

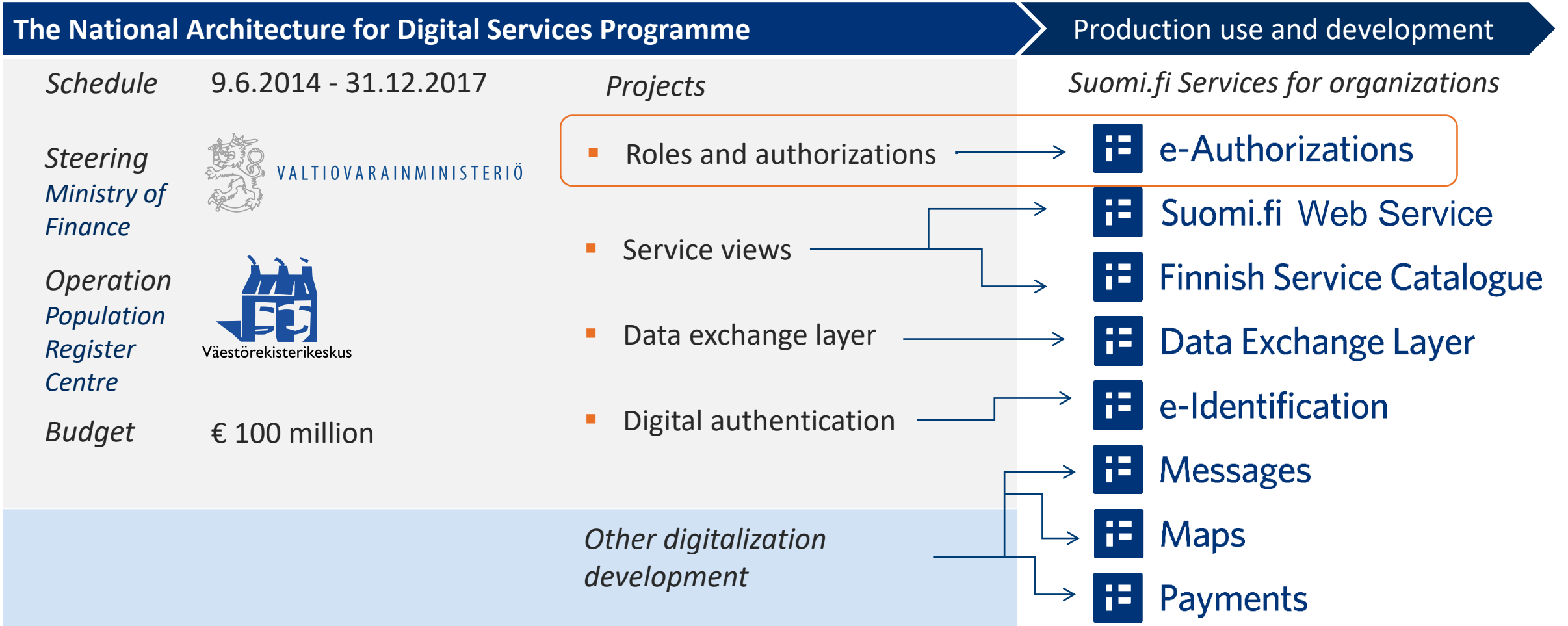


Suomi.fi-e-Authorizations

Enables users to manage digital mandates and act on behalf of another person or organization



Background: Programme that produced Suomi.fi Services



Producing and maintaining the services is a statutory task of Population Register Centre and other service producers.



Users and user groups Service ecosystems Public service providers Companies and communities

