<u>Feedback from B2Be on further ways to support business adoption of eInvoicing</u>

Reference to the Treasury website requesting for feedback on ways to support business adoption of eInvoicing, we at B2Be are pleased to provide the following feedback and suggestions to you.

- As member of the Government Panel of Access Point providers who is actively involved in onboarding Govt agencies and their suppliers we have been working with multiple stakeholders across Federal, State and Local Agencies.

  We find that at State & Local agency level the awareness of the PEPPOL einvoicing initiative is low and is sometimes a low priority in relation to all the other Technology projects that the Govt agencies are involved in.

  There are also resource limitations and backend ERP / Accounting system limitations in adopting the full integration of the inbound PEPPOL based invoices from suppliers. Therefore our suggestions are as follows ;
    - Roadshow to promote the benefits of Peppol based e-invoicing to the State and Local Government agencies

    - Ensure that State & Local Govt agencies dedicate at least one resource to champion the internal requirements of the agency being prepared for embarking on an einvoicing project. Some of government agencies appears to have the impression that their ERP system must be able to consume/import the e-invoices in the Peppol UBL file format. The receiving Access Point will be translating/mapping the e-invoice from Peppol UBL file format to a file format the government agencies ERP is able to consume/import. Therefore, it's not necessary for the government agencies ERP to be "Peppol" enabled.

    - Ensure the internal champion has clear understanding and data analytics on who their largest suppliers are in terms of volume and value, and start communicating with these suppliers to inform them that eInvoicing is something that will be implemented in the near future. This prepares the suppliers also to proactively start their journey of being ready for eInvoicing with Govt agencies.

      One of the key benefits to the suppliers connected to the Peppol framework will enable them to transmit e-invoice to any entities (both private and government agencies) already connected to the framework without going through a typical point to point EDI integration.

    - Suppliers to Govt agencies also need to be made aware of this initiative via marketing and communications to highlight the importance of moving to an eInvoicing process which will benefit them as well. This awareness can take place in the form of regular Webinars, email marketing campaigns etc.

    - In Government tender, compliance with Peppol e-invoicing should be one of tenders conditions to encourage adoption of the Peppol framework.

    - Most agencies currently have a process in place via supplier invoices are received via an email attachment as a PDF and then scanned and pushed through an OCR engine and then manually checked before pushing it through to the ERP / Accounting

system.   Some agencies may have the incorrect perception that they are already receiving e-invoices.

The conversion of invoice OCR processing to Peppol e-invoice will increase the adoption of the Peppol e-invoicing framework.

- We at B2Be work across 20 plus countries and over 2,000 customers who exchange over 15 million electronic business documents each month. 15% to 20% of these documents are invoices and some of our larger customers are asking us whether they can receive an ePurchase order from their Govt agency customers as well.   This will help with closing the business process loop of a complete eOrder process where the supplier receives an epurchase order and sends back a Peppol compliant einvoice.

B2Be is committed to the whole of Govt's einvoicing initiative and we look forward to working with the ATO and other government agencies to accelerate adoption of this great initiative.