



eInvoicing

- <https://www.ato.gov.au/Business/eInvoicing/>
- Last modified: 03 Nov 2022
- QC 57981

How to use eInvoicing to exchange invoices directly between suppliers' and buyers' software.

[What is eInvoicing?](#)

About eInvoicing, the new standardised way of exchanging invoices directly between suppliers' and buyers' software.

[eInvoicing for businesses](#)

How to register your business on the Peppol network and use eInvoicing to transact with your trading partners.

[eInvoicing for tax professionals and business advisers](#)

How to support your clients in getting started with eInvoicing and help enhance your clients' digital capability.

[eInvoicing for government](#)

How all levels of government are adopting Peppol eInvoicing to help small businesses.

[Peppol](#)

About the Peppol framework and how you and your trading partners can connect to the Peppol network to use eInvoicing.

[eInvoicing news and resources](#)

Keep up to date with the latest eInvoicing information and resources.

What is eInvoicing?

- <https://www.ato.gov.au/Business/eInvoicing/What-is-eInvoicing-/>
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elInvoicing is the digital exchange of standardised invoice information between suppliers' and buyers' software through the secure Peppol network.

elInvoicing is a more efficient, accurate and secure way, and is different to, sending and receiving invoices as PDFs and emails.

Media: ElInvoicing basics

<http://tv.ato.gov.au/ato-tv/media?v=bd1bdiunq91bkg>[↗] (Duration: 00:54)

With elInvoicing:

- suppliers don't need to print, post or email paper-based or PDF invoices
- buyers don't need to manually enter or scan invoices into their software
- businesses can connect once and immediately transact with everyone on the same network, no matter what elInvoicing-enabled software they use.

Australia has adopted the [Peppol](#) framework as the common standard and network for elInvoicing.

The government nominated the ATO as [Australia's Peppol Authority](#) based on our experience with similar digital initiatives such as Single Touch Payroll.

Our role as the Australian Peppol Authority is to ensure the elInvoicing standard is implemented consistently by all digital service providers in the elInvoicing network.

We can't see your invoice information, and we don't receive a copy of this information. elInvoicing is not a compliance or revenue measure.

For more information about elInvoicing, see [Benefits of elInvoicing](#).

Benefits of elInvoicing

- <https://www.ato.gov.au/Business/elInvoicing/What-is-elInvoicing-/Benefits-of-elInvoicing/>
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How your business can enjoy the benefits elInvoicing.

On this page

- [Save time and money](#)
- [Reliable and secure](#)

- [Reduce payment times](#)
- [Better for the environment](#)
- [Connect once, trade with many](#)

Save time and money

eInvoicing reduces manual data entry and enables process automation. It can save you time and let you focus on running your business.

eInvoicing will also help reduce your administration costs. Paper and PDF invoices generally cost between \$27 and \$30 to process. eInvoicing can reduce this to less than \$10 an invoice.

With eInvoicing, you:

- as a buyer, don't need to scan and manually enter invoices into your software
- as a supplier, don't need to create paper or PDF invoices and then print, post or email them
- can automate invoice processing through standardised, better-quality data
- reduce delays caused by invoice errors and invoices being misplaced, incorrectly addressed or going missing
- reduce the time spent following up late invoices.

While you still need to apply your internal checks and assurance processes before paying your invoices, you may see cost savings due to automation of manual administrative tasks and faster processing.

Reliable and secure

According to the Australian Competition and Consumer Commission, payment redirection and false billing scams were some of the most common scams reported. More than \$227 million was lost to these scams in 2021.

eInvoicing can help make your business more secure in several ways:

- eInvoices are exchanged securely through the [Peppol](#) network by approved access points, using the buyer's and supplier's ABNs.
- The risks of fake or compromised invoices, email scams and ransomware attacks are lower compared with posted or emailed invoices.
- There is no risk of lost invoices.
- You keep control of invoice processing. This includes verifying and approving invoices.
- eInvoices can only be viewed by the supplier, buyer and digital software provider. eInvoices don't go through the ATO and we can't view them.

Reduce payment times

eInvoicing can improve your cashflow with faster processing and quicker payments.

Australian Government agencies are paying eInvoices in 5 days, where both the supplier and buyer use [Peppol eInvoicing](#). For more information, see Australian

Government [Supplier Pay On-Time or Pay Interest Policy](#)¹⁷.

State governments are also encouraging eInvoicing. The NSW Government mandated eInvoicing for all government agencies from 1 January 2022. Other states are working on their approach.

Better for the environment

eInvoicing can help your business reduce the use of paper and other resources when managing invoices. eInvoicing also reduces energy consumption and greenhouse gas emissions, making it an environmentally friendly alternative to printing and posting paper invoices.

For companies who have environmental, social and governance targets, eInvoicing can help you achieve them.

Connect once, trade with many

Businesses only need to connect once to trade with anyone on the [Peppol network](#).

- Businesses can use eInvoicing regardless of their size or software they use.
- All that's needed is that both the supplier's and buyer's software are connected to the Peppol network.
- Large businesses can add [Peppol](#) to their trading networks to help their SME trading partners to exchange invoice data directly from their software and help them reduce admin costs.

eInvoicing for businesses

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-for-businesses/>
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How to register your business on the Peppol network and use eInvoicing to transact with your trading partners.

On this page

- [Register for eInvoicing](#)
- [Plan for a smooth transition](#)

Register for eInvoicing

To start using eInvoicing, you need to register on the [Peppol](#) eInvoicing network.

There are different options to register on the Peppol network, including through

either:

- your existing eInvoicing Ready software
- an eInvoicing service provider
- a free or low cost online solution – see [eInvoicing Ready product register](#)²⁷.

Choose an option that best fits your business needs and plans. To get ready, you can:

- check the [eInvoicing Ready product register](#)²⁷ to find out if your existing software is ready for eInvoicing
- check with your software provider to find out whether your existing software is or will be ready for eInvoicing
- talk to different [eInvoicing service providers](#)²⁷ to find out how they can help you become ready for eInvoicing.

If you need help, talk to your business adviser about eInvoicing and how to get started.

The Peppol eInvoicing standard can be used to issue an invoice that complies with the [requirements of a tax invoice](#).

For record keeping purposes, an eInvoice is no different to other digital records. Make sure you follow the [digital record keeping rules for business](#).

For more information about eInvoicing for your business, see:

- [Getting started with eInvoicing for small business](#)
- [Getting started with eInvoicing for medium and large businesses](#).

Plan for a smooth transition

To successfully transition to eInvoicing, review your business processes and requirements to understand your current state of invoicing. This includes:

- how many invoices you send and receive, and how often
- how you send, receive and process invoices and if you use purchase orders
- who your top suppliers and buyers are (by number of invoices)
- what changes are required in the current software and scanning tools that you use to manage your accounts payable and receivable.

To plan for a smooth transition to eInvoicing:

- understand and manage changes in business processes within your business
- communicate with your trading partners about upcoming changes
- make sure your customer records are up to date, including capturing their ABN
- encourage your trading partners to get ready and start using eInvoicing.

Onboard your trading partners

To successfully onboard your trading partners, you should:

- Try eInvoicing with a small number of your trading partners.

