

DIGITALISATION

Digital transformation of administrative processes



INDEX

1 DIGITAL SIGNATURE

- 1.1. What is a digital signature?
- 1.2. What is a trusted third party?
- 1.3. Legality of the digital signature
- 1.4. Use cases
 - Labor signatures
 - Commercial signatures
 - By department
- 1.5. Advantages of the digital signature
- 1.6. Types of digital signature with Docuten

2 ELECTRONIC INVOICING

- 2.1. What is an e-invoice?
- 2.2. Advantages of e-invoicing
- 2.3. Issuing
 - Public clients | B2G
 - Private clients | B2B
- 2.4. Receiving
 - Tools and channels

3 SII

- 3.1. What is SII?
- 3.2. Who is obligated to use it?
- 3.3. Integrating Docuten

4 PAYMENTS

- 4.1. Payments

5 DOCUTEN

- 5.1. About Docuten
- 5.2. Benefits to using Docuten
- 5.3. Cost savings with Docuten
- 5.4. Integration
- 5.5. Our clients



INTRODUCTION

It is increasingly evident that companies are beginning to understand the importance of digitising administrative processes in order to remain competitive.

Today, traditional methods of handling administrative processes can be easily replaced by methods that digitise documents. Companies that adapt to these changes are able to continue in the market and thrive.

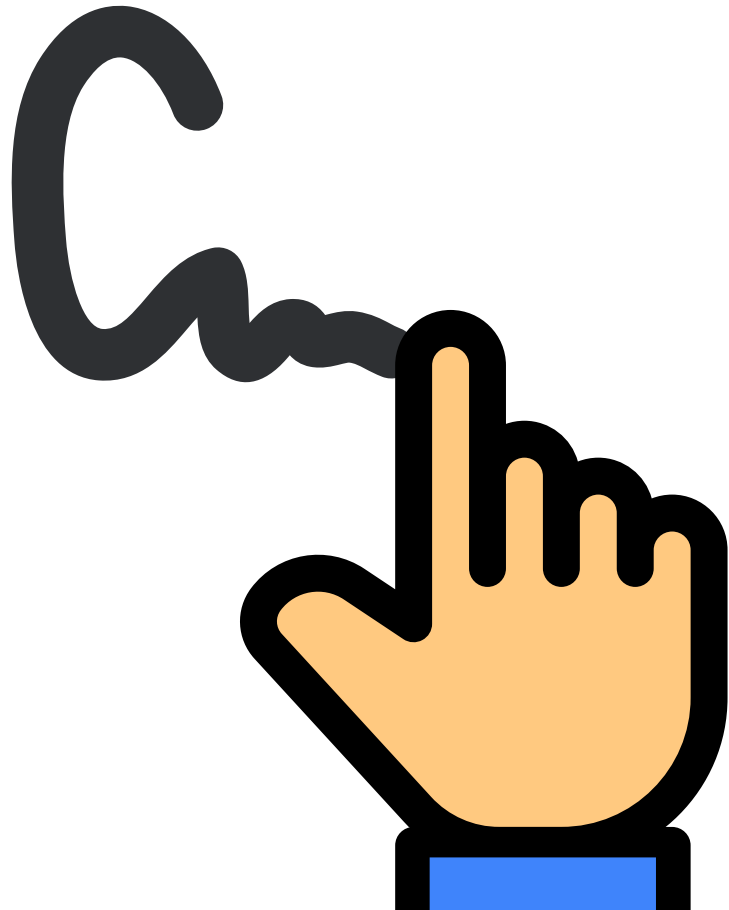
These processes also enable a flexibility when adapting to different situations, such as remote working. Since physical paperwork is no longer necessary and the only thing you need is a device (mobile, tablet, etc.) the transition is seamless.

In this sense, companies have realised the need to initiate changes in their internal processes to fully take advantage of all the benefits to digitalisation.

Digitising the entire business cycle, from signing employee agreements to handling invoicing and payments collections, means abandoning traditional ways of doing things. This is the challenge of embarking on a process of digital transformation.

