



# Index

## 1 DIGITAL SIGNATURE

- 1.1. What is a digital signature
- 1.2. Qualified Trust Service Provider
- 1.3. Legality of the digital signature
- 1.4. Advantages of the digital signature
- 1.5. Types of digital signature with Docuten

## 2 DIGITAL SIGNATURE USE CASES

- 2.1. Purchasing contract
- 2.2. Distribution contract
- 2.3. Exclusivity contract
- 2.4. Trademark licensing or use agreement
- 2.5. Contracts and labor documentation

## 3 ELECTRONIC INVOICING

- 3.1. What is an electronic invoice
- 3.2. Advantages of the electronic invoice
- 3.3. Issuing
  - Public clients | B2G
  - Private clients | B2B
- 3.4. Receiving
  - Tools to receive invoices

## 4 SII

- 4.1. What is the SII
- 4.2. Who is obligated to use it
- 4.3. How Docuten integrates with it

## 5 SUCCESS STORIES

- 5.1. Grupo Fuertes
- 5.2. Monbake

## 6 DOCUTEN

- 6.1. What is Docuten
- 6.2. Benefits of using Docuten
- 6.3. Cost savings when using Docuten
- 6.4. Integration
- 6.5. Our clients



# Introduction

Each industrial revolution has brought with it a new way of working and understanding business. These advances have undoubtedly transformed how different sectors operate. Today, we are facing a technological revolution aimed at optimising company processes and procedures. Businesses that engage with innovative technologies are able to improve operations and stay competitive.

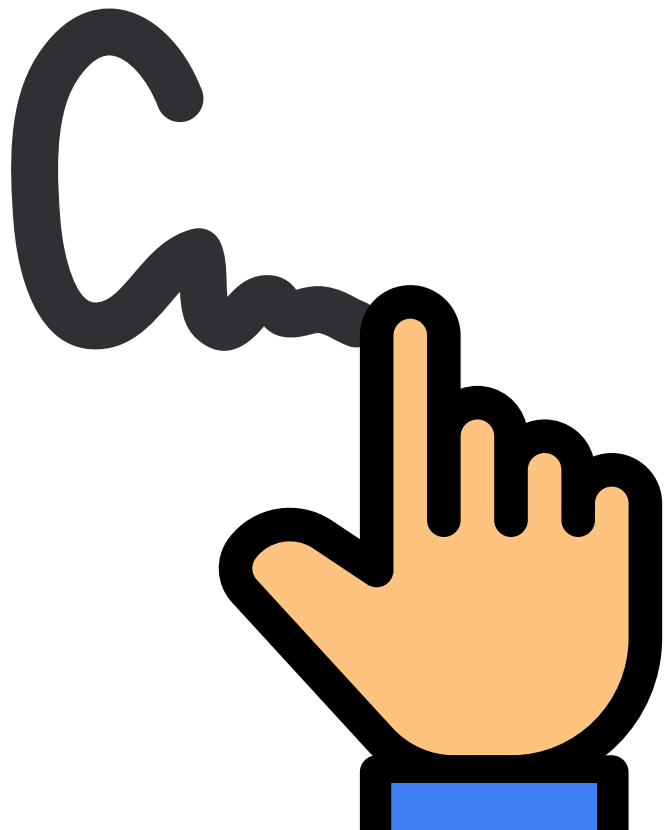
The food industry is a broad sector that covers a wide range of different business activities, each with specific needs. That said, there are a number of operational challenges common to the entire industry.

One shared problem for companies in the food industry centers on business inefficiencies at the administrative level. The management of vendors, clients and employees often means handling excessive paperwork, which in turn translates to wasted financial and human resources.

The appropriate technological tools can help reduce this administrative burden and enable companies to focus on value added tasks that improve the product, capture new clients and lead to overall business growth.

With Docuten, your company will be able to elevate its relationship with vendors, clients and employees through one platform that offers digital signature and electronic invoicing.

This whitepaper offers an in-depth look at how relying on a single provider for end-to-end administrative digitalisation can improve the efficiency and productivity of companies in the food industry. We include practical use cases and real life experiences from our clients in the sector.



**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 and evidentiary validity 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

## Docuten | Qualified Provider

As a Qualified 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 SENT DOCUMENT:**  
Event, date and time, IP address from which it was carried out, and details about the browser and operating system used.

