



eBill – Change of NWP and Invoice Issuer Mergers

Scenarios and processes

Version 1.6

Change history

All the changes carried out in this document are listed below with the version designation, the change date, a brief description of the change and the specification of the chapters affected.

Version	Date	Change description	Chapter(s)
1.6	01.02.2024	Complete revision of the document	
1.5	30.09.2022	Explanations to the "Donation" special case added Classification set to C2	2.1
1.4	12.10.2021	Published version for NWPs – minor changes	
1.3	11.02.2020	Published version for NWPs – minor changes	
1.2	30.01.2020	Published version for NWPs	
1.1	10.12.2019	Change of NWP – request for new primary NWP	
1.0	04.11.2019	Publication on the OPS knowledge database	
0.2	04.11.2019	Peer review	

Table 1: Document history

Please address all suggestions, corrections, and proposed improvements to this document to:

SIX BBS Ltd

eBill & Direct Debit Support

Hardturmstrasse 201

CH-8005 Zurich

E-mail: support.billing-payments@six-group.com

www.six-group.com

Table of contents

Change history	2
Table of contents	3
Table of Tables	4
Table of Figures	5
1 Purpose of this document	6
2 Invoice issuer changing their network partner	7
2.1 Necessary steps and responsibilities	8
2.1.1 Tasks between II and NWP	8
2.1.2 Dealing with various events	9
2.1.3 Order submission and information to SIX	9
2.1.4 Tasks of SIX	10
2.1.5 Subsequent tasks of the new network partner	10
2.2 Invoice issuers with donations	11
2.3 Change of NWP with or without eBill Direct Debit	12
2.3.1 Scenario 1: II with eBill DD changes to an NWP with eBill DD	12
2.3.2 Scenario 2: II with eBill DD changes to an NWP without eBill DD	12
2.3.3 Scenario 3: II without eBill DD changes to an NWP with eBill DD	13
2.3.4 Scenario 4: II without eBill DD changes to an NWP without eBill DD	13
3 Merger of invoice issuers	14
3.1 Necessary steps and responsibilities	14
3.1.1 Tasks between the affected II and NWP	14
3.1.2 Information to the affected invoice recipients	15
3.1.3 Order submission and information to SIX	15
3.1.4 Dealing with events	16
3.1.5 Tasks of SIX	16
3.1.6 Information on the invoice issuer taken over	16
3.2 II merger with or without eBill Direct Debit	17
3.2.1 Scenario 1: II with eBill DD is taken over by II with eBill DD	17
3.2.2 Scenario 2: II with eBill DD is taken over by II without eBill DD	17
3.2.3 Scenario 3: II without eBill DD is taken over by II with eBill DD	17
3.2.4 Scenario 4: II without eBill DD is taken over by II without eBill DD	17
4 Glossary	18

Table of Tables

Table 1:	Document history	2
Table 2:	Glossary	18

Table of Figures

Figure 1: Invoice issuer changes their primary network partner	7
Figure 2: Invoice issuer A is taken over by invoice issuer B	14

1 Purpose of this document

This document outlines general information requirements and the initial steps that are necessary when changing network partners (NWP) or merging invoice issuers (II).

As these processes are very time-consuming and information-intensive and partly dependent on individual situations/configurations, more detailed procedures will have to be agreed bilaterally, especially in the case of mergers.

2 Invoice issuer changing their network partner

When a network partner (NWP) changes, nothing changes in the contractual relationship between the invoice issuer (II) and the invoice recipient (IR).

When changing network partners, the invoice issuer is taken over by the new network partner. From this point on, the II has access to the scope of eBill services of the new network partner.

Principle:

SIX is neither obliged nor authorised to inform the IIs or their IRs about the scope of services of new NWPs.

The II is therefore responsible for inquiring with the future NWP about the functionality offered and informing their IRs accordingly if there are any changes for them. If an II changes to a NWP with reduced, non-network relevant scope of services compared with the previous one, SIX will only migrate the mandatory information. In such case, the II may lose a significant part of their scope of eBill services that they previously had available with the old network partner.