Service users



Web Service

SERVICE PLATFORM



Maps

e-Identification

e-Authorizations

Payments

Messages



Service Management



Finnish Service Catalogue

Data Exchange Layer



Service providers

Web services

Systems

Registers

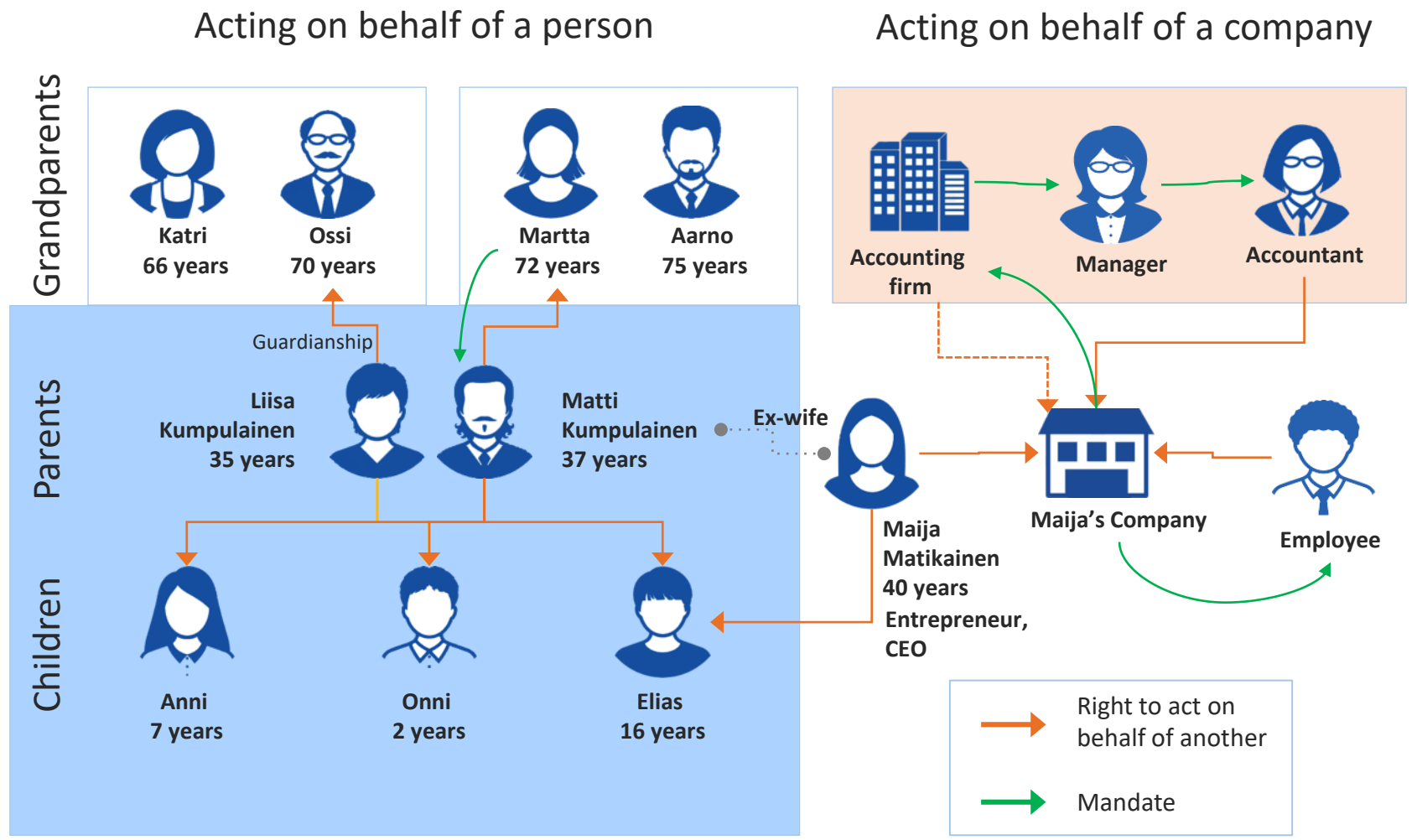
Authentication tools

Data center and operational services



Suomi.fi-e-Authorizations

Suomi.fi-e-Authorizations is a service for managing and reliably verifying a person's or organization's authorization, mandate or right to use digital services on behalf of another person or organization regardless of time or place.





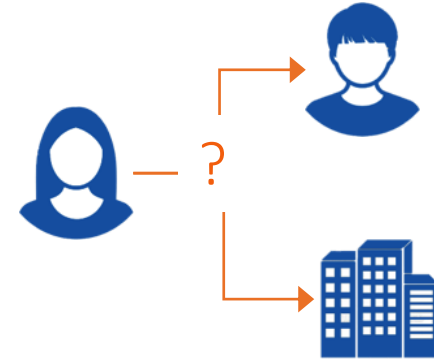
What Suomi.fi-e- Authorizations offers? 1/2

Examples:

- A parent can book a dentist appointment for their child.
- CEO, employee or an accountant of a accounting firm can make a seasonal tax return to the Tax Administration on behalf of the company.
- The basic registers are e.g. Population Information System and Trade Register.

Verifying the authorizations

- Custody information
- Procuration
- Guardianship information



e.g.

Has this person the right to act on behalf of my client?
Has this person the right to act on behalf of my client's company?