**TRUSTED THIRD PARTY CERTIFICATION:**  
The seal includes the unique verification code of the certificate, as well as the details of Docuten Tech S.L.

**Docuten** Signature process certification

Docuten Tech, S.L. in its capacity as Trusted Service Provider, in accordance with the provisions of Regulation (EU) No. 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions (eIDAS Regulation) (eIDAS) and identifier

THE following electronic evidences generated on the document with the date of creation and identifier

**SHIPMENT INFORMATION**

Message sender
Message recipients
Matter
Main document
Attachments
State
Date of shipment

**EVIDENCE OF THE PROCESS**

The document has been processed correctly, as recorded in our records, having performed its last status update on \_\_\_\_\_ at \_\_\_\_\_

The following table shows the different events recorded during the process (if applicable):

EVENT	DATE AND TIME	IP	MADE FROM

Secure Verification Code: \_\_\_\_\_

Docuten Tech S.L. CIF: B65430797 Calle Genovese, 5, 1º, 15004 A Coruña  
Registered in the Mercantile Registry of A Coruña, Volume 3429, Book File, Page 124  
Insider General Bank: C-46206

**Docuten**

1 de 3

## 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**, spending time and money 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

## Advantages of the digital signature

Digital signature offers more benefits than a traditional signature on paper:



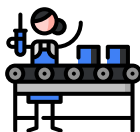
**An increase in documents signed (easier format, faster completion):** for certain Docuten clients, the rate of signing has increased by 60%, especially in companies with employees in different geographic locations.



**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.



**Lowered costs**



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



# 1.5

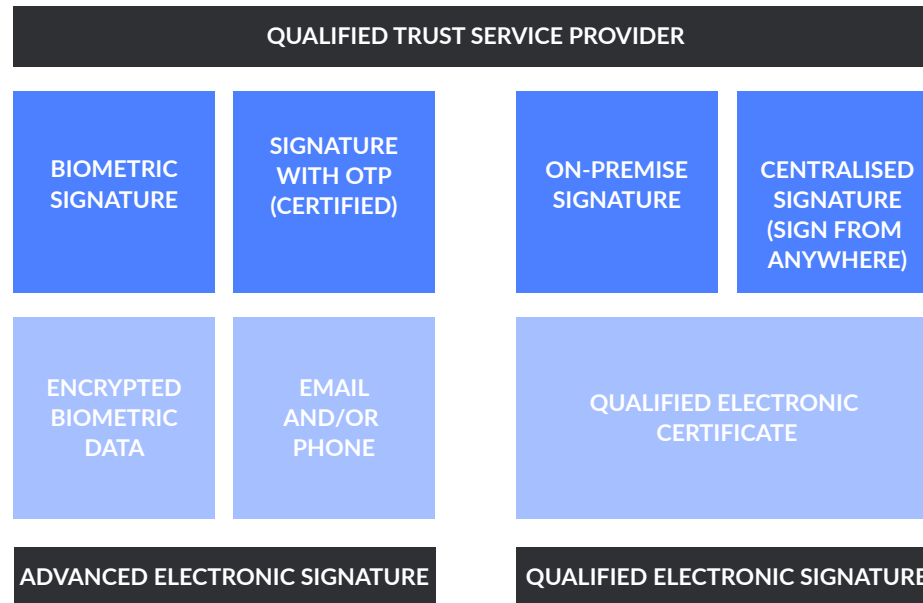
## Types of digital signature with Docuten

Docuten is recognised as a Qualified Trust Service Provider in accordance with Regulation (EU) No 910/2014 regarding electronic identification and trust services for electronic transactions (eIDAS).

There are several types of digital signatures outlined in Regulation (EU) No 910/2014. 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 solution will best suit their needs.

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



# Situations and use cases

Digital signature



# 2

## Use cases in the food industry

### Contractual relationship with vendors

When purchasing raw materials, machinery and equipment, containers and packaging, or even vendor services, purchasing agreements must be signed. These contracts have to be signed by both parties to affirm mutual agreement on the conditions.

Document	<b>Purchasing contract</b>
Signatories	<b>Food company and vendor</b>
Type of signature	<b>Certified signature and OTP</b>

### Contractual relationship with distributors

It is common to establish a purchase/sale commitment with distributors. The contract must include the agreed to terms and conditions and it must be signed by both parties as proof of agreement.

