

# FAQ

# Pagero

# e-invoice

## General information

### Why should I start sending e-invoices to my customer?

Electronic invoicing offers streamlined administration and shorter credit periods for both the recipient and the issuer. Invoices are handled via an easy-to-use interface. An e-invoice can also be automatically imported directly into the recipient's financial or business system without manual intervention.

In addition, it is more secure for both parties: any errors are detected immediately, the invoice is encrypted when sent and the invoice is also guaranteed to reach its recipient.

If you have a customer who is investing resources in streamlining their administration by starting to receive e-invoices, participating in this process can also be a way of strengthening your cooperation. You are showing that you value your customer and are willing to invest in a future partnership with them. You can of course also use our services to send e-invoices to other customers as well.

### Is it really more secure to send e-invoices via Pagero than in PDF format by e-mail?

Yes, it is. When you send an e-invoice via Pagero, the invoice is guaranteed to reach the recipient. It is also encrypted during transit. If you send a PDF invoice via e-mail, you have no guarantee that it will arrive and no invoice encryption takes place.

### Are Pagero's e-invoicing services compatible with my business system?

Yes, Pagero's e-invoicing services are compatible with all the financial and business systems on the market. This means there is no need to change anything in your financial or business system when you start using our services.

### Do Pagero's e-invoicing services work even if I do not have a business system?

Yes, in that case you can use Pagero Web Portal. All you need is an Internet connection.

### My financial system says that I can create e-invoices, so why do I need Pagero's services?

Even if your financial system can create e-invoices, in most cases it is not possible to forward them to your customers via the the financial system. With Pagero's e-invoicing services, you can both create e-invoices and send them to the recipient.

### How do I get started with Pagero's e-invoicing services?

It's easy to start using our services. We will make an appointment for you to be contacted by one of Pagero's experienced Invoice Administrators who will help you to get started in the best possible way.

## Use

### How do I add an e-invoice recipient to my recipient list?

All Pagero customers have access to our public recipient directory where all the companies to which you can send e-invoices via Pagero Online are listed. Search for the company you want to add, then click the customer to add them to your customer directory. Before you can start sending e-invoices to them, they must accept your inquiry.

### I cannot find the company that I want to send e-invoices to by searching for the company name in Pagero Online's recipient directory. What should I do?

A part from searching for the company name to find a particular company, you can also use the company's registration number or EAN code. It is also possible to click through the directory using the arrows at the bottom right-hand corner of the list. If you still cannot find the recipient, this may be due to one of the following reasons:

- The recipient has chosen not to be visible in Pagero Online's public recipient directory.
- The recipient uses a different service provider than Pagero for their e-invoicing.
- The recipient cannot be reached via Pagero Online.

Please contact Pagero Service & Support Center for further assistance.

### I have sent an inquiry to a recipient regarding connection and the status is "Awaiting approval". What does this mean?

Awaiting approval means that the customer has not yet responded to the inquiry. As long as the customer has not sent their approval, you cannot send e-invoices to them. If it takes a while, it may be a good idea to contact the customer concerned to clarify the reason.

### How do I know that my e-invoices have been sent?

The *Invoice history* > *Sent invoices* page in Pagero Online lists all your sent invoices. You can search for individual invoices there. The status of each invoice indicates whether it has been sent or not. *Ready* means that it has been sent and *Error* means that for some reason the invoice requires action and therefore has not been sent.

### Can I also send e-invoices to private individuals via Pagero Online?

Yes, you can. You create so-called B2C invoices which are sent to the recipient's Internet bank account. As an issuer of B2C invoices, you need an agreement with a bank in order to get access to the other banks' internal banks. Contact Pagero Service & Support Center for more information.

### **How much does it cost to send an e-invoice via Pagero Online?**

It costs SEK 2.50 per e-invoice sent via Pagero Online, no matter which of our services you use.

### **Is it possible to send attachments with e-invoices in Pagero Online?**

Yes, this is possible if you use Pagero Connect. But first you must activate attachment handling in your user account in Pagero Online.

Go to the *Options > Settings for e-invoice > Company settings* page and click the *Outgoing* tab. At the bottom of the page, select *Enable manual attachment handling*.

Then create and send your e-invoices as usual. Once you have sent an e-invoice, it will appear under the *Received invoices* tab in Pagero Online with the status *Awaiting attachments*. Right-click the invoice you want to send an attachment with and add the attachments by scrolling and attaching via the Explorer window. Then right-click again and select *Send invoice*.

### **I currently use your services only to send e-invoices. Will I need to obtain another solution if I also want to receive e-invoices?**

Whichever of Pagero's e-invoicing services you use, you will be able to both send and receive e-invoices. So you do not need to change anything. To be able to receive e-invoices from a particular supplier, you must first approve their inquiry. However, there is no guarantee that your financial system will be able to import e-invoices. Contact your financial system provider if you are unsure. You can also choose to receive the invoice as a PDF via Pagero Online. Your supplier then sends an e-invoice via Pagero Online, but before it is delivered to you it is converted into a PDF.

### **How much does it cost to receive an e-invoice via Pagero Online?**

You are not charged a transaction fee to receive e-invoices.

### **How does Pagero's virtual printer work?**

Pagero's virtual printer is a printer driver that you install on your computer. Then you create your e-invoices as usual, but select Pagero's virtual printer instead of the default printer when printing. This will create a PDF document instead of a hard copy. Then you send this document via Pagero Online to the invoice recipient. Before it reaches the recipient, an e-invoice is created. The PDF invoice you send the first time is used as a template for future e-invoices.

### **I want to send e-invoices to all my customers but several of them cannot receive e-invoices. Do I have to keep sending them paper invoices?**

With our services you can send e-invoices to all your customers even if they cannot receive them, by connecting to the external print service. Then you send your e-invoices as usual via Pagero Online, but we make sure that the recipient receives their invoices in the format they wish – electronically or in paper format.

### **How long will it take for the recipient to receive my e-invoices when I send them with External print?**

When you send your invoices with External print, they are sent via Pagero Online to our partner 21grams, who prints out invoices and puts them into envelopes so that they can be sent by post the next day. The delivery time then depends on the postage option you chose (first class or economy mail).

### **How can you have such a low price for paper invoices that are sent via external print?**

We work with a company called 21grams that optimises the postage for invoice flows. In this way we can keep costs down for the paper invoices that are sent to customers who cannot receive e-invoices.

### **How will my accounts be affected when I use Pagero Online to send and receive e-invoices?**

According to the Swedish Accounting Act, an invoice must be archived in the same way as it is received or sent, in other words electronically if you use our services. A paper printout of an e-invoice is only considered a copy of the original electronic invoice. Pagero has services for electronic archiving of your e-invoices that meet all the requirements of the Accounting Act.

### **I'm going to change my financial system. Will this affect my invoice template?**

Yes, most probably your invoice template will look different with a new financial system. This means that Pagero has to create new mappings for your new invoice templates. Contact Pagero Service & Support Center to schedule an appointment for this.

Any more questions?  
Please contact Pagero Service & Support Center  
Phone +46-31 730 88 84  
support@pagero.com