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DESIGN INSTRUCTIONS

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iPost Invoice

iPost Invoice is a comprehensive invoicing service produced by OpusCapita for its business customers and is based on the Finvoice 2.0 standard maintained by the Federation of Finnish Financial Services. Finvoice is the presentation system for e-invoices that is used by Finnish banks. The standard is maintained by the Federation of Finnish Financial Services.

The iPost Invoice service is used for sending printed invoices to business customers and consumers and for sending e-invoices to business customers. Electronic copies of the printed invoices sent to consumers are put in Itella's Netposti service. The sender conveys the invoices to OpusCapita in the Finvoice format and selects the desired invoice delivery method: printed invoice or e-invoice. All invoices sent via this service are kept for 12 months in a invoice repository which the invoicing party can access via a browser. If desired, an electronic archive can be added to the service.

PLEASE NOTE: Standard form templates are used in this service, with no tailoring to individual customer requirements. If this service package with its specified templates is not suitable, OpusCapita can offer other solutions that enable customization.

1. INVOICE DISTRIBUTION CHANNELS

1.1 Invoice distribution channels

The customer transmits Finvoice-format invoice data electronically to OpusCapita. OpusCapita examines the data to ascertain the distribution channel (printed invoice or e-invoice) and forwards the invoices to the appropriate channel. Printed invoices are produced in the OpusCapita iPost process using standard iPost materials. E-invoices are delivered to their recipients on the basis of the recipient's e-invoice address given in the data. It is not possible to send an invoice to business customers as both a printed invoice and an e-invoice. Copies of printed consumer invoices are always made and are placed in Itella's Netposti service.

Invoices should be supplied as invoice batches consisting of a number of invoices. The customer may transmit any amount of invoice batches daily to OpusCapita. If the customer transmits individual invoices, an e-mail acknowledgement will be sent separately to the customer for each of these.

1.2 Routing of e-invoices at OpusCapita

OpusCapita routes the B2B e-invoices sent by the customer to the appropriate distribution channel on the basis of the Finnish Party Identification number (OVT-id) that accompanies the invoicing party's data. The invoicing party maintains the recipient's OVT-id in its own systems. If there is no OVT-id, a printed invoice is produced. With the OVT-id, OpusCapita can also ascertain the invoice recipient's e-invoice account. If, on the other hand, OpusCapita's routing database does not contain the recipient's EDI code and the e-invoice account behind it, this can be notified to the following address: information.fi@itella.com.

1.3 Finnish Party Identification number (OVT-id)

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The OVT-id is defined in the SFS 5748 standard and is a code identifying a party engaging in inter-organizational data transfer. The EDI code can be 12-17 characters long and is based on the business identity code.

The OVT-id is of the following form: 003799999999NNNNN, where

- 0037 is the Finnish Tax Administration code under standard ISO 6523,
- 999999999 is the business identity code complete with check digit characters, written without any gaps or hyphens,
- NNNNN is the identifier for the particular part of the organization. This must be no more than five characters long. The identifier for the part of the organization in question (NNNNN) is not mandatory.

PLEASE NOTE: The OVT-id and the customer's e-invoicing address are not necessarily the same thing. The OVT-id is always used with a SOAP frame.