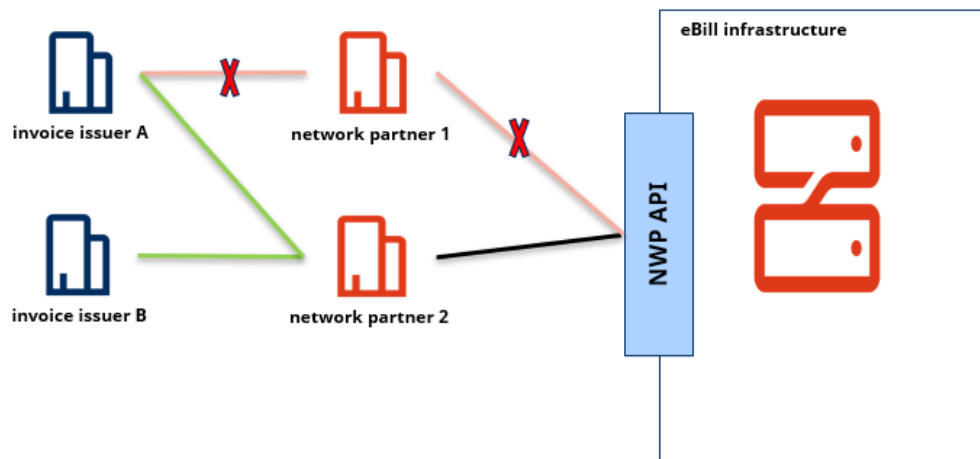


Figure 1: Invoice issuer changes their primary network partner

Invoice issuer A changes their network partner. Network partner 2 now assumes the role of the primary network partner for invoice issuer A.

2.1 Necessary steps and responsibilities

2.1.1 Tasks between II and NWP

- The II inquires with the new primary NWP about their scope of services. If certain functions are no longer offered, or if additional functions are added as of the change, the II is obliged to inform their IRs about it.
- The II notifies the previous primary NWP of their intention to change the primary NWP.
- The II terminates the contract with the previous primary NWP as of the effective date in compliance with the contractual notice period.
- The II establishes the contract with the new primary NWP.
- The II coordinates the effective date of the change between the new and the previous primary NWPs. It should be noted that changeovers can only be carried out by SIX during operating hours (Saturdays, Sundays and holidays are excluded).
- The II, together with their new NWP, must ensure that all necessary information is provided for a change of NWP. This may include, for example, the following information (this list is not exhaustive):
 - eBill identification of the II in the eBill infrastructure (invoice issuer ID)
 - Date/time of the changeover (this is the definitive point in time for SIX for the changeover)
 - Confirmed scope of function (e.g. support of eBill Direct Debit, donations, look-up, maintenance of relationships between IIs and invoice recipients or other functions)

2.1.2 Dealing with various events

Business case-related events

By default, the business case (BC)-related events are always made available for retrieval by the NWP that submitted the BC.

In the context of an NWP change, it can be agreed between the II and the NWP that all BC-related events corresponding to the previously submitted BCs are assigned to the new NWP. The assignment of BC-related events to the new primary NWP is carried out via a process by SIX.

In order to ensure a clean changeover, it is recommended to the II that the previous NWP retrieves all BC-related events one last time shortly before the agreed changeover time in order to update their BC status.

Subscription/cancellation events

Subscription and cancellation events for the II are provided to the new NWP from the changeover time. After the changeover, the latter is responsible for communicating the information about subscriptions and cancellations to the II.

In order to ensure a clean changeover, it is recommended to the II that the previous NWP retrieves all subscription and cancellation events one last time shortly before the agreed changeover time in order to update their relationships with their IRs.

2.1.3 Order submission and information to SIX

- At least 20 working days before the effective date of the change, the new primary NWP informs SIX about the change.

Information will be provided in writing (via e-mail to support.billing-payments@six-group.com) and exclusively by the MCP, or the deputy MCP of the respective NWP.

