
eInvoice Event Service

The eInvoice Event service is used to send e-mail notifications to the specified user(s) if a failure occurs during the e-Invoice business process execution. The following table provides an overview of the eInvoice Event service:

System Name	eInvoiceEventService
Graphical Process Modeler (GPM) categories)	All Services, e-Invoicing
Description	This service is responsible for sending e-mail notifications to the specified user(s) in case of any failures during the business process execution.
Business usage	This service is used to send e-mail notification in case of any failures that occur during e-Invoice business process execution, and thus alert the buyer or supplier and the application administrator.
Usage example	E-mail notifications are sent to the specified users if any failure occurs while signing, validating, archiving, or timestamping of invoices. The e-mail addresses are configurable.
Preconfigured?	Yes, a default instance of the eInvoice Event service is created during the archive script install.
Requires third party files?	No
Platform availability	All supported application platforms.
Related services	None
Application requirements	None
Initiates business processes?	No
Invocation	Should only be invoked by the e-Invoice process.
Business process context considerations	See <i>Configuring the eInvoice Event Service</i> on page 2 for more details.
Returned status values	Success = The service successfully creates the e-mail notification and is triggered. Also, the business process that was invoked does not have an error. Failure = The service fails to send the e-mail notification or the notification is triggered successfully but the business process that was invoked contained an error.
Restrictions	No
Persistence level	Does not set the persistence level, therefore the persistence level defaults to the workflow.
Testing considerations	Debug information for this service is located at: Operations > System > Logs > eInvoicing

How the eInvoice Event Service Works

The eInvoice Event service sends e-mail notifications to the specified user(s) if any failure occurs during the business process execution.

The eInvoice Event service sends e-mail notifications to the specified user(s) in the following scenarios:

- ◆ On the supplier side, if signing fails, the business process that handles the signing process invokes the eInvoice Event service and sends the relevant information (include the reason for failure and failure code, if any). An e-mail is sent to the specified supplier stating that the signing process failed.
- ◆ On the buyer side, if validation fails, then the business process that handles the validation process invokes the eInvoice Event service and sends the relevant information (include the reason for failure and failure code, if any). An e-mail is sent to the specified buyer stating that the validation process failed.
- ◆ Notifications are sent if the external or internal archiving fails, including failure to store canonical data, timestamp data, raw invoice, or audit information. Notifications are also sent if an attempt is made to archive an already archived invoice (duplicate invoice).

Note: E-mail addresses of all the users are configurable.

The eInvoice Event service prevents e-mail spam when a problem is causing repeated failures while executing the e-Invoice business processes. Examples of problems that may cause a failure are; if there is a missing or bad canonical map, or lack of connectivity to the integrated archive database. Unchecked, the rate of notification e-mails could overwhelm a customer's e-mail system and personal e-mail account.

Implementing the eInvoice Event Service

To implement the eInvoice Event service, specify field settings for the service configuration in the GPM as necessary. See *Configuring the eInvoice Event Service* on page 2.

Configuring the eInvoice Event Service

1. Select **Deployment > Services > Configuration**.
2. Search for eInvoice Event service or select it from the list and click **Go!**.
3. Click **Edit**.
4. Specify field settings in the GPM (see the description of parameters on page 23)
5. In the Confirm page, verify that the **Enable Service for Business Processes** check box is selected.

Setting Up the Service in the GPM

Use the field definitions in the following table to set up the service configuration in the GPM, if necessary:

Parameter	Description
eventNotificationType	Type of event notification. Valid values are: <ul style="list-style-type: none">◆ 0 = information◆ 1 = warning◆ 2 = error Required.
eventMailTo	E-mail address of the users to whom the event notifications are to be sent. Required.
eventMailSubject	Subject for the event notification e-mail. Required.
eventResponseCode	Response code or failure code from an external system. Optional.
eventDescription	Detailed description of the information, warning, or error. Required.
eventNotifyEntity	Whether or not to send the notification to the buyer or supplier. Valid values are: <ul style="list-style-type: none">◆ True◆ False Default is True. Optional.
eventNotifyAdmin	Whether or not to send the notification to the application administrator. Valid values are: <ul style="list-style-type: none">◆ True◆ False Default is True. Optional.
eventCallerOnError	Whether the calling process is facing an error. Valid values are: <ul style="list-style-type: none">◆ True◆ False Optional.

Business Process Example

The following is an example of how the eInvoice Event service is called. However, this service should only be called from the included e-Invoice process provided as part of Sterling e-Invoicing.

```
<process name="TestEInvoiceEventService">
  <sequence>
    <assign to="eventDescription">Maximum connections reached</assign>
    <assign to="eventMailSubject">Max conn reached</assign>
    <assign to="eventMailTo">test@test.com</assign>
    <assign to="eventNotificationType">2</assign>
    <assign to="eventNotifyEntity">>true</assign>
    <assign to="eventNotifyAdmin">>true</assign>
    <assign to="eventResponseCode">1122</assign>
    <assign to="eventCallerOnError">>true</assign>
  </sequence>
</process>
```

```
<operation name="eInvoice Event Service">
  <participant name="eInvoiceEventService"/>
  <output message="eInvoiceEventServiceInputMessage">
    <assign to="." from="*"></assign>
  </output>
  <input message="inmsg">
    <assign to="." from="*"></assign>
  </input>
</operation>
</sequence>
</process>
```

Enabling eInvoice Event Document Tracking

To enable eInvoice Event document tracking in the application, select the **Document Tracking** check box on the Process Levels page. Set the following options as needed and leave the rest of the business process parameters as the defaults:

- ◆ On the **Deadline Settings** page, set the deadline and notification options, if necessary.
- ◆ On the **Life Span** page, set the life span, if necessary.