### What tasks does the e-bill portal perform in the transmission of e-bills?

- The receipt of e-bills via different transmission channels
- The technical verification of e-invoices (including invoice size, number and type of attachments, virus check, entry of all mandatory information).
- The transmission of e-invoices to the respective invoice recipients by means of a routing ID

### Is registration required to use the e-bill portal for bill senders?

Yes, absolutely. Without prior registration on the service portal of the state + on the e-bill portal, incoming e-bills are rejected and discarded by the ZeRD (Central Electronic Bill Receipt Service at Dataport).

### Which functions does the e-bill portal provide to billers after successful authentication?

- Enter invoice data
- Pre-fill invoice data (use a previously saved template)
- Cache invoice data / save as template. Saved invoice data should be stored locally on the invoicing party's client.
- Upload attachments to the invoice
- Send invoice

### How long is the processed e-bill temporarily stored in the portal?

Processed invoices can be viewed for 180 minutes in the web application for billers, provided the user has not logged out.
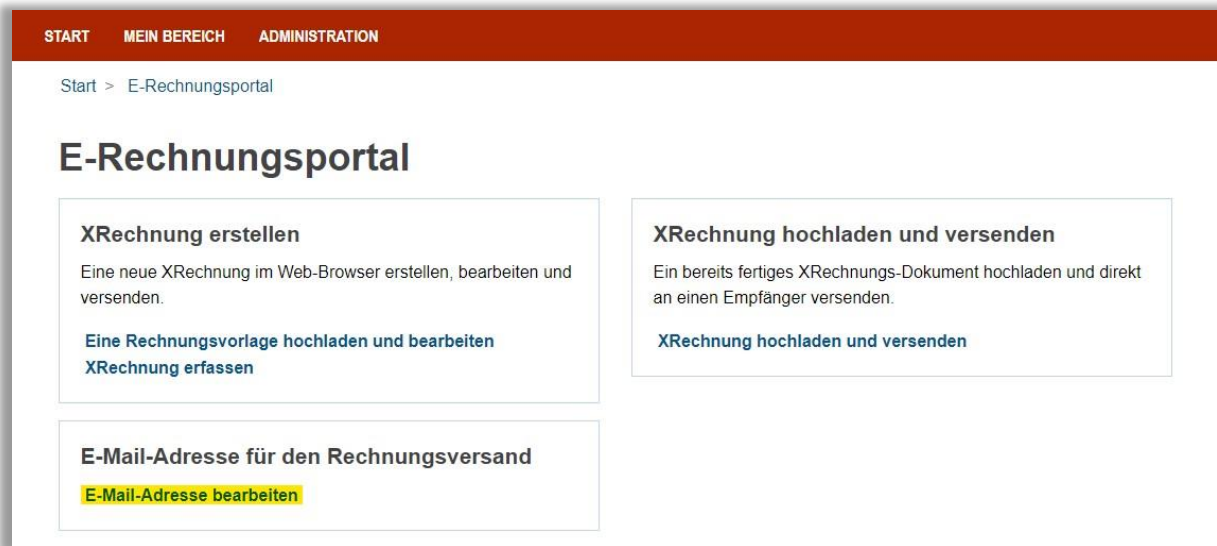
### In which syntax are manually entered e-bills created on the portal?

UBL Syntax.

### Where can I change my billing address in the portal?

The e-mail address of the invoicing party for sending invoices can be changed via the function

"Edit e-mail address for invoice dispatch" can be changed



**Which syntaxes are allowed for the upload**? The XInvoice can be uploaded in the syntax UBL as well as in UN/CEFACT CII.

**Do billers have to pay to register or use the e-bill portal?**
Both registration and use of the e-bill portal are free of charge for billers.

**Do billers need their own routing ID to be able to send e-bills?**
Billers do not need a routing ID to send an e-bill. If you want to participate in the e-bill portal as a bill recipient, a routing ID must be ordered from the responsible e-bill control centres in the country→    If you have any further questions, please contact the functional mailbox dataporthilfee-rechnung@dataport.de .