This whitepaper outlines our solutions for digital signature, electronic invoicing, complying with SII and managing recurring charges with the aim of showing companies that these processes can all be handled in a secure, legal and easy-to-use manner through one provider.





**DIGITAL
SIGNATURE**

1.1

What is a digital signature?

Digital signature is a cryptographic mechanism that lets the recipient of a digitally signed document verify the legal validity and evidentiary weight of a signature. The recipient is able to:

- 1 Clearly identify the signatory.
- 2 Guarantee the integrity of the signed document; ensure that it is original and has not been manipulated or altered since its signing.

1.2

What is a Trust Service Provider?

As a Trust Service Provider, Docuten establishes the appropriate procedures to guarantee the security of communications, collect evidence every step of the way, register requests and notifications, as well as archive and safeguard all documents as electronic evidence.

DETAILS ABOUT THE SHIPMENTS MADE:
Event, date and time, IP address from which it was made and details about which browser and operating system it was made from.

TRUST SERVICE PROVIDER CERTIFICATION:
The seal includes the certificate's unique verification code, as well as details of Docuten Tech S.L.

Docuten Certificación de proceso de firma

Docuten Tech S.L., en su condición de Tercera Parte de Confianza de acuerdo con lo establecido en el artículo 25 de la Ley 34/2002 de 11 de julio, de Servicios de la Sociedad de la Información y de Comercio Electrónico (LSSI CE) **CERTIFICA** las siguientes evidencias electrónicas generadas sobre el documento con fecha de creación:

INFORMACIÓN DEL ENVÍO

Remitente del mensaje
Destinatarios del mensaje
Asunto
Contenido
Adjuntos
Estado
Fecha de envío

EVIDENCIAS DEL PROCESO

El documento ha sido procesado correctamente, según consta en nuestros registros, habiéndose ejecutado su última actualización de estado el **21/05/2024** a las **10:00:00**.

En la siguiente tabla se muestran los diferentes eventos registrados durante el proceso (si aplica):

EVENTO	FECHA Y HORA	IP	REALIZADA DESDE

Código Seguro de Verificación:

Docuten Tech S.L. CIF: B85230787, Euz. Guzmán, 3, 2º planta, 15008 A Coruña, Inscrito en el Registro Mercantil de A Coruña, Tomo: 3425, Libro: Archivos, Folio: 126, Sección General, Inscrito: C-46.206.

Docuten

1.3

Legality of the digital signature

- **Legal basis:** Docuten's digital signature is outlined in European Regulation eIDAS (Regulation (EU) No. 910/2014 of the European Parliament and of the Council) as well as other international legislation.
- **Legal guarantees:** digital signature ensures **traceability** and guarantees the **integrity of a document**—advantages that only digital technology can offer.
- **Evidentiary validity:** if the **identity of the signatory is in dispute**, time and money spent on handwriting analyses is no longer necessary. Digital technology automatically provides all the evidence needed, eliminating any costs associated with having to consult a traditional handwriting expert.

Legal guarantees: digital signature vs. handwritten signature



1.4

Use cases

Labor signatures

A digital signature can be used to sign all different types of documents, both labor and commercial. Digital signatures used for labor documentation allow Human Resources to save time on managing contracts or other employee agreements. This makes it easier for employers to get documentation signed through different mechanisms: signature with OTP, biometric signature, automatic signature with the company seal, etc. Plus, it can be done at any time, any where, with whatever device the employee has on hand.

Using digital signature in the Human Resources department offers complete legal compliance and saves the team a lot of time managing paperwork, freeing up HR to focus more on other tasks that generate value for the company.

You can contact us to find out more about our different signature options or download our [Whitepaper for Human Resources](#).

Commercial signatures

Digital signature can also be used for all commercial documents, including contracts with clients and vendors. Using a digital signature in this context covers many different scenarios: from the remote signature, to the in-person biometric signature done on a mobile device, to a signature that offers the highest level of security, such as the qualified signature.

This type of signature has a presumption of legal validity and is legally equivalent to the handwritten signature. It can be done on the premises or in the cloud.

