

Invoice “Digital Signature” Frequently Asked Questions

Other Language: [Español](#)

➤ **Question:** *What is a “Digital Signature” and why is it needed?*

➤ **Answer:** In most countries a “Digital Signature” means an electronic signature that is uniquely linked to the signatory, created by the signatory, capable of identifying the signatory, and linked to data in such a way that any change to the data is detectable. A Digital Signature on electronic PDF invoices ensures the authenticity and integrity of the invoice.

➤ **Question:** *Is there a method of validating the digitally signed PDF Invoice and how can such Digital Signatures and validations be confirmed?*

Answer: For additional information and to authenticate the digital signature applied by *Trustweaver*, please go to their link: <https://twa.trustweaver.com/tseiod/validate.aspx> and in particular refer to the section [“HOW TO VIEW DIGITAL SIGNATURE VALIDATION & TIME STAMP INFORMATION”](#)

➤ **Question:** *You may receive an Adobe Advisory when opening your PDF Invoice with Adobe Reader software. Why does this happen and what does this mean?*

Answer: The digital signature applied by *Trustweaver* uses digital certificates issued by State-supervised “Certification Authorities” that guarantee legal recognition in many countries. Adobe Reader’s digital signature validation functions are based on a commercial scheme and typically do not recognize such State-supervised Certification Authorities.

➤ **Question:** *Does the Adobe Reader advisory mean that the signature on the PDF invoice is invalid?*

Answer: No. All digitally signed Invoices provided by *Trustweaver* are legally signed documents that are in strict compliance with the applicable VAT laws in the country or countries regulating the electronic invoice.

➤ **Question:** *How do I remove future Adobe Reader Advisories from appearing when opening my PDF invoices?*

Answer: A one-time local computer settings change can be made to disable the Adobe Reader advisories. The change is required for each individual Certification Authority. Instructions for changing local settings are found in section: [“CHANGING LOCAL SETTINGS TO PREVENT ADOBE ADVISORIES”](#).

For any other questions or general information please see details below.

Contents

ABOUT ADOBE READER – Advisories, Formatting, and Functionality: 2

<https://twa.trustweaver.com/tseiod/validate.aspx> 2

DIGITALLY SIGNED PDF INVOICE – FIRST VIEW: Bars and Icons..... 3

 Document Name Bars – one of two possible bar formats will appear 3

 Sidebar Icon Functionality..... 3

EXPANDED PDF INVOICE VIEW: Digital Signature Bar across the top of the Invoice..... 4

 Blue Bar 4

HOW TO VIEW DIGITAL SIGNATURE VALIDATION & TIME STAMP INFORMATION 5

MORE OPTIONS TO VIEW DIGITAL SIGNATURE VALIDATION INFORMATION 6

ADOBE SETTINGS – CHANGING LOCAL SETTINGS TO PREVENT ADVISORY DISPLAYS 8

Español 11

Factura “Firma Digital” Preguntas más frecuentes..... 11

ACERCA de ADOBE READER: avisos, formato y funcionalidades 12

<https://twa.trustweaver.com/tseiod/validate.aspx> 12

ABOUT ADOBE READER – Advisories, Formatting, and Functionality:

- ❖ All Invoices digitally signed by **Trustweaver** are legally signed documents that are in strict compliance with the applicable VAT laws of each individual country for which they have been submitted by Dell for digital signatures.

All PDF Invoices digitally signed by **Trustweaver** utilize Adobe PDF functionality.

TrustWeaver is currently using several accredited Certification Authorities in order to sign documents in accordance with the local legislations. Adobe Reader is however pre-configured with very few CA-certificates. This results in Adobe advisories in various portions of the digitally signed Invoice. These Adobe advisories do not mean the digitally signed e-invoices are not compliant! Legal compliance is determined by rules issued by public entity administrations. The rules for certificate recognition in Adobe Reader are driven by business considerations without any impact on legal compliance. **Trustweaver** advises that issuers of tax-compliant signing certificates are currently rarely recognized by Adobe.