Document	<b>Distribution contract</b>
Signatories	<b>Food company and distributor</b>
Type of signature	<b>Certified signature and OTP</b>

### Product exclusivity

When dealing with special interest food products that have unique qualities or characteristics, distributors may want to ensure exclusive distribution. In this case, an exclusivity contract would need to be signed that outlines the agreed to distribution conditions.

Document	<b>Exclusivity contract</b>
Signatories	<b>Food company and distributor</b>
Type of signature	<b>Certified signature and OTP</b>

### White label products

Everything related to producing white label products has to be laid out in a binding agreement. Conditions like price, price escalation, quantity, minimum units purchased, delivery conditions, etc. all have to be clearly defined by both parties in a commercial contract.

Document	<b>Trademark licensing or use agreement</b>
Signatories	<b>Food company and distributor</b>
Type of signature	<b>Certified signature and OTP</b>

### Employee contracts and other labor documentation

Docuten facilitates the automation and digitalisation of HR administrative processes. The HR department will be able to sign all types of labor documentation including employment contracts, occupational safety and health documents, contract extensions, form 145, work leaves, etc.

Document	<b>Employment contract or other documentation</b>
Signatories	<b>Food company and its workers</b>
Type of signature	<b>Automatic signature, signature with OTP or biometric signature</b>



**Electronic  
invoicing**

# 2.1

## What is an electronic 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.

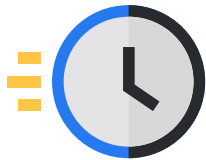
# 2.2

## Advantages to electronic 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 more benefits than 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.





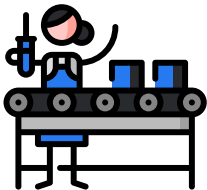
**Avoid losing or damaging original documents.** Another benefit to having greater control over your invoices is that original documents are safely stored on the platform, intact and available from any device.



**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 electronic 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 for public administration offices including FACe, e.FACT (Cataluña), La Rioja, Castilla-La Mancha, País Vasco and 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 electronic 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 index 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 that involves a substantial investment of time and money on the part of finance departments.

### How to resolve it

Automating and digitalising the process of receiving e-invoices simplifies operations and provides numerous benefits for Docuten 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 electronic 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.

**Also...****Indexing and compliance**

Receive all your invoices to the Docuten platform, where invoices are easily located and stored. Docuten automatically indexes your received invoices, and handles safekeeping, which enables you to eliminate paper from your processes.

**Approval flows**

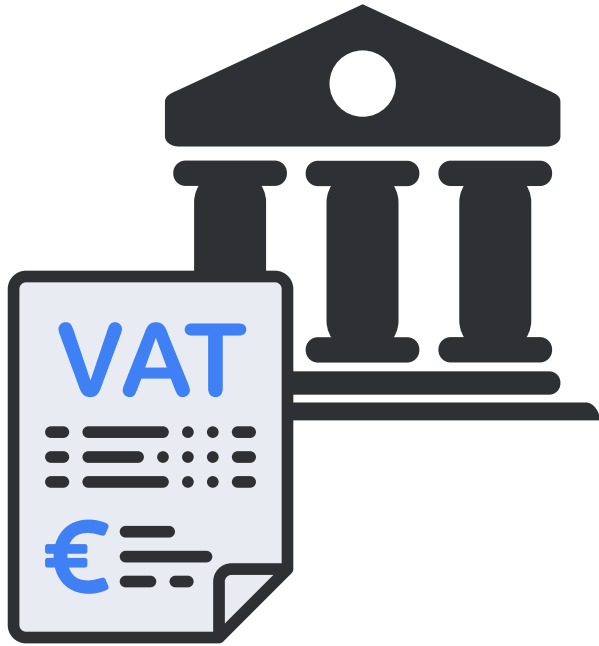
With Docuten you will be able to configure approval flows that will be launched automatically if there are no errors in received invoices and after validations are checked. For example, you can send an invoice for validation to a person or group that corresponds to the information in the received invoice, like the vendor or the total amount.

**Efficiency**

Eliminate unnecessary tasks, save time and money, and avoid human error with features like:

- Configuration of automatic checks
- Access to updates and information in real time on the processing and status of invoices
- Direct indexing of data into your accounting systems





# Suministro Inmediato de Información del IVA

# 3.1

## What is the SII

The 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).