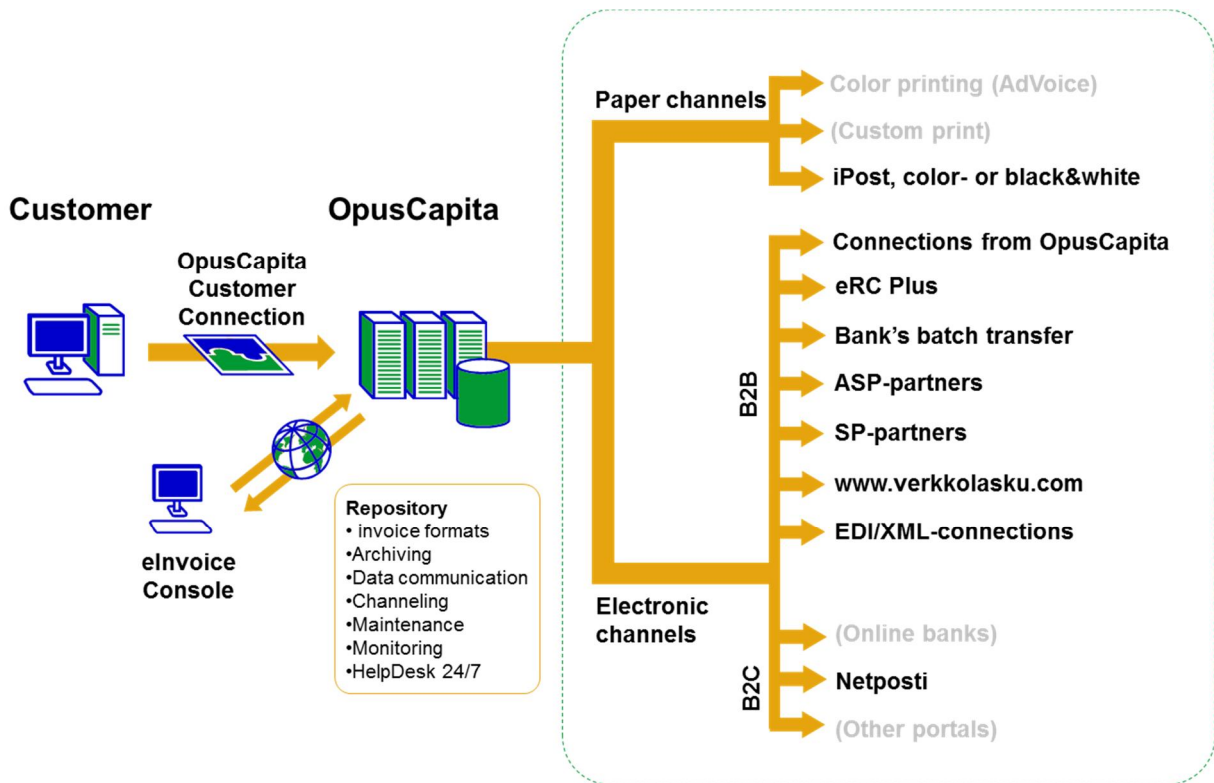


Figure 1 Distribution channels

1.4 Service level

The service is available 24 hours a day, 7 days a week, with the exception of maintenance shutdowns and unforeseen breaks.

The service level is determined according to the distribution channel used. The invoices are stored in a invoice repository within 24 hours of the arrival of the material at OpusCapita.

The service levels described in these Design Instructions are limited to the following dataset sizes:

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- Invoice pages max. 100,000/24h
- Invoice pages max. 10,000/batch
- Invoice pages max. 500/invoice

If there is an invoice batch of more than 10,000 pages, the customer is requested to notify the OpusCapita Service Desk of this in advance.

In the case of printed invoices, letters that are more than 60 pages long will be processed manually and two days will be added to their delivery time beyond the basic service level. The service levels specified in these Design Instructions only apply in situations where the material supplied by the customer is free of errors/defects.

2. PRINTED INVOICES

Using the iPost Invoice service, printed invoices can be sent to consumers and business customers.

OpusCapita uses iPost to produce printed invoices in the form of letters created with standard templates or customer-specific forms, and then places these in envelopes, takes them to Posti's distribution network for delivery to recipients, and puts copies in the Netposti service.

