



# Peppol

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## Operational Procedures

### Reporting

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## Version control

Version	Date	Comments
1.0	15.02.2022	Approved by the OpenPeppol Managing Committee (MC161 meeting)

## List of Terms and Abbreviations

Term	Definition
<b>Peppol Reporting Platform</b>	The central platform maintained by OO in which reports are received, and the data is processed. It is on this platform statistics and reports are generated for the PAs, MC and OO.
<b>Transaction Statistics Report</b>	The standardized and structured Peppol Specification concerned with reporting of Transaction Statistics. The information required for this reporting follows the data parameters as laid out in the Internal Regulations.
<b>End User Report</b>	The standardized and structured Peppol Specification concerned with reporting of End User data.
<b>BIS</b>	Peppol Business Interoperability Specifications
<b>MC</b>	OpenPeppol Managing Committee
<b>OO</b>	OpenPeppol Operating Office
<b>PA</b>	Peppol Authority
<b>PCA</b>	Peppol Coordinating Authority (OpenPeppol AISBL)
<b>SMP</b>	Service Metadata Publisher
<b>SP</b>	Peppol Service Provider

The procedures included in this document expand on the legal obligations assumed through the Peppol Agreements, and the rules and provisions in the OpenPeppol AISBL Internal Regulations for Use of the Peppol Network.

This Operational Procedure provides operational details for the implementation of the Peppol Agreements and the Policies contained in the OpenPeppol AISBL Internal Regulations for Use of the Peppol Network.

In case of any doubt or the appearance of conflict, the Peppol Agreements shall take precedence over the Policies contained in the OpenPeppol Internal Regulations for Use

of the Peppol Network and these will take precedence over the OpenPeppol Operational Procedures.

## 1 Purpose

This document sets out the processes and procedures for reporting data in the Peppol environment. This includes:

- **Service Provider (SP) reporting** – how SPs are to submit reports on their End Users and statistical reports on transactions to the Peppol Coordinating Authority.
- **Peppol Authority (PA) access** – how PAs can access and download the information from the Peppol Coordinating Authority.
- **Peppol Coordinating Authority reports** – how the Peppol Coordinating Authority will make consolidated statistical reports available for public consumption.

### Out of scope

- **PA usage** – how PAs will use and share statistical information/reports is managed by each PA.
- **Local or regional domains** – reporting of information for activities within local or regional domains is the responsibility of the PAs owners of those domains. Local and regional domains are required to keep the Peppol Coordinating Authority informed of its activities.
- **Operational reports** – Management reports relating to workloads and workflow (e.g. change requests, extended use requests, issues and incidents, non-compliance, etc.) are managed by the OpenPeppol Operating Office as part of its operations.

## 2 Introduction

Statistical reporting of production data helps the Peppol Coordinating Authority and PAs to monitor the operations of the Peppol Network and identify and manage risks and issues within the network.

The reporting requirements towards SPs are divided into two areas: reporting about End User data and reporting about Transaction Statistics. This operational procedure will explain and outline the operational procedures for each of these reporting areas.

The policy on reporting is stated in Internal Regulations for Use of the Peppol Network (chapter 4).

## 3 End User Reporting

### 3.1 Process Overview

The following diagram provides an overview of the key steps when Service Providers are reporting monthly End User Data. The diagram is a general representation of the process flow; some steps can be undertaken in parallel and do not need to be completed in strict order.

Step	Description	Responsibility
1 Lodge End User Report	Data is collected, collated, and the report is lodged to the OpenPeppol Coordinating Authority.	Service Providers
2 Send reminder	Any Service Provider that does not send in the End User Report will be automatically reminded.	OpenPeppol Operating Office
3 Receive and Process Data	The Peppol Reporting Platform will receive the structured and standardized End User data and aggregate these.	OpenPeppol Operating Office
4 Provide access to PAs	PAs will be able to access the Peppol Reporting Platform to obtain statistical End User data relevant to their jurisdictions.	OpenPeppol Operating Office

### 3.2 Procedure steps

#### 3.2.1 Lodge End User report

SPs will:

1. Collect relevant data, taking care with the accuracy and validity of this data.
2. Report this data in accordance with the *Peppol End User Report* specification. This interface allows for a standardized and structured dataset from where the Peppol Coordinating Authority can automate processing and aggregation of the data upon receipt in the Peppol Reporting Platform.
3. Ensure all data for a month is reported within 10 business days following the end of the month.

4. Transmit the *Peppol End User Report BIS* to the Peppol Coordinating Authority in accordance with the *Peppol End User Report* specification.