- The following information must be provided to SIX in the order of the II:
 - Name and NWP ID of the new NWP
 - Name and invoice issuer ID of the II
 - Date and time of the change. Changeovers are carried out exclusively during operating hours (Monday through Friday, 8:00 am to 5:00 pm. Saturdays, Sundays and holidays are excluded)
 - Information on the handling of BC-related events
- The new network partner will be charged for the work performed by SIX at cost and invoiced in full according to the price list published on [eBill.ch](https://www.ebill.ch).

2.1.4 Tasks of SIX

If an II changes their primary NWP, the following tasks are performed by SIX:

- Checking the relevant information provided for completeness
- Changeover of the II to the new NWP at the agreed time
- Feedback to the initiating party that the changeover has been completed
- Invoicing the required charges to the new NWP

Important information on the changeover:

After the changeover by SIX, the II is no longer visible for subscriptions. IRs can no longer select the II for subscriptions in order to subscribe to them.

The relationships between IIs and IRs are not affected by this changeover and remain unchanged.

Saved standing approvals are also not affected by this changeover and remain unchanged.

2.1.5 Subsequent tasks of the new network partner

Once the changeover has been completed, the new NWP must set up and configure the II on their infrastructure accordingly. The new NWP takes over all relevant eBill tasks/functions towards the II.

As soon as all necessary configurations have been set up, the II must be reactivated by the NWP on the eBill infrastructure for subscriptions. Once the II is activated by the NWP, new IRs can subscribe to the II to receive invoices with eBill.

2.2 Invoice issuers with donations

If the changing II is a non-profit organisation, the following should be considered when making an NWP change:

- Donations are a function that is not relevant to the network. Before the change, the II must ensure that the new NWP supports the "Donations" functionality.
- The cost of releasing a donation will be charged to the NWP through which the donation request was submitted to the eBill infrastructure.
- As donation requests can still be released up to three years after they were posted, the former NWP can still be charged for the effort of releasing a donation up to three years after the change of II. It is therefore reasonable for the former NWP to keep references to donation requests for three years so that they can process the relevant events and check the invoices from SIX.
- The former NWP must ensure that their contractual relationship with the II allows them to charge the II for releases of donations up to three years after the changeover (and thus the actual end of the contract).

2.3 Change of NWP with or without eBill Direct Debit

eBill Direct Debit (eBill DD) is a function that is not relevant to the network. Before the change, the II with eBill Direct Debit must ensure that the new NWP also supports this functionality.

2.3.1 Scenario 1: II with eBill DD changes to an NWP with eBill DD

In this scenario, the previous NWP of the II supports eBill DD. The II changes from this NWP to another NWP that also supports eBill DD.

Information on eBill DD:

- Existing eBill DD authorisations are not affected by the changeover and remain unchanged.
- Previously sent eBill DD invitations are not affected by the changeover and remain unchanged.
- The eBill DD functionality remains active for the II. However, the invoice issuer must contact the new NWP to obtain information on its functioning.
- The eBill DD setting for the II remains unchanged. The II is still configured for eBill DD after the changeover to the new NWP.
- The II obtains information directly from the NWP about the conditions and functioning in order to offer eBill DD.

2.3.2 Scenario 2: II with eBill DD changes to an NWP without eBill DD

In this scenario, the previous NWP of the II supports eBill DD. The II would like to change from this NWP to another NWP that does not support eBill DD.

Important:

It is not possible for an II with eBill DD configuration to change to another NWP which does not support eBill DD. Such change is blocked by the eBill infrastructure. It is only possible to change an II with eBill DD to an NWP that also supports eBill DD.

2.3.3 Scenario 3: II without eBill DD changes to an NWP with eBill DD

In this scenario, an II whose NWP does not support eBill DD switches to another NWP that does support eBill DD.

Information on eBill DD:

The II can now support eBill DD. The corresponding configuration is carried out by the new NWP. The II obtains information directly from the NWP about the conditions and functioning of eBill DD in order to start offering eBill DD.