2.1 Service level

The service level for printed invoices is determined in accordance with the letter classification selected when the service is started, and on the basis of whether the invoice material is to be printed in color or black and white.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Priority, speed: material to OpusCapita by 10.00 am Mon-Fri customer's material: black & white printouts in Finvoice format	C, P	D								
		C, P	D							
			C, P	D						
				C, P	D					
Economy, speed: material to OpusCapita by 10.00 pm Mon-Fri customer's material: black & white or color printouts in Finvoice format	C	P		D						
		C	P		D					
			C	P				D		
				C	P				D	
Priority, speed: material to OpusCapita by 10.00 pm Mon-Fri customer's material color printouts in Finvoice format	C	P	D							
		C	P	D						
			C	P	D					
				C	P			D		
				C			P	D		

C = delivery day for customer's material

P = day submitted to printout operator and distribution operator

D = delivery day (under delivery operator's terms and conditions)

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2.2 E-letter transmission to Netposti

An e-document is created for a consumer recipient's electronic post box only if the consumer's identifying information in the service match the recipient information marked by the customer. To receive and read e-documents the consumer must register with the Netposti service.

E-letters and e-documents of consumers registered with Netposti are held in Netposti for the period specified in the consumer agreement. E-documents of consumers not registered with the Netposti service are held in Netposti for about two (2) months. The deliverer retains the right to make minor changes to the storage period without having to notify customers separately of this.

The customer is entitled to prohibit the delivery of e-documents to Netposti by notifying the deliverer of this separately in writing five (5) working days prior to such prohibition becoming effective.

E-documents are delivered to Netposti under the same timetable as the equivalent Priority and Economy letters.

2.3 Basic services

The iPost basic service is a comprehensive service for sending Priority and Economy letters of no more than 60 sheets. For letters longer than 60 sheets, the delivery time will be two working days more than with the basic service.

The service uses white imperforated A4 paper and C5 or C4 envelopes with a large window. The standard materials are included in the prices given and are purchased and stored by OpusCapita.

2.4 iPost materials

Paper used in the service:

- 80g/m², blanco A4 (210x297 mm), lighter paper also possible
- Paper travel during printing: max. +2 mm
- ISO 9001, 9706, 14001, Nordic environmental label

Envelopes used in the service:

- C4 and C5 envelopes with window and curved flap
- Preprinted on inside to ensure contents cannot be viewed.

Envelope size is selected automatically on the basis of the number of sheets used in the letter. The C5 envelope can accommodate up to 9 sheets, and the C4 envelope 10-60 sheets. Letters of more than 60 sheets are placed manually in either a mailer envelope or separate box.

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3. IPOST INVOICE E-INVOICES

The iPost Invoice service enables e-invoices to be sent to business customers.

3.1 Distribution channels for this service

This service can be used to send e-invoices to the following distribution channels:

- OpusCapita's e-Invoice Receiving services
 - OpusCapita eInvoice Receiving customers
 - OpusCapita Repository Connection (eRC) users
 - OpusCapita Workflow customers
 - Netposti customers
 - Financial management ASP partners

- Customers of other e-invoicing operators
 - Apix Messaging Oy
 - Basware Corporation
 - Enfo Oyj
 - Liaison Technologies Oy
 - TeliaSonera Finland Oyj
 - Tieto Oyj
 - Logica Finland Oy
 - Maventa Services
 - Notebeat Oy

- Banks' batch transfer services
 - Nordea
 - Sampo
 - OP-Pohjola
 - Tapiola Bank
 - Savings Banks and POP Banks
 - Handelsbanken
 - Aktia Bank

The service cannot be used to send e-invoices to consumers.

E-invoices are delivered for the recipient to collect or to the recipient's distribution channel (e.g. to another operator) within 24 hours of the arrival of the data at OpusCapita.

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4. INVOICE REPOSITORY

4.1 Invoice Repository

A sales invoice account specific to the invoicing party is set up in the invoice repository, and invoices are stored there for 12 months. The invoice repository facilitates the routing and presentation of invoices, and enables the invoicing party to browse sales invoices and use the archive system if selected.

4.2 Console

Console is the name of the internet browser-based service in which the invoicing party can search for and browse invoices stored in its sales invoice account using selected search criteria. With the Console service, invoices can also be printed out or stored on a work station. Invoices are browsed in PDF format.