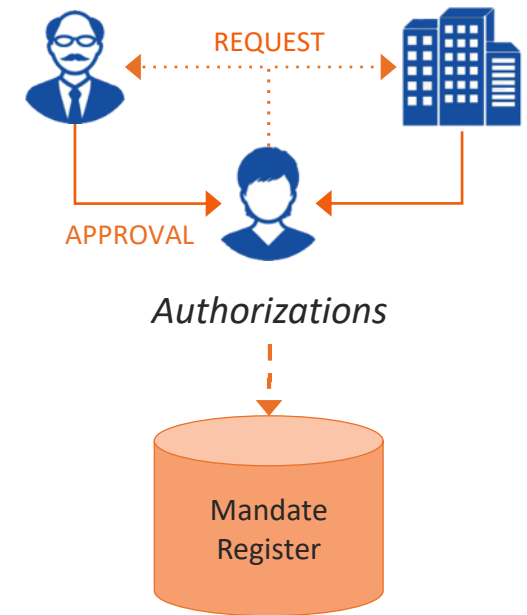


What Suomi.fi-e-Authorizations offers? 2/2

- The digital mandates are saved in the Mandate Register, where the verification of the authorizations is done
- The validity of the mandate is verified on-line from the Mandate Register and base registers every time the mandate is used
- Enables making authorizations within the organization (e.g. the CEO can authorize the CFO or an employee or even an accounting firm).

Suomi.fi-e-Authorizations – Mandate Register:

- We do the verification for you
- No more management of the authorizations
- Easy to authorize within the organization
- The principal can authorize the delegate to act on one's behalf



Mandate Register

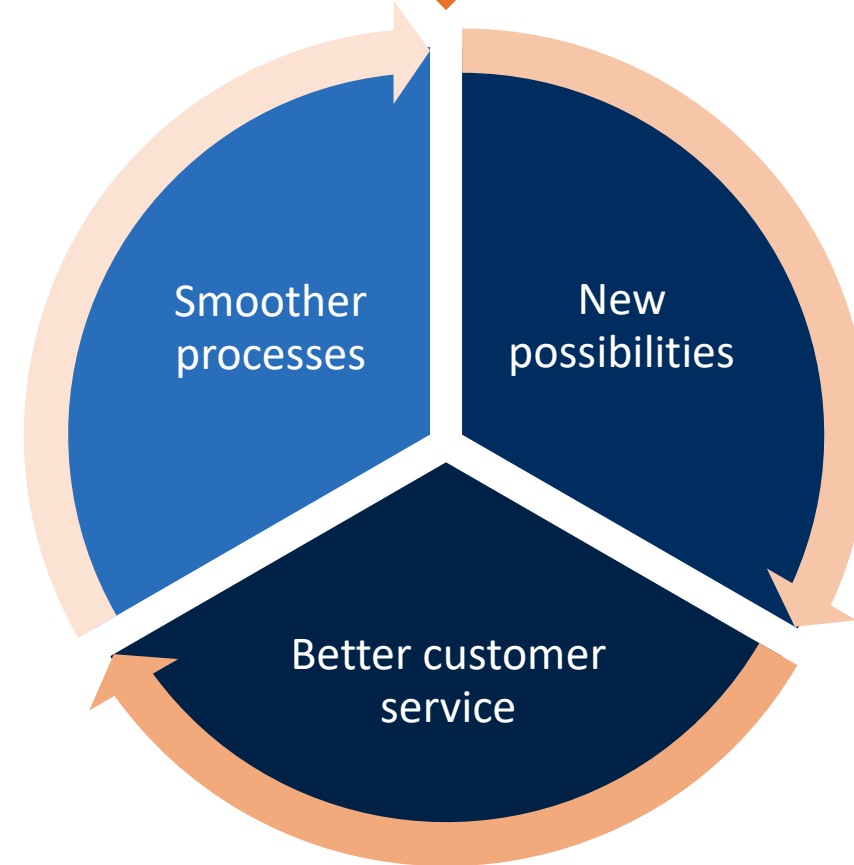
1. A citizen or a company can create and save authorizations in digital form
2. e-mandates can be checked digitally



Benefits of Suomi.fi- e-Authorizations: Organizations

- Significant cost savings for all public and private organizations
- Cost **savings** estimated for organizations in Finland are **6-10 € per single transaction**, compared to paper based acting on behalf of citizens or organizations.
- Smooth self-service 24/7
- Reliability
- Smaller risks for misdemeanor

