# Diplomatic matters, E-service

# User instructions

# E-service

# Logging in to the service

# 1 How to log in

Diplomatic missions can use our e-service only after identification. To log in to the service via the Suomi.fi identification service, you need your online banking codes, certificate card, mobile certificate or eIDAS token.

Logging in is also possible by using *the foreign citizen identification service*, later as *foreigner's ID* Read more about the service here: https://www.suomi.fi/instructions-and-support/information-on-eidentification/finnish-authenticator-identification-service

## 1.1 To log in using your bank codes, certificate card or mobile certificate

> Having logged in with your bank codes, certificate card, foreigner's ID or mobile certificate, you can use the service as a representative of an Embassy or international organization. To use the service as a representative of an organisation, press the "Select an organisation" button on the top menu of the application, which opens the user interface authorising you to access the Suomi.fi service.
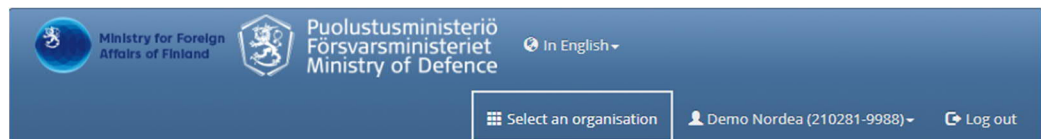


> The Digital and Population Data Service Agency is responsible for the creation and maintenance of the user interface authorising access to the Suomi.fi service. For more information and advice on the Suomi-fi e-authorisation, visit https://www.suomi.fi/valtuudet.

## 2 How to create an account in our e-service

When you log in to the service as a new user, you must create an e-service account. To create an e-service account, you will need to provide your contact information. If you have already created a service account, you will be directed to the main page when you log in.

You can check the user and organisation information you have submitted for the e-service later by clicking on the user or organisation information at the top of the page. Press the 'Edit' button to open a page where you can edit your information.

### 2.1 User information:

To create an e-service account, you must provide the following information:

- first name, last name, personal identity code: this data comes from the identification service and cannot be modified

- email address, telephone number, language, notifications, consent: compulsory information for the purpose of receiving notifications

- postal address, P.O. Box, country or region, postal code/city and postal code: voluntary information

Notifications related to applications you have initiated in the system will be sent automatically to the email address or the phone number you have provided in the e-service depending on which type of notifications you have selected (email notification and/or SMS notification).

## eServices account - user information

### User

| Last name | First name |
|---|---|
| Mustermann | Max |

**Email address (required)**

**Language (required)**
English

**Phone (required)**

**Notifications (required)**
☐ Email      ☐ SMS

[ ± Save ]  [ ✗ Cancel ]

## 2.2 Organisation information

When a new organisation is added to the e-service, the person logging in on behalf of the organisation must also create an e-service account for the organisation.

To create an e-service account for the organisation, you will need to enter the following information:

- Business ID, name: data comes from the identification service and cannot be modified

- email address: for receiving notifications

- postal address: for use in exceptional cases only

- phone number, P.O. Box, country or region, postal code/city and postal code, website address: voluntary information

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## 3 Frontpage

The frontpage includes instructions on the use of the service and links for navigating in the service. Any possible unread notifications for the user are listed at the bottom of the frontpage.

# 4 Created cases

The 'Created cases' view is divided into three pages: one for listing the user's own cases in draft status, that is, the pending cases, second where all cases initiated by the user are listed and third "Decisions" where closed cases are listed.

You can reorganise the applications tables using different criteria and make free text searches. The title of the document provides a link to more detailed information about the application in question (see 'Application details').

## 4.1 Draft applications

When logged in, the user can see a list of the pending cases the mission has created on the Draft Applications page.



## 4.2 Commenced applications

On the 'Commenced cases' page, the user can see a list of the cases he or she or other users in the organisations have initiated.