The 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 the 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

## How Docuten integrates

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 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.



**Success stories**

## 5.1

## Grupo Fuertes reduces its environmental impact by digitalising document signing with Docuten



*Docuten has digitally transformed various essential processes for Grupo Fuertes including contracting procedures, the signing of commercial contracts and management checks.*

***The company has found in Docuten the perfect digital signature provider to achieve their sustainable goals.***

Traditional means of signing documents (with paper and pen) often involve wasting resources that we should instead be aiming to optimise. The ultimate goal is to lessen negative environmental impact and achieve greater efficiency.

Processes that use excessive amounts of paper, envelopes, and shipping materials are not sustainable in the long term. Plus, manual processes often mean that documents are not signed in a timely manner, there can be security breaches, undue human error or even misplaced documentation. These are some of the many problems that come from not handling processes

digitally.

### The road to becoming a paperless company

Docuten's client, Grupo Fuertes, is a leader in agri-food investment and business diversification, and bases much of its company philosophy on sustainable development.

Aware of the negative environmental impact caused by handling a high volume of paperwork that require signature processes—and the fact that it was highly inefficient—Grupo Fuertes decided to take action.

“We were clear that we needed a digital solution to sign documents that would allow us to not only to be more efficient and secure, but also to eliminate paper and improve our sustainable practices,” affirms Javier Almela, Business, Finance and Controlling Consultant at Grupo Fuertes.

Developing an administrative digitalisation strategy with



Docuten was the solution. Implementing Docuten's digital signature services has elevated the company's level of sustainability, and represents one step closer to becoming a paperless company.

"Thanks to digital signature, we have not only managed to lessen our environmental impact by eliminating paper, but we have also reduced our CO2 emissions since we no longer send documents to be signed using different modes of transportation," says Mr. Almela.

### **A comprehensive strategy to achieving efficiency**

And that's just the tip of the iceberg. Grupo Fuertes, a holding company that manages around twenty companies strategically organised into two large business areas, has decided to implement Docuten in all its companies after experiencing firsthand the benefits of digitalisation.

Some of the key advantages to digital transformation for

the company include the time saved and simplicity when carrying out document management, ease of control and supervision for signed documents, and a streamlined, synchronised process between Docuten and its RPA.

The implementation of digital signature began in the Human Resources department of the parent company, but has quickly expanded. Digital signature is now also being used in several Group companies like El Pozo Alimentación and Cefusa. Grupo Fuertes is confident this trend will continue and digital signature will soon be used across all departments and participating companies.



# 5.2

## Monbake relies on Docuten to digitally sign documentation

The Monbake Group, one of the leading frozen dough companies in Spain, manufactures, distributes and markets baking and pastry products nationally and internationally. Seeking more efficiency in their administrative processes, Monbake turned to Docuten to better handle labor documentation.

Sergio Campillo, the company's Head of People & Process Management, answered some questions for us:

**1. Digital transformation strategy in the food industry often focuses on investing in machinery to improve elements like quality control, measuring and weighing systems, or the robotisation of packaging. Do you think that administrative digitalisation is just as important for improving business competitiveness?**

It is clear that everything related to the supply chain is of vital importance, both for external efficiency, but also the internal customer. In addition, many management processes are so transversal that they involve

departments with a clear commercial and industrial nature, but also the more corporate units.

When choosing digitalisation as a way of working, it is essential to have people who are part of that transformation, improving the company's day-to-day operations and creating an attractive place to work.

**2. What made you interested in implementing digital signature? At what point were you at in the company?**

We were managing a large volume of documentation generated from labor relations with our collaborators. It was impossible to locate documents already signed or request signatures with some immediacy since we had to resort to mailing documents to different work centres throughout the peninsula.

Being able to immediately get a document signed by a collaborator, regardless of their location, meeting legal requirements and having the signed document on a

server for later access made us rethink our way of working and how we manage documentation.

Implementing digital signature made even more sense during the pandemic.

### **3. Has Docuten managed to resolve the administrative issues your company was facing?**

Totally. In fact, we are even using Docuten in business areas that we hadn't previously anticipated.

### **4. Digital transformation is part of a new business reality. What is the most notable benefit of digitalisation for you?**

Digitalisation means reducing the time needed to formalise any document that requires legal backing. Greater efficiency is achieved in processes that used to take much longer, like getting documentation signed in person. Searching for and managing signed documentation is also much easier and more efficient.