Savings, good user experience, better service, rapid deployment

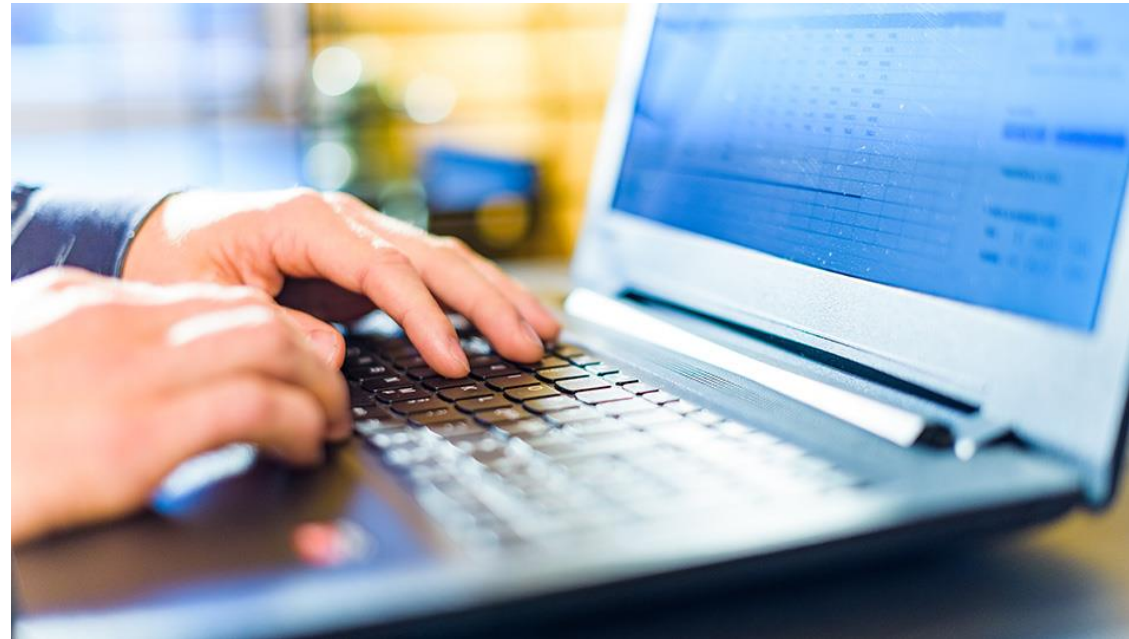




Benefits of Suomi.fi- e-Authorizations: Citizens

- Not need to see a public servant in person to act on behalf of someone else
- Flexibility
- Ease of use
- Time savings
- Secure

- Substantial **time and cost savings** for citizens when no need for writing and managing paper mandates
- No need to physically visit customer service points

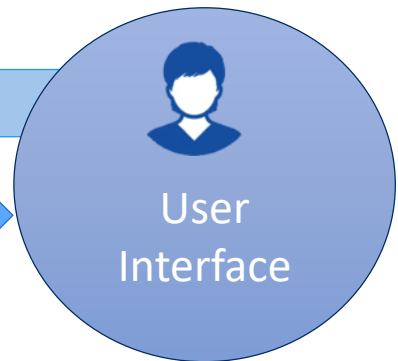
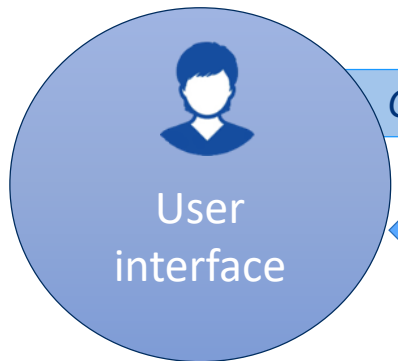
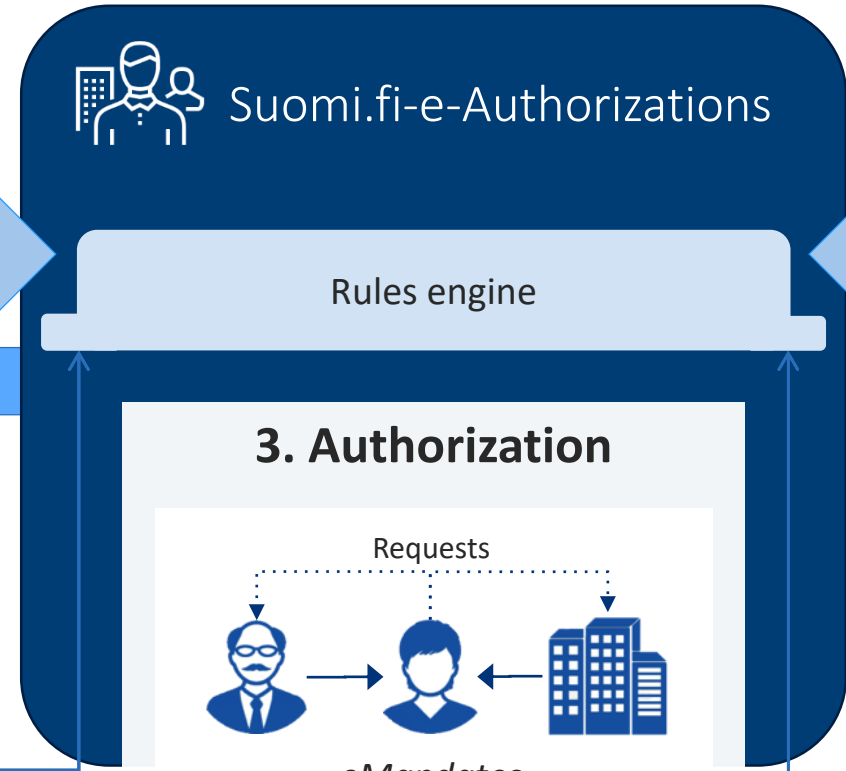




