

Introduction

Co-Host - Simon Foster (DSPANZ): Hello everyone. Welcome to our Australia and New Zealand Peppol E-invoicing Showcase and our first event as the Association of Digital Service Providers Australia and New Zealand or DSPANZ. My name is Simon Foster and I'm the President of DSPANZ and co-chair of the e-invoicing sub-committee. At this point, I'd like to hand over to my colleague Matt Lewis.

Co-Host - Matt Lewis (DSPANZ): Thanks Simon and good afternoon everyone. My name's Matt Lewis and I'm the other co-chair of the DSPANZ e-invoicing sub-committee and when I'm not doing that, my normal day job is founder and CEO of Capability Wise. So digital consultancy that specialises in government and corporate transformation. Back to you Simon.

Co-Host - Simon Foster (DSPANZ): Thanks Matt. And before we get started, we would like to acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging. I'd also like to take this opportunity to extend this acknowledgment to the Māori peoples of New Zealand Aotearoa.

Co-Host - Matt Lewis (DSPANZ): Thanks Simon and it's great to see we've started to incorporate New Zealand into our welcome to country and broader events program. This really kind of starts to reflect the recent DSPANZ rebrand and our broad membership across the trans-Tasman.

And on that note I'd like to invite two special guests to kick off our showcase. From Australia, it's my pleasure to introduce the Senator the Honorable Jane Hume, Minister for Financial Services and the Digital Economy and also Minister for Women's Economic Security.

Guest - Senator the Hon Jane Hume (Treasury): I'd like to welcome everyone to the Digital Service Providers Australia and New Zealand E-invoicing Showcase. As Australia's Minister for the Digital Economy, it's a pleasure to welcome you to this important event for Australia and New Zealand businesses.

Digital technologies are already a huge part of our lives. They help us to learn, to work more efficiently and to connect with people and services. Through the events of the last 18 months, they've also provided both a lifeline and an opportunity for our citizens and our businesses.

The Morrison Government's recently launched \$1.2 billion Digital Economy Strategy is a living plan designed to ensure that we have the right infrastructure, skills, settings and services in place to prepare Australia's businesses for the economy of the future. It's the private sector that will propel the Australian economy forward, that will make the great productivity gains necessary to create the jobs and innovations that will raise living standards for all. But as Minister for the Digital Economy, I recognise the need for government to both lead by example and signal to businesses the directions we want to go and that's why the Australian Government has been leading the way with Australia's e-invoicing roll out.

Since the 1st of January 2020, the Australian Government agencies have been paying e-invoices within five days and paying interest on any late payments for contracts up to \$1 million where the buyer and the supplier both use Peppol e-invoicing systems. The value we see in e-invoicing is reflected in our commitment for all commonwealth agencies to be e-invoicing compliant by the 1st of July 2022. In addition, we have recently announced in this year's budget that we will invest a further \$15.3 million to support accelerating business adoption of e-invoicing including encouraging adoption through state and local government agencies and through supported trials in the private sector with extensive supply chains.

We know that it costs businesses around \$30 to process a paper invoice and \$27 for an emailed PDF invoice. In contrast, it costs less than \$10 to process an e-invoice. The difference is due to the time saved and not having to manually handle each invoice. So this means an estimated shared saving between the sender and the receiver of the invoice of around \$20 each time e-invoicing replaces a paper invoice. And with an estimated \$1.9 billion invoices issued in Australia every year, expanding the prevalence of e-invoicing will significantly improve the productivity of Australian businesses by facilitating faster payment times, more accurate invoicing and improved cash flow.

We recognise there is a cost to business to adopt e-invoicing technology and processes, but equally we think that the cost reduction benefits when e-invoicing is used widely outweigh the short time investment in migrating to an e-invoicing system. E-invoicing is only useful when there is a large network of users, so our government's goal is to accelerate e-invoicing adoption to a high level to ensure that its potential benefits can be fully realised. We'll be conducting further consultation with industry and businesses in the coming months to determine the most appropriate path forward to encourage uptake of e-invoicing and I would welcome and encourage you all to engage with this process which will be conducted by Treasury to ensure that the next chapter of Australia's e-invoicing journey is the right one.

Thank you for allowing me a chance to speak with you today. Enjoy the event.

Co-Host - Matt Lewis (DSPANZ): And now for a few words on behalf of the New Zealand Government, it's my pleasure to introduce Stewart McRobie, the Chief Financial Officer for the Ministry of Business, Innovation and Employment.

Guest - Stewart McRobie (MBIE): Kia ora tēnā koutou. Greetings from Aotearoa New Zealand. I'm Stewart McRobie, the Chief Financial Officer at the Ministry of Innovation and Employment and I'm the sponsor for driving the adoption of e-invoicing in New Zealand. Thanks very much for the opportunity to be able to talk to you today about what we're doing here in New Zealand to encourage businesses and government to adopt e-invoicing.

The New Zealand Government has a goal of building a productive, sustainable and inclusive economy and encouraging the innovative use of technology like e-invoicing supports this goal. It encourages all New Zealand businesses to be digitally enabled and transact digitally with one another in an efficient, automated and standardised way. In doing so, e-invoicing will enhance economic performance by making it easier, cheaper and more secure for businesses on both sides of the Tasman to transact with each other and with businesses around the globe.

E-invoicing is an initiative that I'm particularly excited about as it will potentially benefit every business in New Zealand. New Zealand and Australia have chosen the Peppol international e-invoicing standard. MBIE has been the New Zealand Peppol Authority for more than a year and a half and we're working closely with our Australian colleagues in relation to the project and how it is implemented. With around 300 million business to business invoices each year, there is potential to save billions of dollars on the cost of processing these invoices. E-invoicing will allow more time to be spent growing business and fostering innovation than on administration.

Since my time in banking, cheque books have become almost a thing of the past and many of us no longer carry cash. I see the e-invoicing project as an initiative that will have similar transformational effects. E-invoicing is a significant enabler in improving invoice payment practices. Late payments and long payment terms are some of the biggest sources of stress and problems for businesses, particularly small businesses. Moving to e-invoicing will enable business and government to streamline invoice processes enabling payment to be made in a more timely fashion. It will also mean there's less administration and free up ways of following up an accounting accruals as processes occur more quickly. However, it's important to stress that although e-invoicing helps enable faster payment times, the payment time decision continues to be separate from the invoice issuance and processing.

New Zealand has often considered itself to be an early adopter of new technologies and I expect that e-invoicing will be no different. MBIE is progressing with the adoption of

e-invoicing New Zealand. Widespread adoption of e-invoicing in the public sector is a critical first step in driving private sector adoption. It is important that all government agencies are e-invoicing enabled and embrace e-invoicing. To that end, the New Zealand Government will be tasked with implementing e-invoicing across New Zealand agencies with receive capability in the near future and a likely mandate on invoice volumes and look forward to talking more about this in coming weeks.

MBIE itself is making good progress on a range of initiatives to support the adoption of e-invoicing within the public sector and across the economy more generally. Including working closely with the tech community including small businesses, accounting software providers along with large system providers who are making their systems e-invoicing capable so all New Zealanders will be able to enjoy the benefits that e-invoicing brings. The MBIE e-invoicing team, the Australian Taxation Office, e-invoicing service providers and finance system service providers have also agreed to a standard that defines a consistent set of data for an e-invoice. This will make it easier for senders to generate invoices and receivers to process them. We see this as a critical element in the adoption of e-invoicing.

We've also recently established an e-invoicing adoption leaders group with people in the most senior roles of large corporates to work together to lead and influence adoption in the private sector. We've had our second meeting recently and there's a great deal of collaboration amongst members. We're at the early stages of developing our communication strategy and material including workshops, webinars and other tools to increase awareness and understand e-invoicing and help government and businesses adopt e-invoicing.

All people attending this showcase have the ability to lead and influence adoption of e-invoicing in the wider business community. Through our collective actions, we're able to support all businesses to thrive and reap the benefits of being more digitally enabled. Nga mihi and thank you.

Small Business Accounting Vendor Panel

[10:40]

Co-Host - Simon Foster (DSPANZ): As an introduction to our small business accounting vendor panel, we have a special message from the Australian Small Business and Family Enterprise Ombudsman, the Honorable Bruce Billson.

Guest - Bruce Billson (ASBFEO): Hi everybody, my name's Bruce Billson. I'm the Australian Small Business and Family Enterprise Ombudsman and I'm absolutely pumped to be joining you for this DSPANZ E-invoicing Showcase. This is a big deal and this is a

great opportunity to help turbo charge timely payment and convenience for Australia's SMEs.

Who would have thought, 1.2 billion invoices get exchanged each year in Australia and of course the vast majority will be smaller businesses and many of which will be small business to small business. 20% of those can go astray. 1 in 3 may have incorrect information. It's about \$31 to process a paper invoice, you think ouch, that's expensive. Doing a PDF attached to an email as kind of a slightly more funky option, well that's still \$28 per invoice. Go with e-invoicing, it's \$9.18. It gets the information in the hands of the person you'd like to have paying you sooner so they've got not only the appetite but the ability to get those timely payments through to your business.