## Commenced applications

| Title of document | Case ID | Type of case | Sender | Initiated | State |
|---|---|---|---|---|---|
| Vehicle, Veho Oy, FI, Jan 27 2022 | 2022-01-20-0004wjqd | Tax exemption application | Nordea Demo | 20.01.2022 14:59:11 | Decision made |
| Goods, fdfdf, AS, Jan 31 2022 | 2022-01-20-0004vuqn | Tax exemption application | Nordea Demo | 20.01.2022 11:40:45 | In processing |
| Goods, rertrtr, AS, Jan 25 2022 | 2022-01-20-0004vtqm | Tax exemption application | Nordea Demo | 20.01.2022 11:37:34 | In processing |
| Goods, Myyjä Oy, FI, Jan 10 2022 | 2022-01-13-0004v3ov | Tax exemption application | Nordea Demo | 13.01.2022 10:41:42 | In processing |
| Fuel, ST1, FI, Jan 01 2022 - Jan 01 2023 | 2022-01-13-0004v2ou | Tax exemption application | Nordea Demo | 13.01.2022 09:54:49 | Decision received |
| Vehicle, Matt Mattson, Autokauppa Oy, BE, Jan 30 2022 | 2022-01-13-0004v1ot | Tax exemption application | Nordea Demo | 13.01.2022 09:53:00 | Decision made |
| Goods, Diplogoods, RO, Jan 31 2022 | 2022-01-13-0004v0os | Tax exemption application | Nordea Demo | 13.01.2022 09:51:28 | Decision received |

Showing 1 to 7 of 7 entries

Previous | 1 | Next

### 4.3 Decisions

On the "Decisions" page, the user can see the decisions made by Protocol Services.



## Decisions

| Title of document | Case ID | Type of case | Sender | Arrived | Opened |
|---|---|---|---|---|---|
| UH2022-000402.pdf | 2022-01-20-0004wjqd | Tax exemption application | Nordea Demo | 20.01.2022 15:03:46 | |
| UH2022-000289.pdf | 2022-01-13-0004v0os | Tax exemption application | Nordea Demo | 13.01.2022 10:15:42 | 13.01.2022 12:39:19 |
| UH2022-000288.pdf | 2022-01-13-0004v1ot | Tax exemption application | Nordea Demo | 13.01.2022 10:15:03 | |
| UH2022-000285.pdf | 2022-01-13-0004v2ou | Tax exemption application | Nordea Demo | 13.01.2022 10:02:52 | 13.01.2022 10:03:18 |

Showing 1 to 4 of 4 entries

Previous | 1 | Next

## 5 Application details

The 'Application details' page shows the details of the selected application and the notifications sent concerning it. You can also perform various actions concerning the applications on the page. The list of possible actions depends on the type of application and its status (pending/submitted).

## 5.1 Processing of applications before consideration

Pending applications can be modified. Pending applications may be removed or initiated. An application can also be copied to serve as a template of a new similar application by pressing the 'Copy the application' button. Some types of applications can be copied as a template of another type of application (e.g. request for an identity document <-> address inquiry).

Some types of applications can be saved in draft status, that is, without completing all obligatory information. The 'Initiate' button is not on the 'Case information' page but on the form (see 'Completing the form' -> 'Action buttons').



## 5.2 Processing of submitted applications

To view submitted applications, press the 'Show application' button (cf. the 'View submitted applications' button). Submitted applications can be copied in the same way as pending applications.

To download a decision, press the 'Show decision' button. Applications with attachments can be downloaded by clicking the 'Download decision with attachments' button.

# 6 Viewing submitted applications

The information on submitted applications can no longer be modified, but it can be viewed and printed, if necessary.

**MINISTRY FOR FOREIGN AFFAIRS**
PO BOX 176, Laivastokatu 22 A
FI-00023 GOVERNMENT

Decision on Tax and Duty Exempt
Import and Purchase

2022-01-20-0004wjqd
UH2022-000402

20.01.2022

1 (1)

## Decision on Tax and Duty Exempt Import and Purchase of a Motor vehicle

**Name of mission (embassy / consulate / international organisation / other mission)**
Embassy of Finnoland

**Business ID**
7007700-3

**Goods are intended for**
official use of mission

### Delivery

**Seller or supplier**
Veho Oy

**Country of purchase or export**
Finland - FI

**Date of purchase or delivery**
27.01.2022

### Motor vehicle

**Motor vehicle**
Saab 99, 1995

**Value**
10000.00

EUR

**Motor vehicle**
123456789

### Attachments

**CONFIRMATION OF THE MINISTRY FOR FOREIGN AFFAIRS**

The Ministry for Foreign Affairs confirms that the import or purchase meets the conditions for exemption from taxes.

