



eBill – Change of NWP and Invoice Issuer Mergers

Scenarios and processes

Version 1.5

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)
1.5	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	
0.2	04.11.2019	Peer review	

Table 1: Document history

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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, more detailed procedures will have to be agreed bilaterally, especially in the case of mergers.

For this purpose, the support units are available as described in chapter 4.

2 Changing a network partner

When a network partner (NWP) changes, nothing changes in the contractual relationship between the invoice issuer (II) and the invoice recipient (IR). Technically, a change of network partner is a change in the delivery channel; therefore, the relationships with invoice recipients (IR) are not affected. However, it is important to review the handling of IR subscriptions or cancellations, as well as the handling of business case-related events.

Principle:

The II must inquire with the new network partner about their scope of services. When changing to a network partner with a reduced scope of services, SIX does not assume any information role.

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 addition, the II is responsible for informing their IRs of any potential impact.

2.1 "Donation" special case

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.
- In the event of a merger, takeover or a change of NWP of a non-profit organisation, SIX will inform the new NWP that, in contrast to invoices and reminders, monthly costs will be incurred for the release of donations, which will depend on the sum of the released amounts.
- 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).

2.2 Change to a completely new primary NWP

Scenario and process steps

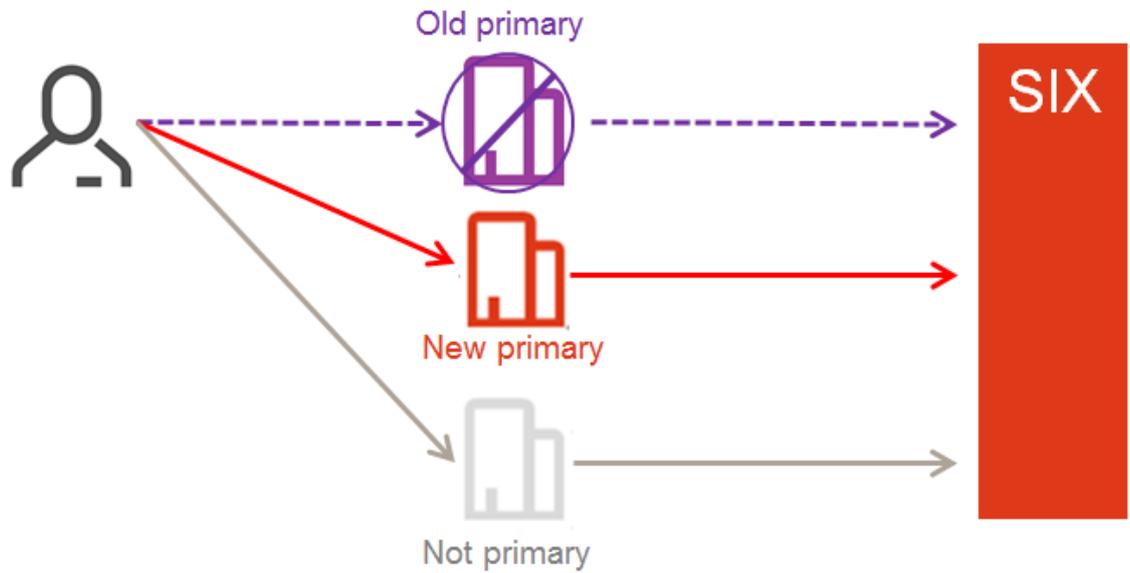


Figure 1: Scenario for a new primary NWP

#	Who?	What?
1	II	Termination of the previous primary NWP and conclusion of a contract with the new NWP.
2	New primary NWP	Information to SIX at the latest 20 working days before the effective date By e-mail or by post Exclusively by the main contact person (MCP)
3	SIX	Receipt of information and opening a ticket
4	SIX	Change of the primary NWP settings Possible assigning of BC-related events for the BCs already submitted to the new primary NWP (in consultation with the affected NWP).
5	New primary NWP	Setting up/configuring the new II Define the subscription procedure (with/without subscription forms) Activation of the new II on the eBill infrastructure The II is also activated for subscriptions. The II is visible again for subscriptions

Table 2: Process steps for a new primary NWP

2.2.1 Termination of the previous primary NWP

- The II notifies the previous primary NWP of their intention to change primary NWP.
- The II terminates the contract with the previous primary NWP as of the effective date in compliance with the contractual notice period or adjusts the contract accordingly.