2.3.4 Scenario 4: II without eBill DD changes to an NWP without eBill DD

In this scenario, an II whose NWP does not support eBill DD switches to another NWP that also does not support eBill DD.

Information on eBill DD:

As both the old and the new NWP do not support eBill DD, there are no changes for the II in this respect.

3 Merger of invoice issuers

In an II merger, an existing II takes over another existing II from the eBill infrastructure. The II that is taken over is responsible for informing their IRs of any potential impact of the II merger.

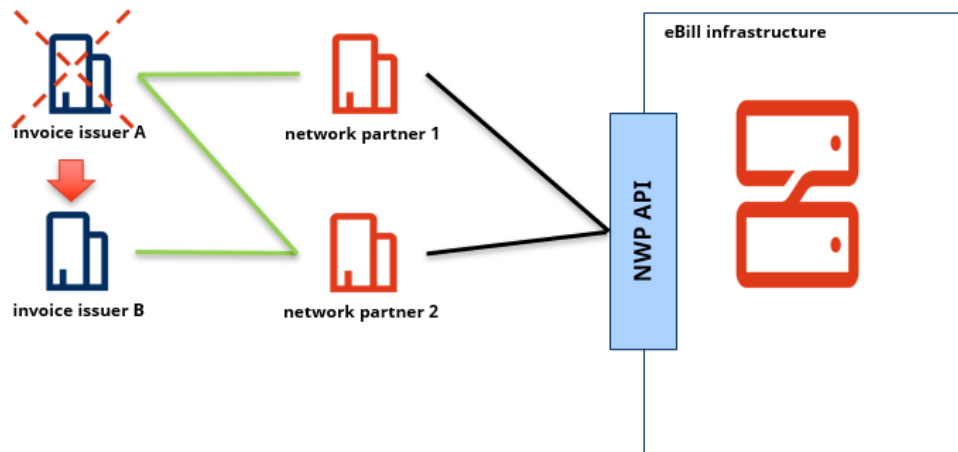


Figure 2: Invoice issuer A is taken over by invoice issuer B

3.1 Necessary steps and responsibilities

In this scenario, invoice issuer A is taken over by invoice issuer B.

If the NWP also changes during a merger, the requirements from chapter 2 must also be taken into account.

3.1.1 Tasks between the affected II and NWP

- If necessary, IIs and their NWPs make the necessary contract amendments.
- The affected parties (IIs, NWPs) inform each other about the pending merger.
- The two IIs coordinate the changeover and the necessary measures and tasks together.
- The two IIs ensure that all necessary information for an II merger is provided. This may include, for example, the following information (this list is not exhaustive):
 - eBill identifications of the affected IIs in the eBill infrastructure (invoice issuer IDs)
 - Date/time of the merger (this time is decisive for SIX for the changeover)
 - Which II is taking over which
 - Information on which credit account of II A should continue to be used and taken over
- The parties (II A and II B) jointly define the point in time from which subscriptions to II A by invoice recipients should no longer be possible. II A must be deactivated for subscriptions via their NWP.

After the changeover, II B, which has taken over II A, is responsible for their eBill functionality. II B takes over all relevant eBill tasks/functions for the IRs of II A.

3.1.2 Information to the affected invoice recipients

IIs are required to inform their IRs of the pending merger and its impact on eBill, e.g. (this list is not exhaustive):

- Date of the merger.
- New layout of invoices (business cases submitted by II A before the merger remain visible as before).
- Changes in the display of II relationships (subscriptions) in the eBill Customer Portal. Existing relationships of II A are copied to II B.
- Note on the handling of existing standing approvals in the case of copied relationships: Already existing standing approvals set up at II A are copied to II B whenever possible. If copying is not possible, the standing approvals need to be re-established at II B.
- If the relationships between II A and IRs remain in place, any standing approvals set up with II A continue to be saved in the eBill infrastructure.

3.1.3 Order submission and information to SIX

- At least 20 working days before the effective date of the change, the new primary NWP informs SIX about the change.