- Progressively onboard more of your trading partners, focussing on those with most benefit to your organisation, for example high-volume suppliers, or those with a high error rate.
- Transition as many of your trade partners as possible to the eInvoicing channel to maximise your benefits.

For more information see, [Onboarding trading partners for large businesses](#).

Getting started with eInvoicing for small business

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-for-businesses/Getting-started-with-eInvoicing-for-small-business/>
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How small business can get started with eInvoicing to exchange invoices with trading partners through software.

On this page

- [How to start eInvoicing](#)
- [Cost of eInvoicing](#)
- [Other considerations](#)
- [eInvoicing for small business video series](#)

How to start eInvoicing

eInvoicing will help your small business save time and simplify invoice management. It's a standardised and easy way to send and receive invoices between the buyer's and supplier's software through a secure network.

You and your trading partners can use any software to invoice. You can connect to the eInvoicing network called [Peppol](#). It's not mandatory to use, but there are many [benefits of Peppol eInvoicing](#) for suppliers and buyers.

If you're already using software to manage invoices

If your business management software is [eInvoicing-Ready](#)[☑], getting started is quick and easy. You just need to register your software to connect to the network. Check with your software provider and follow their instructions.

Once you've registered, you can send and receive eInvoices with any business or government entity registered on the network.

You will need your trading partners' Australian business number (ABN). Make sure

their customer records are up to date in your software.

Ask your trading partners to register too. You will save more time and money as more of your trading partners switch to eInvoicing.

If your invoicing software doesn't have eInvoicing capability, consider using an eInvoicing plug-in or app that integrates with your software. Check with your software provider and follow their instructions.

For more information, see our factsheet [eInvoicing – a better way to do business](#).

If you don't use software to manage invoices

If you don't use business management software, consider using an eInvoicing web portal. Many service providers offer this to support small businesses that send or receive few invoices.

Cost of eInvoicing

For software users, the cost will depend on your software product. eInvoicing may be included in your subscription or be available as a plug-in or app that integrates with your software.

For non-software users, there are free and low-cost web portal solutions available depending on your business needs.

Talk to your preferred software or service provider to find out more.

Other considerations

- How you receive invoices will change as they will appear in your software, so you must know where to find them.
- Think about other changes to your processes, including checking and approving eInvoices.
- Talk to your employees and trading partners about these changes.
- Check the [eInvoicing-Ready product register](#)²⁷ to see if your software can eInvoice or find a web portal solution. Alternatively, talk to your software provider.
- If you need help getting started with eInvoicing, talk to your adviser. Different business management software providers may offer different eInvoicing packages, so it's important you choose the one that is right for you.

eInvoicing for small business video series

Watch our series of videos about eInvoicing for small business.

What is eInvoicing?

Media: Video 1 - What is eInvoicing?

<http://tv.ato.gov.au/ato-tv/media?v=bi9or7od15xicj>²⁷ (Duration: 01:38)

ATO's role as Australian Peppol Authority

Media: Video 2 - ATO's role as Australian Peppol Authority
<http://tv.ato.gov.au/ato-tv/media?v=bi9or7od15uxfn> [↗] (Duration: 02:18)

eInvoicing Saving time and money

Media: Video 3 - eInvoicing – Saving you time and money
<http://tv.ato.gov.au/ato-tv/media?v=bi9or7od15u1k6> [↗] (Duration: 01:33)

eInvoicing A safer way to do business

Media: Video 4 - eInvoicing – A safer way to do business
<http://tv.ato.gov.au/ato-tv/media?v=bi9or7od15uim8> [↗] (Duration: 01:58)

How to get started with eInvoicing

Media: Video 5 - How to get started with eInvoicing
<http://tv.ato.gov.au/ato-tv/media?v=bi9or7od15uipq> [↗] (Duration: 01:33)

Getting started with eInvoicing for medium and large businesses

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-for-businesses/Getting-started-with-eInvoicing-for-medium-and-large-businesses/>
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Help for medium and large businesses with implementing Peppol eInvoicing and onboarding trading partners.

On this page

- [Develop a business case for eInvoicing](#)
- [Scope and implementation approach](#)
- [Cost for medium and large businesses](#)
- [Become eInvoice-enabled](#)
- [Business change considerations](#)

Develop a business case for eInvoicing

Every business is unique. Not everything here will apply to you or there may be other things you need to consider.

This guidance assumes that your business has experience or access to project and change management capabilities, and you'll get advice on these aspects of your [What is eInvoicing](#) project through these channels.

When developing your business case, consider the costs and benefits of each implementation option. Consider your business's current invoice management practices to determine how [Peppol](#) eInvoicing may benefit your organisation.

- [Prioritise current state](#)
- [Benefits assessment](#)

Prioritise current state

Identify and prioritise your eInvoicing implementation scope, such as:

- focus on sending eInvoices or receiving eInvoices, or both
- consider whether your trading partners use additional documents, for example purchase orders.

Knowing these details will help you adopt eInvoicing and prioritise effort and expenditure against other business priorities.

Consider the following:

- How many invoices do you send and receive, and how often?
- How do you send and receive invoices (through what channels and in what formats)?
- What is the effort to onboard suppliers and customers currently?
- What information do you and your suppliers and buyers need on an invoice?
- Do you use purchase orders (PO)? Do you provide the PO number to your suppliers?
- How do you process invoices? Do you use 2 or 3-way cross-referencing of your purchase orders, goods receipt notes and supplier invoices, exception handling, workflows and approvals?
- What approval mechanisms, systems, tools or applications do you use?
- How do you pay invoices (what enterprise resource planning (ERP) and financial management information systems do you use)?
- Who are your top suppliers and buyers based on invoice volume?

- What are your customer and supplier expectations for transacting digitally through the [Peppol network](#)?

To help assess your current operations and determine the eInvoicing value case for your business, complete the [eInvoicing value assessment questionnaire](#).

To get an overview, read the [costs and benefits for business case development](#) associated with Peppol eInvoicing.

Benefits assessment

Use the information from your current state assessment to consider how eInvoicing may help you address any gaps or pain points.

eInvoicing may help:

- achieve further efficiencies by transitioning all suppliers to a digital channel
- consolidate your less-efficient electronic channels by shifting to Peppol
- reduce onboarding effort and cost, and residual manual intervention. For example, transition webforms to Peppol
- enable your SME trading partners to exchange invoice data directly from their software and help them reduce admin costs
- remove friction points and improve your relationships with suppliers and customers.

Scope and implementation approach

The effort required to adopt eInvoicing may vary depending on the current state of your invoice management.

You may already have software, systems and processes that need little work to connect to the [Peppol network](#). Or you may need to redesign your business processes and invest in new systems or tools to streamline your processing.

You can choose to adopt eInvoicing at a pace that suits your business and your business partners.

Key considerations

Start with a few trading partners who have straightforward invoicing requirements and large invoice volumes, and then onboard trading partners with more complex requirements.

Identify what technical infrastructure and software systems capability your business currently has for eInvoicing. Determine if you need to address any gaps for your business to enable eInvoicing.

Business requirements

When assessing potential software solutions, consider what your business requirements are for:

- sending and receiving eInvoices
- invoice processing procedures and workflows, including matching or verification, approving and paying
- storage and archiving
- reporting
- disaster recovery and business continuity.

