

# OpenPEPPOL Jira Service Desk Guide – For External Users

## 1. Document purpose

The purpose of this document is to illustrate the process of using the OpenPEPPOL Jira Service Desk when requesting support related to PEPPOL.

## 2. Entering the service desk

Please note: Sending requests through the Jira Service Desk does not require access, however, if you are in a PEPPOL Jira work team and have an ID and Password, the system may prompt you to use it.

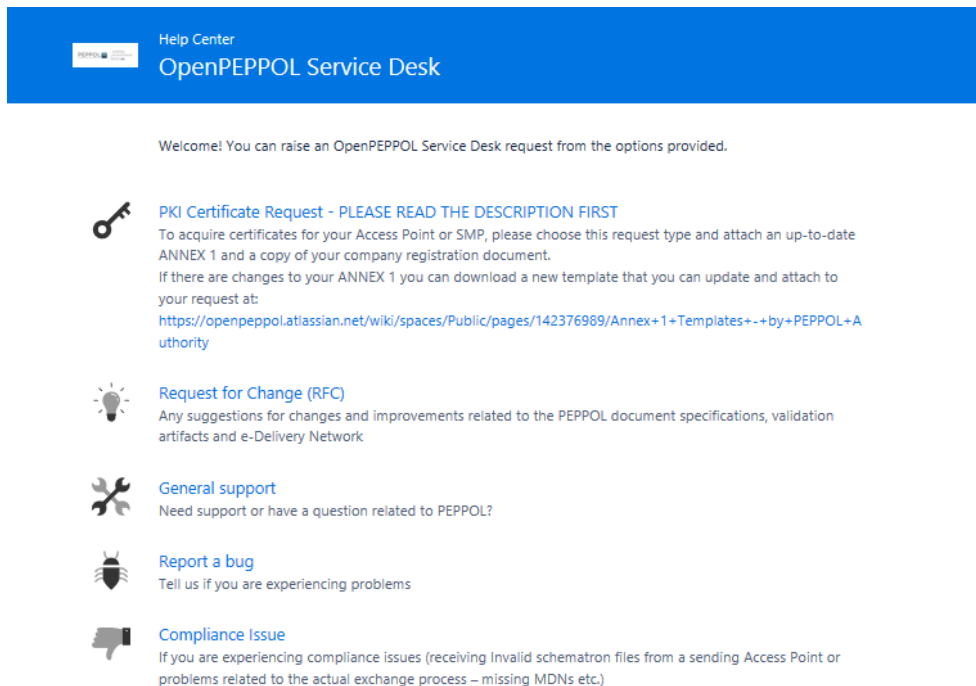
The service desk is a cloud based portal that must be entered directly from a browser (it does not support incoming email communication).

Please use the following link to access the portal:

<https://openpeppol.atlassian.net/servicedesk/customer/portal/1>

The portal is available to the public, therefore no login is required.

The following is a view of the main page:



The screenshot shows the top navigation bar of the OpenPEPPOL Service Desk. It includes a 'Help Center' link and the title 'OpenPEPPOL Service Desk'. Below the navigation bar, a welcome message states: 'Welcome! You can raise an OpenPEPPOL Service Desk request from the options provided.' There are five main request categories listed, each with an icon and a brief description:

- PKI Certificate Request - PLEASE READ THE DESCRIPTION FIRST**: To acquire certificates for your Access Point or SMP, please choose this request type and attach an up-to-date ANNEX 1 and a copy of your company registration document. If there are changes to your ANNEX 1 you can download a new template that you can update and attach to your request at: <https://openpeppol.atlassian.net/wiki/spaces/Public/pages/142376989/Annex+1+Templates+-+by+PEPPOL+Authority>
- Request for Change (RFC)**: Any suggestions for changes and improvements related to the PEPPOL document specifications, validation artifacts and e-Delivery Network
- General support**: Need support or have a question related to PEPPOL?
- Report a bug**: Tell us if you are experiencing problems
- Compliance Issue**: If you are experiencing compliance issues (receiving Invalid schematron files from a sending Access Point or problems related to the actual exchange process – missing MDNs etc.)