2.2.2 Establishing the contract with the new primary NWP

- The II establishes the contract with the new primary NWP.
- The II coordinates the effective date and time of the change between the new and the previous primary NWPs. It should be noted that changeovers can only be carried out during operating hours (Saturdays, Sundays and holidays are excluded).
- 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 provides the new primary NWP with the following information (this list is not exhaustive):
 - Their identification details (invoice issuer ID, PID or similar).
 - The effective date and time of the change agreed with the previous primary NWP (this is the definitive point in time for SIX for the changeover).
 - If the new primary NWP maintains the IR relationships, information about the identification of their IRs (i.e. which identification elements the IRs used to receive business cases before the change). PID, e-mail address, last name and first name are usually mandatory. However, the new primary NWP may request further IR information, such as customer number or similar.

2.2.3 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 or mail) and exclusively by the MCP, or the deputy MCP of the respective NWP.
- Content of the notification:
 - NWP ID
 - Invoice issuer ID of the II
 - Effective 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). SIX considers the effective date communicated by the previous primary NWP as decisive for the changeover. In case of disagreement, the MCPs are requested to come to an agreement.
 - Agreement on the handling of BC-related events (see 2.2.5).
- ***Important*** During the changeover, the previous primary NWP is not deactivated; only the primary flag is changed over. I.e., in case of a termination, the previous primary NWP must ensure that no further business cases for the terminated invoice issuer are submitted through them from the time of the change.
- The new network partner will be charged in full according to the price list published on eBill.ch.

2.2.4 Event handling

BC-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 NWPs concerned that all BC events are assigned to the new NWP. The assignment of BC events to the new primary NWP is carried out via a manual process by SIX.

In order to ensure a clean changeover, it is recommended that the previous primary NWP retrieves all BC events one last time shortly before the agreed changeover time. Even after the changeover is complete, BC events can still be retrieved.

Subscription and cancellation events

Subscription and cancellation events must be retrieved and processed by the new primary NWP from the changeover time.

Shortly before the changeover, the previous primary NWP must retrieve all subscription and cancellation events one last time. In the interest of smooth handling of such events, the duration time of a changeover should be kept as short as possible.

2.2.5 Changeover of the primary NWP by SIX

SIX:

- Checks the information relevant to the change of the primary NWP for completeness.
- Requests confirmation of the change from the previous primary NWP within 5 working days. If the confirmation of the previous primary NWP is missing by the end of the deadline, the change will be carried out anyway.
- Changeover of the primary flag at the previous NWP. The II is set to inactive on the eBill infrastructure and is no longer visible for IRs for subscriptions.
- Sets the primary flag for the new primary NWP at an agreed time.
- Informs the new and the previous primary NWP after the changeover.
- Invoicing the charges.

2.2.6 Further actions of the new primary NWP

- After confirmation from SIX, the new primary NWP must set up/configure the II on their infrastructure.
- Define the subscription procedure (with/without subscription forms). If the new primary NWP uses subscription forms, these must also be saved with the new NWP.
- After successful configuration at the new NWP, the new NWP must reactivate the II on the eBill infrastructure.
- The II is also activated for subscriptions. The II is visible again for subscriptions. If subscription forms are used, they must be checked for correctness.