Note: The Australian business number (ABN) is the business identifier that is commonly used to route eInvoices in Australia. When sending eInvoices, your system should include your ABN and your receiver's ABN. If your current system does not include your ABN, your Peppol service provider may have a solution.

Cost for medium and large businesses

Upfront time and expenditure

Your upfront investments may include:

- information and communication technology (ICT)
- project management, including change management
- supplier or buyer onboarding and testing
- any other related internal costs, such as system integration.

Ongoing costs

Your ongoing costs may include:

- transactional per invoice charges, data charges or a subscription charge by your service provider – these vary between service providers depending on your usage and service provider commercial model
- onboarding of new and existing suppliers or buyers.

Before you select a service provider, read [selecting a Peppol access point for eInvoicing](#).

To get an overview, read the [costs and benefits for business case development](#) associated with Peppol eInvoicing.

Become eInvoice-enabled

A business is eInvoice-enabled when they can send and receive eInvoices through the Peppol network.

When you can receive eInvoices, your service provider will list you in the [Peppol Directory](#)[□].

You can use the Peppol Directory to [find other businesses that are registered](#) to receive eInvoices. Only eInvoice receivers are registered in the directory.

Some businesses use multiple software products and different systems for running different functions within their business.

Explore your current systems and software

When exploring options for becoming eInvoicing-enabled, understand what system or software you use or last used to receive and process invoices.

Systems or software used to support invoice management processes include:

- job management or practice management software
- billing software
- billing providers or mail-house
- optical character recognition (OCR) software
- accounts payable automation software
- procure-to-pay platforms
- electronic data interchange (EDI) platforms
- enterprise resource planning (ERP) software
- financial management information systems (FMIS).

To enable eInvoicing, you will need software to receive or send the invoice data and an accredited access point to connect to the Peppol network. In some cases, the software provider will provide the business with both functions.

Options to connect

To become eInvoicing-enabled, use one of the following options:

- [Connect through your existing software](#)
- [Connect existing software to an access point](#)
- [Acquire enabled software](#)
- [Become an access point](#)

Connect through your existing software

Many software products already have eInvoicing capabilities. You may simply need to:

- activate eInvoicing through your software
- ask the software provider to make a change to your service
- upgrade to the latest version or module of your software.

To find out if your software is already eInvoice-enabled, see the [eInvoicing Ready product register](#)¹⁷. If your software isn't listed, ask your software provider if their product is eInvoicing Ready and what you need to do to get connected.

Connect existing software to an access point

If your existing software isn't eInvoicing Ready, you can use an [access point](#)¹⁷ to connect your software to the Peppol network. The access point manages the secure exchange of the documents between your systems and the Peppol network.

Buyers and suppliers can choose their preferred access point to connect to any participant on the Peppol network.

Depending on your system's configuration, you may choose to have a single access point for sending and receiving eInvoices, or you may have different access points.

Find out how to select a Peppol access point for eInvoicing and see the list of [eInvoicing accredited service providers](#)[↗].

Acquire enabled software

If your organisation is still processing invoices manually or relies on email, you may benefit from using software that automates invoice processing.

Many service providers do more than just transmitting documents across the [Peppol network](#). They can offer a range of services that will help you streamline and automate your processes.

Your choices will determine the scale and complexity of your eInvoicing implementation project. You might need to consider process improvements, system configuration, change management planning and activities to support your staff during the transition.

To find eInvoice-enabled software that offers accounts payable automation, see the [eInvoicing Ready product register](#)[↗].

Become an access point

If your business requirements limit your organisation to only in-house options, you can become your own access point. This allows your organisation to own and host your own solution to interact with the Peppol network.

To become an accredited access point, you must meet all the initial and ongoing technical, governance and security requirements stipulated by [OpenPeppol](#)[↗] and the [Australian Peppol Authority](#).

An organisation can become their own access point by building the capabilities on their own or purchasing the technology which is available from some of the existing Peppol accredited access points.

To find out how to become an access point, see the [Australian accreditation process](#)[↗].

Business change considerations

Implementing eInvoicing may affect your business's people, systems, processes and trading partners.

The impact will depend on the solution you choose and the amount of change that occurs when you transition from your current invoice management practices to new practices.

Assess impacts and determine change management requirements

Consider the following when assessing the impacts and change management

requirements for your business and trading partners.

Your business adviser, software provider or Peppol access point service provider can help you better understand these considerations.

- How will an eInvoice be received and flow through your system? How does this affect existing processes?
- Who will need to interact with the new invoicing process? Why, when and how?
- What mandatory information will you need on an eInvoice to ensure streamlined processing?
- For what other purposes do you use your invoice data? What other information do you include on invoices? For example, some businesses use invoices for notifications or marketing.
- How will you identify issues with sending or receiving eInvoices? How will these issues or exceptions be managed, and by whom?
- What are the contractual implications for existing buyers and suppliers once the new invoice channel is enabled?
- What will change for your suppliers or customers? What information will you need to provide to help them make this change and how will you communicate this to them?
- What other processes can your business streamline with the implementation of invoicing to maximise the automation opportunity? For example, automated downstream workflow.
- What are the security and privacy implications of moving to invoicing?
- How will you manage adjustments, credits and refunds? For example, under Peppol, you can send a credit note or negative invoice to adjust a previously sent invoice. The new invoice or credit note can reference the previous invoice number to indicate the new invoice is an adjustment.
- What business processes will need to change or be updated to support invoicing? Who are the individuals or teams that will need to do things differently?
- What is the capacity and capability of your finance team now? Will these requirements change after invoicing automation is embedded? A training needs analysis will best identify and plan any training requirements.
- What training and user materials will need to be updated or developed? By when and by whom?
- What policies and procedures will need to be updated or developed to support the use of invoicing in your business, and by when? Who will make these changes and who needs to be aware of and adhere to these changes?
- Do you need an invoicing adviser in your team to liaise with suppliers and buyers?
- Do you prefer to outsource trading partner onboarding to a service provider an access point that offers this value-added service?

eInvoicing value assessment questionnaire


- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-for-businesses/Getting-started-with-eInvoicing-for-medium-and-large-businesses/eInvoicing-value-assessment-questionnaire/>
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This questionnaire will help you develop a value case to decide the potential return on investment (ROI) for adopting Peppol eInvoicing.

The insights gained should be developed in partnership with contract managers, procurement and IT teams, and shared with your Chief Financial Officer and other decision makers. It should guide your approach to eInvoicing adoption and its value proposition.

If you need support or have questions about the eInvoicing value assessment questionnaire, email eInvoicing@ato.gov.au.

Questionnaire

Read through the questionnaire below or download the PDF version [eInvoicing value assessment questionnaire \(PDF 913 KB\)](#) .

- [Section 1: Business profile](#)
- [Section 2: Invoicing profile \(provide estimates if numbers are unknown\)](#)
- [Section 3: Invoice processing](#)
- [Section 4: Awareness and willingness to adopt](#)

Section 1: Business profile

1. How many full-time equivalent (FTE) employees does your business have?
2. How many FTE employees are engaged in invoice processing?
 1. Only incoming invoices (accounts payable).
 2. Only outgoing invoices (accounts receivable).
 3. Both incoming and outgoing.
3. How much time in FTE hours/days does your business spend on invoice processing each month?
4. How much money does it cost your business to process each invoice? Include staffing and other resource costs.
5. Do you use another business or third party to provide accounts payable services?
6. Do you use another business or third party to provide accounts receivable services?
7. Who are your key external influencers? For example, industry association. Consider who you can turn to for support and guidance where needed.
8. Who are your key stakeholders? For example, Chief Financial Officer or head of procurement.