We think, done well, e-invoicing deployed across the economy a \$28 billion upside over 10 years. But for time poor small businesses, think about the opportunity. More cost efficient, fewer friction points, a better use of your time and an enhanced opportunity to get paid in a timely way. That's why I'm jazzed about this and that's why I'm encouraging people to talk about their positive experiences.

A bit of a shout out to MYOB, to Intuit, to Xero. They're doing their seamless work in the background to make e-invoicing in Australia as simple as posting an account across your chart of accounts. All done without pain, without difficulty. Really using technology and deploying it within the business systems to give your business the best chance to get accurate invoicing in the hands of the people that need it, in a timely way, at lesser cost and improving the prospects for early payment. Why wouldn't you want a piece of that? That's why I'm jazzed to be with you here today and a part of the champions adoption network where we're looking at what we can do to showcase good practice and early adopters and the upside they're seeing, the real upside they're seeing of using e-invoicing.

That's what today's about. Plenty of practical examples. We're driving hard to get more small business to small business case studies. Let the numbers speak for themselves. But in the meantime, take on board some of the lessons, some of the path finding insights, some of the upside that's being shared with you at this showcase and to hear from Intuit, from Xero, from MYOB about what they're doing to make this as seamless and as simple as possible to make e-invoicing part of the digital engagement of your business. Hope you get plenty out of the showcase. Great to spend a few moments with you.

Co-Host - Simon Foster (DSPANZ): At this point, I'd like to invite Emma Dobson, one of the directors of DSPANZ to moderate our panel. Emma.

Moderator - Emma Dobson (DSPANZ): Sorry I was muted there for a minute, that was an error. My name's Emma Dobson and I was a founding member of the Digital Business

Council. Back in New Zealand now, I am a member of the E-invoice Adoption Leaders Group. So some of this is very dear to my heart. Thrilled to be able to moderate the session today with the panellists with Simeon, Clinton and Matthew.

I've got a couple of questions for the guys and I'm going to start with Simeon. We decided to do this in alphabetical order. And in terms of from Intuit and your company's perspective, what's your strategy for delivering e-invoicing to small businesses?

Guest - Simeon Duncan (Intuit): Yeah well, hi Emma, thanks for having us on and kia ora koutou katoa to all my kiwi cousins over there. Look, despite all the advances of the digital era, much of our commerce still involves plenty of friction and one such friction obviously involves antiquated business processes.

Two years ago at Intuit we refreshed our strategy to become an AI data driven expert platform and we declared five big bets that are grounded in our customers biggest problems. Big bet one, which is our foundational bet, is to revolutionise speed to benefit for our customers and what that means is our goal is to put more money back into our customers pockets, eliminate friction and deliver confidence at every touch point. Related to that is our fourth big bet which is to become the centre of small business growth by helping our customers get customers, get paid fast, manage capital and pay employees with confidence. And we see that e-invoicing is central to achieving both of those big bets.

And look, we believe that the current environment is really acting as an accelerant to those bets. Pretty much everybody's looking for virtual solutions, small businesses are accelerating their shift to online and omni-channel commerce. And both consumers and small businesses are looking for ways to put more money in their pockets. QuickBooks Online today supports sending and receiving invoices by providing our customers a choice of QuickBooks app store partners to connect to the Peppol e-invoicing network. We were really pleased, it was about September October last year, to partner with the ATO, Link4 and BOC in an e-invoicing pilot which demonstrated not only the ease at which QBO, QuickBooks Online, customers can avail themselves of e-invoicing. But I think it also showed that large businesses need not replace their existing EDI solutions that Peppol e-invoicing is accessible and easy for small businesses to access and can run parallel to large business solutions as well.

Moderator - Emma Dobson (DSPANZ): Thank you very much and Clinton, from MYOB's perspective, how do you get your small businesses ready for e-invoicing?

Guest - Clinton Eidelman (MYOB): Yeah, thanks a lot Emma. So I think two things from me. I think first off, it goes without saying that in order to get ready you need to have accounting software that can support sending and receiving of Peppol e-invoices. And

then second, I would think about the selection of your access point provider. You can't send or receive an invoice without one or send or receive an e-invoice without one. Make sure you only selected an accredited certified access point and some are for more than just standard e-invoicing services. So consider which of these additional services may be valuable to you and your business. So those are two of the practical things that I think stand out to me.

Moderator - Emma Dobson (DSPANZ): And Matt, you and I have been on this journey now for a while. The Xero lessons and experience.

Guest - Matthew Prouse (Xero): Definitely. And Emma, we have definitely been on this journey for many years. Xero, like many of the other participants on this call, was a founding member of the Digital Business Council.

In terms of e-invoicing in Xero today. So a Xero customer in Australia or New Zealand has the ability to send and receive e-invoices for free from within the Xero platform. So if you've got a Xero invoice enabled software product, so any of our business plans, you have the ability to send and receive Peppol today. And really, in terms of market readiness, a lot of our customers are used to the Xero to Xero network to send and receive invoices with other Xero customers, broadly the Peppol network is an obvious replacement for that. And it's a really quick and easy process for a small business using Xero to register for e-invoicing, prove their identity and ultimately enrol on the network. The added upside there is every small business has customers that don't just use Xero, they use other software products including QuickBooks Online and MYOB, they're now going to be able to exchange and send those invoices with those applications if they're e-invoicing enabled.

The critical step for a small business today, if they are even interested or considering e-invoicing, is when they next have a conversation with one of their suppliers or one of their customers, make it really clear I'm ready to send and receive an e-invoice, how about you? And actually asking, can I send you an e-invoice? Can you receive an e-invoice from me? That's equally important right now at the very beginnings of this rather exciting network.

Moderator - Emma Dobson (DSPANZ): No that's great and there's a few things that businesses can do isn't it? They can go and make sure they have got their ABNs, the New Zealand Business Numbers, the details are right for suppliers. If you're a supplier to government, talk to your contract manager, cause you'll also get the benefit of payment times. And check the Peppol directory to see if they're there. And then use the websites of businesses such as Intuit, MYOB and Xero to find out what is going on as well as obviously DSPANZ in terms of making sure the information is up to date.

Guys have you got any, from listening to three of you speak, have you got any final things you would like to say to the audience? Simeon starting with you.

Guest - Simeon Duncan (Intuit): Look. Just to reiterate the point you just made Emma about dealing with government and it was a point made by both Jane and Bruce Billson as well that look, if you are dealing with government whether it be the Federal Government or say the New South Wales Government as well, there are really good incentives to e-invoice them as a supplier with five day payment times. So not only are you improving your cash flow with that faster payment but also you're saving money in sending the invoice in the first place.

Moderator - Emma Dobson (DSPANZ): Clinton?

Guest - Clinton Eidelman (MYOB): Yeah I think e-invoicing is the single biggest driver today of digitising the economy and so I think really any business and in particular small business, especially post covid or in the middle of covid here in greater Melbourne, should be exploring the opportunity and there's a raft of benefits that e-invoicing provides. And as Matthew mentioned, you definitely want to be speaking to your suppliers and your customers, getting the word out, checking if their software supports sending or receiving e-invoices.

Moderator - Emma Dobson (DSPANZ): Matthew?

Guest - Matthew Prouse (Xero): Probably just that reminder that particularly for New Zealand customers, e-invoicing all starts with an NZBN. Here in Australia, it does start with ABN. Getting that information in the accounting system today is a really critical and essential step to get ready for e-invoicing. I think this showcase will show that e-invoicing is ready to support businesses small, large, government and enterprise. Thanks everyone.

Moderator - Emma Dobson (DSPANZ): And we've seen already for both countries and Australia SuperStream, Single Touch Payroll, in New Zealand the introduction of the KiwiSaver or the data standardisation in Single Touch Payroll, the differences that they have made by standardising the data to the economy. This is going to take it to the absolute the next level and it is essential to productivity benefits for both countries. We're going to be doing this, we need to get this right and it's incredibly exciting.

My advice is get on board early. The businesses that got on board early for both SuperStream, KiwiSaver and Single Touch Payroll, absolutely reaped the benefits. So go for it guys, you'll regret it if you don't. Thank you very much and back to the team at DSPANZ.

Co-Host - Matt Lewis (DSPANZ): Excellent thank you Emma and thank you panel members.

MBIE Case Study - MessageXchange

[22:55]

Co-Host - Matt Lewis (DSPANZ): So now we move on to the case study section of today's showcase and MessageXchange is the leading B2B integration gateway services provider. They provide e-invoicing, EDI and Single Touch Payroll, SuperStream and other services to the likes of Costco, the Good Guys, Telstra, the ATO, New South Wales Government and New Zealand's Ministry of Business, Innovation and Employment.

Co-Host - Simon Foster (DSPANZ): And with that I'd like to introduce Helena Bone who is the Chief Technology Officer at MessageXchange. Over to you Helena.

Guest - Helena Bone (MessageXchange): Hello.

Co-Host - Simon Foster (DSPANZ): And you're there. Great.

Guest - Helena Bone (MessageXchange): I think we got some technical problems. Is Glen here? So Glen's going to give us a bit of an introduction of what we did. So Glen is from MBIE. So perhaps I let Glen give us an introduction of the project itself first.

Guest - Glen Jenkins (MBIE): Certainly. Thank you for that Helena. So kia ora koutou katoa by way of introduction. I'm Glen Jenkins the Business Director Finance and Performance at MBIE, Ministry of Business, Innovation and Employment in New Zealand. Here today in my capacity as Business Owner of MBIE's own internal implementation of e-invoicing.