Information will be provided in writing (via e-mail to support.billing-payments@six-group.com) and exclusively by the MCP, or the deputy MCP of the respective NWP.

- The following information must be provided to SIX in the order:
 - Identification of the affected IIs (invoice issuer IDs)
 - Which II is taking over which
 - Date and time of the change. Changeovers are carried out exclusively during operating hours (Monday through Friday, 8:00 am to 5:00 pm. Saturdays, Sundays and holidays are excluded)
- The new network partner will be charged for the work performed by SIX at cost and in full according to the price list published on [eBill.ch](https://www.ebill.ch).

3.1.4 Dealing with events

Business case-related events

By default, the business case (BC)-related events are always made available for retrieval by the NWP that submitted the BC.

In the context of an II merger with an NWP change, it can be agreed between the II and the NWP that all BC-related events corresponding to the previously submitted BCs are assigned to the new NWP. The assignment of BC-related events to the new primary NWP is carried out via a process by SIX.

In order to ensure a clean changeover, it is recommended to the II that the previous NWP retrieves all BC-related events one last time shortly before the agreed changeover time in order to update their BC status.

3.1.5 Tasks of SIX

In the case of an II merger, SIX performs the following tasks:

- Checking the relevant information provided for completeness
- Copying the IR relationships (subscriptions) from II A to the new II B at the agreed time
- Deleting the old IR relationships (subscriptions) of II A if desired
- Copying the standing approvals and eBill DD authorisations from II A to II B if desired
- Providing feedback to the initiating party that the necessary work has been carried out by SIX
- Invoicing the required charges to the new NWP

3.1.6 Information on the invoice issuer taken over

In the event of an II merger where II A is taken over by II B, the data of II A remains stored unchanged in the eBill infrastructure.

- The attribute whether II A supports eBill DD remains unchanged.
- The status of II A (active/inactive) remains unchanged. This status can be set accordingly by the NWP before or after the merger.
- The status of whether an II is visible for subscriptions remains unchanged. This means that if the status is set to "visible", invoice recipients can still subscribe to II A!

This status can be set to "not visible" by the NWP before or after the merger. This prevents further subscriptions to II A.

- Existing eBill DD authorisations and II relationships (subscriptions to the II) of II A remain in place. However, if it is desired that the II relationships be deleted, the eBill DD authorisations will also be deleted.

3.2 II merger with or without eBill Direct Debit

The following chapter contains information on what must be observed if II A with or without eBill DD is taken over by II B with or without eBill DD.

eBill DD is a function that is not relevant to the network. This means that the II does not necessarily have to support it.

3.2.1 Scenario 1: II with eBill DD is taken over by II with eBill DD

In this scenario, the previous II A and II B support eBill DD. II A is taken over by II B.

Information on eBill DD:

- When the standing approvals are copied, the corresponding eBill DD authorisations are also copied from II A to II B.
- Previously sent eBill DD invitations of II A are not copied. These are automatically reorganised by the eBill infrastructure.

3.2.2 Scenario 2: II with eBill DD is taken over by II without eBill DD

In this scenario, the previous II A supports eBill DD and II B does not support eBill DD. II A is taken over by II B.

Information on eBill DD:

- When the standing approvals are copied, the corresponding eBill DD authorisations are not copied from II A to II B.
- Submitted eBill DD invitations of II A remain in the eBill infrastructure.

3.2.3 Scenario 3: II without eBill DD is taken over by II with eBill DD

In this scenario, the previous II A does not support eBill DD and II B supports eBill DD. II A is taken over by II B.

Information on eBill DD:

- No action is taken regarding eBill DD.

3.2.4 Scenario 4: II without eBill DD is taken over by II without eBill DD

In this scenario, the previous II A and II B do not support eBill DD. II A is taken over by II B.

Information on eBill DD:

- No action is taken regarding eBill DD.

4 Glossary

BC	Business Case
eBill DD	eBill Direct Debit
BC	Business Case
MCP	Main Contact Person
NWP	Network Partner
IR	Invoice Recipient
II	Invoice Issuer

Table 2: Glossary