Section 2: Invoicing profile (provide estimates if numbers are unknown)

9. What proportion of your purchases do not require an invoice?
10. As a supplier, how many invoices did you send to non-consumer customers in the last financial year?
11. As a buyer, how many invoices did you receive in the last financial year from suppliers?
12. Which services/suppliers cause you the most difficulty when processing accounts payable invoices? Why? Provide a brief description.
13. What volume and proportion of invoices cause difficulties in payables? Why?
14. What volume and proportion of invoices cause difficulties in receivables? Why?

Section 3: Invoice processing

Supplier invoices (accounts payable)

15. How do you receive invoices from your suppliers and in what proportion?
16. In what format/s do you receive invoices from suppliers and in what proportion?
17. How many internal processing systems do you use to process invoices? How would you describe each?

Note: You may need to answer the questions below for each internal processing system. This may help you identify the best place to start a Peppol eInvoicing pilot.

18. How do you capture supplier invoice data?
19. What data extraction and related software tools do you use?
20. What is your invoice data extraction error/exception rate?
21. How do you verify invoice data?
22. How do you verify that the goods have been received?
23. How do you approve invoices for payment?
24. What workflow system/tools do you use to process invoices for payment?
25. What are the usual payment terms for your suppliers?
26. How often do you pay your suppliers?
27. What percentage of your supplier payments do you make on time?

Customer invoices (accounts receivable)

28. How many systems do you use to generate and send invoices? How would you describe each?

Note: You may need to answer the questions below for each system. This may help you identify the best place to start a Peppol eInvoicing pilot.

29. What software do you use to generate invoices?
30. What software do you use to manage outstanding invoices and payment receipts?
31. What channels do you use to send invoices and in what proportion?
32. In what format/s do you send invoices to customers and in what proportion?
33. What proportion of invoices you send are matched to a purchase order?
34. What are your standard payment terms for customers?

35. What percentage of your receivables are paid on time?
36. Do you offer early payment discounts?

Section 4: Awareness and willingness to adopt

37. What would motivate decisionmakers in your business to adopt eInvoicing?
38. What reason(s) best describe the barriers or any reluctance you or others in your organisation might have to adopt eInvoicing?
39. Does the Australian Government's [Payment Times Reporting Scheme](#)²³ apply to your business? eInvoicing may assist with compliance.
40. Are you aware of the Australian Government's [Supplier Pay On-Time or Pay Interest Policy](#)²⁴?
41. When do you think your business is likely to implement eInvoicing?

Costs and benefits for business case development

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-for-businesses/Getting-started-with-eInvoicing-for-medium-and-large-businesses/Costs-and-benefits-for-business-case-development/>
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A summary of the costs and benefits associated with eInvoicing. This is for your business to consider, particularly throughout the business case development process.

Pilot costs

Cost considerations	Benefit considerations
<p>The cost items listed below should be considered for a small-scale implementation on a part-time or as-required basis:</p> <ul style="list-style-type: none">• Project management to oversee and coordinate the various parties who may be participating in the pilot.• Participation of your business process owners responsible for providing the accounts payable or accounts receivable services.• Participation of your ICT professionals.	<p>The cost of a pilot is relatively modest, depending on the complexity of your environment and the scope of your pilot. Contact us for more information about your environment. A typical pilot can be conducted in 2–3 months.</p>

<ul style="list-style-type: none"> • Participation of access points and or software provider. • Participation of your business account managers for recruiting and communicating with the pilot participants – e.g. suppliers or customers. 	
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Access point(s)

Cost considerations	Benefit considerations
<p>Some software providers may incorporate access points in their subscription fees or user licence fees. In those cases, the access point costs covered below may not be directly relevant.</p> <p>Most businesses would typically acquire the services of an access point rather than creating and maintaining their own access point. The costs covered below are limited to acquiring the services of an access point.</p> <p>Access point cost models can include one or more of the following:</p> <ul style="list-style-type: none"> • one-off or monthly charge network connection fee • data cost by volume e.g. gigabyte • cost per transaction sent or received • cost by document type e.g. purchase order • cost by services provided. 	<p>Connecting to the Peppol Network is a core service provided by all access points and the cost of switching is relatively minimal.</p> <p>Other value-add services such as translation to Peppol specification, validation and access point automation services require organisational and business knowledge.</p> <p>Peppol is relatively new in Australia and the commercial models are still evolving. You have an opportunity to help shape mutually beneficial commercial models between your providers and your business.</p>

Business systems upgrade and licence or subscription fees

Cost considerations	Benefit considerations
<ul style="list-style-type: none"> • Some enterprise resource planning (ERP) and business systems providers provide Peppol specification alignment and network connectivity in newer versions of their software, usually cloud, or certain modules. • Consider the cost of Peppol integration through an upgrade. • Acquiring the services of a third-party access point provider to translate your business system data to the Peppol 	

specification and access the Peppol network.	
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Integration into your technology infrastructure – an additional channel

Cost considerations	Benefit considerations
Peppol is based on open technology. Integration aspects need to be considered – e.g. your current technology standards and infrastructure.	<ul style="list-style-type: none">• As you migrate from more manual channels, e.g. paper invoices, email and portable document format (PDF) or optical character recognition (OCR) to Peppol, you can retire other channels and simplify your infrastructure.• Open technology and integration can preserve your existing investments in business systems and technologies such as electronic data interchange (EDI).• In Europe, EDI skillset shortage is now being seen as a catalyst for migrating from EDI to Peppol.

Business process changes and change management

Cost considerations	Benefit considerations
<ul style="list-style-type: none">• When sending eInvoices to your customers through the Peppol network, some business process changes may be needed.• Receiving eInvoices from your suppliers, presents an opportunity to streamline your business processes. There will be cost, time and effort associated with supporting such process changes.• Be aware of the impact of change to internal and external stakeholders and risk management.	<p>Peppol eInvoicing provides business process improvements, including:</p> <ul style="list-style-type: none">• savings in invoice processing costs and time from streamlined business processes and from not needing to follow-up invoices• reduction of errors from data (re)keying and OCR transcription• increased reliability and security of data transmission• potentially reduced payment times and better cashflow• efficiency for suppliers who enter data into portals. They don't need to get out of their

	business system and log into a portal.
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Supplier and customer onboarding

Cost considerations	Benefit considerations
<ul style="list-style-type: none"> Your trading partner onboarding strategy costs could be different from other eInvoicing channels. It might be more cost effective if you coordinate it with other stakeholder events – e.g. a new software release. Awareness and education campaigns to targeted group of partners would be more efficient than one-on-one engagements. 	The ability to connect once and trade with many partners removes the need for one-to-one systems integration and onboarding of suppliers and customers.