So we sit in a unique position, we've got the Peppol Authority here at MBIE with us. So have the benefit of having them alongside us as partners. Started our journey not too long ago with MessageXchange and as at today are on the cusp of being ready to receive e-invoices from the market. So look, it's been a good and exciting journey for us. It hasn't been without its challenges, particularly internal process operational challenges, and a really good case study for us to work with our New Zealand Peppol Authority and leverage those experiences for others who want to get on the network. So I'll pass back to you Helena.

Guest - Helena Bone (MessageXchange): Thanks very much Glen. So before I go to the detail, let me just share my screen. Let me know if you could see the screen here.

Co-Host - Simon Foster (DSPANZ): Yeah we can see that Helena.

Guest - Helena Bone (MessageXchange): Wonderful.

So what I'm going to give is basically a case study of the e-invoicing implementation that we did for MBIE.

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I'm not sure you familiar with MessageXchange. So we are an integration cloud service provider doing the B2B as well as B2G implementation and also involved in quite a lot of areas such as invoice, STP, EDI and SuperStream which I know Emma mentioned that before is to be able to encourage people to do digitalisation. So we're having digitalisation implementation for a long time, involved in a lot of different areas.

MBIE is one of the very big New Zealand Government agencies with \$6 billion annual budget. It's purpose to grow New Zealand for all and as Glen mentioned, MBIE is also a Peppol Authority in New Zealand which actively promoting e-invoicing adoption within New Zealand industries.

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Back in August, I think that was August last year, MBIE issued a RFQ for e-invoicing. So they're looking for an e-invoicing access point which will provide them with e-invoicing capability but they're also looking for a partner that has proven record and knowledge with B2B, especially in procurement-to-pay area, as well. And as a result of this RFP process, they selected MessageXchange as their access point.

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So just very quickly go through the timeline. The RFQ was issued back in 2020 in August and we made a decision to select MessageXchange as access point in December. They completed the testing for e-invoicing in February, oh started in February, and now we are in the cusps, as Glen mentioned, so we're expecting to go live in the coming days. So I'm very very excited about that.

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Inaudible we're putting the MBIE e-invoicing solution. So as the first step of it, what MBIE looking for is implement the account payable flow first which is receiving invoice from the supplier, again, through the Peppol e-invoicing network. In this case, MessageXchange is acting as the access point. What MBIE has is an on-premise Technology One system which they will receive invoice in CSV format. And I guess, one of the guiding principle is while they want to hook into the Peppol network to receive invoice, they want minimum

changes to the account payable or Technology One system. So that's where they putting a place of the MBIE *inaudible* gateway which is sitting in the middle of the e-invoicing access point and Technology One's backend system. So we do all the translation, we do all the integration in between. So to make MBIE's system be able to seamlessly integrate with the Peppol network without a big change to their existing implementation or existing account payable process.

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So how did we manage to do that? So our system is able to map the Peppol, what we call that UBL Peppol XML into MBIE's format, in this case is a CSV format. We're also able to validate putting some additional validation rules on behalf of MBIE's system requirement. So it's not just the Peppol's what we call the generic ANZ Peppol schematron validation.

We also, one of the very important fact is, MBIE's system is able to send invoice response message back to the supplier. So as part of the streamlined process, when suppliers send an invoice, they will be able to receive a very instant invoice response if an invoice is, for example, accepted by MBIE's account payables system but on a similar manner, if it is rejected, the supplier will be able to be informed about rejection straight away. So they will be able to take action straight away. Instantly. And also as part of the MessageXchange functionality, we have all the messaging inbuilt capabilities such as automatic retries, notifications and escalation as well as reportings.

So we're not just be able to deliver the invoice and invoice response, we're also be able to generate reporting, collect business intelligence. So we serve MBIE to have more I guess the business intelligence report and tracking report. So to give them more insight about how the taking up of invoice is going or even just on the operational level, daily basis and to be able to have the monitoring reporting, ability to do that.

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So as a result, the entire solution at least for this stage, account payable point of view, so enable the MBIE to be able to receive invoice from the Peppol network. So it doesn't matter how the invoice is sent out, as long as you send it through Peppol. So I know before MYOB, Xero, Intuit, they all *inaudible* e-invoicing capability enabled. So that's very very exciting because what that means, it means any supplier, as long as they are able to send out e-invoice, that invoice be able to automatically flow in through MBIE's account payable system. As a result, MBIE is able to send out the invoice response automatically and entirely streamline the invoice payment process and, I guess, one step closer to achieve all the benefit that we mentioned about e-invoice will bring along.

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So similarly, this is one of the case study that we implement for MBIE but using the same principle and using the same design pattern, we have implemented e-invoicing solution for many other government agencies including NSW, including ATO, including Inland Revenue. So at least I know at the moment, we have seen a lot of government agencies are Peppol enabled so to be able to receive invoice and now we're looking at the supply side with the SMEs, the cloud accounting system is enabled e-invoicing as well so that's a very very exciting steps. I can really see the e-invoicing ecosystem now is really come into a place where we can really push out to the next step. Thank you very much Simon. Pass to you.

Co-Host - Simon Foster (DSPANZ): Thank you Helena and it's great to see New Zealand and Australian government agencies now coming online and able to receive e-invoices.

So I'll get Maggie to put the next slides up.

How Singapore Drove Increased Adoption of E-invoicing in 2020

[33:50]

Co-Host - Simon Foster (DSPANZ): So at this point, it's my pleasure to introduce Seong Wah Geok, Director of the E-invoicing Project Office at the Infocomm Media Development Agency of Singapore. And Seong Wah will be talking about how Singapore drove increased adoption of e-invoicing in 2020. Seong Wah.

Go ahead, we can hear you.

Guest - Seong Wah Geok (IMDA): Oh hi. I just was wondering where the ...

Co-Host - Simon Foster (DSPANZ): Slides on the screen.

Guest - Seong Wah Geok (IMDA): ... Thank you Simon.

Good afternoon everyone here. I'm glad to be invited here to share the Singapore story on e-invoicing. Particularly how we made good of the challenge we had last year and drove our adoption up.

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Just two or three years ago, my colleague attended this same event and shared that we were on the journey to launch our Peppol network, which we did in 2019. Last year we saw a significant jump in businesses on the network from about 1,000 at the start of the year to about 35,000 in December. I'd like to use this session to share what we did. But

before that, let me first cover what we have done to ensure that we have an ecosystem in place to support the businesses.

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We all know need access points in the country to support the connection of solutions to the network. *Inaudible* in Singapore we have about 35 Access Points and some of you are actually here attending this session. In 2019, we spent a lot of time introducing a concept we call a Peppol-Ready Solution Providers where we, after this stage, accredited accounting and ERP solutions that SMEs use. Today we have about 120 of such solutions that is listed on our website. We also ensured that we have simple and free solutions available in the market so that businesses can quickly jump on board and participate. Some of them are actually provided by the banks.

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So all these efforts that we put in is to ensure that we make available a variety of solutions to meet all kinds of different needs in the market. We know that when we scanned the whole market, we have to ensure that we are able to connect up with all kinds of different solutions. And in this chart that you can see here, it gets more sophisticated as you go up. So we're happy that in Singapore we have developed this ecosystem and still of course there are more to be done.

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So what happened last year. So first thing that we achieved last year was to be able to go live with our government procurement. Connecting our government procurement into the network. The Singapore Government has about 22,000 suppliers and of course with the government, being able to receive e-invoices over Peppol. We promoted the adoption of e-invoicing to 22,000 suppliers to encourage them to come on board.

We started off in January having physical seminars but then soon after that, we know that COVID hit us, forcing us to go online. We pivoted quickly to promote e-invoicing using webinars instead and in one of the sessions that we had, we had more than 1,800 participants in the single session. And in subsequent webinars we also had a lot of participants. Actually, we were not able to reach out to so many suppliers and interested parties directly in one go. So actually, looking in hindsight, looking at what we had last year in COVID, it caused us to interact with the market differently and today, it is so much easier for us to organise sessions which will lead to be able to enhance our outreach to the market. So that was actually good for us. But COVID, of course, happened everywhere in the world. It affected all the businesses, especially the SMEs.

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So for us in Singapore, all the agencies were asked to consider what we can do to help the businesses. Even for our e-invoicing, which obviously also, lean forward to see in what ways you can help SMEs. And we came up with this idea. We actually introduced two different incentive programs.

One incentive program is called the E-invoicing Registration Grant. This is a *inaudible* granted towards businesses with \$200 Singapore dollars as soon as they register onto the network. So we started that in March and ended the program in December.

The second incentive that we introduced is called the digital resilience bonus. This one is something a bit more complicated and *inaudible* what we provide incentive of up to \$10,000 Singapore dollars to businesses who adopt selected suite of solutions to help them in the business. And this incentive is only catered for the services and retail. And in Singapore, we did this as a pilot to see how we are able to have a scheme that is operationally viable for us to push out quite a lot of money to small and medium businesses to help them in this difficult situation. So we know that the food and services and retail were the hardest hit then, therefore we piloted with the sectors. And this incentive program is still running on until this year. One of the conditions for the recipients of this incentive is that they have to be on Peppol e-invoicing. So that give us a *inaudible* incentive together. It was a lot of opportunities to talk to interested parties and help them to come on board the network and that really drove our numbers up to *inaudible* and today we have more than 38,000 businesses on the network.