4.3 Console user ID and password

User IDs for the eInvoice Console service are issued for the purpose of browsing company invoices.

The person designated as administrator is responsible for setting up and managing the user IDs and passwords within the organization. The administrator provides guidance to the other users in the company on the secure use of IDs. The eInvoice Console service administrator is responsible for the appropriate and careful use of the IDs within the organization.

Each user is alone responsible for the use of the eInvoice Console service that occurs by means of the user's own IDs and passwords.

The administrator must notify the OpusCapita Service Desk immediately of the disappearance of a user ID/password or its disclosure to a third party.

4.4 Secure use of Console IDs

Secure use and safekeeping of user IDs and passwords

It is prohibited to hand over or send to a user both the administrator-created user ID and the password for it at the same time.

The user must ensure that personal IDs remain confidential. The owner of the ID is responsible for its use. Passwords should never be disclosed to anybody under any circumstances.

The password should not be written down on paper or typed in a computer file. Nor should a password be stored in a browser memory.

When receiving a new password, the user should replace the old password immediately. Users must change their password regularly and sufficiently often.

Care must be taken when logging off from the eInvoice Console service. The session must be closed by logging off from the service whenever the user goes away from the immediate vicinity of the work station. Even in the case of equipment in locked premises, the user must not leave the computer while still logged on.

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A user ID that is no longer required must be removed or locked. A notification may be submitted to the administrator responsible for the user IDs in the company. An unused ID is a very attractive route in for any unauthorized attempts at using the service.

Passwords must be chosen with care and must be sufficiently long. Advice for creating a secure password:

Use a combination of lower and upper case letters, punctuation marks and numerals.

Use a password at least six characters long. The more characters there are in the password the more difficult it will be to ascertain.

Commit the password to memory so that it does not need to be written down.

Use this password only for the eInvoice Console service.

Avoid the following when using a password:

- Do not use any names or numbers to do with yourself, such as your name or that of a family member or pet, or a nickname or birth date.
- Do not use individual words in any form for the user ID or login.

Do not use any other information concerning yourself that is easily obtainable, such as the registration number or make of your vehicle, your phone number, social security number or street address.

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5. USING THE SERVICE

To use the service the customer must have a valid iPost customer ID.

The iPost customer ID to be used will be specified in connection with completion of the customer information form prior to use of the service. The customer will have one customer ID for each business identity code. The customer information form should be used to notify the use of any EDI code extension and other ancillary services such as electronic archiving and customer-specific form templates.

The customer information form is also used for specifying the service level for printed invoices, the customer's e-mail address, the form template and any customer-specific logo. These can later be changed by completing a customer information amendment form. Changes will come into effect no later than two weeks after the arrival of the form at OpusCapita. It is especially important to ensure that the customer e-mail address is up to date so that any notification of errors or defects arrives at an e-mail address that is in use.

After the agreement is made, an FTP ID and password are set up for the customer, who shall then be responsible for their use.

5.1 Use of the service in brief

- The Finvoice file should be validatable using the schema file published by the Federation of Finnish Financial Services.
- The customer must have a valid iPost Invoice agreement.
- OpusCapita will supply the customer with the FTP and Console IDs.
- The service will then be available and the customer may begin testing. Test invoices should be sent to the out/finvoicetest/data directory under the FTP ID.
- The test invoices can be viewed in PDF form using Console.
- When all the various invoice variations have been tested (invoice, credit note, additional information rows on invoice, references, etc.), it is recommended that a test invoice be sent to production with the sender's own address marked as the recipient. The invoice will then return in the post to the sender, and the sender may check the invoice in paper form as well.