Suomi.fi-e-Authorizations: How does it work?

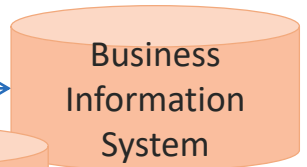
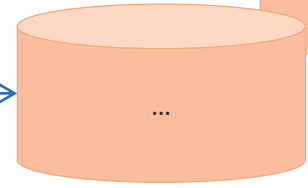
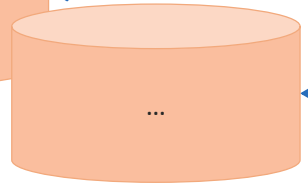
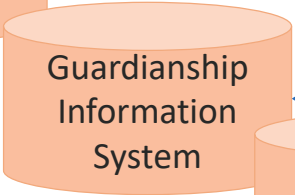
1. Acting of behalf of a person

2. Acting on behalf of an organization



Checking request
Response

Checking Request
Response





Suomi.fi-e-Authorizations: Digital Mandates

Suomi.fi André Kähkönen EN MENU

Home For citizens ▼ For companies or organisations ▼ For authorities About Suomi.fi

Mandates André Kähkönen

GRANTED MANDATES RECEIVED MANDATES MANDATE REQUESTS EXPIRED MANDATES

Instructions [Add new mandate](#)

Granted mandates 5

Show Person Enterprise

Name of party ↕	Type of party	Granted mandates ↕	
Huusko Eva Ainikki	Person	2	>
Nokia Technologies Oy	Enterprise	3	>

Suomi.fi André Kähkönen EN MENU

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Change user role ▼

Create a mandate André Kähkönen

Mandate type: Mandate for transactions

1/3 PARTIES AND VALIDITY 2/3 CONTENTS 3/3 REVIEW AND VALIDATE

Parties and validity

I

André Kähkönen, 251159-999E

I grant mandates to the following parties

First name *	Family name *	Personal identity code *	
Eva Ainikki	Huusko	280280-998H	Delete

[Add person](#) [Add company](#)

To act on my behalf during

Length of the time period is by default 5 years and the period of validity can be manually modified.

1 year 5 years 10 years 25 years

Start date * Ending *

Abort [Go to "Select contents" >](#)



Suomi.fi-e-Authorizations: Digital Mandates

← ABORT Change user role ▾

Create a mandate André Kähkönen Mandate type
Mandate for transactions

1/3 PARTIES AND VALIDITY 2/3 CONTENTS 3/3 REVIEW AND VALIDATE

Contents

Select the matter of the mandate from the list

Filter the list with a word

Select all Matters of the mandate 70

Subject categories

- Authority procedures
- Benefits**
 - Submitting accounting statements related to compensation of medical care
- Business operations
- Common service activities
- Data
- Earned income
- Enforcement matters
- Environmental health care
- Financial market
- Forest, water and mineral resources
- Import and export
- Information services
- Insurances
- Medicines and pharmacies**
 - Pharmacy services

Selected mandate subjects 1

Pharmacy services

This mandate allows the assignee to:

- pick up medication from the pharmacy on behalf of the assignor
- request that the assignor's prescription is renewed by the pharmacy
- request the pharmacy to check the benefit data related to the assignor's prescriptions and medicines and to give information on them to the assignee
- give their consent for the invalidation of the assignor's prescription at the pharmacy
- ask for a summary of the assignor's prescriptions.

Additional information ▾

Abort

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← ABORT Change user role ▾

Create a mandate André Kähkönen Mandate type
Mandate for transactions

1/3 PARTIES AND VALIDITY 2/3 CONTENTS 3/3 REVIEW AND VALIDATE

Review and validate

Mandate type

Mandate for transactions

As a person or a company, I grant a mandate to another party to act on my behalf in the matters I have chosen.