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So one other thing we did last year was rebranding e-invoicing to what we call invoice now. This is important for us because it is quite difficult to explain to the business communities about Peppol e-invoicing. But in Singapore, we have a very popular e-invoicing solution called PayNow and we know that invoice now and e-payment works hand in hand. So we rebranded PayNow to InvoiceNow to make it easier for us to bring the message of getting paid faster to the business community. So this is one important initiative for us.

Slide change

So our progress has been good. We are happy to see that our large companies such as hotel chain Pan Pacific *inaudible* but in a while, the other presenters, we are happy to see also our SMEs coming on board.

Slide change

So today it is so much easier for us to curate positive testimonies from the businesses on the ground so that we can promote the use of invoicing in the country. So last year was a challenging year but I think in Singapore we did pretty decent to be able to make good of what challenge we had to drive adoption up.

Slide change

I think I have come to the end of my presentation. So also just want to wish the effort in Australia and New Zealand to also achieve a similar or even better success than us in Singapore. And we look forward to actually learn some interesting tricks from here so that we can also continue to drive our adoption. Alright, thank you.

Co-Host - Simon Foster (DSPANZ): Thank you Seong Wah. And it's always interesting to learn from our neighbours to the north and in particular, the way that Singapore Government is driving digital adoption beyond e-invoicing into other types of technologies including you'll note data mining and other stuff in food and beverage.

Fujifilm Case Study - Esker

[43:44]

Co-Host - Simon Foster (DSPANZ): At this point, I would like to invite our next presenters Esker and they're talking about the success story of Fujifilm as they embarked on their journey for accounts receivable automation and e-invoicing in Singapore. Please welcome Eric Maisonhaute and Olivier Palermo from Esker.

Just need to unmute yourself.

Guest - Eric Maisonhaute (Esker): Yes. Hi Simon. Sorry guys. Thank you very much. Thanks Simon.

Welcome to the Esker Fujifilm success story.

Slide change

I'm going to go through a bit of an Esker overview so that people actually understand where we're coming from and why actually Fujifilm decided to embark on this journey with Esker and will then go into what is the solution we put in place at Fujifilm, I'll hand over to my colleague actually Olivier at that stage to talk about the benefits.

Slide change

I'm putting a few numbers there about Esker there but one of the main reasons why Fujifilm or other large companies go with our solution as you can see on the map is that we're a global company. So although Peppol is quite new locally to ANZ on this e-invoicing journey, electronic invoicing started long long ago in other countries and has actually been mandated in many other countries thinking about Latin America, South America also in Europe which started Peppol long ago. But also in some specific countries where there are actually other formats of electronic invoicing that are used like in Spain, Italy, Portugal and so on. So just on that point, I just wanted to mention some large companies decide to embark on this journey with us because we're a global company and we're ensuring compliance in more than 60 countries around the world. So kind of relevant for those companies to actually go with a provider that can help them actually being compliant and ensure this compliance across all these countries.

Slide change

The other reason also why companies embark on this journey with us is that we're not just e-invoicing provider. So we kind of ensure all of the cash conversion cycle, covering all the procure-to-pay and order-to-cash cycle.

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The reason why it's relevant there, obviously when we talk about electronic invoicing as you can see there, we can ensure and help companies with their accounts payable process as we are providing this automation there on that side. But as part of this journey also, that comes basically inside the full end-to-end procure-to-pay process.

And similarly, on the order-to-cash side of things, obviously Peppol or other types of electronic invoicing compliance will be ensured by our electronic invoicing and delivery module. But it's also to be put in place as part of the global end-to-end ride from taking an order, invoicing but also collecting and applying cash and getting paid faster as well as it was said previously.

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So when it comes to Peppol itself, Esker operates in the four corners. As you can see on the left hand side, we can help suppliers sending their invoices. Our accounts receivable solutions actually helps with the transition. This is an important thing that you have to understand is that there will be a transition to take the supplier from moving from in some countries where there's still a lot of paper to actually maybe moving, as a first step, to automate the sending of e-invoices as a PDF attached to an email and then potentially to EDI and then to Peppol and so on or other formats right. So this accounts receivable solution that is put in place as the back of the ERP can take any format and then deliver

the e-invoices according to the customer preference. Obviously, when it comes to Peppol, we have a hook and connected to our Esker Access Point, as we are accredited in Europe, Singapore, Australia New Zealand, and then that would deliver to the Peppol network.

Similarly at the other end, through our Access Point, we can receive obviously invoices through Peppol but also in any format as you can see, Peppol invoices will plug in to our accounts payable solutions because you have to think also again about the full end-to-end process there. We're working at the moment with one of the Australian largest supermarket chain is a customer of ours using our accounts payable solution to process their invoices. We see it as canned because some are received as paper but also as PDF invoices and so on. And basically we've just plugged the Peppol connector, I can call it this way, so that they can basically receive their invoices via Peppol. That means slowly, without changing anything in their accounts payable solution, they can move slowly, customers to Peppol and then still follow the same standardised process in account payable to validate an invoice, approve it, send invoice responses, messages and so on, match to POs and so on and then that's transparently integrating basically into their ERP.

Slide change

When it comes to Fujifilm, Fujifilm has implemented our solutions for accounts receivable and then are transmitting obviously through our Access Point there and as you can see on this diagram. Then we can reach out to any other access point, any of their other customers and I will hand over to my colleague Olivier there who knows exactly what's been implemented at Fujifilm there.

Guest - Olivier Palermo (Esker): Yeah. Thank you Eric. So I'm Olivier, I'm in charge of the professional services in Asia and one of my team did the implementation of Fujifilm in Singapore for their country specific module as well as the implementation of the Peppol.

Slide change

So that's what we have implemented for Fujifilm. So that's the Esker AR solution with two different ways to deliver the invoices to their customers. One is by email or web using the customer portal and the other one is the EDI method which was mainly for the Peppol communication, the Peppol sending of the invoice to their customer. So in the standard solution, this format already have *inaudible*. We are also doing some archiving so the customer can decide to archive their document up to 15 years. In Singapore, we just need to do that for five years so that was the duration selected by Fujifilm.

As soon as the invoice is ready, you still have steps where you can do some review which was an important feature for Fujifilm because certain invoices are a bit complex and before sending the invoice to the customer, they want to have a step to review everything

is *inaudible* as well as attaching supporting document. So it's a part of the standard features we have in Esker where you can add any supporting document and that can be done automatically. So we have a solution embedded in Esker to do these attachment with the invoice or you can also decide to do it manually ... try to attach to an invoice. As soon as it is done, you can automatically send the document to your customer. So when we have done the implementation, there is most of the invoice that are automatically sent through two batches. So the invoice are created twice a month so it's batched that it is sent to us. We are reformatting the document I think logos etcetera and then based on the method that is selected for the vendors, we either send the invoice using email or send the method using Peppol.

Slide change

So the transition and project for Fujifilm was initiated with two goals. The first one was for them they may need to be able to switch to e-invoice. All their invoices in Singapore was printed documents, they were using their printing facility and using the postal mail to send the documents to all their customers. So the main goal was to switch to e-invoice. That's what we did. So it was more than a year ago now. We started the project in end of October and they went live on December 2019. So it was two months project quite straightforward because AR it's really a standout solution for us and the main complexity with Fuji was many of the mapping of their invoices, the way their invoice was built was with a very large field with a lot of information. So that is something we are to work with their IT team in order to be able to do a really seamless mapping between their invoice and our solution.

The second goal was to enable the Peppol invoices, B2B first and then B2G. So they started to have a small traffic with business to business but today the main traffic is business to government. That's where they deliver most of their invoices. Volume remained low in terms of Peppol today. We are speaking about 150 invoices a month. Fujifilm is sending between 25,000 to 35,000 document every month through the two batches. Today they achieve on I think we need the main achievement on their side it's they did their transition to e-invoice from printed invoice to invoice on each of the 100 *inaudible*.

Slide change

In term of KPIs on the benefits for Fuji Xerox. So they are going to process their invoice three times faster which is a great achievement. They are saving a lot of time on their side on the impacts as well on the payment of those invoice. They did the transition to digital invoice which was the main target. They also got some cost saving that was important especially because they stopped printing documents on desktop using the postal mail services to deliver the invoice. And *inaudible* on their side, they did this transition to

digital invoice but it's also 100% adoption for their customers either receiving invoices by email, going to our portal to download the invoices or using the Peppol network to receive their invoice. Finally, today they have a full visibility of all the invoices that are sent to their customer in one dashboard that are giving them immediately all the KPIs *inaudible* to invoice sent, the invoice that are in our *inaudible* which are again *inaudible* information given by year by Esker.

That's all on my side in terms of feedback. Eric, I don't know whether you had anything else to add or you would like to add?

Guest - Eric Maisonhaute (Esker): No. I think that's it. Thank you and thanks for having us today.

Co-Host - Matt Lewis (DSPANZ): Thanks Olivier.

Guest - Olivier Palermo (Esker): Thank you.