2.3 Swap of primary/non-primary NWP

Scenario and process steps

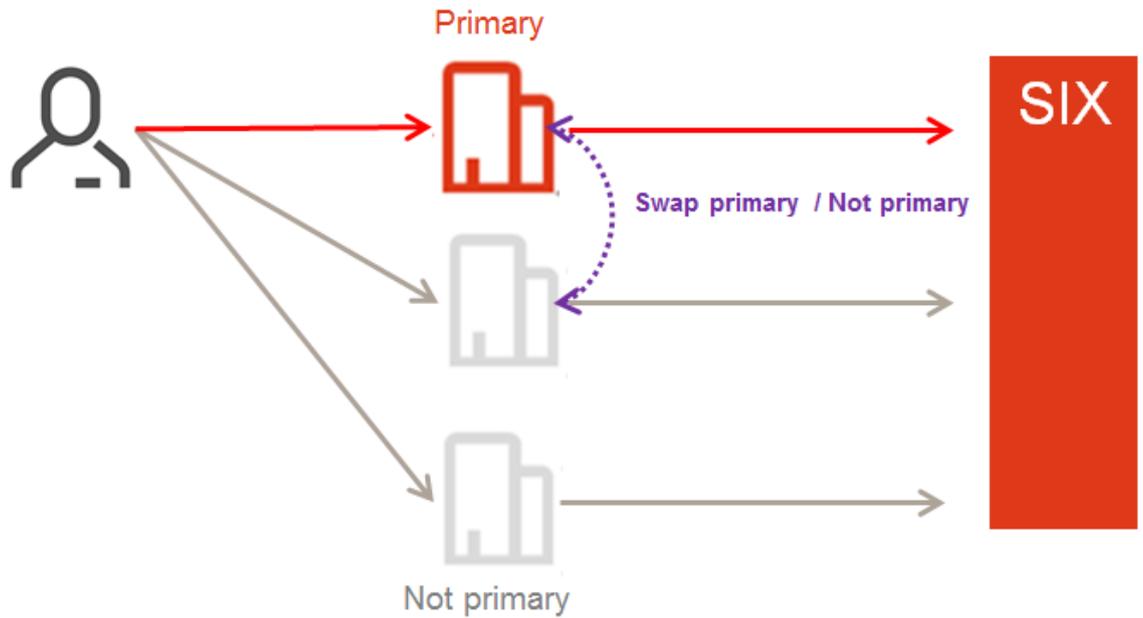


Figure 2: Scenario for swapping primary and non-primary NWP

#	Who?	What?
1	II	Contract amendments with the NWP
2	New primary NWP	Information to SIX at the latest 20 working days before the effective date By e-mail or by post Exclusively by the MCP
3	SIX	Receipt of information and opening a ticket
4	SIX	Change of the primary NWP settings Possible assigning of BC-related events for the BCs already submitted to the new primary NWP (in consultation with the affected NWP).
5	New primary NWP	Setting up/configuring the new II Define the subscription procedure (with/without subscription forms) Activation of the new II on the eBill infrastructure The II is also activated for subscriptions. The II is visible again for subscriptions

Table 3: Process steps for swapping primary and non-primary NWP

2.3.1 Contract amendments with the previous primary NWP

- The II notifies the previous primary NWP of their intention to change primary NWP.
- Taking into account the agreed deadlines, the II amends the contract with the previous primary NWP. In case of termination, the procedure in section 2.2 applies.

2.3.2 Contract amendments with the new primary NWP

- The II makes the necessary contractual arrangements with the new primary NWP.
- The II coordinates the effective date and time of the change between the new and the previous primary NWP. It should be kept in mind that changeovers can only be carried out during operating hours (Saturdays, Sundays and holidays are excluded).
- 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 must inform their IRs about it.
- The II provides the new primary NWP with the following information (this list is not exhaustive):
 - If not yet available, their identification details (invoice issuer ID, PID or similar).
 - The effective date and time of the change agreed with the previous primary NWP (this is the definitive date for SIX for the changeover).
 - If the new primary NWP maintains the IR relationships, information about the identification of their IRs (i.e. which identification elements the IRs used to receive business cases before the change). PID, e-mail address, last name and first name are usually mandatory. However, the new primary NWP may request further IR information, such as customer number or similar.