When choosing the type of signature to use we always recommend clearly defining your objectives first. For example, is usability the most important consideration or is it that you require greater security guarantees? We are well versed in all the different facets to digital signature use and can help you determine what type of signature best suits your needs.

DIGITAL SIGNATURE USE CASES BY DEPARTMENT**Finance department**

Purchase contracts
Continuation agreements
Contractor contracts
Vendor contracts
...

Legal department

Withholdings and fees
Document approvals
Merger agreements
Purchase agreements
Commercial contracts
...

Sales department

New contracts
Offer quotes
Sales proposals
Partner agreements
Client offers
...

HR department

NDA's
Work contracts
Occupational risk prevention docs
Form 145
Extensions
Account authorizations
Vacation time approvals
...

1.5

Advantages of the digital signature

Digital signature offers additional benefits as compared to the traditional signature:



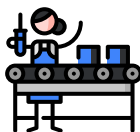
An increase in documents signed (shorter time, easier format): for certain Docuten clients, the rate of signing has increased to 60%, especially in companies with employees in different geographic locations.



Less time spent sending, retrieving, and archiving signed documents.



Reduced risk of incomplete documentation.



Improved employee productivity: more time spent generating value for the company and less time on routine administrative processes.



Better document management through automation: increased control over labor documentation, which means fewer missing documents and delays.



Greater legal coverage: digital signature provides traceability, ensures the integrity of the document and prevents falsification since data is collected during the process. This includes the parties involved, the time the document was signed, the device used, etc. Digital signature not only identifies the signatory, but safeguards against document alteration.



Better company image: using new technologies often increases the positive perception of a company in the public sphere.



Reduced costs



CSR: significantly lower the amount of paper used and reduce your company's environmental footprint.

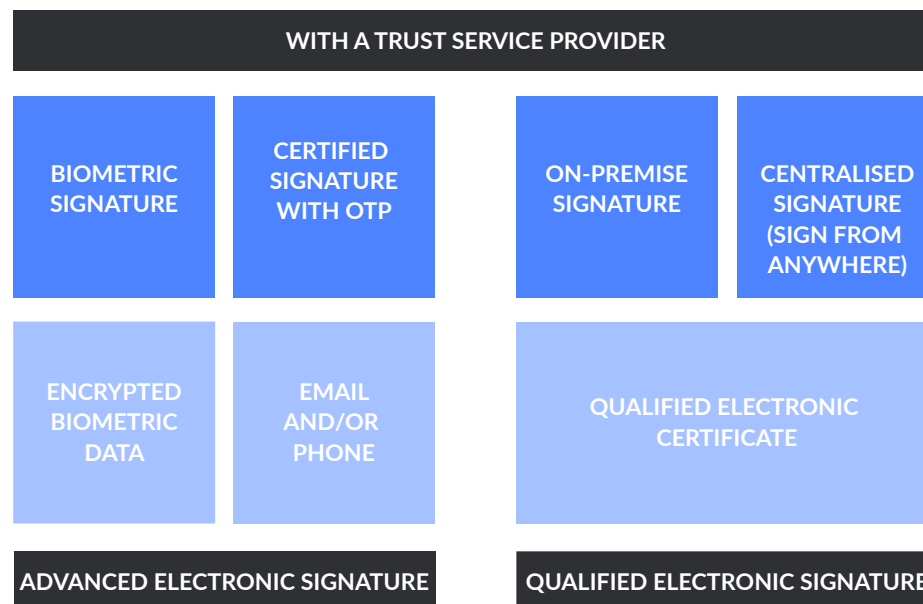
1.4

Types of digital signature with Docuten

There are several types of digital signature outlined in Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 (eIDAS). All of Docuten's solutions comply with the eIDAS regulation, as well as other existing international regulations on digital signature. With our service, you can digitally sign documents **using different types of digital signatures, depending on the use case.**

Our **experience and knowledge** of different signature solutions enables us to **expertly advise clients** on which digital signature will best suit their needs.

With our services, clients have the **flexibility** to use different types of signatures for different use cases.





ELECTRONIC INVOICING

2.1

What is an e-invoice?

While this term has been used in various ways, two definitions are particularly useful in explaining exactly what an electronic invoice is.