### **5. How has the internal transition been from traditional processes to new digital methods? Was it seen as a positive change by internal and external staff?**

The transition has been much easier than expected. We decided to start slow with a limited group; employees in only one business area began to use digital signature for contractual agreements and other documentation. Almost immediately there was a decrease in documents arriving by mail, and the team itself began to see improvements in overall efficiency. As other business areas saw the benefits of using digital signature, implementing Docuten in other departments was simple.

### **6. Why did you choose Docuten and not other providers?**

We wanted a provider that would meet not only our digital signature needs, but other activities that require certification by a third party. Docuten understood our situation, which made it easier to start collaborating.

Additionally, the rapid availability of a native solution saved us parameterisations and other types of adaptations of our systems to the solution. Later, we began integration measures that enabled us to be even more efficient in our internal processes.

### **7. Your company places special emphasis on the**

**importance of sustainability, do you see administrative digitalisation and the elimination of paper as an important instrument for sustainable improvement?**

Definitely. In our business, we generate a large amount of paper daily, both with our clients and collaborators, as well as internally. Plus, the filing and storage of documentation requires building space and consuming utilities.

We wanted to implement solutions that would allow us to reduce this volume of paper considerably. There was also the issue of frequently sending documentation throughout Spain. Reducing the number of mailings and shipments we sent out would help improve the sustainability of our company as well.

**8. What would be your recommendation to companies that are in the situation Monbake was previously in?**

Assess the time your company allocates to human, logistical and material resources in one of the most common recurring activities. Start in a specific business area that generates an average amount of paper and

whose documentation requires frequent consultation. Once you understand the situation, implement a solution. In a short time, you will begin to see results and the possibility of expanding the solution to other business areas.



**Docuten**



# 6.1

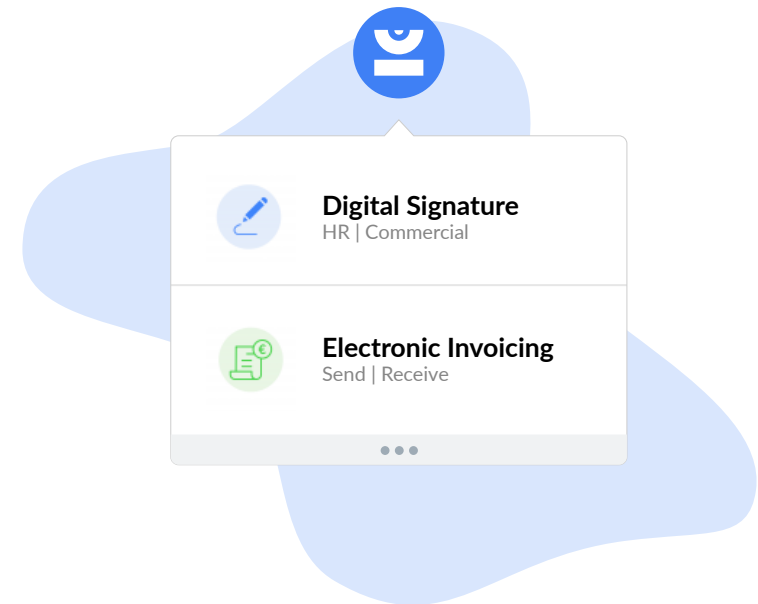
## Docuten

Docuten is a platform that digitally transforms company administrative processes by integrating with management tools to automate 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

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



# 6.2

## 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.

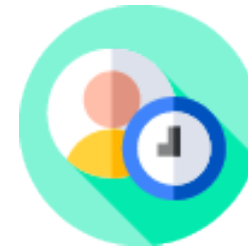
**Compliance:** our solutions enable companies to comply with the strictest regulations in the EU and beyond.

**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.



# 6.3

## Cost savings with Docuten

One of Docuten's main benefits is saving you money. When you **eliminate costs associated with the printing, delivering, storage, 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 €

# 6.4

## 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.).

### **Integrate Docuten with the leading ERPs in the market.**

Docuten has connectors that allow integration with the leading ERP solutions on the market. Our services can be used with the applications that companies already trust.

Some of these associated connectors are Microsoft Dynamics 365 BC and a3doc cloud.

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



[More information on our API](#)



# 6.5

## Our clients, our best endorsements





Sales Department

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