Trustweaver advises that it is working with Adobe to resolve the signature validation issues and the fixes are expected to be deployed in phases by country over a period of time. The reminder of this document will provide information about these Adobe advisories; explain the possible views that may be displayed and how to view the validation information. For additional information about the compliance of electronic signatures on invoices in PDF format provided by **Trustweaver**, please go to the following link:

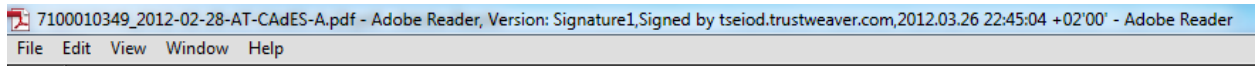
<https://twa.trustweaver.com/tseiod/validate.aspx>

NOTE: The Adobe advisories can be prevented from appearing on each subsequent digitally signed Invoice by changing local computer setting. The information and instructions for changing local settings appears at the end of this document.

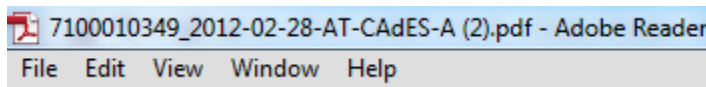
DIGITALLY SIGNED PDF INVOICE – FIRST VIEW: Bars and Icons

Document Name Bars – one of two possible bar formats will appear

This bar shows the document file name that is digitally signed by Trustweaver with the time stamp:

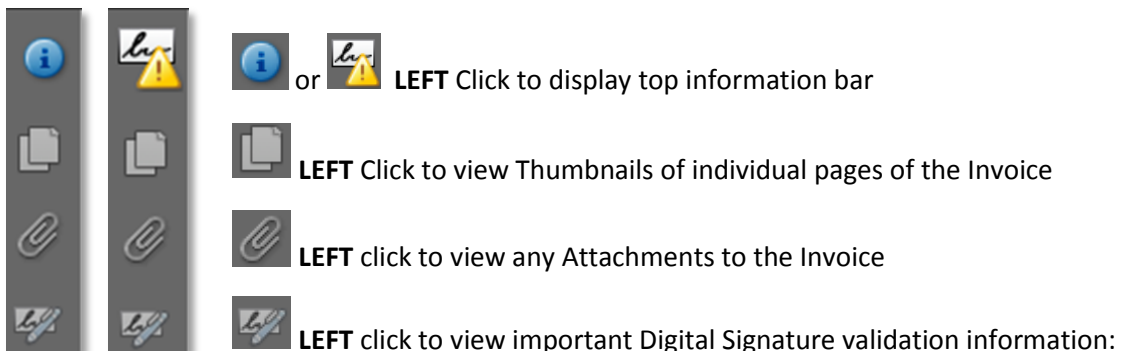


This bar shows only the document file name:



Sidebar Icon Functionality

One of two possible sidebars with icons will appear on the left side of the digitally signed PDF Invoice:



EXPANDED PDF INVOICE VIEW: Digital Signature Bar across the top of the Invoice

Blue Bar:



Adobe Advisory - Adobe Reader's digital signature validation functions are based on a commercial scheme and typically do not recognize such State-supervised Certification Authorities.