I (the assignor)

André Kähkönen, 251159-999E

I grant mandates to the following parties (names of the delegates)

Eva Ainikki Huusko, 280280-998H

To act on my behalf during

20.05.2019–19.05.2024

In the following matters 1 pcs

Pharmacy services

This mandate allows the assignee to:

- pick up medication from the pharmacy on behalf of the assignor
- request that the assignor's prescription is renewed by the pharmacy
- request the pharmacy to check the benefit data related to the assignor's prescriptions and
- give their consent for the invalidation of the assignor's prescription at the pharmacy
- ask for a summary of the assignor's prescriptions.

Additional information

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✓ The mandate has been successfully validated.

Mandates André Kähkönen Change user role ▾

GRANTED MANDATES ● RECEIVED MANDATES MANDATE REQUESTS EXPIRED MANDATES

Granted mandates 6 Show Person Enterprise

Name of party	Type of party	Granted mandates	Status
Huusko Eva Ainikki	Person	3	New ones 1
Nokia Technologies Oy	Enterprise	3	



Suomi.fi-e- Authorizations: Costs

- It is free!
 - Fully open source
- **Free** to use for all private and third sector organizations.
 - Mandatory by law to use by all public sector organizations in Finland for authorizations.
 - Costs of deployment each customer pays for itself:
 - Technical integration
 - User interface specific guidance
 - Management of the deployment project
 - Fully open source (<https://github.com/vrk-kpa>)



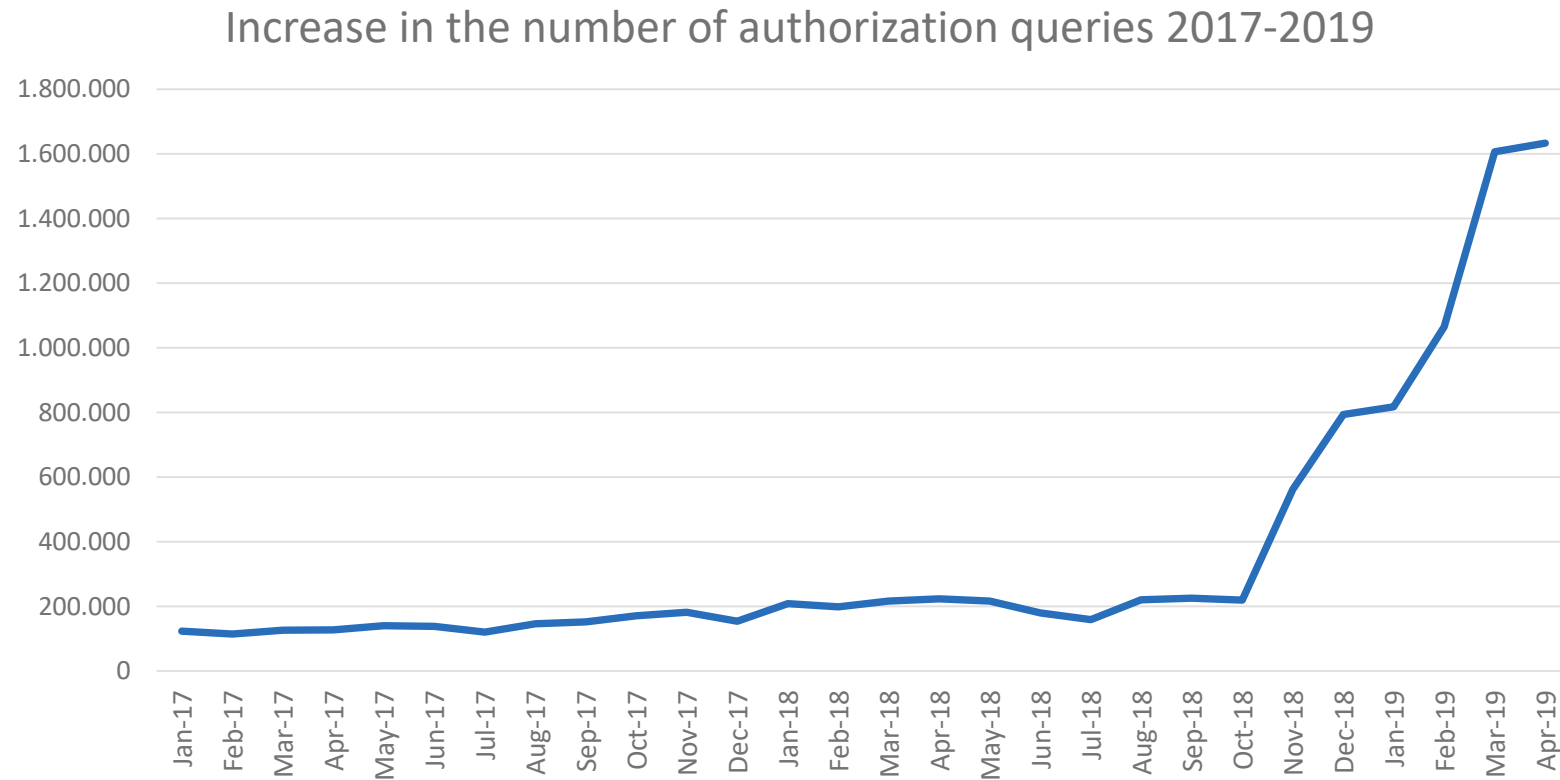
Suomi.fi-e- Authorizations: Extent of use