2.3.3 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 or mail) and exclusively by the MCP, or the deputy MCP of the respective NWP.
- Content of the notification:
 - NWP ID
 - Invoice issuer ID of the II
 - Effective 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). SIX considers the effective date communicated by the previous primary NWP as decisive for the changeover. In case of disagreement, the MCPs are requested to come to an agreement.
 - If necessary, agreement on the handling of business case-related events (see 2.3.5).
- ***Important*** On the effective date, there is only a changeover of the primary flag from the previous primary NWP to the new primary NWP. The II is still free to decide which business cases are to be submitted via which NWP.
- The new network partner will be charged in full according to the price list published on eBill.ch.

2.3.4 Event handling

BC-related events

- By default, the previous primary NWP will continue to retrieve and process the BC events for the BCs submitted by them.
- If desired, there is the possibility of handling in accordance with 2.2.5.

Subscription and cancellation events

- Subscription and cancellation events must be retrieved and processed by the new primary NWP from the changeover time.
- Shortly before the changeover time, the previous primary NWP must retrieve all subscription and cancellation events one last time. In the interest of smooth handling of such events, the duration time of a changeover should be kept as short as possible.

2.3.5 Changeover of the primary NWP by SIX

SIX:

- Checks the information relevant to the swap of the primary NWP for completeness.
- Requests confirmation of the change from the previous primary NWP within 5 working days. If the confirmation of the previous primary NWP is missing by the end of the deadline, the change will be carried out anyway.
- Changeover of the primary flag at the previous NWP. The II is set to inactive on the eBill infrastructure and is no longer visible for IRs for subscriptions.
- Sets the primary flag for the new primary NWP at an agreed time.
- Informs the new and the previous primary NWP after the changeover.
- Invoicing the charges.

2.3.6 Further actions of the new primary NWP

- After confirmation from SIX, the new primary NWP must set up/configure the II on their infrastructure.
- Define the subscription procedure (with/without subscription forms). If the new primary NWP uses subscription forms, these must also be saved with the new NWP.
- After successful configuration at the new NWP, the new NWP must reactivate the II on the eBill infrastructure.
- The II is also activated for subscriptions. The II is visible again for subscriptions. If subscription forms are used, they must be checked for correctness.

3 Changes affecting invoice issuers

Mergers of IIs impact the relationships between IIs and IRs, which will need to be reconnected. If the affected IIs submit different primary NWPs, the acquiring II will decide which NWP shall be considered as primary. If this decision leads to a change in NWP, SIX will first perform the NWP change (see: 2.2) and then the consolidation of the IIs (see: 3.1 and 3.2).