HOW TO VIEW DIGITAL SIGNATURE VALIDATION & TIME STAMP INFORMATION

LEFT click the Invoice Icon 

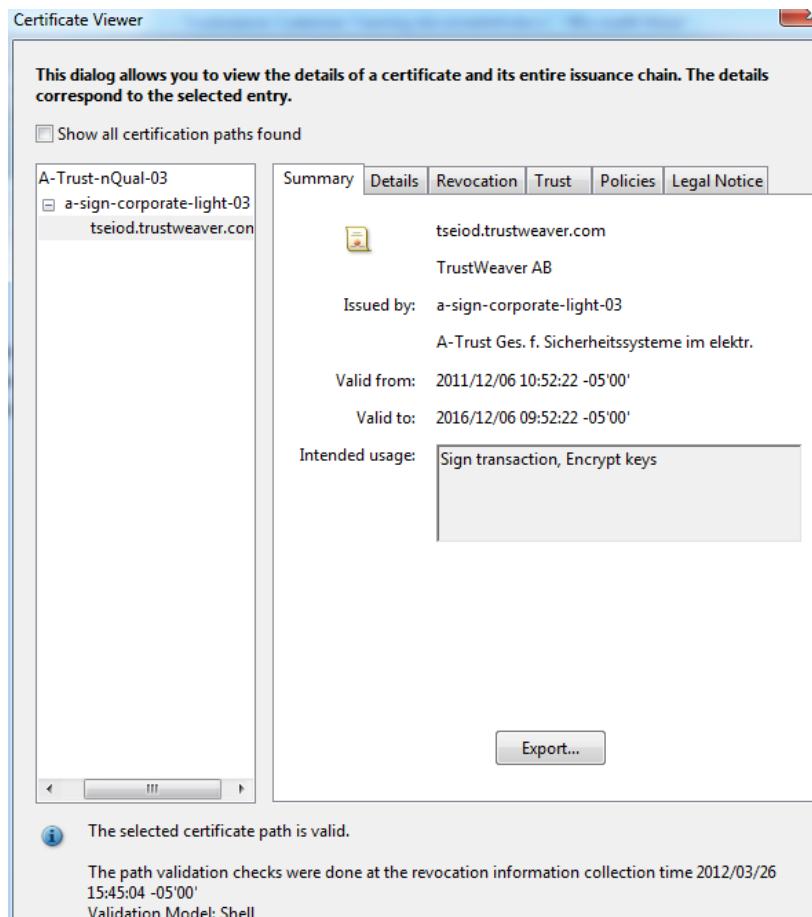
LEFT click to expand: the  icon OR the link "Rev. 1: Signed by tseiod.trustweaver.com"



LEFT click  icon to expand:

[Signature Details](#)
[Certificate Details...](#)

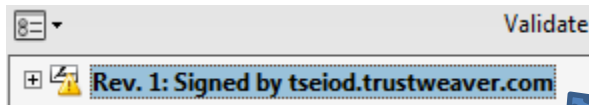
LEFT click the link [Certificate Details...](#) to view the full validation information:



MORE OPTIONS TO VIEW DIGITAL SIGNATURE VALIDATION INFORMATION:



RIGHT click the link “Rev. 1: Signed by tseiod.trustweaver.com”



3 menu options are presented in the temporary pop-up menu:

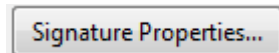
- “Validate Signature”)
 - “View Signed Version”
 - “Show Signature Properties”
- **Validate Signature:**

, This “UNKNOWN” advisory is related to the inability of Adobe to recognize the issuer of the signing certificate.

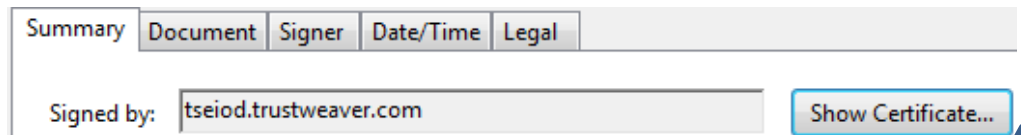


- **View Signed Version:**

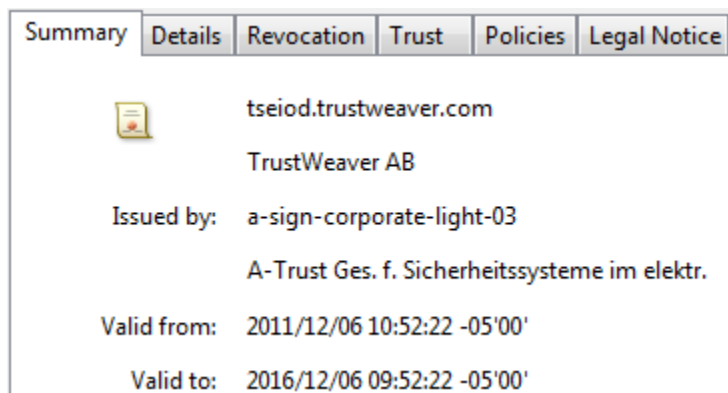
LEFT click "Signature Properties":



LEFT click "Show Certificate":

