

# PEPPOL Transport Infrastructure Agreements in Norway

Implementing the PEPPOL eDelivery network in the  
Norwegian market

## Annex 5

Special domain requirements



## **1. APPLICABLE DOMAIN**

### **1.1 DEFINITION OF DOMAIN**

The PEPPOL Authority has been delegated the authority over the implementation and use of the PEPPOL eDelivery network as defined in the PEPPOL Authority Agreement within the following domain:

The country of Norway.

## **2. DOMAIN SPECIFIC SERVICES AND SERVICE LEVELS**

### **2.1 ADDITIONAL REQUIREMENTS**

The PEPPOL Authority will enforce the below stated additional restrictions and criteria on PEPPOL AP Providers with whom they contract.

Disputes related to the content and application of requirements stated in this annex may be broth forward to the Ministry of Local Government and Modernisation for final arbitration.

### **2.2 SERVICES RELATED TO THE PROVISION OF A PEPPOL SMP**

#### **2.2.1 Use of ELMA**

The PEPPOL Authority has established a common PEPPOL SMP, known as ELMA, which shall be used for registration of receive capabilities for Norwegian users of the PEPPOL eDelivery network.

#### **2.2.2 Business Documents**

In addition to the PEPPOL Business Documents (PEPPOL BIS) defined by the PEPPOL Coordinating Authority, the Norwegian SMP – ELMA, shall support registration of the PEPPOL Business Documents listed in Attachment C.

### **2.3 SERVICES RELATED TO THE PROVISION OF A PEPPOL AP**

#### **2.3.1 AP services for different application domains**

The PEPPOL AP Provider is authorised to offer services in one or more application domains as indicated in clause 3 below, each of which has its technical requirements described in Attachment A, service level requirements defined in Attachments B and additional PEPPOL Business Documents described in Attachment C.

### **2.3.2 Interoperability testing of AP services**

The PEPPOL AP Provider shall complete successful interoperability testing of its PEPPOL AP services prior to offering production services in any of the application domains for which it is authorised. Such testing shall be agreed and verified by the PEPPOL Authority.

### **2.3.3 Reporting**

PEPPOL AP Providers shall on a monthly basis provide a report to the PEPPOL Authority stating the number of transactions (i.e. the number of each PEPPOL Business Document) sent and/or received by its access point service.

Reports shall be sent by e-mail to [aksesspunkt@difi.no](mailto:aksesspunkt@difi.no) no later than 10 working days following the end of the month being reported.

### **2.3.4 Business Documents**

In addition to the PEPPOL Business Documents (PEPPOL BIS) defined by the PEPPOL Coordinating Authority, the AP Provider shall provide support for the PEPPOL Business Documents listed in Attachment C, if requested by the PEPPOL Participants they service.

If a PEPPOL Participant requires support for the PEPPOL Business Documents listed in Attachment C, the PEPPOL AP Provider shall ensure that support for the equivalent PEPPOL BIS, if such exists, is also registered in the relevant PEPPOL SMP.

### **2.3.5 Registration of Norwegian PEPPOL Participants in SMP**

The AP Provider shall ensure that any Norwegian PEPPOL Participant they service is registered in the Norwegian SMP - ELMA.

### **2.3.6 Participation in AP Provider Fora**

The PEPPOL Authority will establish an AP Provider Fora to supervise operation of the infrastructure, including arbitration of any disputes amongst PEPPOL AP Providers.

The AP Provider Fora is anticipated to meet four times per year.

The PEPPOL AP Provider shall ensure that it is adequately represented in meetings of the AP Provider Fora.

### **2.3.7 Service contract with PEPPOL Participants**

By mean of a separate service contract with the PEPPOL Participants it services, the PEPPOL AP Provider shall ensure that:

- a) the PEPPOL AP Provider is entitled to receive and transfer PEPPOL Business Documents on behalf of, or for the benefit of, the PEPPOL Participants that it services and that the PEPPOL AP provider is entitled to maintain SMP registrations accordingly;
- b) the PEPPOL Participant has the required validation services in place to ensure that only valid instances of PEPPOL Business Documents are entering the PEPPOL eDelivery network;

- c) the PEPPOL Participant, if required by the application domain used, has the required services in place to ensure correct use of packaging and security specifications;
- d) the PEPPOL Participant, if required by the application domain used, has the required services in place to ensure correct generation of acknowledgments and receipts.

The service contract shall include a data processing agreement compliant with Regulation (EU) 2016/679, ensuring appropriate technical and organisational measures in such a manner that processing will meet the requirements of the Regulation and ensure the protection of the rights of the data subject.