- More than 80 organizations are currently using
 - 1,5 million authorization queries per month
 - More than 3 million digital mandates created
 - Growth continues strong
- In use in **more than 80** different digital services.
 - Over **1,5 million** authorization **queries** per month.
 - More than **3 million digital mandates** created by the **citizens** in the Suomi.fi-national portal.
 - Amounts are estimated to triple by the end of year 2019.
 - Full list of services using e-authorizations: <https://www.suomi.fi/instructions-and-support/information-on-eauthorizations/services-using-suomifi-eauthorizations>



Suomi.fi-e-Authorizations: Extent of use - authorization queries

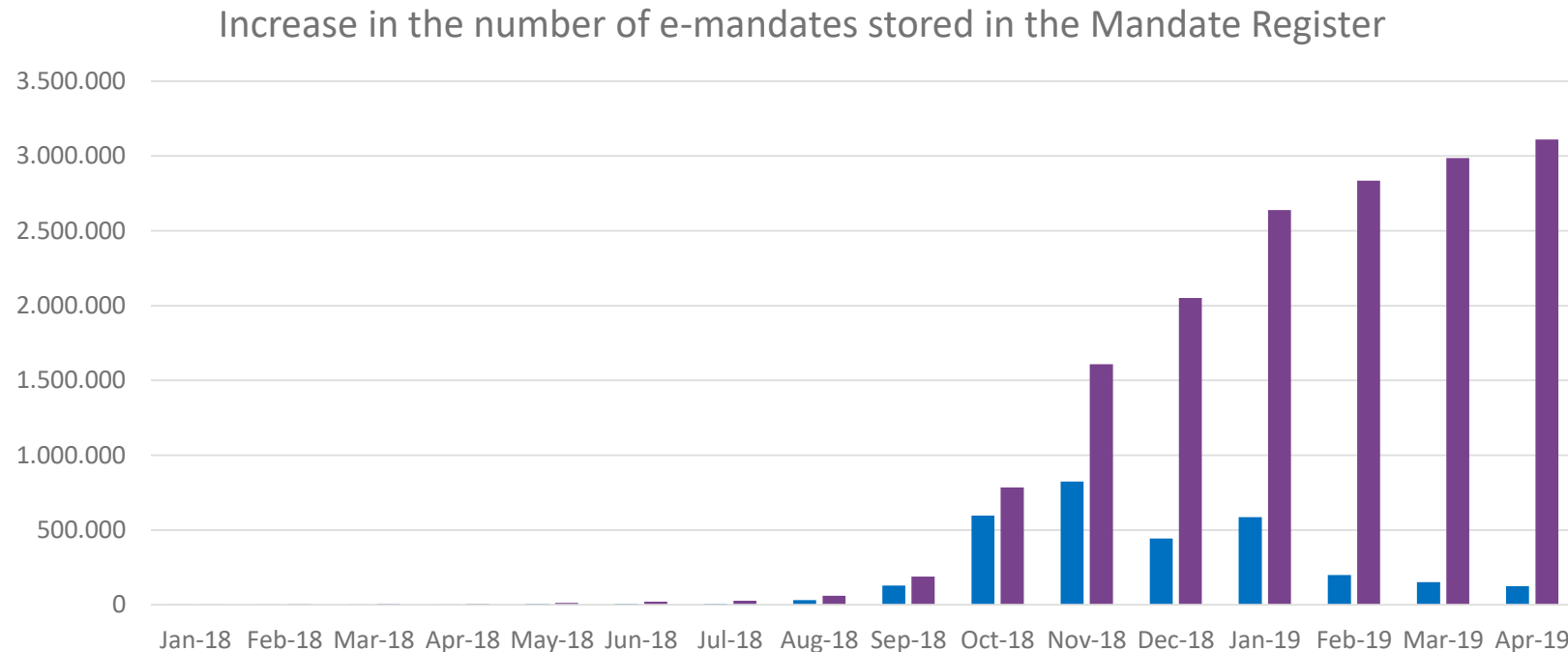
- In April 2019 more than 1.6 million authorization queries were made.
- Growth has continued strongly; the current number of authorization queries is expected to triple by the end of 2019.