**Can an e-bill that has already been submitted be recalled?**
No. Bills submitted via the e-bill portal **cannot be** recalled.

**What do I do if I have forgotten or lost my password?**

Don't worry, you can easily reset your password yourself. To do so, go to the login screen of the e-billing portal.



Please click on the link **"Forgotten your password?** Now enter your e-mail address from the service account. After a short time (max. 2 min) you will receive an automated e-mail from the portal. The e-mail contains a link to reset your password. As soon as you have clicked on the link in the e-mail, you can now assign a new password for your service account. After assigning the new password, you can log in to the portal as usual with the new password.

**Will the e-bill submitted via web capture be saved in the service account of the e-bill portal?**

No, invoices submitted via web capture cannot be subsequently accessed and downloaded. If invoices are created via web capture, it is therefore mandatory that the original invoice created is downloaded at the end of the capture process and archived by billers.

**Can attachments be added to an already created e-bill in the portal?**

Yes, documents supporting the invoice can be attached to an e-bill in the form of attachments. Please note that **only e-bills** in the **UBL syntax** can be processed on the portal.

1. Under the item "Create XInvoice", select **"Upload and edit an invoice template".**
2. Select the **″Select file″** button
3. When you have selected your e-bill in XML format, the virus check was successful and your e-bill has been uploaded, please click on **"Save and continue"**
4. In the tab under "Invoice data (optional)" you will find the item "Invoice supporting documents
5. Click on **"+ Add underlay"**
6. Here you can add your supporting documents for the invoice.
   - The following should be noted: Only the file types pdf, png, jpg, csv, xlsx, ods are permitted.
   - The maximum file size is 20 MB

A maximum of 200 files may be uploaded.

**As an administrator, how do I add more employees to my service account?**

1. Log in to the service account



2. Now click on the „**Online Dienste**" button



3. Navigate to „**Administration**" in the top line

4. Please click on „**Benutzer**"

5. Use the **„Neuer Benutzer"** button
6. Here you can now create further users



7. Once you have done this, click on „**Speichern**" and log out of the portal.

8. Your employees will now receive an automated confirmation email, which must be confirmed.
9. Your employees have to click on the link in the email and then enter a password.
10. When this is done, you can log in to the portal again
11. Now click on Manage online services →E-bill portal
12. Here is where you should now see yourself and your staff
13. Here you can now set the authorisation of your employees for the e-bill portal.

**Who can I contact if I have further questions about the e-bill portal?**
Please contact the following e-mail address:
dataporthilfee-rechnung@dataport.de
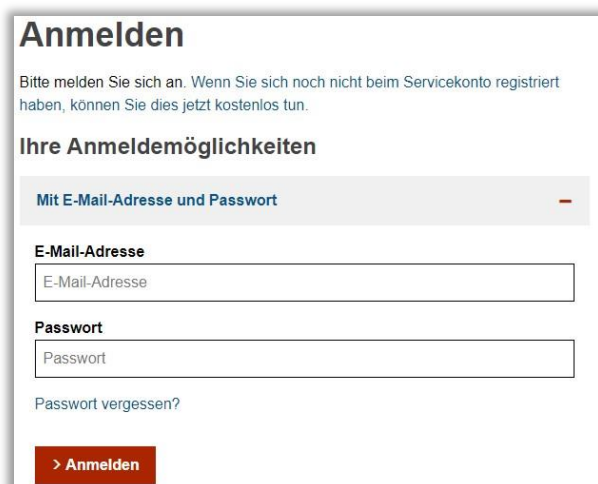Please describe your request in as much detail as possible.