3.1 Merger of two invoice issuers

Scenario and process steps

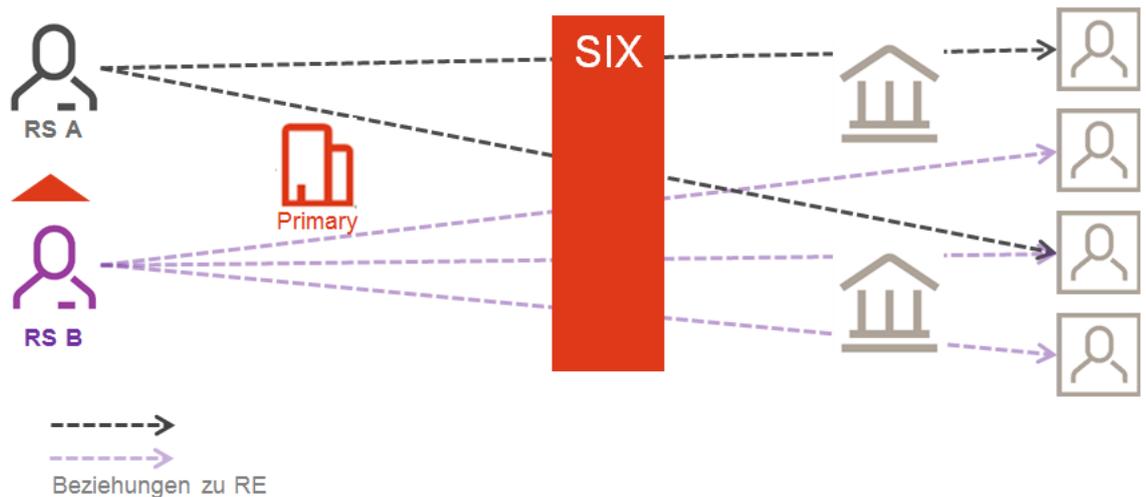


Figure 3: Scenario for merging two invoice issuers

- II A takes over II B
- II A and II B both submit via the same primary NWP

#	Who?	What?
1	II	Inform NWP of the merger in a timely manner Make contract amendments with the NWP Inform IRs of the merger and its impact on eBill
2	Primary NWP	Information to SIX at the latest 20 working days before the effective date By e-mail or by post Exclusively by the MCP
3	SIX	Receipt of information and opening a ticket
4	Primary NWP	The II is set to inactive on the eBill infrastructure so that they are no longer visible for IR subscriptions
5	SIX	Copying of the IR relationships
6	Primary NWP	Possible further actions (e.g. Modify subscription forms, deactivate II "B")

Table 4: Process steps for merging two invoice issuers

3.1.1 Contract amendments between II and NWP

- The II and their NWPs make the necessary contract amendments in a timely manner.
- The II informs their primary NWP in a timely manner about the pending merger (info deadline for the primary NWP to SIX is 20 working days).
- Content of the notification (this list is not exhaustive):
 - Effective date of the merger.
 - Identification of the affected invoice issuer (invoice issuer IDs, PIDs).
 - Which II is taking over which.
 - Information about the credit accounts of II A and II B valid after the merger.
 - If the primary NWP maintains the IR relationships on their end, a current list of the IR relationships (the NWP may need to reconcile, revise, and merge the relationships).
 - Other changing elements, such as logos, documents, etc.

3.1.2 Information to the IRs

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

- Effective date of the merger.
- Contractual changes (if applicable).
- New layout of invoices (business cases submitted by II B before the merger remain visible as before).
- Changes in the presentation of IR relationships in the eBill Customer Portal, as a consequence of the duplication of relationships in accordance with the rules in 2.3.
- Note about the handling of existing standing approvals in case of duplicated relationships: Already existing standing approvals are not copied and need to be re-established for the acquiring II, when and if required.
- If II B is to be deactivated: Standing approvals for deactivated relationships remain in the system.

3.1.3 Information to SIX

- At least 20 working days before the effective date, the primary NWP informs SIX about the pending merger.
- Information will be provided in writing (via e-mail or mail) and exclusively by the MCP, or the deputy MCP of the primary NWP.
- Content of the notification:
 - Details of the operational contact responsible for the II merger at the NWP.
 - Effective date of the merger.
 - Identification of the affected invoice issuers (invoice issuer IDs, PID).
 - Which II is taking over which.
 - Information whether II B should be deactivated or remain active for the purpose of further submissions.

3.1.4 Event handling

BC-related, as well as subscription and cancellation events, will continue to be provided to the primary NWP for retrieval. This NWP is responsible for agreeing on their handling with their IIs. The events are reorganized 180 days after their creation.

3.1.5 Hiding the II by the primary NWP

- To ensure that no more subscriptions are made for II B as of the effective date of the merger, the primary NWP sets them to inactive on the eBill infrastructure. From this point on, the II is no longer visible for subscriptions.
- As soon as this happens, the primary NWP informs SIX that the II has been inactivated and that the II is no longer visible for subscriptions.