Co-Host - Matt Lewis (DSPANZ): And thank you to Fujifilm. And it's good to see an e-invoicing sending example as well as a receiving example.

Case Study - B2BE

[56:35]

Co-Host - Matt Lewis (DSPANZ): So next up we have B2BE. And B2BE is a global cloud based ISO27001 accredited B2B messaging and Peppol Access Point gateway service supporting global procurement, procure-to-pay and order-to-cash processes that can automate and streamline your organisation's business processes, increase productivity and allow accounts payable and accounts receivable environments to reduce overhead costs. So I'm pleased to invite Manas Sardar to talk to us through one of their most recent case studies. Over to you Manas.

Guest - Manas Sardar (B2BE): Thanks Matt and thanks everyone for your time.

As we all know, e-invoicing has been a key initiative with the Australia and New Zealand governments. So I'm just going to talk through who we are as a company, what we do as well as what we are able to provide as a solution provider and provide some case studies and what benefits that we can bring in.

Slide change

So I'll just do a bit of an introduction of who we are and our solutions and how we differentiate in the market. And if required, I can answer any questions.

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So obviously, we are a global company. We established in 1998. So we have been going rapidly. We started from Australia and traditionally we have been dealing with EDI which have been nearly 15% to 20% of our network, 15 million messages going through our network. 15% to 20% are invoices so you can imagine the amount of invoices going through. We have been operating globally and we are into different sectors. We dominate the electrical hardware industry as well as office products.

Slide change

And as you can see, we have nearly 27 billion worth of trade going through our network and we are connecting around nearly 60,000. Every day we are adding new trading partners on our network. So as we can already see, B2B itself from an e-invoicing perspective, we have been doing traditional EDI based e-invoices but Peppol is just another method of doing just these same invoices and there are a lot of suppliers that are already doing these say with retailers such as Coles and Woolworths or Countdown in New Zealand. They have their own formats obviously. The issues with those formats are because those are more P2P or peer-to-peer based connections, those are traditional EDI based connections whereas Peppol will give its own different benefits in terms of ability to do sort of a more automated way of *inaudible* other service provider and provide a flexibility to different businesses.

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So we have a very large global footprint as well as in our key ANZ customers we have been embarking on e-invoicing journey. We have quite a number of customers that we are turning on and enabling them Peppol as a default. So we are doing a lot of registrations in the Peppol network. So instantly, whenever government agency dealing with these suppliers, they will have the benefits of already these suppliers being Peppol compliant and obviously we are doing some pilots with key agencies as well as suppliers that are willing to do Peppol.

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So our main aim is to reduce this as already lot of people have touched on in the manual handling of these invoices are costing the economy a lot and obviously there lot of delays in terms of payments. That's where we come in, the Peppol network comes in, the Access Points come in to able to reduce these and give you a cost benefit perspective.

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So what we aim to do is 100% electronic. It's as I say, no soldier left behind. That means we want to do no invoice left behind. We want to have a 100% invoice capability that will grow our Peppol network. How do we do that? We are doing this via traditional EDI Peppol method. So a method where we are electronically integrating between two businesses. Corner 1 which is the supplier going into Peppol network and corner 3-4 acting as a corner 3-4, the government agencies for transmitting back to the EDI file as a lot of other participants have touched on.

Apart from that we also are providing a supplier portal for free for the suppliers that they can come in and able to do these messages if they are not able to do an integrated solution or they don't have a system that will be able to produce a Peppol based format or an electronic file based format. Still they will be able to do an electronic invoice. And lastly but not leastly, if they are not able to do any of this solution and they continue sending Peppol based invoices as well, some of the even handwritten invoices we are able to create an electronic file or Peppol file out of it by our managed OCR solution. So we want to entirely cover the head to the tail. So large corporates, they will definitely do Peppol, but the lower end business suppliers will also have the benefit if they're not using solutions such as Xero, MYOB which are the top small business providers. They will have the solution but if there other solution that they're not able to get onto Peppol, we still will be able to automate those.

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So just a case study we have just done. We are in the midst of doing a first B2B sort of implementation. So here New Zealand Safety or Blackwoods is looking to send invoice to Landcorp which is a semi-government based agency in New Zealand. So we have incorporated New Zealand Safety we are taking the invoice from Blackwoods NZ Safety, their invoice in their current ERP format, we convert that into the Peppol UBL, we do the address lookups and transmit it to Landcorp. And so we are doing this four corner model in this space.

The major benefits that they're looking currently is obviously they're traditionally doing EDI but at the same time, they're getting the benefits of being able to connect to multiple government agencies at the same time. So this is the first kind of semi-government to a Peppol based supplier that we'll be turning on.

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So other one that we are looking to do and this is particularly interesting is we are looking, and I made this case study on a council basis because a lot of federal, bigger agencies are having the big budgets and they are able to do a lot of different things. But we are

doing a pilot with a local council and we are having one of the office products Winc, which you commonly know as OfficeMax or Staples, they provide stationery to this council, and we are doing the same four corner model for them. Out of which Winc, they're on SAP large vendor, but council small scale, little bit more lesser teams in terms of IT. In terms of adoption, fairly is driven mainly by the ERP solution provider. So I guess that is kind of the first step for the council as well in this exercise we've found is the council themselves have a lot of things to catch up in terms of ability to transform as well as be able to consume these formats. So their ERPs are working toward that, majority are they are dominated by companies like tech one which will be Peppol compliant ERP provider themselves and we can, as an Access Point, connect to any ERP in that sense but the council themselves are having those initial journey of adoption and so we think that this journey, hopefully the mandate is in for next year. The majority of councils will get to see some *inaudible* of the benefits but we see this process will be quite slow in terms of adoption just because of both the energies from the supplier as well as energies from the council are required for this adoption. But this is a great step and credit to Shire of Dandaragan who has stepped up into this solution and they've taken this as the first council in Australia to do this pilot and so we are looking to put this in live soon so that they will get that benefit and that adoption going.

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I might just conclude on how we can do a full end-to-end purchase-to-pay. I guess that's our dream I guess in Peppol that we not only get this invoices in but we can send back an invoice response which is another added feature that this Peppol solution will give is the invoice response going back to the supplier so that they are able to understand where their invoice is, what is the processing step that is happening, are there issues with their invoice. So they will have the full visibility of this. So once we have this full solution running, I guess this will raise the bar to go into next stage where there is a purchase order.

So the future is bright in terms of Peppol and we see that there will be a lot more benefits and a lot more electronic documents exchanged on Peppol network. From B2BE perspective, we will fully support this network because we already are seeing some benefits that are with existing suppliers and hope to add to those benefits. So hand over to Matt and thank you for your time.

Co-Host - Matt Lewis (DSPANZ): Thanks Manas. Appreciate that.

PM&C Case Study - Storecove

[1:08:02]

Co-Host - Matt Lewis (DSPANZ): Now we'll move onto Storecove. And Storecove are a Peppol e-invoicing specialist with years of experience delivering Peppol Access Point services all over the world. Whether you're a software provider, a company or a government agency, Storecove's experience and solution maturity make them the perfect Peppol partner. And today we've got Kris Elliott, the Sales Manager for NZ for Storecove and we've got Trent Smyth from Prime Minister and Cabinet.

Over to you Kris and Trent.

Guest - Kris Elliott (Storecove): Hi everybody and thanks for having us. As the intro said, my name is Kris. I'm the Australia New Zealand sales manager for Storecove and of course Storecove is an accredited Access Point provider everywhere in the world Peppol is used, including in this region.

Because we need to keep this fairly brief and we only have 10 minutes, I'm going to skip past the usual what is Peppol and what is an e-invoice type stuff just so we can focus on the actual use case and hear from the end users. We aren't going to use a powerpoint presentation and instead as the intro said, we're going to have Trent from the Department of the Prime Minister and Cabinet here as one of our customers to tell you in his own words about their Peppol journey. I'm going to try ask him as many questions as I can before we get cut off. So welcome Trent and thanks for agreeing to participate with us.

Guest - Trent Smyth (PM&C): No worries Chris. Thanks for inviting me. Actually it's a pleasure to discuss our implementation of e-invoicing. As Kris stated, I work at the Department of the Prime Minister and Cabinet but we also have two other agencies that we currently offer shared services to. So all our implementations are rolled out in all three agencies in our finance system.

Guest - Kris Elliott (Storecove): Cool. Alright, so to start at the very beginning, perhaps you could tell us a little bit about how Peppol e-invoicing came to be on your radar and perhaps touch on what it was you hoped Peppol could deliver for PM&C.

Guest - Trent Smyth (PM&C): Yeah sure. So back in November 2020, so last year, Department of Prime Minister and Cabinet was mandated to be e-invoicing enabled by the 1st of July 2021. This mandate was also linked to the five day payment terms. So this was something we needed to take special attention to. Even though we didn't really have a choice about whether to adopt or not, we were interested in the benefits that e-invoicing could deliver. For example, from my understanding, is that Peppol invoices is basically a data file instead of the flat document like a PDF. This means the automation can be built to grab the invoice information and port it directly into the backend of our finance system making it a lot faster. This would also mitigate the manual data entry that an AP officer would do. It would also give us more correct data and possibly free up time

from the AP officer to do more meaningful tasks instead of just sitting there all day doing data entry.