### 3.2.2 Send Reminders

The OpenPeppol Operating Office (OO) will:

1. Automatically check which providers have not submitted their End User Report. This check will be triggered inside the Peppol Reporting Platform.
2. Prompt any SPs that have not submitted the End User Report.
3. Prompt the PA of the SP if a SP fails to submit the End User Report in due time after reminders are sent. The PA of the SP will be informed to handle this as a non-compliance issue.
4. Failure by SPs to provide full and complete reports can be managed in accordance with the *Non-compliance Operational Procedure*.

### 3.2.3 Receive and Process Data

The OO will:

1. Receive End User Reports from Service Providers in accordance with the Peppol End User Report specification.
2. Process the received data inside the Peppol Reporting Platform by aggregating and dividing the data into reports and data sheets for each jurisdiction/Peppol Authority for whom the End User data is relevant.

### 3.2.4 Provide access to PAs

The OO will:

1. Make sure that the PAs have a secure space where they can log in, access and download the reports generated by the Reporting Platform in relation to data concerning their respective Jurisdiction.

## 4 Transaction Statistics reporting

### 4.1 Process Overview

The following diagram provides an overview of the key steps when Service Providers are reporting monthly Transaction Statistics. The diagram is a general representation of the

process flow; some steps can be undertaken in parallel and do not need to be completed in strict order.

Step	Description	Responsibility
1 Lodge Transaction Statistics report	Data is collected, grouped and sent using the Transaction Statistics Report to the OpenPeppol Coordinating Authority.	Service Providers
2 Send reminders	Any Service Provider that does not send in the Transaction Statistics Report will be automatically reminded.	OpenPeppol Operating Office
3 Receive and compound data	The Peppol Reporting platform will receive and compound the data.	OpenPeppol Operating Office
4 Consolidate data to common data pool	The Peppol Reporting platform will consolidate all the data and make it ready for processing.	OpenPeppol Operating Office
5 Process consolidated reporting data	The Peppol Reporting platform will process the consolidated data and create the relevant reports.	OpenPeppol Operating Office
6 Provide access to PAs	PAs will be able to access the Peppol Reporting Platform to obtain statistical and anonymized traffic data relevant to their jurisdictions.	OpenPeppol Operating Office
7 Publish report	The statistical report is published and available for the public to view.	OpenPeppol Operating Office

## 4.2 Procedure steps

### 4.2.1 Lodge Transaction Statistics report

Service Providers will:

1. Collect relevant data, taking care of the accuracy and validity of this data. Data is to be reported and grouped according to the requirements of the Transaction Statistics Report specification.

2. Report this data in accordance with the Transaction Statistics Report specification. This interface allows for a standardized and structured dataset from where the Peppol Coordinating Authority can automate the handling of the data upon receipt in the Peppol Reporting Platform.
3. Ensure all data for a month is reported within 10 business days following the end of the month.
4. Transmit the Transaction Statistics Report to the Peppol Coordinating Authority in accordance with the Transaction Statistics Report specification.

#### **4.2.2 Send Reminders**

The OpenPeppol Operating Office (OO) will:

1. Automatically check which providers have not submitted their Transaction Statistics Report. This check will be triggered inside the Peppol Reporting Platform.
2. Prompt any SPs that have not submitted the Transaction Statistics Report.
3. Prompt the PA of the SP if a SP fails to submit the Transaction Statistics Report in due time after reminders are sent. Their PA will be informed to handle this as a non-compliance issue.
4. Failure by SPs to provide full and complete reports can be managed in accordance with the Non-compliance Operational Procedure.

#### **4.2.3 Receive and compound data**

The OpenPeppol Operating Office (OO) will:

1. Receive Transaction Statistics Reports from Service Providers in accordance with the Transaction Statistics Report specification.
2. Compound all the data inside the Peppol Reporting Platform preparing it for consolidation.

#### **4.2.4 Consolidate data to a common data pool**

The OpenPeppol Operating Office (OO) will:

1. Consolidate all compounded data.
2. Create a unified data structure and a proper basis for the data processing.

#### 4.2.5 Process consolidated reporting data

The OpenPeppol Operating Office (OO) will:

1. Process the consolidated data by applying agreed rules for report generation.
2. Analyse the statistical information for any immediate trends and possible issues.
3. Create a statistical report to be submitted to the MC. Further details which are **not for publication** can be provided to the MC. MC members are bound by confidentiality agreements.
4. Create statistical reports and data sheets for the PAs.

#### 4.2.6 Provide access to PAs

The OpenPeppol Operating Office (OO) will:

1. Make sure that the PAs have a secure space where they can log in, access, and download the reports generated by the Reporting Platform in relation to transaction data concerning their respective Jurisdiction.

#### 4.2.7 Publish report

The OpenPeppol Operating Office (OO) will:

1. Publish the statistical report to a publicly accessible location.

Information included in statistical reports is aggregated data and does not identify any end user or service provider or their individualised information or data.

2. Notify all OpenPeppol Members.

The notification will include a link to the published report.