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6. FINVOICE DATA

The service supports Finvoice version 2.0 and older. The Finvoice data must be in accordance with the Finvoice application guidance published by the Federation of Finnish Financial Services and it must be possible to validate it using the schema file published by the Federation. In addition, the Finvoice data must have a SOAP frame that accords with the application guidance. One SOAP frame is always associated with a single invoice. Finvoice attachments must not be handled or forwarded.

Finvoice was originally designed for e-invoicing, and its use as a printout service imposes certain limitations, mainly regarding the data that can fit on a page.

OpusCapita's iPost Invoice service follows the recommendations of the Finvoice standard.

6.1 SOAP frame

Invoices are always equipped with a SOAP frame. This is formed in accordance with the Finvoice application guidance.

PLEASE NOTE: The routing of e-invoices is performed on the basis of the Finvoice data content (sender identification: SellerOrganisationUnitNumber; recipient identifier: BuyerOrganisationUnitNumber), not on the basis of the SOAP frame content.

6.2 Invoice number and date

Each invoice sent to the service must have its own invoice date and number, and no two invoices can have the same date and number. If the customer sends an invoice with the same combination of invoice date and number as an invoice already sent to the service (and not automatically rejected by it), the invoice will be rejected by the service. This prevents invoices mistakenly being sent twice to the recipient.

6.3 Mandatory data in e-invoices

Invoice type (mandatory)
Invoice title
Invoice number (mandatory)
Invoice date (mandatory)
Delivery date (recommended)

Invoice currency
Due date (mandatory in standard invoices)
Payment reference (recommended)
Customer reference (recommended)
Invoice number to which credit note applies

Invoicing party's ID (mandatory)
Invoicing party's business identity code

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Invoicing party's VAT code
Invoicing party's name (mandatory)
Invoicing party's address (mandatory)
Invoicing party's postal (zip) code (mandatory)
Invoicing party's postal town/city (mandatory)
Invoicing party's domicile (mandatory for limited companies)
Contact person (recommended)

Invoice recipient's ID (mandatory)
Invoice recipient's name (mandatory)
Invoice recipient's address (mandatory)
Invoice recipient's postal (zip) code (mandatory)
Invoice recipient's postal town/city (mandatory)
Invoice recipient's country code (recommended)
Contact person (recommended)
Payee's bank account (IBAN)

Invoice totals:
amount to be paid (mandatory)
grand total for rows, excl. tax (mandatory)
amount of tax (mandatory)
tax rate

Row data
product code
product name
quantity
unit of quantity
unit price
row total, excl. tax (discounts included)
row total, incl. tax (discounts included)
tax rate
amount of tax for row (recommended)
row amount, excl. tax (recommended)
row amount, incl. tax (recommended)
delivery date (if different from header)

6.4 Invoice sender's data

In B2B e-invoicing the sender is identified using the content of the Finvoice field SellerOrganisationUnitNumber.

The sender's information printed on the invoice is from the following Finvoice fields in the SellerPartyDetails section: SellerPartyIdentifier, SellerOrganisationName, SellerStreetName, SellerPostCodeIdentifier, + SellerTownName.

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6.5 Invoice recipient's address details

In B2B e-invoicing the recipient is identified using the content of the Finvoice field BuyerOrganisationUnitNumber.

The recipient's address information printed on the invoice is gathered from Finvoice's InvoiceRecipient fields.

The following fields appear in the address window (maximum one of each):

OrganisationName
 PostOfficeBoxIdentifier
 StreetName
 PostCodeIdentifier
 TownName
 CountryName

The country code in accordance with the UIEE ISO 3166 ALFA 2 standard must be specified in the CountryCode field under the InvoiceRecipientPostalAddressDetails aggregate, or in the corresponding Buyer field.

The country code for Finland is FI. If the country code is not specified, the postal charge will be determined according to the highest price category for printed invoices.

Since any invoices marked for e-invoicing that cannot be delivered as e-invoices are automatically redirected to printed invoicing, it is important that the recipient's address is also correct for e-invoicing customers.