### 3. Choosing the correct ticket type

The PEPPOL Jira Service Desk covers the following request types:

**PKI Certificate issuing** – if you need a new certificate or renewal of an existing certificate, go to section **3.1**

**Requesting a change** – if you have identified an area that needs a change (BIS specs, validation etc), go to section **3.2**

**Reporting a Bug** – If you have identified a Bug in a PEPPOL artefact and need it fixed, go to section **3.3**

**Requesting general support** – If you have general questions or need help related to PEPPOL, go to section **3.4** (everything that can't be placed in any of the request types mentioned above)

**Reporting a compliance issue** – If you are experiencing compliance issues (ex. receiving invalid schematron files from a sending Access Point or problems related to the actual exchange process – missing MDNs etc.), go to section **3.5**

### 4. Are you requesting PKI certificates?

If you are requesting a new PKI certificate or renewing your existing certificate, please select the PKI certificate Request type from the main page of the portal:

Welcome! You can raise an OpenPEPPOL Service Desk request from the options provided.



#### **PKI Certificate Request - PLEASE READ THE DESCRIPTION FIRST**

To acquire certificates for your Access Point or SMP, please choose this request type and attach an up-to-date ANNEX 1 and a copy of your company registration document.

If there are changes to your ANNEX 1 you can download a new template that you can update and attach to your request at:

<https://openpeppol.atlassian.net/wiki/spaces/Public/pages/142376989/Annex+1+Templates+-+by+PEPPOL+Authority>



#### **Request for Change (RFC)**

Any suggestions for changes and improvements related to the PEPPOL document specifications, validation artifacts and e-Delivery Network



#### **General support**

Need support or have a question related to PEPPOL?



#### **Report a bug**

Tell us if you are experiencing problems



#### **Compliance Issue**

If you are experiencing compliance issues (receiving Invalid schematron files from a sending Access Point or problems related to the actual exchange process – missing MDNs etc.)

This opens the following template:  
*(PKI certificate request example)*

#### 4.1.1. Special considerations when applying for PKI certificates

All fields except the expiration date are mandatory. The requester must also enter the contact email address and cell phone number of the certificate retriever in the request form and these details **MUST** match the contact details in section 4.6 of Annex 1. Furthermore, an up-to-date Annex 1 and company registration document are mandatory attachments. Annex 1 templates (for service providers who need to update the content – for contact points and/or legal entity changes, can find a new Annex 1 template here:

<https://openpeppol.atlassian.net/wiki/spaces/Public/pages/142376989/Annex+1+Templates+-+by+PEPPOL+Authority>

#### 4.1.2. Processing your request

Upon receipt of your request with the appropriate attachments, OpenPEPPOL will review the request verifying your membership status (that your current fees have been paid) and will assign the ticket to your PEPPOL Authority for approval in the Jira system. Please note: If you are requesting your first production certificate, your PEPPOL Authority must have received a completed Acceptance Test result (directly from the PEPPOL central testing system).

Upon PEPPOL Authority approval, your request will be assigned to the Certificate Issuing Unit. The Certificate Issuer will use the contact information and cell phone details that you provided in section 4.6 of your Annex 1, to send out the link and instructions by email for downloading your certificate and the Passcode will be issued separately to the cell phone number provided.

If you have any issues downloading your certificate please open a support request in the Jira Service Desk:

<https://openpeppol.atlassian.net/servicedesk/customer/portal/1>

If you want to see the status of your certificate request, please go to:

<https://openpeppol.atlassian.net/wiki/spaces/Public/pages/349470756/OpenPEPPOL+Support+-+Overview+of+CC+Jira+and+Jira+Service+Desk+Tickets>

## Are you submitting a change request?

If you are requesting a change In PEPPOL you need to submit an RFC using the request type marked below:

Welcome! You can raise an OpenPEPPOL Service Desk request from the options provided.



