



Step-by-Step Guide E-Invoicing with Rabobank

Versie: 2.0
Datum: 28/03/2022



Step-by-step guide and additional conditions for sending e-invoices to Rabobank

Introduction

Rabobank is completely migrating to e-invoicing. The purpose of this document is to explain the various ways in which you can submit e-invoices to Rabobank.

Rabobank's service provider, TIE Kinetix, is specialized in e-invoicing and has a lot of experience in supporting suppliers that (have to) make the switch. Therefore, this document has been created in conjunction with TIE Kinetix in order to make your transition as seamless as possible.

Your options for sending e-invoices to Rabobank are outlined in Step 2. Once you begin sending e-invoices via one of the listed options, your e-invoice will be sent to Rabobank via a secure connection provided by TIE Kinetix. This ensures that the (personal) data on the invoice is well-protected. TIE Kinetix is also connected to the Peppol network and acts as Peppol Access Point. As explained below, this ensures that TIE Kinetix adheres to additional standards and protocols for secure data transmission.

Netherlands Peppol Authority

Rabobank e-invoicing portal is powered by TIE Kinetix's FLOW Partner Automation. For the realization of e-invoicing via the Peppol network, TIE Kinetix is registered with the Dutch Peppol Authority (NPa) as an official service provider. You can find an overview of all current standards and protocols for Peppol e-invoicing on the NPa's website:

<https://peppolautoriteit.nl/cms/view/4d314b61-6261-4123-bc12-b9e0ffbdb4dd/netherlands-peppol-authority-npa>.



Step 1: Register 'Onboard' and/or activate your account

First, we ask you to activate your account by registering in the Rabobank e-invoicing portal. This is how Rabobank will recognize you as a supplier. Following your registration, you must choose how you will send e-invoices to Rabobank. From there, you can start testing.

You can activate your account in one of the following ways:

1. If you received an activation email, you should click on the link provided in the email: [Rabobank e-invoicing portal](#). Proceed by following the instructions in the email. Enter your email address, then click "Forgot password." After that you can create a password of your own choosing as well as double check your company data and change it if necessary.
2. If you did not receive an activation email and you do not yet have access to the Rabobank e-invoicing portal, you can register via [this link](#).



Step 2: Options for sending e-invoices to Rabobank

There are several ways to submit your invoices to Rabobank as e-invoices. These options are explained below:

1. Via the Rabobank e-invoicing portal

Do you not have an accounting system or do you send few invoices? The Rabobank e-invoicing portal offers an appropriate solution. How does it work? You log in, manually create an electronic invoice (e-invoice) online, then send it directly to Rabobank via a secure connection. You can also view the status of your invoice and edit it if necessary.

2. Direct connection with your accounting system via Peppol

Do you have an accounting system that allows you to send invoices directly through the secure Peppol network? Then you can choose this method to send your e-invoices to Rabobank. But first, you need to connect to the Peppol network.

If you don't have a connection to the Peppol network via your accounting system and/or a service provider that acts as an official Peppol Access Point but you want to learn more about the possibilities, please send an email to Onboarding@TIEKinetix.com. Alternatively, you can browse the full list of registered service providers on the [Dutch Peppol authority's website](#).

For technical support regarding the Rabobank e-invoicing portal, please contact Support@TIEKinetix.com.

Rabobank data you need to send invoices through Peppol: KvK number: 30046259

3. From PDF to Peppol invoice

Do you not use an accounting system and/or do you want to convert PDF invoices to Peppol e-invoices? TIE Kinetix offers a simple, inexpensive, and safe solution that is in accordance with all legal requirements. For more information, please contact TIE Kinetix at Onboarding@TIEKinetix.com.

Additional Information

- All three of the options listed above offer the possibility to add attachments.
- Employees of your organization may have been posted to/leased by Rabobank. If agreements have been made with you based on a purchase order number for the delivery of hours, employee name, and period, specific conditions apply for the setup. For the Rabobank e-invoicing portal, see the manual EN Manual Invoicing Rabobank portal. For a direct link between the accounting package and Peppol, see the Instruction on HRXML mapping. Both are available on the Rabobank e-invoicing portal under Dashboard. For PDF to Peppol invoice, agreements are made with you about this during the initial setup.



Step 3. Getting started with e-invoicing

Now that it is clear how you are going to send e-invoices to Rabobank, it is important to know about the legal requirements an invoice must meet and the additional information required by Rabobank.

Invoice requirements

Legally, there are several requirements regarding the content of an invoice. In addition, there are a few requirements that Rabobank has implemented in order to make the invoicing process as smooth as possible.

Legal requirements

1. Full company name and address
2. Company name and address of Rabobank
3. Unique invoice number
4. Invoice date
5. VAT information (like VAT rate and VAT number)
6. Your Chamber of Commerce number (if you are registered)

More information on the legal invoicing requirements can be found [here](#).

Additional requirements from Rabobank

1. You must specify one Purchase Order number (e.g. 700XXXXXXX), WBS code (Project code, e.g. P.012345.01) or Cost center (e.g. 123456). This information can be obtained from your contact within Rabobank.
2. Name of department and/or contact person within Rabobank
3. Complete description of services and/or goods provided

If any of the legally required or Rabobank-specific data is missing from the invoice, the invoice will be rejected or returned. After adjustment, the invoice can be resent.



Step 4. Testing

You are now registered as a Rabobank supplier and can select a way to start sending invoices. If you choose the Rabobank Portal, your invoices are automatically checked and you can begin sending immediately.

If you choose Peppol or PDF-2-FLOW, Rabobank asks you to first send two test invoices: a debit invoice and a credit invoice. Use an existing project number, cost center number, or order number. After sending your test invoices, Rabobank will check them in its test environment. If one or both invoices do not meet the requirements, you will receive an email from TIE Kinetix with an explanation. After adjustment of the invoice(s), you can resubmit.

If your test invoices are accepted, Rabobank will transfer you to the production environment. You will be notified of this by email. From that moment on, your invoices will be handled and processed electronically. If you have any questions about the testing process or would like further coordination on this subject, please contact Rabobank via efacturatie@rabobank.nl

Step 5. Sending e-invoices to Rabobank

You are now sending e-invoices to Rabobank's production environment. Unlike the test invoices, these invoices will be processed. In the case that the content of an invoice does not pass the system check, you will receive an email from TIE Kinetix with an explanation of the problem. You can then adjust the invoice and resubmit it. If you need technical support, please contact Support@TIEKinetix.nl. If the invoice has not arrived at TIE Kinetix via the Peppol connection, you should contact your service provider.

Step 6. More information about e-invoicing

Are you looking for more information about electronic invoicing with Rabobank? Visit one of the websites below:

✓ [Rabobank](#)

✓ [TIE Kinetix](#)

Step 7. Contact

Do you have questions regarding:

- Onboarding and options for e-invoicing: Onboarding@TIEKinetix.com
- Testing invoices or other questions: Efacturatie@Rabobank.nl
- Technical support from TIE Kinetix: Support@TIEKinetix.com
- Filing or status of an invoice, returns, open and paid items lists? Ask your question to Rabobank's [chatbot, Billy](#). If Billy can't find the answer, he will refer you to a colleague at the Rabobank Service Desk.