3.1.6 Copy of the IR relationships by SIX

SIX:

- Checks the relevant information on the II merger for completeness.
- Copies the IR relationships according to the rules in 3.3 as of the effective date.
- After successful duplication of the relationships, SIX informs the primary NWP about the results of the duplications. For this purpose, a report can be generated by SIX and (possibly cleaned up, e.g. from the result status "inactive"), made available to the NWP.

3.1.7 Further actions of the primary NWP

The primary NWP:

- (For information purposes only: After deactivating an invoice issuer, their documents are still displayed to the IRs. There is no required action for the NWP regarding documents).
- If required, changes the stored information for the subscription form in the eBill infrastructure (URL or form data).
- If desired, the copied relationships of II B can be deactivated in consultation with SIX.
- Subsequently informs SIX to deactivate the relationships of the deactivated II.
- The inactive II B is automatically deleted 366 days after deactivation.
- BC for II A should only be re-submitted after confirmation from SIX.

3.2 Takeover by a third-party invoice issuer

Scenario and process steps

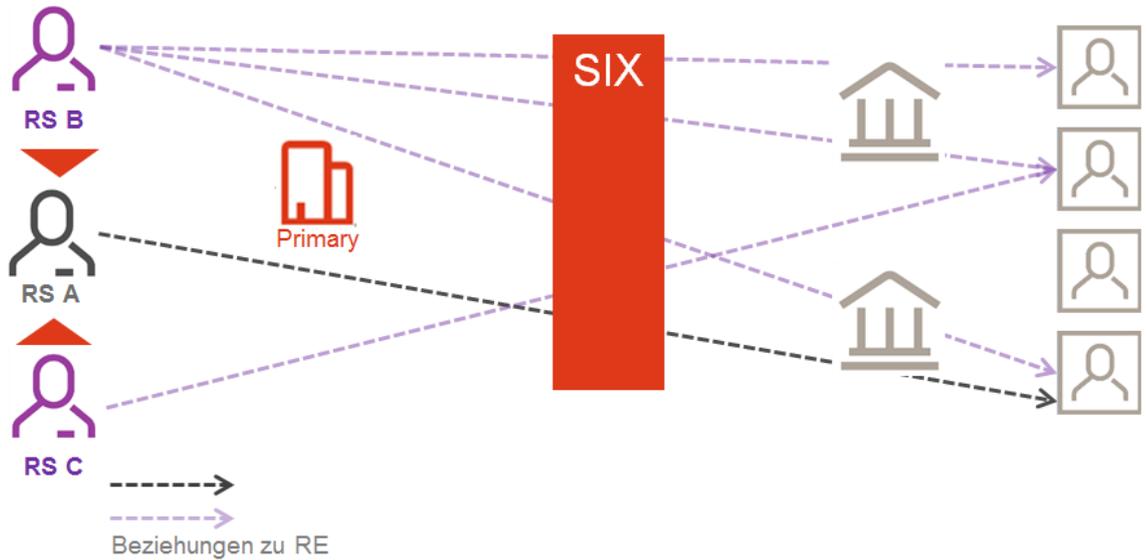


Figure 4: Scenario for takeover by a third-party invoice issuer

- II A takes over IIs B and C
- All IIs submit through the same primary NWP

#	Who?	What?
1	II	Inform NWP of the merger in a timely manner Make contract amendments with the NWP Inform IRs of the merger and its impact on eBill
2	Primary NWP	Information to SIX at the latest 20 working days before the effective date By e-mail or by post Exclusively by the MCP
3	SIX	Receipt of information and opening a ticket
4	Primary NWP	The II is set to inactive on the eBill infrastructure so that they are no longer visible for IR subscriptions
5	SIX	Copying of the IR relationships
6	Primary NWP	Possible further actions (e.g. Modify subscription forms, deactivate II "B")

Table 5: Process steps for takeover by a third-party invoice issuer

3.2.1 Information to the NWPs

- The II and their NWPs make the necessary contract amendments in a timely manner.
- The II informs their primary NWP in a timely manner about the pending merger (info deadline for the primary NWP to SIX is 20 working days).
- Content of the notification (this list is not exhaustive):
 - Effective date of the merger.
 - Identification of the affected invoice issuer (invoice issuer IDs, PIDs).
 - Which II is taking over which II.
 - Information about the credit accounts of all invoice issuers valid after the merger
 - If the primary NWP maintains the IR relationships on their end, a current list of the IR relationships (the NWP may need to reconcile, revise, and merge the relationships).
 - Other changing elements, such as logos, documents, etc.