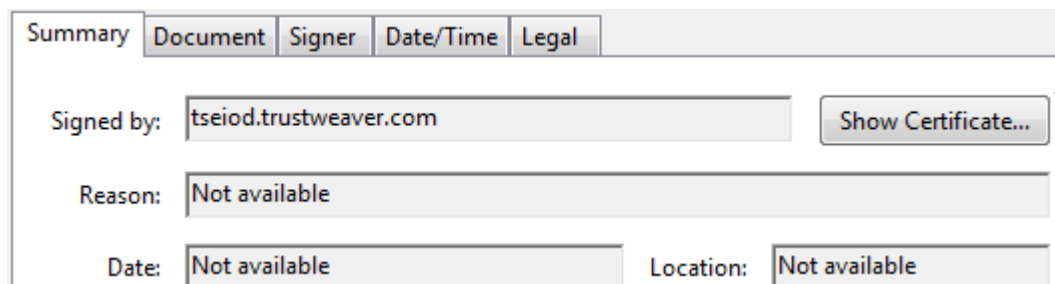


➔ **Digital Signature Validation information including Source and Time Stamp data:**



* NOTE: Times are displayed in local GMT + or – hours format

- **Show Signature Properties:**

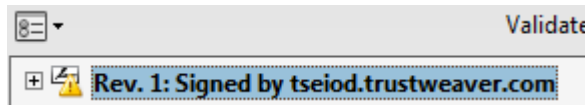


ADOBE SETTINGS – CHANGING LOCAL SETTINGS TO PREVENT ADVISORY DISPLAYS

1. **LEFT** click on the Signature pane in Adobe Reader

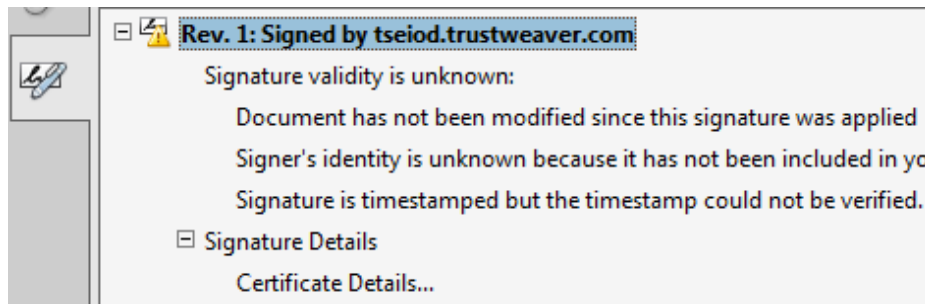


2. **LEFT** click to open the object link

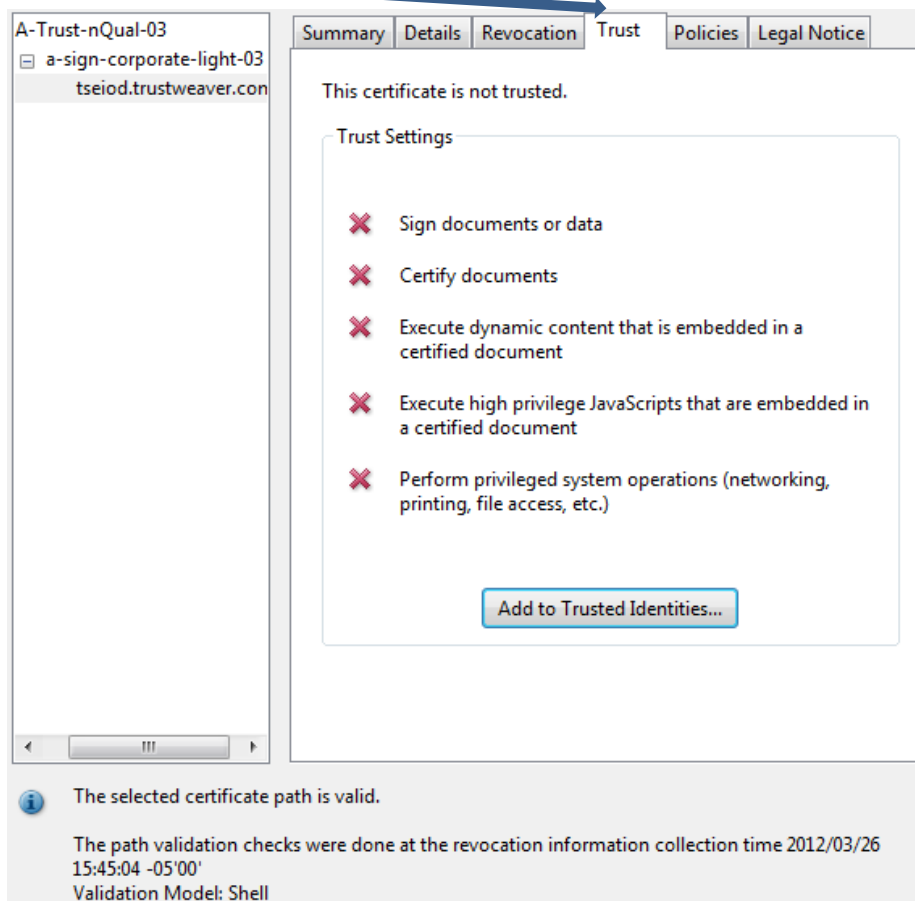


3. **LEFT** click the "Certificate Details..." object:

Certificate Details...