Another aspect that we liked with the Peppol network is that it could mitigate some of the risks around vendors being impersonated. As this is a method of delivery, with e-invoicing, it is linked directly into the vendor's finance system as well. So yeah, I guess even though we knew to do something, for us it was about how quickly we could become enabled, future proofing the option that we choose and utilising the benefits and ensuring that we could get the maximum benefit out of this over time.

Guest - Kris Elliott (Storecove): Okay cool. So having made the decision to become enabled to receive the Peppol e-invoices and you know after having done some research and getting a fairly high level understanding of the concepts and the framework, how did you actually go about it? How did your project start?

Guest - Trent Smyth (PM&C): So back in November last year when the announcement was made, the Australian Tax Office, or as known as the ATO here, they were really proactively promoting the roll out of e-invoicing. They were running monthly workshops for all government agencies to get on board, they were discussing all the different options that people could take. The ATO did really really well on this and then slowly as people took on their Peppol providers, they asked those different departments to actually show what they'd done and explained it.

So from there, the ATO created a supplier panel for all government agencies that they could jump on and source Peppol providers. So that was pretty much where I started off. I went through the list of Peppol providers, randomly picked out six. Now all six of these Peppol providers gave us demonstrations on their offerings. It was a really big eye opener for me. Some providers use different integration methods, different pricing structures, different solutions. So while on paper these seemed fairly similar, it wasn't until we saw the solution working that the extent of the different solutions became clearer. This worked really well for me gathering information on all different types of options available to us.

Guest - Kris Elliott (Storecove): Okay. So how did the implementation unfold after practice, I mean after choosing Storecove as your Peppol partner, what was your experience like actually getting up and running?

Guest - Trent Smyth (PM&C): Yeah sure. So after the contract was signed with you guys, wow, what can I say. The build time was surprisingly quick. I was quite shocked actually. It only took a couple of hours. I received an email within a couple of hours from Storecove saying it was up and running. I was a bit shocked. I went and logged in and then you guys

started sending me test e-invoices within two hours. Then we rolled it out with the other two shared services agencies and it was just as quick.

Like any implementation, we had a few teething issues, not too many. Storecove jumped on these straight away and fixed them overnight. So the next morning I came in, that was up and running. A few more test files came through, perfect.

Guest - Kris Elliott (Storecove): Okay. So given you're effectively in production now, what do you see as the next phase for you? I mean, how does this evolve from here? You mentioned kind of at the start that you were receiving PDF invoices and the XML file, so what does this look like going forward?

Guest - Trent Smyth (PM&C): We've just onboarded a new agency before as part of the roll out with Storecove, we are receiving an XML file with the PDF email. With that XML file, we've had the ability now to start building some automation and only this week, rolled out auto-matching of an invoice to a contract claim in our test environment. We'll be working over the next few weeks to roll it out into our production environment once we know it's working.

Storecove also offer a few other formats of files to come through that we would like to test in future as well. TechnologyOne has an updated module that we would like to use and it uses a different format called JSON API so Storecove also offer that kind of format for us. There's quite a few formats there that Storecove have as an offering which I guess if we change finance systems over time or whatever, we could contact Storecove and find out what other options are available.

This all works with the automation into our finance system and once we complete our updated projects, we'd like to build sending our invoices out to other suppliers as well. At the moment we just wanted to receive the invoices, run with that, make sure it's all running fine, then we'll start looking at the outbounding invoices.

We also are aware that Peppol includes more than just e-invoicing. So once everything is betted down, we're sending invoices, receiving invoices, we can start looking at other documents such as purchase orders and contract documentation.

The other aspect of our relationship with Storecove which is really good and with these other documentations that you can send through the Peppol network and there's no extra additional charges which is really good. Storecove, it's all part of the set up and the subscription that we've got with them. It's really enlightened us to what a great company Storecove's been.

Guest - Kris Elliott (Storecove): Awesome. Thanks Trent. I think that's just about our time up. We might have run a little bit over but if anyone would like to know more, they're more than welcome to contact either Trent or myself offline. I'm sure if you reached out to the folks at DSPANZ, they'll be happy to pass on our contact details. So thanks everyone.

Co-Host - Simon Foster (DSPANZ): Thank you.

Atherton Case Study - Pagero

[1:19:07]

Co-Host - Simon Foster (DSPANZ): And unfortunately with all this great content here today, it means we're now running about 15 minutes over time. So I hope you can all stay with us. As we continue with the e-invoicing case studies with Pagero.

Pagero is dedicated to building the world's largest open business network enabling you to trade with all of your buyers and suppliers from day one. Please welcome Pontus Hanson and Bertrand Gauch.

Guest - Pontus Hanson (Pagero): Thank you very much and hi everybody. Great event today Simon and everybody else involved so far. We're going to start looking at a customer case here in Melbourne. And they are Atherton and they are focusing on providing sterilisation equipment to the healthcare industry *inaudible*.

So I'm Pontus Hanson. I'm the Co-Regional Director for Australia and New Zealand and I'm here together with Bertrand Gauch.

Guest - Bertrand Gauch (Pagero): Hi everyone, I'm Bertrand. It's a pleasure to be here today and share insights with you on one of our Australian customers Atherton. So let's get into it.

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So before Atherton ventured into their partnership with Pagero, the majority of their AP process essentially involved managing PDF invoices. So as a result, their AP department was faced with the mundane task of handling all of their supplier invoices 100% manually. What that means is they were receiving, printing, scanning all documents every month just to carry out the accounts payable function. And so from there, this was where the idea was first formed by the Atherton team that there has to be a better way and we'll come back to that in just a moment.

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Atherton is a family business established in 1889 based out of Melbourne. They have about 120 employees that deliver world class sterilisation solutions to the healthcare industry all developed and manufactured right here in Australia. And it was in 2018 when Atherton first engaged with Pagero after years of looking into OCR solutions in order to solve the ongoing changes around the purchase-to-pay process without ever finding something that really matched expectations.

So before we look at what they have achieved with e-invoicing. I'd like to give you a very quick overview of Pagero just to provide a little bit of context.

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So what we've been focusing on over the last few years is building the world's largest open business network. Today we have five million businesses trading over the Pagero network in 140 countries and we've been doing this since 2008. And since 2012, Pagero has been a key driving force behind Peppol and an active participant in the Peppol forums, associations, with always the intent to truly deliver and enable as open and seamless trading as humanly possible. So with that in mind, our ultimate objective is to enable any business to connect with all their trading partners through one single connection.

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The Pagero network's built to enable the full purchase-to-pay and order-to-cash process. That covers all messages from the order, to the delivery note and the invoice at the end. Now we're not just focused on working for the buying organisations but also actively provide value to sellers and their order-to-cash process so that we can enable as much digital trading as possible.

Now, because organisations invariably use various platforms, formats and business processes, it's really critical for us to be able to support any business regardless of their size, regardless of their ERP, *inaudible* requirements or business processes. And this means we not only enable Peppol trading or connections to other networks or trading via our web portal, but also fully support data capturing, mailing services, email distribution so that our customers can have one single connection for 100% of all document formats.

So with that said, let's get back to the Atherton case and what they've achieved so far. And on that note, I'd like to hand you back to Pontus.

Guest - Pontus Hanson (Pagero): Thank you.

Slide change

So for a few years, Atherton had been looking into various methods of streamlining their accounts payable processes which at the time, as Bertrand described earlier, was a very time consuming and costly process for them involving printing PDFs, converting them back into PDFs after three or people had handled them and finally archive them. And they had actually been looking into various OCR processes and software of that sorts in order to get rid of this manual data entry but from previous experience of that type of technology and missing links in the solutions presented to them, it meant that they never actually pulled the trigger, if you will, and jumped aboard.

Instead, they wanted to wait until something that actually matched their expectations come along. So we met in 2019 and from the get-go it was quite clear that Pagero could tick all the boxes in their digitisation journey starting with the e-invoice.

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So bit of data around Atherton. They are using IFS for their ERP system which is a very powerful AP module that can take your PO matching and line level deviation handling and more of that type. For it to function at its best, the most accurate, clear data is an obvious prerequisite to make that happen.

So we initiated the implementation project. It took us around two months in lead time before go live with the full UA team and internal testing and after that point on, Atherton since has been receiving 100% of all their inbound invoices through Pagero without any manual handling before it hits IFS.

So as of the time of writing, suppliers can communicate and trade with Atherton and in a way that best suits their business and business processes and that means through either interoperability on Peppol, which they're of course enabled from from the get-go, it can be direct integration through Pagero directly or through a web portal, whatever that means.

At this stage, the result is that they currently receive 40% truly digital e-invoices end-to-end, system-to-system, not meaning PDFs or any of that semi-analogue format but true invoices, e-invoices over Peppol etcetera. Whilst 60% of the volume still come through Pagero but through our data capturing solution that is managed for them to ingest and convert them to invoices as well through this same *inaudible*.

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So that is what we've been doing so far with them. Now what are the outset and where are we heading together and what are the next steps for Atherton on their e-business journey?

Well it comes down to three things. The first is hitting a target of having 85% true e-invoices end-to-end even though it's 100% digital through Pagero already and everything coming one channel. The data quality and quick turn around times makes e-invoicing the clear goal for them.