6.5.1 Country codes

Finland		Other Europe, VAT 0%:	
Finland, VAT 22%	FI	Albania	AL
Åland Islands, VAT 0%	AX	Andorra	AD
		Bosnia-Herzegovina	BA
EU countries, VAT 22%:		Bulgaria	BG
Netherlands	NL	Gibraltar	GI
Belgium	BE	Greenland	GL
Spain	ES	Iceland	IS
Ireland	IE	Croatia	HR
Great Britain and Northern Ireland	GB	Liechtenstein	LI
Italy	IT	Macedonia	MK
Austria	AT	Montenegro	ME
Greece	GR	Moldova	MD

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Cyprus	CY	Monaco	MC
Latvia	LV	Norway	NO
Lithuania	LT	Romania	RO
Luxembourg	LU	San Marino	SM
Malta	MT	Serbia	RS
Portugal	PT	Switzerland	CH
Poland	PL	Turkey	TR
France	FR	Ukraine	UA
Sweden	SE	Belarus	BY
Germany	DE	Vatican	VA
Slovakia	SK	Russia	RU
Slovenia	SI		
Denmark	DK		
Czech Republic	CZ		
Hungary	HU		
Estonia	EE		
		Other countries, VAT 0%	
		Australia	AU
		USA	US
		All other countries, VAT 0%	XX
The country codes follow the international ISO 3166 standard. They consist of two characters written in upper case. All the ISO 3166 country codes can be found at: http://www.iso.org/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.html			

PLEASE NOTE: If no country code is given, the country code XX will be added and the invoicing will accord with the overseas letter rate.

6.6 Bank barcode

The value given in the barcode specification of the Federation of Finnish Financial Services should ordinarily be conveyed in the VirtualBankBarCode field of the Finvoice data.

When producing printouts, the system creates the initial, check digit and final characters referred to in the definitions of the Federation of Finnish Financial Services. The Federation’s bank barcode instructions can be found at:

http://www.fkl.fi/teemasivut/sepa/tekninen_dokumentaatio/Dokumentit/Pankkiviivakoodi-opas.pdf.

The bank barcode consists of the contents of the VirtualBankBarCode field below, as follows (e.g. version number 4):

4aaaaaaaaaaaaaaaaabbbbbbcc000dddddddddddddddddddeeeeeee

4 = bank barcode version number

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a = invoicing party's IBAN account number (16 characters)

b = euros, incl. preceding zeros (6 characters)

c = cents (2 characters)

000 = standard value

d = reference number, incl. check digits (20 characters). Preceding zeros are used if necessary.

e = due date in the form yymmdd (6 characters). If no due date is given, 000000 must be given as the value.

If the VirtualBankBarCode field is not used, the barcode will consist of the contents of the following fields: SellerAccountID, InvoiceTotalVatIncludedAmount, EpiRemittanceInfoIdentifier and InvoiceDueDate.

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7. FORM TEMPLATES

The choice of form template will determine the information that is presented on the printed invoice or in the PDF/TIF image of the e-invoice.

7.1 Form templates available in the service

There are four standard templates, as follows:
Including bank transfer: <ul style="list-style-type: none">• short• long
Without bank transfer: <ul style="list-style-type: none">• short• long
Additional page, single-sided

One invoice row always takes the same amount of space on the form, even if there is no data for that row. In such cases the row information should be left empty.

An additional page is automatically produced for the forms if the row data does not fit on the first page. A logo can also be printed in color.

8. TESTING

After receiving a user ID, the customer can start using the service by first sending test invoices to the out/finvoicetest/data directory under the FTP ID. The invoices in the testing are stored in the customer's test sales invoice account. The test invoices can be viewed by the customer in PDF form using Console.

When the customer has tested all the various invoice variations (invoice, credit note, additional information rows on invoice, references, etc.), it is recommended that a test invoice be sent with the sender's own address marked as the recipient. The invoice will then return in the post to the sender, and the sender may check the invoice in paper form as well.

