



**IT- og Telestyrelsen**

Ministeriet for Videnskab  
Teknologi og Udvikling

# OIOUBL Guideline

UBL 2.0 Contact

OIOUBL Kontakt

G34

Version 1.1



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## **1.Preface**

These guidelines form of a series describing the purpose and use of the business documents that comprise the Danish localization of UBL 2.0, known as OIOUBL.

As well as guidelines describing the use of commonly used elements, a separate guideline has been prepared for each business document.

### **1.1 Purpose of this document**

This guideline is a general guideline describing the use of the Contact class.

### **1.2 General Points**

The Contact class specifies some of the most significant pieces of information for exchanging OIOUBL business documents.

The *EndPointID* and *Contact* class information are a prerequisite for electronic documents to be guided to the correct department or person within a company. Whilst *EndPointID* (previously known as the “EAN location number”) specifies the mailbox that ensures the documents are sent to the correct company or organization, the contact class specifies the actual person who should receive the document.

Therefore, the contact information is mandatory for the sender of certain documents, and must be referenced in any subsequent documents. For example, if a customer sends an order, their contact information must be included so that if the supplier later sends an invoice, these contact details must be referenced on it.

## 2. Relevant UBL Classes and Elements

The *Contact* class is found in all OIOUBL business documents. Depending on the context the *Contact* may perform different roles. These roles are specified either by the class that the contact is contained in (such as *Despatch/Contact*), or by qualifying the name of the contact (as in *ShippingContact*, *AccountingContact*, and *OrderContact*).

Most importantly, a *Contact* may also be defined within the *Party* class. Here the *Contact/ID* specifies any personal contacts for the party.

In this document special focus is given to:

- The use of *Contact*
- Personal contacts
- The use of *Person*

### 2.1 DK field names and cardinality

The *Contact* class contains the following elements:

UK-name	DK-name	Use	Remarks
ID	ID	0..1	A personal identification is mandatory for the sender of an order, and must be referenced on those invoices where a preceding order exists. The use of the party's unique identifier is recommended, e. g. e-mail addresses or other personal identification. The use of names is not recommended.
Name	Navn	0..1	Name of the contact, either a person or a department.
Telephone	Telefon	0..1	The telephone number may be specified with or without the country code, e. g. 40121212, or +4540121212. Spaces should be omitted.
Telefax	Telefax	0..1	The fax number may be specified with or without the country code, e. g. 40121212, or +4540121212. Spaces should be omitted.
ElectronicMail	Email	0..1	The e-mail address of a person or a department.
Note	Note	0..1	A description of when the contact should be used, such as "After regular office hours" or "For emergencies".
Other Communication	AndenKommunikation	0..n	In this subsidiary class, any alternative means of communication may be specified.
OtherCommunication/ChannelCode	KommunikationsTypeKode	0..1	A code for specifying the communication channel.
OtherCommunication/Channel	KommunikationsType	0..1	The name of the communication channel, e. g. Skype.
OtherCommunication/Value	Værdi	1	The address or number for the alternative communication channel, such as an e-mail address or a telephone number.

## 3. Description

The sections below describe the use of *Contact* in further detail.

### 3.1 Contact

In cases where the *Contact* must be entered, this requirement will be specified in the individual guidelines.

#### 3.1.1 Personal reference

When a *Contact* is mandatory, this is typically because of the importance of the personal identification element, *Contact/ID*.

This is relevant in an order document in which the customer (*BuyerCustomerParty*) must specify a personal contact. Likewise with invoices, where the invoice issuer must reference the customer's personal reference as their *AccountingCustomerParty/Party/Contact/ID*.

The reason why the personal reference is mandatory on the invoice is to optimize the processes that automatically guide the documents to the persons in an organization who must approve an invoice, or that automatically match order, order responses, and invoices.

A personal contact should be specified using values that are unique to the individual party (company or organization), such as their e-mail address, or internal personal IDs such as initials or numbers.

The use of names is not recommended. Firstly, because different individuals within the same organization may have identical names, as such their names would not be unique. Secondly, to avoid spaces in the *ID* element. If names must be used, it should be ensured that no double spacing or other hidden characters are defined. Consistent formatting of names must also be agreed, to avoid the possibility that the name defined in some cases as "Henrik H. Holm", and at other times as "HENRIK HERLUF HOLM".

### 3.2 Person

If the *Name* element in the *Contact* class is used for a department, then this may be supplemented by personal information in the *Person* class.

In the *Person* class, either the first name (given name) or the surname (family name) must be entered. This may be further supplemented with their job title or organizational affiliation, as shown in the example in Figure 2.

## 4. Examples

The following examples demonstrate the use of the *Contact* and *Person* classes.

### 4.1 Specifying Contact

The figure below shows an example of a *Contact*.

```
<cac:Contact>
  <cbc:Name>Salgsafdelingen</cbc:Name>
  <cbc:ID>9000012345</cbc:ID>
  <cbc:Telephone>40121212</cbc:Telephone>
  <cbc:Telefax>40121213</cbc:Telefax>
  <cbc:ElectronicMail>salg@tele.dk</cbc:ElectronicMail>
  <cbc:Note>The telephones are open between 8:00 and 16:00 on weekdays</cbc:Note>
  <cac:OtherCommunication>
    <cbc:Channel>Skype</cbc:Channel>
    <cbc:Value>Peter.Jensen8</cbc:Value>
  </cac:OtherCommunication>
</cac:Contact>
```

### 4.2 Specifying Person

As a supplement to the *Contact* class, the *Person* class may also be provided. This allows the option of defining additional personal information, as shown in the example below.

```
<cac:Person>
  <cbc:FirstName>Henrik</cbc:FirstName>
  <cbc:FamilyName>Holm</cbc:FamilyName>
  <cbc:Title>Hr</cbc:Title>
  <cbc:MiddleName>Herluf</cbc:MiddleName>
  <cbc:JobTitle>Salgschef</cbc:JobTitle>
  <cbc:OrganizationDepartment>Salgsafdelingen</cbc:OrganizationDepartment>
</cac:Person>
```

## 5. Terms and abbreviations

Listed below are the most important terms and abbreviations:

Term:	Explanation:
Document level	Elements at document level are found directly under the root element (the top element) in the XML structure. elements at the document level apply to the whole document.
Line level	Elements at line level, unlike elements at the document level, only apply to a specific documentline
Class	A class is a collection of elements. For example, the Price class contains elements such as PriceAmount, BaseQuantity, etc.
Element	An element is an information entity in an XML structure. For example, the PriceAmount is the element containing the price in an invoice line.
Attributes	In an XML element, it is possible to specify a property as an attribute, e. g. the attribute unitCode in which the unit for a quantity may be specified, as in the example: <code>&lt;cbc:BaseQuantity unitCode="BO"&gt;1&lt;/cbc:BaseQuantity&gt;</code> Attributterne benyttes også til at angive kodelister f.eks. <code>listID="urn:oiubl:codelist:addressformatcode-1.1"</code>
EndpointID	The EndpointID (Former EAN Location number) is specified in the EndpointID element. It is the electronic identifier used for addressing business documents. EndpointID is always specified with the attribute SchemeID, which establishes a classification, and also describes who issues/defines the identifier. The issuer should ensure that all identifiers within a class are unique. See also the OIOUBL Guideline EndpointID (Ref. G22)
Personal reference	The Personal reference is the ID that defines the person in a company or an organization which sends or should receive the document in question.