**PKI Certificate Request - PLEASE READ THE DESCRIPTION FIRST**

To acquire certificates for your Access Point or SMP, please choose this request type. Please make sure that you have an updated ANNEX 1 and a copy of your company registration document to attach to your request. ANNEX 1 templates available here: <https://openpeppol.atlassian.net/wiki/spaces/Public/pages/142376989/Annex+1+Templates+-+by+PEPPOL+Authority>



**Request for Change (RFC)**

Any suggestions for changes and improvements related to the PEPPOL document specifications, validation artifacts and e-Delivery Network



**General support**

Need support or have a question related to PEPPOL?



**Report a bug**

Tell us if you are experiencing problems



**Compliance Issue**

If you are experiencing compliance issues (receiving schematron Invalid files from a sending Access Point or problems related to the actual exchange process – missing MDNs etc.)

This opens the following form:

*(RFC request example)*

Summary

 ⓘ

Requester name

Requester Company

PEPPOL Authority

 ⓘ

PEPPOL Area / components

 ⓘ

Description

 ⓘ

Priority (optional)

 ⓘ

Attachment (optional)

Drag and drop files, paste screenshots, or [browse](#)

**Create** Cancel

#### **4.1.3. Special considerations when submitting RFCs**

All fields are mandatory except for choosing a priority and/or uploading attachments (but attachments can be very useful to the PEPPOL experts who provide support).

If you know which PEPPOL area the RFC belongs to, it is very helpful for the PEPPOL Support Unit.

Most important is the actual description of the RFC. Please fill in as much detail as possible including the relevance - indicating why the change is needed.

#### **4.1.4. Processing the RFC request**

When the request is received in the Jira Service Desk, it will be evaluated by PEPPOL's Support Unit. If more information is needed, a request for this will be sent back from the Service Desk. When all the information is available the request will be moved to the relevant PEPPOL Area (for example: A change to the BIS Invoice goes to the Post Award Community whereas a code list request goes to the E-Delivery Network Community). These communities of PEPPOL experts will then evaluate the Request for Change and make a recommendation to the respective Change Management Board (CMB) of that community. The CMB then decides to accept or reject the Request for Change. If accepted, it will likely be a candidate for the next PEPPOL release. To see the status of the RFC's, use the following link:






<https://openpeppol.atlassian.net/wiki/spaces/Public/pages/349470756/OpenPEPPOL+Support+-+Overview+of+CC+Jira+and+Jira+Service+Desk+Tickets>

## 5. Are you reporting a Bug?

If you are reporting a new Bug, please select the report a bug type from the main page of the portal:

Welcome! You can raise an OpenPEPPOL Service Desk request from the options provided.

Find help forms

- 
**PKI Certificate Request - PLEASE READ THE DESCRIPTION FIRST**  
 To acquire certificates for your Access Point or SMP, please choose this request type. Please make sure that you have an updated ANNEX 1 and a copy of your company registration document to attach to your request.  
 ANNEX 1 templates available here:  
<https://openpeppol.atlassian.net/wiki/spaces/Public/pages/142376989/Annex+1+Templates+-+by+PEPPOL+Authority>
- 
**Request for Change (RFC)**  
 Any suggestions for changes and improvements related to the PEPPOL document specifications, validation artifacts and e-Delivery Network
- 
**General support**  
 Need support or have a question related to PEPPOL?
- 
**Report a bug**  
 Tell us if you are experiencing problems
- 
**Compliance Issue**  
 If you are experiencing compliance issues (receiving schematron Invalid files from a sending Access Point or problems related to the actual exchange process – missing MDNs etc.)

This opens the following form:

*(Bug report example)*

Summary  ⓘ

Requester name

Requester Company

PEPPOL Area / Components (optional)  ⓘ

Description  ⓘ

Attachment (optional)  ⓘ

### 5.1.1.Special considerations when reporting bugs

All fields are mandatory except uploading attachments (but attachments can be very useful to the experts who provide support).

If you know which PEPPOL Area the bug belongs to, it is very helpful for the PEPPOL Support Unit.