The **Spanish Tax Agency** offers a more comprehensive explanation, describing an electronic invoice as:

“a tax document generated by computer means in electronic format which replaces a physical paper document, but retains the same legal validity with certain added security features not present in a paper invoice.”

Alternatively, the **Financial Department at Garrigues Law Firm** defines an e-invoice as an invoice

“that has been issued and received in electronic format, without being subject to the use of a specific technology.”

Beginning in **2003**, it has been possible to **invoice electronically** in Spain with **full legal and fiscal validity**. Since that time, legislation regarding electronic invoicing has been advancing rapidly. Here are some of the most important developments:

- Since **2009**, using a **digital signature is not mandatory** for an electronic invoice to be valid.
- Technological complexity **is no longer a barrier** to e-invoicing.
- Since **2015** it is **mandatory to send electronic invoices** to **public administration** clients.

The **Accounting Register** for Invoices in the Public Sector was created.

- **FACe** and other invoice entry points were created. **FACe** is a general entry point for electronic invoices; it is an online platform that allows e-invoices to be submitted to any entity of the General State Administration through the same place.
- In **2018**, the new Contract Law that includes **FACeB2B** came into force. **FACeB2B** is a platform that acts as a general entry point for electronic invoices between companies.

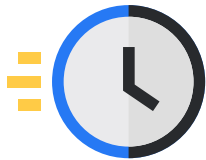
2.2

Advantages of e-invoicing

Research indicates that in 2017 using electronic invoicing contributed to a savings of 775.5 million euros and 570,303 management hours for invoices received, and 440.2 million euros and 92,127 management hours for invoices issued. Moreover, eliminating of the use of paper “significantly” reduced environmental impact.

Source: Diario Expansión

In addition to facilitating compliance with current requirements, e-invoicing has many advantages over traditional invoicing:



Streamline administrative processes with clients and public administration offices. The process of printing an invoice, mailing it, receiving it and processing it is automated and done electronically, drastically reducing the time needed to manage invoicing. A process that used to take days is now resolved in a matter of minutes.



Greater organisation and control over your invoices. Having all of your invoices organised and stored on a single online platform means better control over and easier access to invoices when needed.



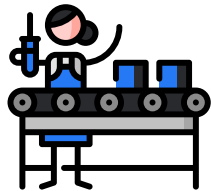
Avoid losing or damaging original documents. Another benefit to having greater control over your invoices is that original documents are safely stored on the platform, intact and available from any device.



Maximum legal protection. We help you meet all e-invoicing obligations your company may have. Additionally, Docuten's signature and invoicing services are completely legal and comply with existing legislation.



Reduce expenses by cutting out the cost of supplies (paper, ink, mail, etc.). Studies indicate between a 1 to 5 and 1 to 10 ratio when comparing the costs of digital vs. paper processes.



Improve employee efficiency and productivity. The time dedicated to managing invoices is reduced, enabling staff to focus on other activities that bring value to the company.



Guarantee the **authenticity and integrity of your invoices** without having to invest in an **electronic certificate for your company**. With our delegated signature, a third party is authorised to digitally sign on behalf of the original signatory. This type of signature holds complete legal validity.

2.3

Issuing e-invoices

Public clients (B2G)

Companies that issue invoices to public clients need a tool that connects to the different channels of public administration offices, points of entry, and that also allows them to issue invoices in the following required formats:

E-invoice

Signed PDF invoice (PAsES)

European format UBL / CII

Docuten connects with all General Entry Points of public administration offices including FACe, e.FACT (Cataluña), La Rioja, Castilla-La Mancha, País Vasco or Galicia, among others.

With Docuten you are able to manage and store invoices for different channels through a single platform.