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9. DATA TRANSFER METHODS

The customer is responsible for file transfer and for the costs of this. Files can be sent to OpusCapita any time of the day or night. Invoice data should be transferred to the subdirectory out/invoice/data. The customer should transfer the file using a name starting with T, and should rename this with a name starting with D after the transfer is complete. PLEASE NOTE: Only files with the extension .xml or .zip are handled. Attachments, e.g. PDF files, are not supported in the iPost Invoice service. The customer is responsible for ensuring that file names remain unique for at least one month, to prevent any files being overwritten.

9.1 Information network

Connections: FTP / TCP/IP

FTP server: ftp.itella.net

An FTP user ID will be specified for the customer in connection with the use of the service.

9.2 Information network, encrypted connections

An encrypted SSH-based SFTP connection can be used if desired. OpusCapita recommends the use of an encrypted connection as this provides enhanced information security.

9.3 Data transfer acknowledgement

Notifications of successful data transfer, file errors or other similar situations will be sent to the e-mail address given on the customer information form. If a data transfer acknowledgement is not possible due to an error or similar, a notification of error/defect will be sent to the customer.

10. ERRORS AND DEFECTS

If an invoice intended as an e-invoice has the recipient's EDI code for which no e-invoice routing is found at OpusCapita, the invoice will automatically be delivered as a printed invoice.

Notifications of errors or defects are sent to the e-mail address given by the customer on the customer information form.

10.1 OpusCapita Service Desk

OpusCapita's control systems monitor the iPost Invoice service around the clock. Information about any disruptions is filed in the Service Desk's control system. Dealing with the error or defect will begin within eight hours of its notification.

Service Desk personnel can be contacted 24 hours a day, 365 days a year, by e-mail (information.fi@itella.com) or phone (+358 (0)20 452 9348).

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11. ADDITIONAL SERVICES

11.1 Customer-specific forms

The customer's logo (black & white or color) can be added to the basic form template. The logo is printed above the recipient's address and is visible in the envelope window.

11.2 Electronic archiving

Electronic archiving (1+6 years) of sales invoices that is consistent with the Accounting Act can be included as an additional service. Archived invoices can be browsed via the Console web service.

11.3 Encrypted data transfer connection

An encrypted SSH-based SFTP connection can be incorporated into the service for the transfer of data.

12. INFORMATION SECURITY

OpusCapita guarantees that all work performed for customers will be handled in accordance with the confidentiality appropriate to insurance, telecommunications, postal services, correspondence and banking, and with the interpretations of the Data Protection Ombudsman and the information security policy of the Post Group. The Post Group's information security policy observed by OpusCapita also applies to Itella subsidiaries. Improvements in information security are made in accordance with the ISO/BS 17799 and SoGP (Standard of Good Practice/Information Security Forum) standards.

All work spaces are subject to electronic surveillance and the personnel have authorization passes for accessing the spaces. All employees have signed non-disclosure agreements.

Standardized data transfer methods are used in data transfers, and if necessary such transfer can be encrypted.

Access to data systems is restricted via a firewall and user IDs. The authorizations of different user groups (maintenance, operation, etc.) are restricted and monitored.

The software is up to date and correctly specified, and the hardware is physically protected.

Risk surveys and analyses are conducted at least once every two years.

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13. CONTACT INFORMATION

OpusCapita Service Desk

The OpusCapita Service Desk is open as follows:

General customer inquiries 9.00 am – 4.00 pm

Technical and production-related problems Mon–Fri 7.00 am – 6.00 pm (in Finnish), 24/7 (in English).

Tel. +358 (0)20 452 9348
information.fi@itella.com

The OpusCapita Service Desk can provide assistance in problem situations concerning any of the products and services offered by OpusCapita.

<http://www.opuscapita.com/who-we-are/customer-support/>

Attachments

iPost Invoice standard form templates:

- without bank transfer, short and long
- including bank transfer, short and long