*Proto Anja*

Proto Anja
20.01.2022

Ulkoministeriö
Utrikesministeriet
Ministry for Foreign
Affairs of Finland

This decision has been electronically signed in the document management system of the Ministry for Foreign Affairs

## 7 How to fill in the form

Select the form you want to fill in from the page that opens on the 'Diplomatic matters' menu. The form you selected will open on the screen. Fill in the assignment carefully. Please provide all known information to speed up the processing.

## 7.1 Instructions

The instructions for filling in the form are available under the 'Form instructions' link. For additional instructions, select the (i) icon using your mouse or keyboard.

## Application for Tax and Duty Exempt Import and Purchase

**Name of miss** Please choose either official use or personal use. The name of the **anisation/other mission)**
Mission must always be mentioned in the application form. If the goods are intended for the personal use of a member of a Mission, please fill in the surname and first names of the applicant as in the person's passport.

Embassy of Finn

**Goods are intended for (required)** ⓘ

○ official use of mission          ○ personal use of applicant

**Type of import or purchase (required)** ⓘ

○ goods          ○ motor vehicle          ○ fuel and heating oil

**Seller or supplier (required)**

[                    ]

**Attachments**

The maximum size of the attachments is 10 MB.

[                    ] 📂 Browse...   ⊕ Add attachment

## 7.2 Action buttons

Save the form by pressing the 'Save' button. Saving the form does not mean that the application was submitted – at this phase, the information on the form can still be modified as long as the application is pending. Please check the information on the form before saving. Any missing or incorrect information will cause error messages that must be corrected before you can proceed. Once you have saved the application successfully, you will be redirected to the main page of the service.

You can discontinue filling in the form by clicking the 'Cancel' button. Clicking on the 'Cancel' button will return you to the main page of the service, and the information entered on the form will be lost.

Actions

⬇ Save   ✖ Cancel

Some types of applications can be saved in draft status, that is, without completing all obligatory information.  In this case, obligatory information will be checked when the case is initiated. For these types of applications, the 'Initiate' button is not in the "Case information' page but on the form.
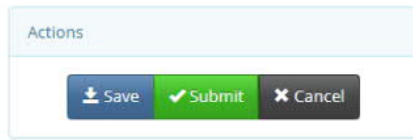


## 7.3 Required information (*)

Information that is mandatory is indicated in the title and marked with a red border in the input field.



You cannot submit a form for processing, if obligatory information is missing.

## 7.4 Dates

Dates must be given in the format dd.mm.yyyy.

## 7.5 Menus

All available options are listed on the menus. You can search through the items on the menu by entering text in the field.

## 7.6 Attachments

You can add attachments to the forms. All attachments will be scanned for viruses in the service.

To add an attachment, press the 'Browse' button to open the file management view and select the desired file.

In the file management view, the selected file will appear in the text field and can be added as an attachment to the form by clicking the 'Add attachment' button.



You can delete an attachment from the list by clicking the 'Remove' button.



## 8 User and organisation information

### 8.1 User information:

You can view your user information on the information management page by selecting 'User information' from the drop-down menu in the application header bar.



The user information management page displays the information provided in the registration view of your e-service account. Click the 'Edit' button to enable editing. Your surname, first name and personal identity code are information obtained from the identification service and cannot be modified. You can save the changes to your information by pressing the 'Save' button on the page in edit mode. If you decide to cancel the editing, press the 'Cancel' button.

Please make sure the information you enter is accurate, as the fields will be copied to new forms and the copied fields cannot be edited.
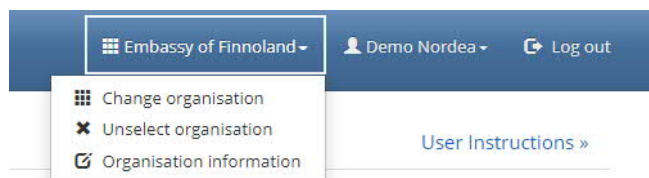
## 8.2 Organisation information

To open the organisation information management page, select 'Organisation information' from the drop-down menu that appears in the application header bar.



The organisation information management page displays the information provided in the registration view of the organisation's e-service account. Click the 'Edit' button to enable editing. The Business ID and name are information obtained from the identification service and cannot be modified. Save the changes to your information by pressing the 'Save' button on the page in edit mode. If you decide to cancel editing, press the 'Cancel' button.

## eServices account - organisation information

### Organisation

Business id

6623284-0

Name

TestiUM

Email address

admins@tieto.com

Postal address

Testiosoite

Edit

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