Private Clients (B2B)

Issuing invoices to private clients requires the flexibility to adapt to the demands of clients, which includes formatting invoices to their stipulations. Docuten allows you to send invoices to all your different clients through a single platform:

Peppol

FACeB2B

Web Services

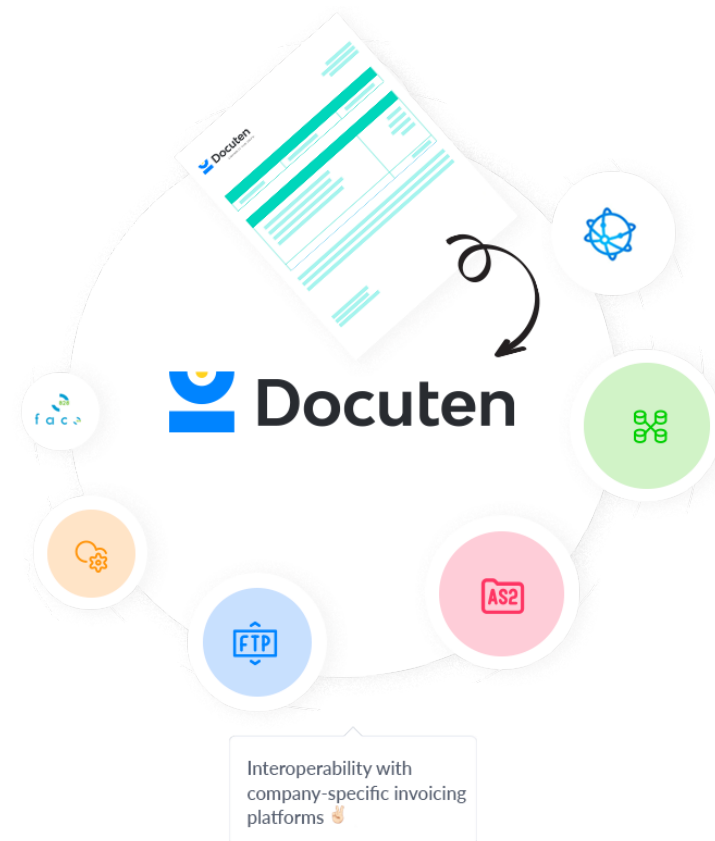
API Rest

FTP (sFTP)

AS2

Email attachment

Other platforms



2.4

Receiving e-invoices

Docuten enables the sending of invoices to different types of clients, and all invoices are kept on the same platform. It interoperates with other private invoicing platforms, facilitating the sending of invoices to private clients by their chosen means.

How does it work?

The client sends an invoice to Docuten, we catalogue it in the system through the tools we provide and you receive it in your systems. This process is done completely automatically.

Tools for receiving e-invoices:

At Docuten, we offer different means for you to receive incoming invoices from your vendors: FACeB2B and Peppol channels, OCR reader as well as a free vendor portal.

RECEIVING INVOICES

Common problem

Receiving invoices manually is often a tedious process for company financial departments that involves a substantial investment of time and money.

How to resolve it

Automating and digitising the process of receiving e-invoices greatly simplifies operations and provides numerous benefits for both our clients and their vendors. Companies increase their control over the process and are able to organise all their invoices through a single platform.

Tools & Channels

OCR Reader

An OCR (Optical Character Recognition) reader is technology that allows you to convert physical documents, PDF files or images, into digital format with editable data.

Your vendors can send a PDF invoice as an email attachment to a Docuten account that identifies the client. We process the emails received to then send along to the OCR connector that extracts the information from the PDF.

Vendor Portal

If your vendors do not have a specific solution for e-invoicing, they can do so through our Docuten platform for free.

More on our Vendor Portal



FACeB2B

On March 9, 2018, the new Contract Law (published in the BOE on November 9, 2017) entered into force in Spain. The law includes FACeB2B, **a platform that acts as a general entry point for electronic invoices between companies.** It began to be used on June 30, 2018. The platform has two objectives:

First, to **facilitate the submission of invoices from subcontractors to the main contractor;** and

Second, to **encourage the use of electronic invoicing between companies, simplifying the process.**

Peppol

Peppol is a European electronic distribution network that makes it easier for companies to exchange electronic invoices both in the public and private spheres; it acts as a global network.



IMMEDIATE SUPPLY OF INFORMATION ON VAT (SII)

3.1

What is SII?

SII is the online system in place to electronically declare VAT records.

This system centers on the obligation to electronically declare information for issued and received invoices by sending the information to the Tax Agency in Spain (AEAT).