Business and technology roadmap

Cost considerations	Benefit considerations
<ul style="list-style-type: none"> Incorporate Peppol into your company's technology and business roadmaps. Action and monitor diligently. Adopting Peppol eInvoicing is suitable for phased migration of invoicing channels, with initial focus on processes with manual or non-value-adding activities. 	A phased approach to Peppol allows coordinated management and execution of the technology and business roadmap.

Network costs

Cost considerations	Benefit considerations
Invoice processes that require manual data entry by your business partners will have a network cost due to inefficiencies around manual intervention to fix inaccuracies and discrepancies. There is lost time and cost involved in unnecessary rework.	<p>Network benefits include:</p> <ul style="list-style-type: none"> environmentally friendly corporate citizenship in assisting smaller business suppliers perform more efficiently and with less overall cost. <p>Direct transmission of</p>

	<p>invoice data between partners and your systems:</p> <ul style="list-style-type: none"> • improves the efficiency of your network • removes manual data entry and manual intervention to correct and reconcile inaccurate invoice data, which in turn remove friction points • improves interactions and relationships between suppliers and buyers. <p>Ease of implementation can amplify the net effect of adoption in your current trading partner network and expand your traditional network.</p>
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Select a Peppol access point for eInvoicing

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-for-businesses/Getting-started-with-eInvoicing-for-medium-and-large-businesses/Select-a-Peppol-access-point-for-eInvoicing/>
- Last modified: 03 Nov 2022
- QC 67577

A Peppol access point manages the secure exchange of data between your software and the Peppol network. An access point is also known as a service provider.

Key considerations when selecting an access point

Consider the following when choosing an access point for your business:

- [Peppol certified](#)
- [Australian capability](#)
- [Connection options](#)
- [Service offering](#)
- [Service levels](#)
- [International capabilities](#)

- [Cost](#)
- [Security](#)
- [Capability and experience](#)
- [Disaster recovery](#)
- [Change management](#)
- [Notifications](#)
- [Infrastructure](#)

Peppol certified

Peppol service providers must be certified by a [Peppol Authority](#) to provide access point services.

[Peppol service providers with Australian accreditation](#)^{ca} have been through additional security, due diligence, and testing checks to meet Australian-specific requirements.

Australian capability

The ATO is the Australian Peppol Authority.

We have customised the international Peppol invoice and self-billing documents, for example, to accommodate goods and services tax (GST) instead of value added tax (VAT).

All access points accredited by us are certified to send and receive customised eInvoices. If you choose an internationally certified access point, you must ensure that they can provide services for Australian businesses.

Connection options

There are several ways your business software can connect to your access point to send eInvoices and other eDocuments.

Consider what:

- system or software you use to connect to your access point
- technical protocol you use for that connection, such as AS4, SFTP and API.

Check with both your technical and business teams to determine what works best in your circumstances.

Note: Access points must use AS4 to transmit between one another.

Make sure your access point can provide a solution suitable for your business.

Service offering

There are several access point services available, from simple send and receive functions to more complex options. These include:

- service metadata publisher (SMP) services – a type of digital business registry necessary if you want to receive eInvoices. It contains your delivery address,

business processes and documents that you're able to receive, e.g. eInvoices.

- software integration (message translation) services – for accounting and procurement systems that are not eProcurement-capable or have customisation requirements that are incompatible with the Peppol document standards
- message response notifications, including success, failure, etc.
- web portals for ad hoc or infrequent eInvoicing trading partners.

Some software providers integrate with the Peppol network using their own access point and SMP services. You can choose a single provider to access eInvoicing or a separate service provider for SMP services.

Some service providers may partner with others to become a 'one stop shop'. In this case, check who is accountable and who you must pay.

Service levels

Ensure the hours of support provided, system availability times, and contact options suit the needs of your business. Australian-accredited access points must guarantee services will be available 99.5% of the time.

International capabilities

If you require commercial and technical capabilities outside of Australia, check that your access point can meet your international eDocument business needs.

Cost

Consider both set up and ongoing costs.

Knowing approximately how many eDocuments you need to send or receive annually will help you select the right pricing model.

Security

Australian-accredited access points must meet the Australian and New Zealand eInvoicing security requirements. Some of these are additional to the security requirements of Peppol. You should ensure your access point also meets your business's security requirements. This may include how your business connects with the access point and how they receive eDocuments.

Using an access point should not replace your business's own security processes and requirements. Consider your own business risks and appropriate controls to mitigate those risks.

Capability and experience

Consider the service provider's level of experience in digital document exchange, and whether they use manual processes or are fully automated.

Disaster recovery

You should have a disaster recovery plan in place that's regularly tested. This will ensure your services aren't affected by an unplanned event.

Change management

Ensure you understand the change management and notification processes your access point uses. This includes how ongoing changes to the Peppol software, security and infrastructure will be managed.

Notifications

Before you send eInvoices, understand the notification processes your access point uses. For example, what happens when messages or invoices can't be delivered.

Infrastructure

Some service providers use other Peppol service providers to deliver their services. If there's an issue, you may need to know who their service provider is.

Onboarding trading partners for large businesses

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-for-businesses/Onboarding-trading-partners-for-large-businesses/>
- Last modified: 03 Nov 2022
- QC 69206

Key principles and steps to onboard your trading partners to eInvoicing.

On this page

- [How to approach onboarding](#)
- [Objectives](#)
- [Key principles](#)
- [Steps to onboard your trading partners](#)

How to approach onboarding

Onboarding your trading partners is essential when implementing [eInvoicing](#).

Onboarding will help you recoup costs and benefit from your investment more quickly:

- Tailor your onboarding approach to align with your business objectives and plans.
- Look for quick wins that can help remove inefficiencies and build momentum.

- Get support and commit to a continued transition across your organisation and trading partners.
- Don't leave onboarding until the end – it's not a one-off activity and will take time.
- Involve multiple teams across your organisation, including procurement, contract management, accounts payable and customer or supplier-facing areas.

Objectives

- Ensure enough of your trading partners are eInvoicing-enabled when you go live to start transacting.
- Influence your high-volume trading partners, or those using less efficient invoicing channels, to become enabled first. You can achieve this through ongoing communication and conversations at key engagement points during the contract management cycle.
- Use a phased approach when onboarding trading partners.

Key principles

- Engage and communicate early. Both you and your trading partners will need time to prepare for eInvoicing.
- Plan and progress onboarding in parallel with your technical implementation. This will minimise the time lag between being enabled and starting to transact.
- Partner with your finance and procurement teams and with other relevant business areas.
- Test sending or receiving eInvoices (or both) with a small group of test partners before you go live.
- Set targets, monitor and manage your supplier and customer onboarding efforts.
- Look for opportunities to normalise eInvoicing. Make it the default channel where appropriate.

Steps to onboard your trading partners

Use these steps to help you with eInvoicing onboarding:

- [Step 1: Understand your environment](#)
- [Step 2: Segment and prioritise](#)
- [Step 3: Plan to deliver in-house or outsource](#)
- [Step 4: Onboard your trading partners](#)

Step 1: Understand your environment

Learn about your environment and what you need to understand, including:

- [Your suppliers and customers](#)
- [Your business](#)
- [Your Peppol service provider \(access point\)](#)
- [Changes and impacts](#)

Your suppliers and customers

- Analyse your suppliers and customers and identify the highest value opportunities for transitioning to eInvoicing.
- Categorise trading partners by criteria such as
 - invoice volume, value or frequency
 - eInvoicing capability or digital readiness
 - those using less efficient or non-digital channels
 - procurement arrangements such as contracts, supplier panels and standing offer arrangements.
- If required, get help from your finance or procurement teams or run a short survey.
- Check if your suppliers and customers are already eInvoicing-enabled using the [Peppol Directory](#)²⁷. This register only contains receivers. Senders don't need to register.

