal and fill in all administrative information for each Receiver. After registration, the cost centre information must be added to the Receiver. It is possible to enter multiple cost centre codes at once. With Closed Networks, Ricoh Admin or Pagero will undertake the configuration of each receiver.
- **Receiver configuration to End Point:** Ricoh Admin can link an End Point to the Receiver (in administration console this is presented by Flows). Afterwards, it is possible to change the output (End Point) of the Receiver to another definition.

Customer responsibilities

A summary of your responsibilities in relation to the service is as follows:

Configuration

- Provide all the prerequisites as specified in Statement of Requirements provided to you by Ricoh, for example sample documents and relevant variations;
- Ensure that all the details related to Receivers are correctly filled in as per the excel template provided;
- Provide the filled in Qualification Form;
- Ensure that the Customer and Receivers data mapping is clearly defined;
- Make sure to cater for accounts on relevant business networks (e.g., SAP Ariba).

Onboarding

- Provide the list of users requiring access to the Pagero and Ricoh portals;
- Be responsible for:
 - o Access/Refresh token generation to facilitate the interface between Pagero & Ricoh E-invoicing portals;
 - o Initiation, execution and completion of User Acceptance Tests (UAT);
 - o Liaison for clarification of end customer processes;
 - o Managing changes on invoice content where needed by some of your receivers.

Support

- Respond to and resolve document handling notifications received from the Ricoh and Pagero E-invoicing Portals;
- Ensure Incidents and Service Requests are submitted in the agreed formats;
- Maintain responsibility for Access Management activities for the Ricoh E-invoicing and Pagero Portals, including:
 - o Creation of user accounts;
 - o Disable / Delete user accounts.

Storage of archived documents

You are responsible for ensuring that you retain and archive copies of all invoices to comply with relevant accounting and regulatory requirements. E-archiving services for the e-distribution (electronic invoices) can be purchased as a separate service detail provided upon request. If the e-archiving service is not required copies of e-distribution (electronic invoices) sent via Pagero are retained for download by you for 90 days from the date on which they are sent, after which they will be deleted.

Documents which are not directed via Pagero, such as email, sFTP or print/mail are retained for download by you for 30 days from the date on which they are entered in the system, after which they will be deleted.

Service availability

E-invoicing service hours

The E-invoicing service will be available for use by you 24 hours a day, 7 days a week, subject to the following availability metrics.

Service Levels

For more information on the service levels offered as part of the service, please contact your local Ricoh OpCo.

Security

Platform security and technical and organisational measures are available upon request.

RICOH E-Invoicing

DEFINITIONS

TERM	DEFINITION
e-invoicing service	The multi-channel output service offered by Ricoh encompassing Print, email and E-distribution.
FTP, sFTP transfer	File transfer protocol / secured file transfer protocol – used for transferring data.
Email transfer	Provision of attaching and transferring data via a standard email service.
E-distribution	Distribution of data via a secured network connected via open networks or closed business networks.
Interoperability	Ability of computer systems or software to exchange and make use of information.
Customer	The ultimate end user being a third party who is granted a right to use the product.
End point	End points are providers, the defined delivery method such as email, sFTP or e-Delivery, configured for a specific contract.
User profiles	User profiles relates to the pre-configured groups such as Portal Admin and Portal User with the pre-configured access rights. Each user account in that group will have the same access settings.
Legal entities	Any company or organisation that has legal rights and responsibilities, including tax filings. It is a business that can enter into contracts either as a vendor or a supplier. (Each VAT registration?)
Supplier	Referred to as Ricoh or a 3rd party partner of Ricoh.
Receivers	The customers, customer (the third party who will receive the distributed document).
Pre-configuration	
Flows	Flows connect the contract with the receiver, using a specific end point.
Providers	Providers here refers to the delivery methods such as email, sFTP or e-Delivery.
Portal Admin	This is the pre-configured role/user profile defined in the system with an administrative privilege such as access to user management.
Portal User	This is the pre-configured role/user profile defined in the system with limited access rights. Users under this role does not have access to user management and also have restricted access such as view contract details but cannot create/ amend data.
sFTP	Secure File Transfer Protocol
FTP	File transfer Protocol
XML	eXtensible Markup Language: File format
Instance	Reference number of the project

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