Suomi.fi-e-Authorizations: Extent of use – digital mandates

- By the end of April 2019, more than 3 million new e-mandates had already been created in the Mandates Register
- The number of mandates is expected to triple by the end of this year.





Suomi.fi-e- Authorizations: Next steps

- The private sector is increasingly starting to use the service
- Focus on citizens who are currently not able to use the digital services and are outside of digital authorization
- Upcoming features 2019:
 - Registry based acting on behalf of associations (Q3/2019)
 - User interface for service providers to create mandates on behalf of clients (Q3/2019)
 - Elderly citizens who do not even have an eID.
 - Estates.
 - Public sector organizations.
- Authorization (e-mandates) available for foreign companies and foreign citizens
- Cross-border authorizations (2020 >).



Suomi.fi-e- Authorizations: more info

- <https://www.suomi.fi/frontpage>
- <https://www.suomi.fi/instructions-and-support/information-on-eauthorizations>
- <https://joinup.ec.europa.eu/solution/suomifi-e-authorizations/about>
- Contacts: Suomifi@suomi.fi

The screenshot shows the Suomi.fi website interface. At the top, there is a search bar with the text "Search in Suomi.fi" and a magnifying glass icon. To the right of the search bar are buttons for "Identification", "EN", and a "MENU" icon. Below the search bar is a navigation menu with links for "Home", "For citizens", "For companies or organisations", "For authorities", and "Instructions and support". The main content area features a large image of a family walking in a field. To the right of the image, the text reads "Suomi.fi – information and services for your life events" followed by a paragraph: "After identification, you can communicate with authorities and check your information in different registers." and a link "Read more about Suomi.fi". Below this, there are three service cards: "Exchange messages with the authorities" (with an envelope icon), "Act on behalf of another party" (with a person icon), and "View your information in different registers" (with a document icon). Each card has a brief description of the service. At the bottom, there is a sidebar with a table of contents for "Instructions and support" and a main content area titled "Information on e-Authorizations" which contains detailed text and a list of bullet points.

Suomi.fi

Search in Suomi.fi

Identification EN MENU

Home For citizens For companies or organisations For authorities Instructions and support

Suomi.fi – information and services for your life events

After identification, you can communicate with authorities and check your information in different registers.

[Read more about Suomi.fi](#)

Exchange messages with the authorities
Activate electronic messages and receive

Act on behalf of another party
Authorise another person or company to act on your behalf or request mandate to act on

View your information in different registers
View your own information in the registers of

Home > Instructions and support > Information on e-Authorizations

Instructions and support

INFORMATION ON MESSAGES

INFORMATION ON E-AUTHORIZATIONS

- Grant a mandate as a person
- Request a mandate as a person
- Acting on behalf of another person
- Grant a mandate in the name of a company
- Request a mandate in the name of a company
- Acting on behalf of a company
- Examples of company mandates
- Glossary of e-Authorizations
- Services using Suomi.fi e-Authorizations
- Frequently asked questions on e-Authorizations

Information on e-Authorizations

In Suomi.fi e-Authorizations you can authorise the person or company you wish to. You can also request a mandate to act on behalf of another person or a company.

In Suomi.fi e-Authorizations you will see

- all the mandates granted and received
- the mandate requests submitted and received that are only valid when validated
- the mandates that have expired or have been invalidated prior to expiry.

If you wish to act on behalf of another part, your eligibility to do so will be checked in Suomi.fi e-Authorizations. The organisations that use e-Authorizations themselves choose whether the electronic mandates should only be available for e-services or can also be used, for example, in service locations.

You should always log into e-services using your personal identifier, i.e. as yourself. If you have the right to act on behalf of a company or a person you should always first choose the party on behalf of whom you wish to act. If you wish to act on behalf of a private entrepreneur, select the acting for a company option.

Advice for using Suomi.fi e-Authorizations:

[Public Service Info](#)

Get to know the instructions

- > [Grant a mandate as a person](#)
- > [Request a mandate as a person](#)