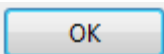


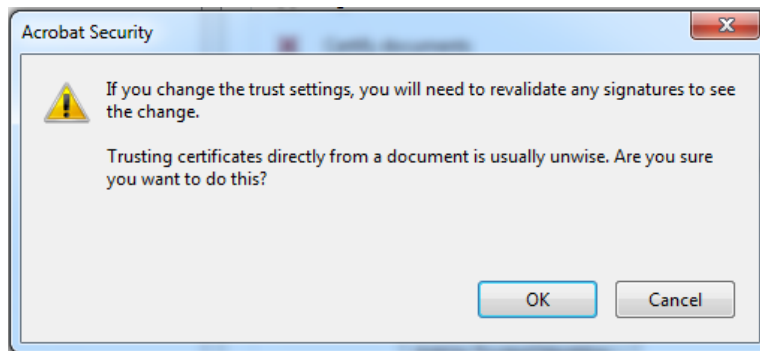
4. **Click** the "Trust" tab

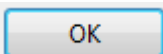


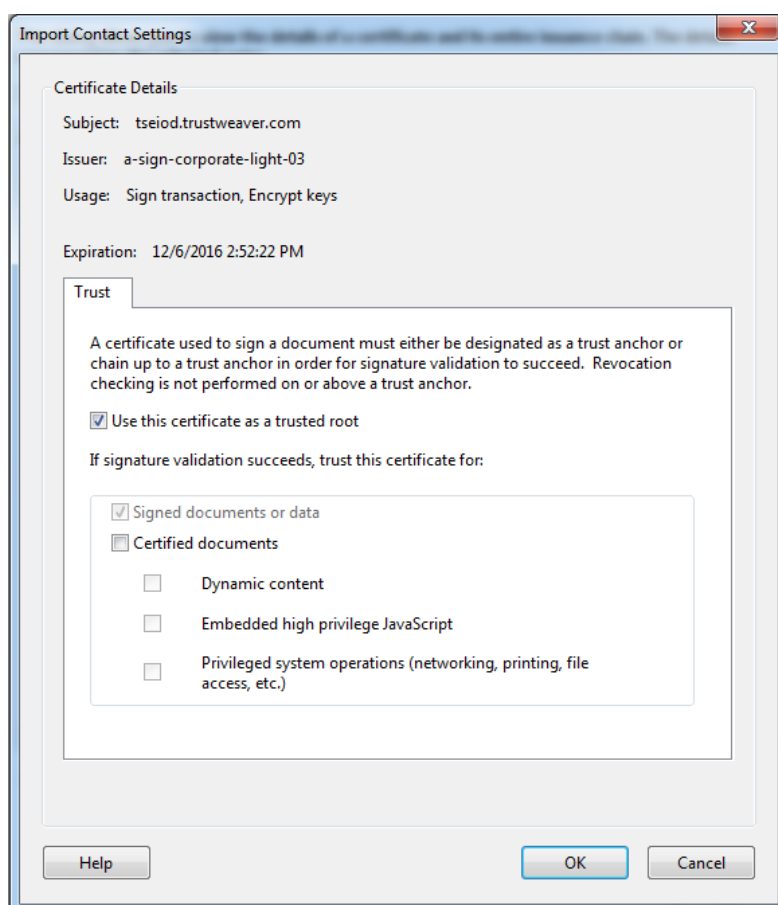
5. **Click** on

Add to Trusted Identities...