Your business

- Determine customer and supplier touchpoints within your business's accounts payable, accounts receivable and procurement processes.
- Identify the channels and documents used to communicate with your trading partners, such as purchase orders, invoice templates, contracts and websites.
- Understand your procurement regulatory requirements, such as contracts and contract management practices, payment terms and other relevant policies and guidelines.
- Document any business requirements for invoice receipt, validation rules, payment approvals, exceptions management and other processing considerations. This includes mandatory [Peppol](#) eInvoicing data elements.

Your Peppol service provider (access point)

- Some service providers offer supplier and customer onboarding as an add-on service. Check if your provider offers this.
- Understand and document any integration requirements that you may need to include in trading partner communication, engagement and education material.
- Understand what end-user support might be available through your service provider for your internal teams and your trading partners.

Changes and impacts

- Onboarding your trading partners to eInvoicing needs to be an important part of your change management process.
- Identify trading partner dependencies and related business process changes and impacts. Consider the whole procure-to-pay process and who is affected.
- Build trading-partner-related actions into your change management and communications plans.
- Identify any trading-partner-related risks and issues, and determine actions to mitigate, monitor and manage these.
- Identify purchasing and procurement documents and guidelines that will need updating to reflect your eInvoicing capability. For example, purchase orders, work orders, invoice templates and websites.

Step 2: Segment and prioritise

- Use your [supplier and customer analysis](#) to segment your trading partners and define your list for onboarding them to eInvoicing.
- Prioritise trading partners for early onboarding based on your analysis, segmentation, and the highest value outcomes.
- Consider different approaches to develop an optimal plan
 - start with your high-volume and high-priority trading partners to realise benefits quickly
 - focus on trading partners that have less efficient or only partly digitised eInvoicing channels, such as web forms
 - use current eInvoicing channels to help streamline or digitise
 - transition trading partners who use manual invoicing (your non-digital 'long tail') to remove processing inefficiencies.

Step 3: Plan to deliver in-house or outsource

- Consider whether outsourcing your trading partner onboarding will deliver a better outcome than in-house delivery. If it will, include trading partner onboarding as a business requirement when you select an access point provider. Ensure you have sufficient funding in your business case for this.
- To deliver in-house
 - allocate someone to lead and focus on onboarding trading partners
 - include trading partner onboarding in relevant plans, such as project, change management, engagement and communication plans
 - take a phased approach to onboarding - define phases and timeframes, commencing with your high-priority trading partners
 - set targets for the first 12–18 months and for the longer term, including go live
 - make eInvoicing onboarding part of your regular business activities
 - establish a way to monitor and measure onboarding activities and transaction volumes. For example, the number of trading partners who've adopted eInvoicing and have started exchanging eInvoices with you.

Step 4: Onboard your trading partners

Engage and communicate

- Communicate and engage early. Work through your contract and engage account managers in the first instance.
- Collaborate with other business teams, such as finance, procurement, contract managers, project teams and communications.
- Work together with these teams to inform and guide tailored engagement, communication and messaging for each trading partner segment, including the benefits and value proposition and appropriate resources and channels.
- Consider partnering with other stakeholders such as peak bodies, advisers and digital service providers to help influence and drive uptake of eInvoicing.
- Talk to your trading partners about your plans to become eInvoicing-enabled. Check if they're already able to send or receive eInvoices and how they can become enabled if they're not already.

- Inform trading partners of timeframes, outline key changes, requirements for eInvoicing, and the new way of doing things. Tell them what it means for them.
- Let trading partners know where to [find more information about eInvoicing](#). Give them contact details for questions or support.
- Update your website to reflect your eInvoicing-enabled status.
- Invite your trading partners to exchange eInvoices with you.

Test capability

- Test exchanging eInvoices with a small group of trading partners.
- Test sending and receiving eInvoices, any business-specific requirements and related business processes with this test group. Then refine processes before onboarding more business partners.
- Ensure that the eInvoicing capability works as intended.

Note: You can discuss testing with your service provider. They may help you identify potential test partners.

Ongoing procurement activities

- Increase ongoing trading partner onboarding through your regular procurement activities.
- Look for ways to embed and normalise eInvoicing as part of doing business and make eInvoicing the default channel where appropriate.
- Update purchasing and procurement guidelines and templates to let your trading partners know you are eInvoicing-enabled.
- Make eInvoicing your preference in new procurement requests and panel arrangements.
- Discuss eInvoicing with your trading partners at key points in the contract management cycle. For example, at sourcing, contract establishment, review and renewal.
- Build your eInvoicing preference into all renewed or new contracts.

eInvoicing for tax professionals and business advisers

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-for-tax-professionals-and-business-advisers/>
- Last modified: 03 Nov 2022
- QC 63453

How to support your clients in getting started with eInvoicing and help enhance your clients' digital capability.

On this page

- [Benefits for you and your clients](#)
- [Getting your clients started](#)

Benefits for you and your clients

Tax professionals, accountants, bookkeepers and business advisers play a critical role in encouraging and supporting business to adopt eInvoicing.

[eInvoicing](#) enables process automation and reduces manual entry. It increases efficiency and productivity and helps shift the focus to higher-value services.

eInvoicing can help your clients:

- transform their business processes through digital technology
- meet their reporting obligations more easily
- improve their cash flow and resilience
- save them time and money by reducing manual data entry
- use a safer, more secure channel to send and receive invoices.

Getting your clients started

There are many ways to help your clients get started with eInvoicing:

- Know your clients' business process and rules.
- Understand your clients' effort and cost per invoice and their invoice volumes by supplier and value. Determine if eInvoicing will benefit your client. If it does, make eInvoicing a priority.
- Confirm that your clients' software is [eInvoicing Ready](#)[❏]. Business accounting software packages have eInvoicing capability and provide supporting instructions on their website.
- Help your clients get set up for eInvoicing in their software – it is quick and easy.
- Encourage your clients to try eInvoicing with a few trading partners to start and then help your client onboard other trading partners to the eInvoicing channel.
- Start communicating about eInvoicing with your clients, their suppliers and customers. Advise them to start using eInvoicing. As more businesses are connected to the [Peppol](#) network, the greater the benefits are for everyone.
- Share the [Getting started with eInvoicing for small business](#) information with your small business clients so they can learn more about eInvoicing.
- Speak to your existing software provider about when and if they will become ready for eInvoicing, or locate an [eInvoicing Ready software product](#)[❏].
- Look up [eInvoicing accredited service providers](#)[❏] to learn more about their services for your medium to large business clients.
- Keep an eye on upcoming events about eInvoicing for further opportunities to learn more.

eInvoicing for government

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-for-government/>
- Last modified: 06 Dec 2022
- QC 63456

How all levels of government are adopting Peppol eInvoicing to help small businesses.