In order to reach that and to help automation for suppliers, they're looking to add the purchase orders to be sent through Pagero as well as this not only brings value to suppliers to get that straight into their system but also ensures an error free process even for suppliers behind the portal for example because it enables them to just flip them into invoices and into order acknowledgements etcetera.

And lastly, they also look to enable sales orders and outbound invoices to handle through Pagero as well as more and more of Atherton's customers within the healthcare industry are getting ready to start trading digitally with them and Atherton are already prepared for that.

So, before we conclude, we have four recommendations from them that we asked before we came here and what they wanted to share specifically with anyone who's listening.

And the first recommendation is think how to tackle onboarding, how do you get your suppliers onboard and how do you actually go about that. It's really important, technology is great but the other half is actually communication and talking and how do you do that.

Second, look over your company's needs for improvement and do the maths because by doing so, you will understand the true value of trading truly digitally across the entire board. It does not just affect the AP function but procurement, delivery, supply chain, you name it.

And third, making the switch to digital is a triangle between the company, your ERP system and Pagero, so make sure to include everyone so that you can get the best optimal output after the process is done.

And last, make sure to keep a close eye on market development and a recommendation here from them was Pagero's, and I represent Pagero of course, is to make sure to keep up to speed on the various local requirements especially if you're trading internationally where e-business requirements, compliance requirements are popping up more and more frequently not just here in the APAC region.

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That was everything from us today. So if you want to reach out, you have the email on the screen. Thank you very much.

Co-Host - Matt Lewis (DSPANZ): Excellent. Thank you Pontus and thank you Bertand.

Treasury Case Study - Link4

[1:29:41]

Co-Host - Matt Lewis (DSPANZ): Now, I know we're still running tight for time, but next up we have Robin Sands from Link4 and following Robin, we'll have a short update from Perry from the ATO and Stu from MBIE around government adoption in Australia and New Zealand. So, over to Robin.

Guest - Robin Sands (Link4): Great. Thanks Matt. So we're going to have a look at the Department of Treasury case study and so before we get into the implementation part, let's look at what Treasury were looking for with e-invoicing so the first slide starts to talk about the criteria ...

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... that they listed at the beginning. So they wanted to have a certified Peppol Access Point of course because that means someone's gone through the process and proven that they can actually do the work. There's also the Peppol panel, the preferred suppliers panel, that shows that there's an extra layer of refinement that people have gone through to support the Australian Government. Link4 are on both of those lists, so that made it easy for Treasury to select Link4.

But the second point that we come across here, or the next point rather, talks about TechnologyOne as being their ERP system. Now, Treasury wanted to make sure that there was a connection that they could use into TechnologyOne and they didn't want something to be built on the run or added in later and through the tender process, they found that Link4 had already built this connection with TechnologyOne, we've tested it, it was ready to go. So that made it simple as well.

The next couple of points on the screens talks about security which we've all got that and we have to make sure we have it.

Competitive pricing. Pricing is key. We do warn against, by the way, of just looking at pricing or having that as the main characteristic. There's no point in being able to get something that's really cheap now and like converting an e-invoice to a PDF perhaps and

then not being able to actually implement e-invoicing properly into your ERP system later. So make sure the solution is there to be able to connect to later on.

And I do get a little bit frustrated when people ask, “is e-invoicing sending or receiving?” Reality is e-invoicing is both, it’s sending and receiving. It shouldn’t be differentiated. The Australian Government I know are mandated at the moment for receiving but hopefully like other governments, they’ll be sending and receiving mandated as well. And that’s what we try and talk to all of our customers about is making sure you can send and receive and making sure that solution is there right from the start.

Delivery within four weeks, we’ll touch on that a little more in a minute.

But the final point on this list here is about supplier onboarding and this was key for The Treasury Department there. They didn’t just want to have an e-invoicing Access Point that was sitting there, they wanted it to be used and so the question was, how do we get our suppliers to connect on? And we go to the next page, we can see that ...

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... Link4 had been around since 2016 working with small businesses in Australia and we were able to understand how to onboard small businesses to the e-invoicing network. And, you know, it’s not as straightforward as what you expect. Now on this slide by the way, we say that we’re Australian and it’s not because Australian Government departments like to work with Australian businesses, this is put there so that we can show we work with the Australian SMEs, like we understand the culture here. Now Link4 is available in other countries, SMEs in other countries work differently, the messaging is different and we have to interact with them in a different way.

But one of the key things for Treasury was that we’d refined this onboarding process with SMEs in Australia and they could tap into that and that was key.

If we go to the next page, it’s true that the ...

Slide change

... with the Peppol network you don’t need to know what your supplier’s using but it makes it easier if you can recommend or have a suggestion in place. So like Link4 is connected to all of these simple cloud accounting systems that we’ve got there that small businesses use. We’ve been doing most of them since 2016 and we’re just always adding more in. If an agency can go to their suppliers and say e-invoicing is great, by the way, here’s a solution that you can use, here’s someone we recommend. It makes it easier than saying e-invoicing’s great, go find something. And so we try and make this very simple for

SMEs and the cloud systems you can sign up in just two minutes and be on the e-invoicing network.

ERP systems of course, there's an implementation to be involved. It's not long or complicated but there is a little bit more work to go into it. Oracle is one of the key ones that we're connecting with for government. But of course, the Treasury were interested that we did TechnologyOne and we've got that TechnologyOne connector already in place.

So moving across to the next point, we can see the implementation ...

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... it was seamless, it went smooth so all the departments work well together, that's Link4 with the Department of Treasury and TechnologyOne as well, all the teams did work smoothly there. We did extensive testing, we knew that it would work but we just wanted to give confidence to everyone that we could cover all the scenarios and just prove that we've got everything ready to go. And there's a dashboard involved so Treasury can actually look at an individual invoice or look at all the invoices they've got. There's some great reporting behind there meeting their needs and we can do that for any department.

There's training too. E-invoicing's actually very easy and you don't really know that until someone tells you that. So we gave the team confidence by giving them that training. Included in the training is a section about FAQs for onboarding the SME customers just to help answer the basic questions that the trading partners have.

Timely. Well the department wanted to implement within four weeks, which we did that not a problem. We actually, most of our implementations are less than two weeks, but we also did it at the right time that Treasury wanted that implemented. So we know all departments are different and we can try and schedule that in so that we can do it at the right time for the department.

And they've been live now for about six months, so they've got a good story. You can reach out to them actually, they're a great reference for us. We've also got the Department of Industry, Geoscience Australia, the sports commission, APRA and a few others we're currently implementing. Actually think Link4's the most popular Access Point with the Federal Government right now, which is a good thing to do.

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This is about the implementation of the Treasury. We covered off some short bits there, a little bit brief bit based on time. There's a written version. If you email me

robin@link4.com.au, I can make sure you get a copy of that written version. So that's robin@link4.com.au and you can see how Treasury implemented that and some more technical statistics there.

So that's Link4 and the Treasury. Thanks Matt.

Co-Host - Matt Lewis (DSPANZ): Thanks Robin.

Adoption & Government Mandate

[1:36:52]

Co-Host - Matt Lewis (DSPANZ): And now we're over to two speakers from the ATO and MBIE respectively. So we've got Perry from the ATO who will tell us a little bit about the Australian Government adoption. Perry, have we got you?

Guest - Perry Liolios (ATO): Yes we do Matt. Sorry just sorting out the mute problem. Good afternoon everyone. Now I'd like to focus on two main themes of work. The first is that e-invoicing is happening now, momentum is building across all sectors and the second theme is that the government's committed.

Starting off with some of the momentum. Now e-invoicing has a large network of accredited Access Points already. We have 27 accredited with many more underway. We're already starting to see solutions in the market. You heard a little bit earlier that MYOB, Xero and Intuit are good to go and between them, that's a huge amount of SMEs with e-invoicing capabilities. At the larger end of town, the ATO is working very closely with our larger ERP and FMIS providers and many have already demonstrated e-invoicing capabilities by connecting to one of our accredited Access Points through our pilots or going live. We've set up a champions adoption network and in this network we've been fortunate enough to have leading Australian businesses really starting to charge and drive forward with leading and driving e-invoicing adoption throughout the country. We've experienced a significant spike in registrations across the Peppol network in the Australian space. From just February to May, we've seen a tenfold increase and this is growing by the day now.

On the Government side of things, we already have 13 Commonwealth agencies enabled and by next month, I'm hoping that number will be over double. State Government is also supporting Federal Government very closely with New South Wales already enabled 26 agencies and recent comments from New South Wales Minister Dominello has announced a mandate for the remaining New South Wales Government to get on board. We've got four more states or territories that are in the progress for an RFT or piloting for e-invoicing, three more the ATO's in discussion with and looking to progress solutions we can share hopefully very soon.

The other point I wanted to focus on is that the Australian Government is committed. Now, not sure if anyone's noticed but over the last four budget cycles, e-invoicing has appeared in every one of them. Each time the Government incrementally putting more money and further initiatives to progress this within the economy. I'll focus now on last year's budget where they announced a mandate for all Commonwealth agencies to be e-invoicing enabled by 1 July 2022. What this means, on top of the number I shared earlier, by 1 July next year, we should hopefully have approximately 98 or even more Commonwealth entities that are e-invoicing enabled and trading with their suppliers. To further show our commitment to the digitisation agenda, these Commonwealth agencies have decided they'll pay any eligible invoices within five days.