6. Click on  to continue

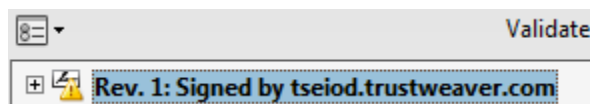


7. Defaulted checkmarks should not be changed – press  to confirm changes



8. RETURN to the Signature pane 

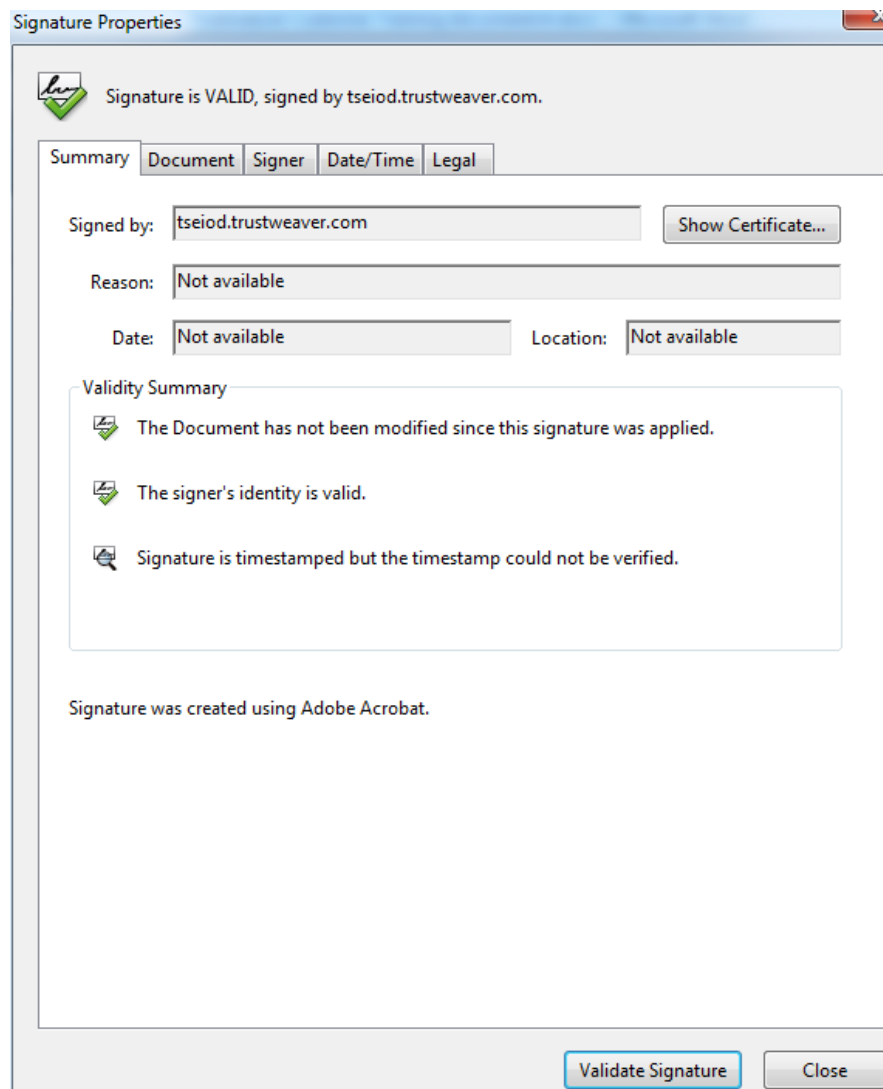
9. RIGHT click on the top object link "Rev. 1: Signed by tseiod.trustweaver.com" to display the 3 menu options



10. **LEFT** click and select “Validate Signature” menu option to display this valid signature status



11. **Signature validation** details are fully displayed



12. **Click** “Close” to exit. **NOTE:** Changes only apply to the digital signature for a given country. This process may need to be repeated for the digital signature of each individual country because each country signature is unique.

13.

Factura “Firma Digital” Preguntas más frecuentes

(Invoice “Digital Signature” Frequently Asked Questions)

- **Pregunta:** ¿Qué es una "firma Digital" y por qué se necesita?

Respuesta: En la mayoría de los países "firma Digital" significa firma electrónica que está exclusivamente vinculada al firmante, creada por el firmante, capaz de identificar al firmante y vinculada a los datos de tal manera que se garantiza cualquier cambio en los datos incluidos en la factura es detectable. Una firma Digital en las facturas electrónicas de PDF garantiza garantizar la autenticidad de su origen impidiendo el repudio de la factura y la integridad de su contenido a lo largo del tiempo

- **Pregunta:** ¿Hay un método de validación de la factura PDF firmado digitalmente y cómo pueden tales firmas digitales y validaciones confirmarse?