On this page

- [Benefits of eInvoicing](#)
- [Australian Government agencies](#)
- [State and territory governments](#)
- [Local government](#)
- [Getting government agencies started with eInvoicing](#)

Benefits of eInvoicing

Adopting eInvoicing:

- helps support small businesses become more digitally enabled and improves efficiency through better internal processing
- makes it quicker and easier for businesses who supply us with goods and services to get paid
- reduces administrative delays and payment issues.

Australian Government agencies


From 1 July 2022, all Australian Government agencies covered by mandate are eInvoicing-enabled. Check the full list of [eInvoicing-enabled Australian Government agencies](#).

Agencies can pay eInvoices in 5 days where both the supplier and buyer use [Peppol eInvoicing](#). For more information, see Australian Government [Supplier Pay On-Time or Pay Interest Policy](#)[↗].

We support agencies to meet their obligations and onboard their suppliers.

State and territory governments

We work with states and territories to extend public sector eInvoicing adoption.

- The New South Wales Government is [implementing eInvoicing](#)[↗].
- Most South Australian Government agencies [can now receive eInvoices](#)[↗].
- The Western Australian Government has started piloting eInvoicing.
- The Queensland Government has committed to develop its eInvoicing capability in its [2021-22 Budget Strategy and Outlook](#) .
- The Australian Capital Territory Government announced an eInvoicing project

in its [2022-23 Budget Outlook](#)¹⁷.

For more information about eInvoicing adoption in your state or territory, email us at einvoicing@ato.gov.au.

Local government

We're working to raise awareness of eInvoicing and its benefits amongst councils, their organisations and associations.

We are also working with software providers to make eInvoicing options available.

For more information and to find out how we can help, email us at einvoicing@ato.gov.au.

Getting government agencies started with eInvoicing

Many government agencies are using eInvoicing, including us.

You can talk to your existing software provider or an eInvoicing service provider, including an [eInvoicing Ready product](#)¹⁸ or [accredited access point](#)¹⁹ provider to get connected to the network.

We've established the Peppol Capabilities and Associated Services Panel to help federal and state government agencies procure eInvoicing services. For more information, email us at PeppolPanel@ato.gov.au.

Steps to help you prepare for eInvoicing

Step 1: Identify how you process invoices now

Review your business processes and requirements to understand your current state of invoicing. This includes:

- how many invoices you send and receive, and how often
- how you send, receive and process invoices and if you use purchase orders
- identifying your top suppliers and buyers (by number of invoices)
- if you use software and scanning tools to manage your accounts payable and receivable.

Step 2: Find out about your eInvoicing options

- Talk to different eInvoicing service providers including [eInvoicing Ready product](#)²⁰ or [accredited access point](#)²¹ providers.
- Talk to your software providers to understand your existing software and tools, and whether they are or will be eInvoicing-enabled.
- Establish your return on investment and other considerations to support your investment decision.

Step 3: Get ready for eInvoicing

- Understand and manage changes in business processes in your organisation.

- Get your trading partners ready for the upcoming change.
- Update your website with information and provide your ABN.

Step 4: Onboard your suppliers

- Test your solution with your trading partners.
- Progressively onboard your trading partners. Focus on those with most benefit to your organisation, for example, high volume suppliers or high error rate invoices.
- Transition as many trade partners to the eInvoicing channel to maximise the benefits.

eInvoicing-enabled agencies

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-for-government/eInvoicing-enabled-agencies/>
- Last modified: 19 Dec 2022
- QC 71025

A list of Australian Government agencies that are eInvoicing-enabled.

Table 1: MANDATED eInvoicing-enabled Australian Government agencies

Agency name	ABN identifier	eInvoicing status
Administrative Appeals Tribunal	90 680 970 626	Enabled to receive
Aged Care Quality and Safety Commission	80 246 994 451	Enabled to receive
Asbestos Safety and Eradication Agency (ASEA)	50 802 255 175	Enabled to receive
Attorney-General's Department	92 661 124 436	Enabled to receive
Australian Accounting Standards Board	92 702 019 575	Enabled to send and receive
Auditing and Assurance Standards Board	80 959 780 601	Enabled

		to send and receive
Australian Building and Construction Commission (ABCC)	68 003 725 098	Enabled to receive
Australian Bureau of Statistics	26 331 428 522	Enabled to receive
Australian Centre for International Agricultural Research	34 864 955 427	Enabled to receive
Australian Charities and Not-for-profits Commission (ACNC)	54 488 464 865	Enabled to send and receive
Australian Commission for Law Enforcement	78 796 734 093	Enabled to receive
Australian Communications and Media Authority	55 386 169 386	Enabled to send and receive
Australian Competition and Consumer Commission	94 410 483 623	Enabled to receive
Australian Crime Commission (ACIC)	11 259 448 410	Enabled to receive
Australian Electoral Commission	21 133 285 851	Enabled to receive
Australian Financial Security Authority	63 384 330 717	Enabled to receive
Australian Federal Police	17 864 931 143	Enabled to receive
Australian Fisheries Management Authority	81 098 497 517	Enabled to receive
Australian Industrial Chemicals Introduction Scheme	31 162 998 046	Enabled to receive
Australian Institute of Criminology	63 257 175 248	Enabled to receive

Australian Institute of Family Studies (English)	64 001 053 079	Enabled to send and receive
Australian National Audit Office	33 020 645 631	Enabled to receive
Australian Office of Financial Management	13 059 525 039	Enabled to receive
Australian Prudential Regulation Authority	79 635 582 658	Enabled to receive
Australian Public Service Commission (APSC)	99 470 863 260	Enabled to receive
Australian Radiation Protection and Nuclear Safety Agency	61 321 195 155	Enabled to receive
Australian Research Council	35 201 451 156	Enabled to receive
Australian Securities & Investments Commission	86 768 265 615	Enabled to receive
Australian Security Intelligence Organisation	37 467 566 201	Enabled to receive
Australian Signals Directorate	22 323 254 583	Enabled to receive
Australian Skills Quality Authority	72 581 678 650	Enabled to receive
Australian Taxation Office	51 824 753 556	Enabled to send and receive
AUSTRAC	32 770 513 371	Enabled to receive
Australian Trade and Investment Commission (AUSTRADE)	11 764 698 227	Enabled to receive
Australian Transport Safety Bureau	65 061 156 887	Enabled to send and

		receive
Bureau of Meteorology	92 637 533 532	Enabled to receive
Cancer Australia	21 075 951 918	Enabled to receive
Clean Energy Regulator	72 321 984 210	Enabled to receive
Climate Change Authority	60 585 018 782	Enabled to receive
Commonwealth Grants Commission	64 703 642 210	Enabled to receive
Department of Agriculture, Water and the Environment	34 190 894 983	Enabled to receive
Department of Defence	68 706 814 312	Enabled to receive
Department of Education, Skills & Employment	12 862 898 150	Enabled to receive
Department of Finance	61 970 632 495	Enabled to receive
Department of Foreign Affairs and Trade	47 065 634 525	Enabled to receive
Department of Health	83 605 426 759	Enabled to receive
Department of Home Affairs	33 380 054 835	Enabled to receive
Department of Industry, Science, Energy and Resources	74 599 608 295	Enabled to receive
Department of Infrastructure, Transport, Regional Development and Communications	86 267 354 017	Enabled to receive
Department of Parliamentary Services	52 997 141 147	Enabled to receive
Department of Social Services	36 342 015 855	Enabled to receive