In the most recent budget announcement, you would have seen as part of the digital economy strategy that Minister Hume kindly shared earlier, that e-invoicing was funded for a further three years and that was for the ATO to increase the awareness and education and adoption rates for e-invoicing within the country. What does that actually mean? We'll be delivering a series of pilots, we'll continue work with states and territory governments and we will continue some of the great work going on and really drive educational activities, awareness activities, promotional to make sure businesses, service providers, intermediaries and governments at all levels really understand e-invoicing and the benefits associated with that.

Last, but not least, as part of that budget measure, it's been announced that Treasury will shortly go out for ideas about regulatory and non-regulatory ways to improve e-invoicing adoption which will hopefully lead to more and more work, funding and initiatives to progress this within the country. Thanks Matt.

Co-Host - Simon Foster (DSPANZ): Thanks Perry. So I'd now like to invite Stu Ross who is the Manager, Operations and Promotion, E-invoicing at the New Zealand Peppol Authority to update on the situation in New Zealand. Stu.

Guest - Stu Ross (MBIE): Thanks Simon. Kia ora koutou katoa everybody. Thanks for the opportunity to share what we're doing in New Zealand. Probably to start off talking a little bit about some research we did recently which we wanted to do to sort of inform how we sort of go forward with it, trying to increase adoption in New Zealand.

And, just a couple of key points and I'm going to share that research through DSPANZ to share out throughout the network and if anyone doesn't get it, just feel free to contact me cause we're happy to share cause I think it helps grow our understanding around e-invoicing. So we undertook some research with large business and government and we did some deep insight work to really understand where people are at. And there's just a couple of key things I wanted to share. One of them was that people felt they were

already doing it and when I talk to other people, they're saying they hear this as well. People when you talk to them about e-invoicing they say, "yeah, yeah, yeah, we do that cause all our invoices go as PDFs," or, "we always receive PDF invoices," or, "we're doing EDI." And the second key point was that people were unsure about how to get started. So one of the things that we're doing is, we recently engaged a communications agency to help us and think about how do we actually get our message out there to support adoption, support the service providers, access points, the software providers, the end customers, to get on board with e-invoicing in New Zealand.

And there's a couple of key things we're focusing on. The first is around what is e-invoicing to kind of address that issue that people have got around thinking they're already doing it. So what is it and what are the benefits of doing that for their business. And the other is around how they get started. So for those in New Zealand who have had a look at our recently launched website einoicing.govt.nz, we tried to focus and take a very customer centred approach and think about the different customers or audiences that might want to learn about e-invoicing whether you're a large business or government, whether you're a small business or whether you're a software provider. So you can actually come through and understand how you actually go about getting enabled for e-invoicing.

One of the, I'm going to tell a little story here, cause I think it kind of illustrates where I kind of see things in the landscape, because, as you've heard, there is already stuff happening with e-invoicing. There's some fantastic case studies in there and about businesses being enabled. If you cast your mind back to your first dance when you were at school and you walk into the hall and boys go to this side of the hall and the girls go to that side of the hall and then the music starts playing and it takes a while for the dance to happen and no one wants to cross the floor to ask someone cause part of it they're not actually sure if their people on the other side actually want to dance with them. And it takes a bit of a while for people to get into the groove and go. And I think that's a fantastic analogy of how I see e-invoicing. Cause I see people who are enabled to send and people who are enabled to receive and they don't actually know that the people that they transact with on a day to day basis are actually enabled already to receive e-invoices. And I kind of go back to what Matt Prouse was saying before about the conversation with your suppliers or with your buyers is actually have a conversation, say we're enabled, or we're enabled to receive or we can send an e-invoice, can you actually receive it, and actually start those conversations.

And I think another important part of the journey is when you're thinking about embarking on it, don't wait to you've actually done it to have actually have those conversations with your suppliers or buyers and say hey, right we're now enabled, get on board. So we're going to go on the journey and why don't you actually come on with us.

One of the other things I just also wanted to share is I was talking with a small business owner recently that's been in gate working with us on e-invoicing and one of the things I've always felt that, you know, we always talked about the benefits for e-invoicing largely with the receiver and you're generally thinking about the larger business but this small business owner was actually saying that once they actually got on board when understanding what we do and with e-invoicing, they started actually instead of when they got an invoice from one of their suppliers that was working within the same software system as them, they always opened the PDF but they had the opportunity to open the link and open it within the accounting software that they were using. And I think that's one of the first early opportunities, even though that's within system, the opportunity that e-invoicing obviously does is, you know, across system as we know but if we can start that conversation and you can start having that situation where people actually click to actually view those invoices within their system, I think that's one of the early starting points and how we can actually get that behaviour change.

So probably my final point is, I guess, really the next thing you will see from New Zealand it's a bit like Perry was saying and doing the same thing over here as well, we're actually out there actively really trying to push and promote and engage and start the conversation or sort of continue the conversation around e-invoicing to get people to really understand what it is and actually how they get on board and actually get some movement across the network. So thanks for your time today.

Co-Host - Matt Lewis (DSPANZ): Thanks Perry and thanks Stu. And thanks everyone, we apologise that we've run over time but we've had plenty of people stick around. So thank you.

Einvoicing.com - Ozedi

[1:47:17]

Co-Host - Matt Lewis (DSPANZ): And we're up to our last presenter now. So, I'd like to invite Christian from OZEDI. So OZEDI delivers critical data swiftly, securely and cost effectively from superannuation to payroll and e-invoicing. OZEDI is the trusted choice for government and business. So please welcome Christian, OZEDI's CEO who will be talking about einvoicing.com website. Over to you Christian.

Guest - Christian Walkerden (Ozedi): Thanks. Thanks a lot Matt and thanks to everyone who's stuck around. A lot of good presentations. I've deliberately decided to do something different today and keep my presentation extremely brief. But before I get into that, I just want to mention, obviously I'm the CEO of OZEDI. As Matt said, we are an Access Point, fully featured Access Point, we're on the government panel. We've got a number of large implementations. Just to mention a couple, we're the Access Point for the largest consulting company in New Zealand, got an implementation live there sending to IRD,

currently in operation. And just to mention another name, we're working with Bunnings as their Access Point of choice for what will be a very large campaign to transition the Bunnings trading network to e-invoicing in 2021. So we're working on a lot of exciting and big things but you can find those out on our website and you can find those out on the government panel.

Today, what I wanted to show you was something a bit more specific about supplier onboarding. If I can just work out how to share my screen here ... there we go. Okay and so what I want to introduce today is a website that OZEDI has built called einoicing.com. And what the purpose of this is is supplier onboarding. Now, we've heard a couple people speak about it, but it hasn't really been a big feature and once you get connected to an Access Point, that's sort of step one, that's half the job. But then you want to make it easy for your trading network to send you e-invoices or to receive e-invoices from you. It's not always so simple because what you're often dealing with is a very long tail with a very diverse mix of business management and accounting software. [Einoicing.com](http://einoicing.com) today has over 350 business management systems listed here, which is leading in Australia and New Zealand. There's no other website like it.

Basically, you can direct your supplier network or your trading network to einoicing.com to find out how they can actually get connected to the network and so I'm just going to give you a very quick example.

So let's say for example I'm a supplier to government but I'm using MYOB and I've been asked to come in to einoicing.com to find out how it's working. And let's say I'm using MYOB Essentials, a desktop version, so not one of the cloud versions spoken about earlier that's going to have its own connection. But I'm a desktop user, can I send or receive an e-invoice right now today? Well, this very, very quick search uncovers three different solutions that actually enable sending and receiving from my business management or accounting software today. And not just today, I can also see that some features are coming in the future. This is a Peppol comparison table that displays the different functions and features of the Peppol capability of that solution and also covers off on whether or not the solution is locally hosted and whether or not that data is remaining in Australia and New Zealand, so on and so forth.

So I know I've only got five minutes and this is a very brief presentation but essentially einoicing.com is a website that OZEDI has built to encourage and assist not just OZEDI clients but the whole market to get their suppliers on board.

Now, OZEDI itself, we're connected with over 100 software platforms and as I've said, we've got a lot of major case studies out there in the market but today I just wanted to focus in on supplier onboarding and how that's made much easier by einoicing.com. I hope I've covered it in five minutes. Back to you DSPANZ. How am I going Simon?

Co-Host - Simon Foster (DSPANZ): You're doing great. Thank you so much Christian and thank OZEDI who are one of our founding members. It's a great way to conclude our showcase and echoing Matt's apologies that we've run long.

Showcase Close

Co-Host - Simon Foster (DSPANZ): So thank you everyone for attending today. It's been great to hear from so many of our DSPANZ members and from the Australian, New Zealand and Singapore governments. This showcase has been recorded and will be available to everyone who registered as well as our DSPANZ members. You can find a few links on your screen. So we have ATO and New Zealand e-invoicing websites, sorry and MBIE, as well as invoicing.com. And of course, you can find us at dspanz.org. So thanks again everyone and thanks also to Matt Lewis as co-moderator for the event today and to all our presenters. Have a great evening.

Co-Host - Matt Lewis (DSPANZ): Thanks Simon.