When acting as a sending access point, the PEPPOL AP Provider shall monitor the behaviour and performance of the PEPPOL Participant it services to ensure that PEPPOL Business Documents received from a PEPPOL Participant are confirmed as valid instances according to the applicable rules and technical specifications.

### 3. SIGNATURE

Signing this annex assumes that the PEPPOL AP Provider has signed a PEPPOL AP Provider Agreement with a PEPPOL Authority.

The provisions contained in this Annex 5 and its attachments shall apply to services offered in the below listed application domains within the domain defined in clause 1.1.

Application Domain	PEPPOL AP service offered (yes/no)
Post-award e-Procurement	Yes
Payment	
e-Government	

Place and date

	For the PEPPOL Authority	For the PEPPOL AP Provider
Name		
Position		
Signature		

## ATTACHMENT A: TECHNICAL REQUIREMENTS FOR EACH APPLICATION DOMAIN

The PEPPOL eDelivery profiles described in the PEPPOL eDelivery Agreement Annex 4 shall be supported for use within the different application domains as follows:

	PEPPOL AS2 profile	AS2+ Profile	PEPPOL AS4 Profile
Post-award e-Procurement	<b>Mandatory</b>	Optional	Optional
Payment	Na	<b>Mandatory</b>	Na
e-Government	Na	Optional	<b>Mandatory</b>

**Mandatory** implies that the stated profile must be supported by all PEPPOL AP Providers offering services in the application domain listed, and that this is the default profile to be used.

**Optional** implies that the stated profile may be supported by an PEPPOL AP Providers offering services in the application domain listed and that its use depends on the capabilities stated in the SMP for the two PEPPOL Participants involved in the document exchange.

**Na** implies that stated profile is not applicable for use in the application domain listed.

## ATTACHMENT B: SERVICE LEVEL REQUIREMENTS FOR EACH APPLICATION DOMAIN

The below table identifies the minimum service level to be offered by PEPPOL AP Providers offering services in the different application domains. The stated service levels are considered a minimum level and a PEPPOL AP Provide may offer higher level of services as well as additional services as part of its offerings to the market.

*Note:*

- Service level requirements for the **Post-award e-procurement** domain are defined at a higher level of service than those described in the PEPPOL Transport Infrastructure Agreement annex 3
- Service level requirements for the **Payment domain** are specific to the Norwegian market.
- Service level requirements for the **e-Government** domain are specific to the Norwegian market.

	Post-award e-Procurement	Payment	e-Government
The PEPPOL AP service is considered unavailable if it is not reachable for a continuous period of time or for other reasons is not able to handle incoming messages in a secure manner.	120 seconds	60 seconds	0 seconds
Availability shall be measured as a monthly average excluding announced service windows (total number of hours in the month divided by the number of hour the service was unavailable).	99,5% within defined business hours 95% outside of defined business hours	99,8% 24/7	99,5% 24/7
PEPPOL AP services shall be configure with a timeout (the period during which the service, once initiated, shall not terminate due to lack of activity)	No less than 60 seconds	No less than 60 seconds	No less than 60 seconds

	Post-award e-Procurement	Payment	e-Government
Service windows shall be scheduled outside of business hours and shall not exceed the period of time stated per month.	2 hours	2 hours	4 hours
Service windows shall be announced at minimum the stated period of time in advance to the mailing list provided by the PEPPOL Coordinating Authority.	3 working days	5 working days	10 working days
A received PEPPOL Business Document/payload shall be sent or otherwise made available to the appropriate actor (i.e. the PEPPOL Participant or another PEPPOL AP) within the stated period of time after it has been made available to the PEPPOL AP provider	10 seconds	3 seconds	15 Minutes
A sending PEPPOL AP shall have a retry policy to deliver a PEPPOL Business Document /payload to the receiving PEPPOL AP as stated	3 times within a period of 2 hours	Na	Continuously at following intervals: 1 minute, 10 minutes, 60 minutes, 24 hours, then every 24 hours until sent
In case a PEPPOL Business Document/payload cannot be delivered to a receiving PEPPOL AP service, the sending PEPPOL AP Provider shall inform the sending PEPPOL Participant on the non-delivery within the stated period of time	10 seconds	3 seconds	Na
The PEPPOL AP services shall be able handle PEPPOL Business Documents/payload up to the size stated.	100 MB	2 GB	200 MB