SII allows for immediate communication of operations carried out by companies.

3.2

Who is obligated to use it?

Companies that have to declare and calculate VAT on a monthly basis are required to use SII. These include:

Large companies, with more than 6 million euros in billing.

Companies enrolled in the monthly consumption tax refund scheme (REDEME).

Companies that fall into the category of entities included in Chapter IX of Title IX of the VAT Law.

Any other company that voluntarily opts to use SII.

3.3

Integrating Docuten

Docuten integrates with your company's management systems and automates the VAT reporting process with AEAT. We offer different formats and channels for integration:

Format: standard Docuten platform formats (CSV, XML), or integration specific to the company's setup.

Channel: integration via web services SOAP, API Rest, sFTP or AS2.

By integrating your systems, **incoming invoices** are automated and you have a record of all your company's billing. In a short period of time (approximately 4 days) you will be able to use the Immediate Supply of Information on VAT system. Docuten's platform connects automatically with the SII to send information.

AEAT provides updates on the status of the information sent, indicating whether it has been accepted fully or partially, or if it has been rejected.

Docuten also transforms the formats exported from your system to the XML format required by the Tax Agency in Spain.



PAYMENTS

4.1

Payments

For businesses with a high volume of payments, staying on top of everything is often inefficient and time consuming. Managing remittances, correcting sending errors and conducting bank reconciliations requires many hours of work by administrative staff.

Dealing with multiple banks is also complicated, as they are frequently unable to provide you with all the information you need to save time.

Automating payments enables companies to not only save time and money, but lets employees carry out tasks that generate value for the company since time spent on paperwork is greatly reduced. Automation also represents a more efficient way of working that provides companies with all the information employees need to manage payments.

Moreover, reducing remittance creation times and error response times means shorter time to collect payments.





5.1

About Docuten

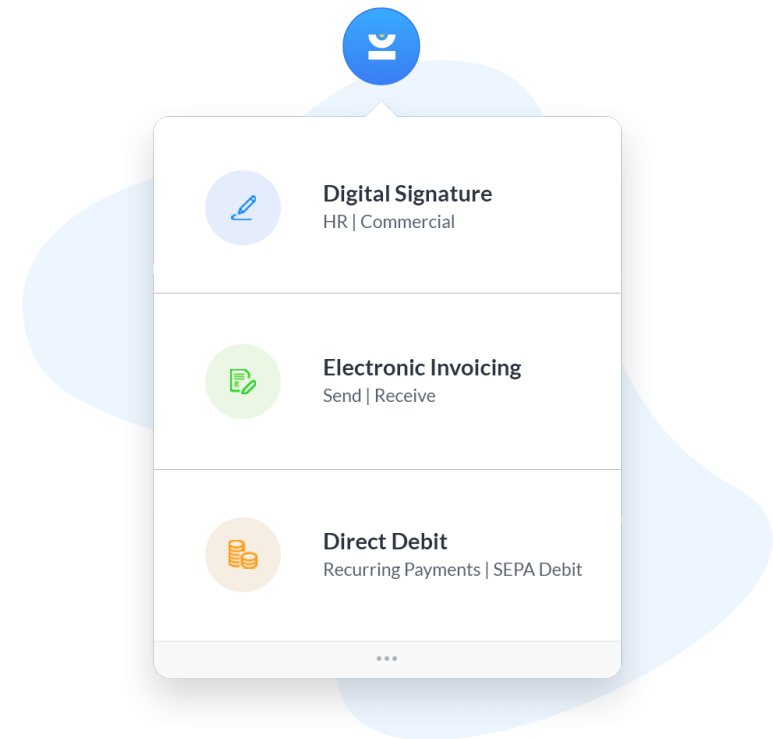
Docuten is a platform for the digital transformation of company administrative processes that integrates with management tools, automating the sending and receiving of documents and invoices.

Using Docuten, companies can work with a single provider to manage all their administrative processes:

- Digital signature for documents
- Issuing and receiving electronic invoices
- Management and automation of payments

Docuten also offers certification of documents and invoices on the blockchain for companies looking for added security.