3.2.2 Information to the IRs

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

- Effective date of the merger.
- Contractual changes (if applicable).
- New layout of invoices (business cases submitted before the merger remain visible as before).
- Changes in the presentation of IR relationships in the eBill Customer Portal, as a consequence of the duplication of relationships in accordance with the rules in 2.3.
- Note about the handling of existing standing approvals in case of duplicated relationships: Already existing standing approvals are not copied and need to be re-established for the acquiring II, when and if required).
- For the II being deactivated: Standing approvals for deactivated relationships will remain in the system.

3.2.3 Information to SIX

- At least 20 working days before the effective date, the primary NWP informs SIX about the pending merger.
- Information will be provided in writing (via e-mail or mail) and exclusively by the MCP, or the deputy MCP of the primary NWP.
- Content of the notification:
 - Details of the operational contact responsible for the II merger at the NWP.
 - Effective date of the merger.
 - Identification of the affected invoice issuers (invoice issuer IDs, PID).
 - Which II is taking over which.
 - Information whether II B or C should be deactivated or remain active for the purpose of further submissions.

3.2.4 Event handling

BC-related, as well as subscription and cancellation events, will continue to be provided to the primary NWP for retrieval. This NWP is responsible for agreeing their handling with their II. The events are reorganized 180 days after their creation.

3.2.5 Hiding the II by the primary NWP

- To ensure that no more subscriptions are made for II B and II C as of the effective date of the merger, the primary NWP sets them to inactive on the eBill infrastructure. From this point on, II B and II C are no longer visible for subscriptions.
- As soon as this happens, the primary NWP informs SIX that the II has been inactivated and that the II is no longer visible for subscriptions.

3.2.6 Copy of the IR relationships by SIX

SIX:

- Checks the relevant information on the II merger for completeness.
- Copies the IR relationships according to the rules in 3.3 as of the effective date.
- After successful duplication of the relationships, informs the primary NWP about the result of the duplication. For this purpose, a report can be generated in the admin portal and (possibly cleaned up, e.g. from the result status "inactive"), made available to the NWP.

3.2.7 Further actions of the primary NWP

The primary NWP:

- (For information purposes only: After deactivating an invoice issuer, their documents are still displayed to the IRs. There is no required action for the NWP regarding documents).
- If required, changes the stored information for the subscription form in the eBill infrastructure (URL or form data).
- If desired, the copied relationships of II B and/or C can be deactivated in consultation with SIX.
- Subsequently informs SIX to deactivate the relationships of the deactivated II.
- Inactive IIs are automatically deleted from the system 366 days after deactivation.
- BC for II A should only be re-submitted after confirmation from SIX.