Respuesta: Para obtener información adicional y para autenticar la firma digital aplicada por Trustweaver, por favor vaya al siguiente enlace: <https://twa.trustweaver.com/tseiod/validate.aspx> a la sección "[Cómo A ver firma validación & tiempo sello información DIGITAL \(HOW TO VIEW DIGITAL SIGNATURE VALIDATION & TIME STAMP INFORMATION\)](#)"

- **Pregunta:** Usted podría recibir un aviso de Adobe al abrir su factura PDF con el software Adobe Reader. ¿Por qué sucede esto y qué significa esto?

Respuesta: La firma digital aplicada por Trustweaver, por delegación del certificado de Dell, utiliza certificados digitales emitidos por entidades autorizadas por las autoridades de certificación del país en el que operan que garantiza el reconocimiento legal en muchos países. Las funciones de validación de firma digital de Adobe Reader están basadas en un sistema comercial y normalmente no son reconocidas por las autoridades de certificación de algunos países, motivo por el que utilizamos Trustweaver.

- **Pregunta:** ¿El aviso de Adobe Reader significa que la firma de la factura PDF no es válida?

Respuesta: no. Las factura electrónicas es un documento electrónico que cumple con los requisitos exigibles a las facturas y que, además, ha sido firmado digitalmente por delegación de Dell por Trustweaver en cumplimiento de la normativa aplicable a la firma electrónica,

- **Pregunta:** ¿Cómo quitar futuro Adobe Reader para que los avisos aparezcan al abrir mis facturas PDF?

Respuesta: Es posible que mediante un cambio en la configuración de su ordenador se desactiven los avisos de Adobe Reader. Este ajuste de la configuración será necesario para cada autoridad de certificación. Las instrucciones para llevar a cabo esta configuración se encuentran en la sección: "[Cambiar la configuración para evitar avisos de ADOBE ".\(CHANGING LOCAL SETTINGS TO PREVENT ADOBE ADVISORIES\)](#)".

Para cualquier otra pregunta o información general consulte los detalles a continuación.

ACERCA de ADOBE READER: avisos, formato y funcionalidades

(ABOUT ADOBE READER – Advisories, Formatting, and Functionality)

- ❖ Todas las facturas firmadas digitalmente por Trustweaver, por delegación de Dell, son un documento electrónico que cumple con los requisitos exigibles a las facturas y que, además, ha sido firmado digitalmente por delegación de Dell por Trustweaver en cumplimiento de la normativa aplicable a la firma electrónica.

Todas las facturas en formato PDF firmado digitalmente por Trustweaver, por delegación de Dell, utilizan funciones de Adobe PDF.

Dell, a través de TrustWeaver, está trabajando con autoridades de certificación acreditadas para firmar documentos de conformidad con las legislaciones locales. No obstante, Adobe Reader está únicamente preconfigurado para trabajar con unas pocas autoridades de certificación. por lo que avisos que usted pueda recibir de Adobe en relación a la firma digital no necesariamente significará que las firmas digitales no son compatibles con los requisitos legalmente exigibles si no que las mismas no son compatibles con los requisitos fijados por Adobe Reader, cuya finalidad está más centrada en propositos comerciales que en el cumplimiento de la normativa local. Trustweaver informa que los emisores de certificados de firmas digitales autorizadas por las autoridades locales no son siempre compatibles con los reconocidos por Adobe.

Trustweaver informa que está trabajando con Adobe para resolver los problemas de validación de firma electrónica y que las correcciones que se determinen se implementarán tan pronto como esté disponibles.. La información incluida en este documento proporcionará información acerca de estos avisos de Adobe; explicar las posibles vistas que pueden mostrarse y cómo ver la información de validación. Para obtener información adicional sobre el cumplimiento de las firmas electrónicas en las facturas en formato PDF proporcionada por Trustweaver, visite el siguiente enlace:

<https://twa.trustweaver.com/tseiod/validate.aspx>

Nota: Los avisos de Adobe en relación a la firma digital se pueden evitar mediante el cambio de configuración del equipo. La información y las instrucciones para cambiar la configuración local se muestra al final de este documento