# Solution for error messages

**What should I do if I get the message "Authentication failed" or "Access denied!" when logging into the e-bill portal?**
Your authorisation for the e-bill portal is probably deactivated. As the administrator of the service account, you can assign the missing authorisation yourself.
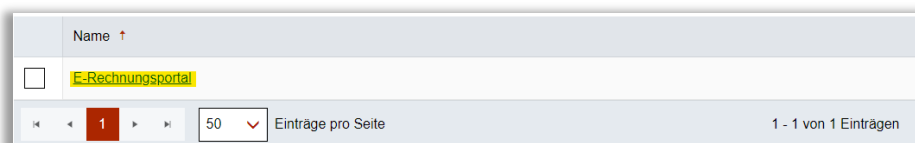
Please follow the steps below:

1. Log in to the service account



2. Now click on the button „**Online Dienste**"



3. Select the e-bill portal



If the entry does not appear for you, please click on the link „**+ Online-Dienste hinzufügen**" and then search for the. Select the e-bill portal with the tick and then continue with point 4.

4. Now you have to move the authorisation switch to the right so that the background of the switch appears coloured (see screenshot).



5. Logging out of the service portal is now necessary so that the changes can be applied.

**What can I do if I, as an administrator, can't add an online service to the e-bill portal?**

1. Log in to the service portal
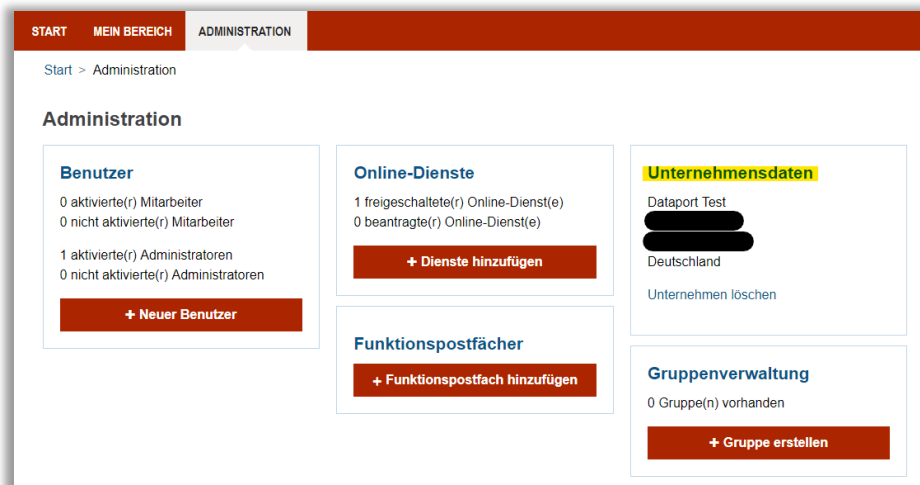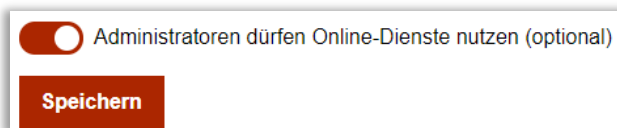
2.  Now click on the button „**Online Dienste**"
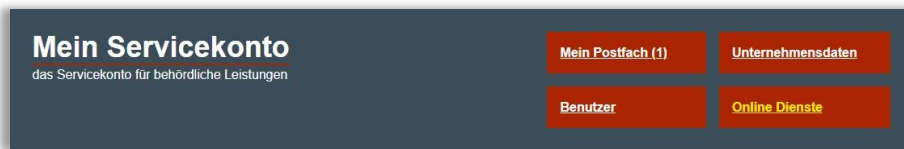


3.  Navigate in the upper line to „**Administration**"

4.  Please click on „**Unternehmensdaten**"



5.  Now please scroll down to the very bottom. There you will find a button labelled „**Administratoren dürfen Online-Dienste nutzen (optional)**". Please flip the switch to the right so that the background appeares coloured (see screenshot).



6.  Now press on „**Speichern**".
7.  You can now add online services to your service account

**What should I do if I don't know the correct check digit (Prüffziffer)?**
Dataport provides a check digit calculator for such cases.
There you enter the already known coarse and fine addressing of the routing ID. → After click on

„**Prüfziffer berechnen**" you will receive the complete route ID + check digit. You can reach the check digit calculator at this adress:

[Prüfziffernrechner (dataport.de)](dataport.de)

Comment: This web page was translated with DeepL.com