### **5.1.2. Processing a bug report**

This process is almost identical to the process of requesting a change as described in section 3.2.2

The only difference is that bugs won't be candidates for approval at the respective CMBs. If accepted, the bug will be fixed in the next PEPPOL release. The status of your bug report can be followed on this link:

<https://openpeppol.atlassian.net/wiki/spaces/Public/pages/349470756/OpenPEPPOL+Support+-+Overview+of+CC+Jira+and+Jira+Service+Desk+Tickets>








## 6. Are you requesting general support?

If you are requesting general support, please select the general support type from the main page of the portal:

Welcome! You can raise an OpenPEPPOL Service Desk request from the options provided.

Find help forms

-  **PKI Certificate Request - PLEASE READ THE DESCRIPTION FIRST**  
 To acquire certificates for your Access Point or SMP, please choose this request type. Please make sure that you have an updated ANNEX 1 and a copy of your company registration document to attach to your request.  
 ANNEX 1 templates available here:  
<https://openpeppol.atlassian.net/wiki/spaces/Public/pages/142376989/Annex+1+Templates+--+by+PEPPOL+Authority>
-  **Request for Change (RFC)**  
 Any suggestions for changes and improvements related to the PEPPOL document specifications, validation artifacts and e-Delivery Network
-  **General support**  
 Need support or have a question related to PEPPOL?
-  **Report a bug**  
 Tell us if you are experiencing problems
-  **Compliance Issue**  
 If you are experiencing compliance issues (receiving schematron Invalid files from a sending Access Point or problems related to the actual exchange process – missing MDNs etc.)

This opens the following form:

(General support example)

Summary  ⓘ

Requester name

Requester Company

PEPPOL Authority (optional)  ⓘ

PEPPOL Area / Components  ⓘ

Description  ⓘ

Attachment (optional)  ⓘ

### 6.1.1. Special considerations when requesting support






All fields are mandatory except choosing a PEPPOL Authority and/or uploading attachments.

Emphasis should be on the description – tell us what you need in as much detail as possible for the PEPPOL Support Unit to provide a response.

## 7. Are you reporting a compliance issue?

If you are reporting a compliance issue, please select the Compliance Issue request type from the main page of the portal:

Welcome! You can raise an OpenPEPPOL Service Desk request from the options provided.

- 
**PKI Certificate Request - PLEASE READ THE DESCRIPTION FIRST**  
 To acquire certificates for your Access Point or SMP, please choose this request type. Please make sure that you have an updated ANNEX 1 and a copy of your company registration document to attach to your request.  
 ANNEX 1 templates available here:  
<https://openpeppol.atlassian.net/wiki/spaces/Public/pages/142376989/Annex+1+Templates+--+by+PEPPOL+Authority>
- 
**Request for Change (RFC)**  
 Any suggestions for changes and improvements related to the PEPPOL document specifications, validation artifacts and e-Delivery Network
- 
**General support**  
 Need support or have a question related to PEPPOL?
- 
**Report a bug**  
 Tell us if you are experiencing problems
- 
**Compliance Issue**  
 If you are experiencing compliance issues (receiving Invalid schematron files from a sending Access Point or problems related to the actual exchange process – missing MDNs etc.)

This opens the following form:

*(Compliance issue report example)*

Requester name

PEPPOL member company

PEPPOL Authority (optional)

Description  
 ⓘ

APP ID of Sending Access Point (optional)  
 ⓘ

Priority (optional)

Attachment (optional)  
 ⓘ

### **7.1.1.Special considerations when reporting compliance issues**

All fields are mandatory except the priority, and the uploading of attachments.

Emphasis should be on the description – tell us what you are experiencing in as much detail as possible. If you are experiencing problems with another Access Point (it could be they are sending you invalid files) please send the APP ID of that Access Point.

### **7.1.2.Processing a compliance request**

The PEPPOL Central Support Unit will forward the compliance issue to the appropriate PEPPOL Authority who will address it directly with the non-compliant Service Provider. The Support Unit will monitor non-compliant activity in order to escalate, in case of repetition.