	Post-award e-Procurement	Payment	e-Government
A receiving PEPPOL AP Provider shall send a technical receipt at communication protocol level (e.g. an MDN) to the sending PEPPOL AP within the stated period of time after having received the PEPPOL Business Document	2 seconds	2 seconds	3 seconds
In case a technical receipt at communication protocol level (e.g. an MDN) is not received within the stated period of time after sending the PEPPOL Business Document/payload, the sending PEPPOL AP Provider shall initiate an investigation and inform the affected PEPPOL Participant accordingly	10 minutes	1 minute	15 minutes
The PEPPOL AP Provider shall make received acknowledgment of receipts, including technical receipt at communication protocol level (e.g. an MDN), available to the PEPPOL Participant within the stated period of time after it is available.	On request	3 seconds	Na
A PEPPOL AP Provider shall log all transactions executed (sent or received business documents) and archive the logged data for a period of time no less than stated.	3 months	3 months	2 years
Upon receipt of a PEPPOL Business Document the PEPPOL AP Provider shall generate a REM evidence, including an accurate timestamp that denotes the time of arrival of the received PEPPOL Business Document guaranteed to deviate at most 1 second from the official UTC time, within the period of time stated	Na	Immediately	Na



	Post-award e-Procurement	Payment	e-Government
The PEPPOL AP provider shall store the REM evidence for the period prescribed by law, but no less than the periode of time stated.	Na	24 months	Na
A PEPPOL Access Point Provider shall have a documented escalation procedure and a contingency plan to handle service disruption.	Yes	Yes	Yes
If major incidents which may have an impact on other service providers has been recognised, such as breaches in the security, the PEPPOL AP Provider shall send a message to the mailing list provided by the PEPPOL Authority and to the PEPPOL Participants it services within the period of times stated after the incident is detected	4 hours	2 hours	15 minutes
Backup and recovery procedures shall be established to ensure backup of set-up and configuration at the interval stated	Every 6 hours	Every day	Every 24 hours
Backup and recovery procedures shall be established to ensure backup of logs at the interval stated	Every 6 hours	Every minute	Every 24 hours
Backup and recovery procedures shall be established to ensure backup of REM Evidence at the interval stated	Every 6 hours	Every minute	Na
Backup and recovery procedures shall be established to ensure recovery within the time stated	24 hours	4 hours	24 hours

	Post-award e-Procurement	Payment	e-Government
Incidents reported by PEPPOL Participants or other actors in the PEPPOL eDelivery network shall be responded to within the period of time stated.	1 working day	½ hour if received within defined business hours 2 hours if received outside of defined business hours	15 minutes

## ATTACHMENT C: ADDITIONAL BUSINESS DOCUMENTS

In addition to the defined PEPPOL Business Documents (PEPPOL BIS), the Business Documents referenced in this Attachment C, may be supported by the PEPPOL AP provider if requested by the PEPPOL Participants they service.

	Additional Business Documents	Detailed specifications available at
Post-award e-Procurement	<ul style="list-style-type: none"><li>• EHF Catalogue</li><li>• EHF Catalogue Response</li><li>• EHF Despatch Advice</li><li>• EHF Invoice</li><li>• EHF Credit note</li><li>• EHF Order Agreement</li><li>• EHF Order</li><li>• EHF Order Response</li><li>• EHF Punch Out</li><li>• EHF Reminder</li></ul>	<a href="https://vefa.difi.no/ehf/standard/">https://vefa.difi.no/ehf/standard/</a>
Payment	<ul style="list-style-type: none"><li>• Pain.001</li><li>• Pain.002</li><li>• Pain.008</li><li>• Pain.009</li></ul>	<a href="https://test-vefa.difi.no/iso20022/doc/processes/">https://test-vefa.difi.no/iso20022/doc/processes/</a>

	<ul style="list-style-type: none"><li>• Pain.010</li><li>• Pain.011</li><li>• Pain.012</li><li>• Camt.029</li><li>• Camt. 052</li><li>• Camt.053</li><li>• Camt.054</li><li>• Camt.055</li></ul>	
<b>e-Government</b>	eFormidling (ver 1.0 og 2.0): <ul style="list-style-type: none"><li>• Melding</li><li>• Kvittering</li><li>• Feilmelding</li></ul> eInnsyn: <ul style="list-style-type: none"><li>• Melding</li><li>• Kvittering</li><li>• Feilmelding</li></ul> eInnsyn innsynskrav: <ul style="list-style-type: none"><li>• Melding</li><li>• Kvittering</li><li>• Feilmelding</li></ul>	<a href="https://samarbeid.difi.no/eformidling">https://samarbeid.difi.no/eformidling</a> <a href="https://begrep.difi.no/SikkerDigitalPost">https://begrep.difi.no/SikkerDigitalPost</a>

	<p>Digital postkasse:</p> <ul style="list-style-type: none"><li>• DigitalPost</li><li>• Kvittering</li><li>• VarslingFeilet</li><li>• Feil</li><li>• FlyttetDigitalpost</li></ul>	
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