3.3 Deregistration of an II

Scenario and process steps

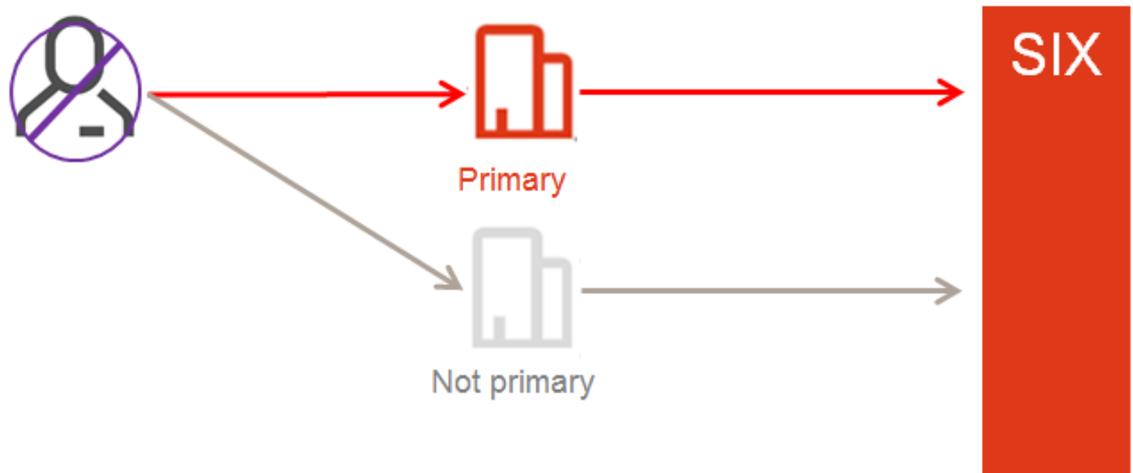


Figure 5: Scenario for deregistering an II

- The II does not support eBill anymore
- Information to SIX is required only if the IR relationships are to be deleted

#	Who?	What?
1	II	Inform the NWP in a timely manner Make contract amendments with the NWP Inform IRs of the impact on eBill
2	Primary NWP	Information to SIX at the latest 14 working days before the effective date By e-mail or by post Exclusively by the MCP
3	SIX	Receipt of information and opening a ticket
4	Primary NWP	Deactivate II
5	SIX	If desired, deactivate IR relationship

Table 6: Process steps for deregistering an II

3.3.1 Information to the NWPs

- The II and its NWP make the necessary contract amendments in due time.
- The II informs its NWPs (primary and, if applicable, non-primary) in a timely manner the II no longer supports eBill (info deadline for the primary NWP to SIX is 14 working days).
- Content of the notification (this list is not exhaustive):
 - Identification of the affected invoice issuer (invoice issuer ID, PID).
 - Effective date from which eBill is no longer supported and will be deactivated.
 - Point at which the IR relationships are to be deactivated.

3.3.2 Information to the IRs

The II is obliged to inform their IRs about the circumstances and their consequences, e.g. (this list is not exhaustive):

- Effective date from which eBill is no longer supported.
- Contractual changes (if applicable).
- Deactivated relationships are no longer displayed to the IR in the eBill customer portal.
- Standing approvals for deactivated relationships remain in the system.

3.3.3 Information to SIX

- At least 14 working days before the effective date, the primary NWP informs SIX about the upcoming II deregistration.
- Information will be provided in writing (via e-mail or mail) and exclusively by the MCP, or the deputy MCP of the primary NWP.
- Content of the notification:
 - Details of the operational contact responsible for the II deactivation to the NWP.
 - Identification of the affected invoice issuer (invoice issuer IDs, PID).
 - Date from which eBill is no longer supported.

3.3.4 Event handling

BC-related, as well as subscription and cancellation events, will continue to be provided to the primary NWP for retrieval. This NWP is responsible for agreeing their handling with their II. The events are reorganized 180 days after their creation.

3.3.5 Deactivation of II by the primary NWP

- The primary NWP deactivates the IR by the agreed cut-off date (status of the II is inactive and the II is no longer visible for subscriptions). Additional business cases can no longer be submitted for this II.
- Subsequently informs SIX to deactivate the relationships.
- An inactive II is automatically deleted from the system 366 days after deactivation.

3.3.6 SIX process steps

SIX:

- Checks the relevant information on the II deactivation for completeness.
- Checks that the II has been correctly deactivated.
- Subsequently deactivates all IR relationships.
- Standing approvals remain in the system and are not deleted.
- Confirms the deactivation of the relationships to the primary NWP.

4 Glossary

BC	Business Case
BC	Business Case
MCP	Main Contact Person
NWP	Network Partner
IR	Invoice Recipient
II	Invoice Issuer

Table 7: Glossary