You can take advantage of all our services through an online platform or by integrating Docuten with your company's systems.



5.2

Benefits to using Docuten

Differential value: a single provider for the entire cycle of administrative processes. We offer various solutions for each type of service, and provide comprehensive service proposals.

Efficiency: save time and money as compared to traditional methods, avoid unnecessary manual work, and prevent errors.

Sustainability: cut back on unnecessary supplies (paper, ink, etc.) and transportation to make your company more eco-friendly.

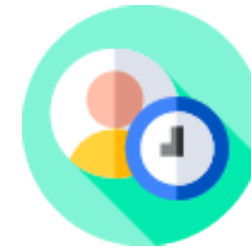
Compliance: our solutions enable companies to comply with strict European regulations.

Security: we safeguard documents and communications, complying with the highest security regulations.

Simplicity: we make administrative processes easier—it's that simple.

ROI: we help you drastically reduce what traditional administrative processes typically cost. What you save greatly outweighs investing in our service.

International coverage: we are used in more than 90 countries and have a diverse, international team.



5.3

Cost savings with Docuten

One of Docuten's main benefits is saving you money. When you **eliminate costs associated with the printing, delivering, storing, and overall management** of documents, your expenses are drastically reduced.

With Docuten, **you can save at least 80% of the cost of invoicing and sending documents** as opposed to traditional methods. Our findings bolster this claim: Docuten conducted a study comparing how much the traditional approach costs, versus digital processing (based on the administrative expenses of a medium-sized company per year). The results are pretty clear.

[Download our Whitepaper on Cost Savings](#)



TRADITIONAL METHOD

108.783,56 €

WITH DOCUTEN

20.000 €

5.4

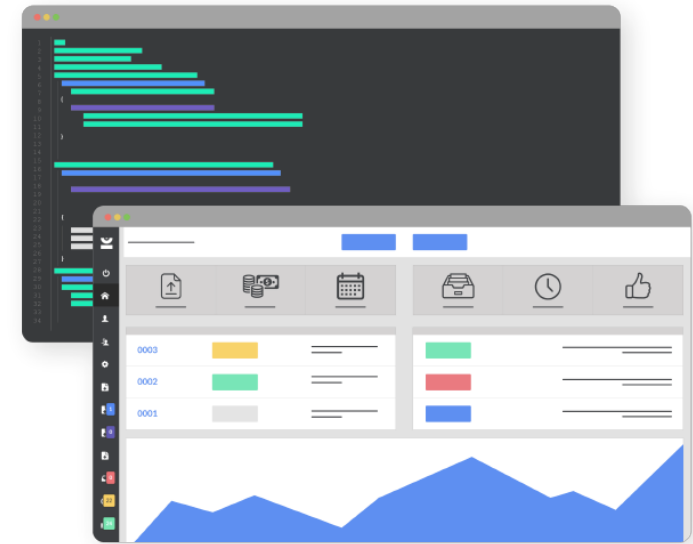
Integrating your systems

At Docuten we have APIs that let us connect our signature and e-invoicing services with any business software (ERP, CRM, BPM, Intranet, etc.).

Docuten can be integrated with systems like SAP, Salesforce or META4, among others.

Docuten also has connectors to integrate with the leading ERP solutions on the market. Our services can be easily used with the applications that companies already trust.

We have connectors associated with Microsoft Dynamics 365 BC and a3doc cloud.



[More information on our API](#)



5.5

Our clients, our best endorsements



Lantania

"Thanks implementing e-invoicing through Docuten we have been able to continue working remotely without any problems during this time, while taking the appropriate precautions."

Emilio Casal
Systems Director, Lantania



Grupo Caamaño

"Right now all documentation is sent through the platform to our employees. In addition to receiving information much faster, we don't have printing costs."

Lorena Suárez
Human Resources Director
[Watch interview >](#)





Sales Department

981 269 685

ventas@docuten.com



Calle Gambrinus, 7, 1º D
15008, **A Coruña**



Retamar 11,
28043, **Madrid**



Golden Cross House,
8 Duncannon St,
Charing Cross
WC2N 4JF, **London**