Department of the House of Representatives	18 526 287 740	Enabled to receive
Department of the Parliamentary Budget Office	49 775 240 532	Enabled to receive
Department of the Prime Minister and Cabinet	18 108 001 191	Enabled to receive
Department of the Senate	23 991 641 527	Enabled to receive
Department of the Treasury	92 802 414 793	Enabled to receive
Department of Veterans' Affairs	23 964 290 824	Enabled to receive
Digital Transformation Agency DTA	96 257 979 159	Enabled to receive
eSafety Commissioner	12 212 931 598	Enabled to receive
Fair Work Commission	93 614 579 199	Enabled to receive
Federal Court of Australia	49 110 847 399	Enabled to receive
Future Fund Management Agency	53 156 699 293	Enabled to receive
Geoscience Australia	80 091 799 039	Enabled to receive
Great Barrier Reef Marine Park Authority	12 949 356 885	Enabled to receive
Independent Parliamentary Expenses Authority	26 424 781 530	Enabled to receive
Inspector-General of Intelligence & Security	67 332 668 643	Enabled to receive
Inspector-General of Taxation	51 248 702 319	Enabled to receive
IPA	81 13 072 755	Enabled

		to receive
National Archives of Australia	36 889 228 992	Enabled to receive
National Blood Authority	87 361 602 478	Enabled to send and receive
NCA (National Capital Authority)	75 149 374 427	Enabled to send and receive
National Competition Council	56 552 760 098	Enabled to receive
NDIS Quality and Safeguards Commission	40 293 545 182	Enabled to receive
National Faster Rail Agency	37 602 468 249	Enabled to receive
National Health and Medical Research Council	88 601 010 284	Enabled to receive
National Health Funding Body	15 337 761 242	Enabled to receive
National Indigenous Australians Agency	30 429 895 164	Enabled to receive
National Mental Health Commission	83 537 016 476	Enabled to receive
National Recovery and Resilience Agency	71 758 085 025	Enabled to receive
North Queensland Water Infrastructure Authority	61 900 398 761	Enabled to receive
Office of National Intelligence	87 904 367 991	Enabled to receive
Office of Parliamentary Counsel	41 425 630 817	Enabled to send and receive

Office of the Australian Information Commissioner (OAIC)	85 249 230 937	Enabled to receive
Office of the Commonwealth Ombudsman	53 003 678 148	Enabled to receive
Office of the Director of Public Prosecutions	41 036 606 436	Enabled to receive
Office of the Fair Work Ombudsman	43 884 188 232	Enabled to receive
Office of the Gene Technology Regulator	15 862 053 538	Enabled to receive
Office of the Official Secretary to the Governor-General	67 582 329 284	Enabled to receive
Office of the Special Investigator	87 767 208 148	Enabled to receive
OTA - Departmental	56 253 405 315	Enabled to send and receive
Productivity Commission	78 094 372 050	Enabled to receive
Professional Services Review	45 307 308 260	Enabled to receive
Royal Australian Mint	45 852 104 259	Enabled to receive
Safe Work Australia SWA	81 840 374 163	Enabled to receive
Seafarers Safety Rehabilitation and Compensation Authority	32 745 854 352	Enabled to receive
Services Australia	90 794 605 008	Enabled to receive
Sport Integrity Australia	70 588 505 483	Enabled to receive
Tertiary Education Quality and Standards Agency	50 658 250 012	Enabled to receive

Therapeutic Goods Administration	40 939 406 804	Enabled to receive
Workplace Gender Equality Agency (WGEA)	47 641 643 874	Enabled to receive

Table 2: NON-MANDATED eInvoicing-enabled Australian Government agencies

Agency name	ABN identifier	eInvoicing status
Australian Digital Health Agency	84 425 496 912	Enabled to receive
Australian Film Television and Radio School	19 892 732 021	Enabled to send and receive
Australian Human Rights Commission	47 996 232 602	Enabled to receive
Australian Renewable Energy	35 931 927 899	Enabled to receive
Australian Sports Commission	67 374 695 240	Enabled to receive
Australian War Memorial	64 909 221 257	Enabled to receive
Civil Aviation Safety Authority	44 808 014 470	Enabled to receive
Comcare	41 640 788 304	Enabled to receive
Department of Defence Army & Air Force Canteen Service	69 289 134 420	Enabled to send and receive
Director of National Parks	13 051 694 963	Enabled to receive
Independent Hospital Pricing Authority	27 598 959 960	Enabled to receive

Indigenous Land and Sea Corporation	59 912 679 254	Enabled to receive
Museum of Australian Democracy at Old Parliament House	30 620 774 963	Enabled to receive
National Offshore Petroleum Safety and Environmental Management Authority	22 385 178 289	Enabled to receive
Regional Investment Corporation	99 528 049 038	Enabled to receive
Rural Industries Research & Development Corporation	25 203 754 319	Enabled to receive
Screen Australia	46 741 353 180	Enabled to receive
Snowy Hydro Limited	17 090 574 431	Enabled to receive
Special Broadcasting Service Corporation	91 314 398 574	Enabled to receive
Torres Strait Regional Authority	57 155 285 807	Enabled to receive

Peppol

- <https://www.ato.gov.au/Business/eInvoicing/Peppol/>
- Last modified: 03 Nov 2022
- QC 67570

About the Peppol framework and how you and your trading partners can connect to the Peppol network to use eInvoicing.

On this page

- [About Peppol](#)
- [The Australian Peppol Authority](#)
- [The Peppol network](#)

About Peppol

[Peppol](#)[↗] is an international eProcurement framework. It's developed and maintained

by [OpenPeppol](#)²⁷, an international non-profit association. OpenPeppol standardises the way information is structured and exchanged.

Peppol uses a [4-corner model](#) to exchange procurement documents and data. It transmits data through a secure network of approved service providers called 'access points'.

[Access points](#)²⁸ connect you to the [Peppol network](#) and allow you to exchange invoices and other documents with your registered trading partners.

Peppol is used in Europe, North America and the Asia Pacific. In 2019, the Australian Government adopted the Peppol framework.

The Peppol framework consists of:

- a set of artefacts and specifications compatible with existing eProcurement and eBusiness solutions
- the Peppol network, that facilitates the exchange of data between different systems
- a multi-tiered structure of legal agreements and decision making that ensures proper governance.

The Australian Peppol Authority

OpenPeppol gives authority to various countries to manage the Peppol framework for its members. In Australia, the ATO is the Peppol Authority.

We administer the Australian Peppol Authority for the government. In this role, we:

- define Australian requirements for use of the Peppol standards. For example, invoice specifications to support GST tax invoices
- administer accreditation of access points for Australia
- educate, promote and support the adoption of Peppol standards across government and the business community
- work with the digital service providers and the business community to ensure the Peppol framework is suitable and implemented consistently across Australia.

We do not receive a copy of the eInvoice, and we are not able to view the contents of any eInvoices being transmitted between businesses.

The Peppol network

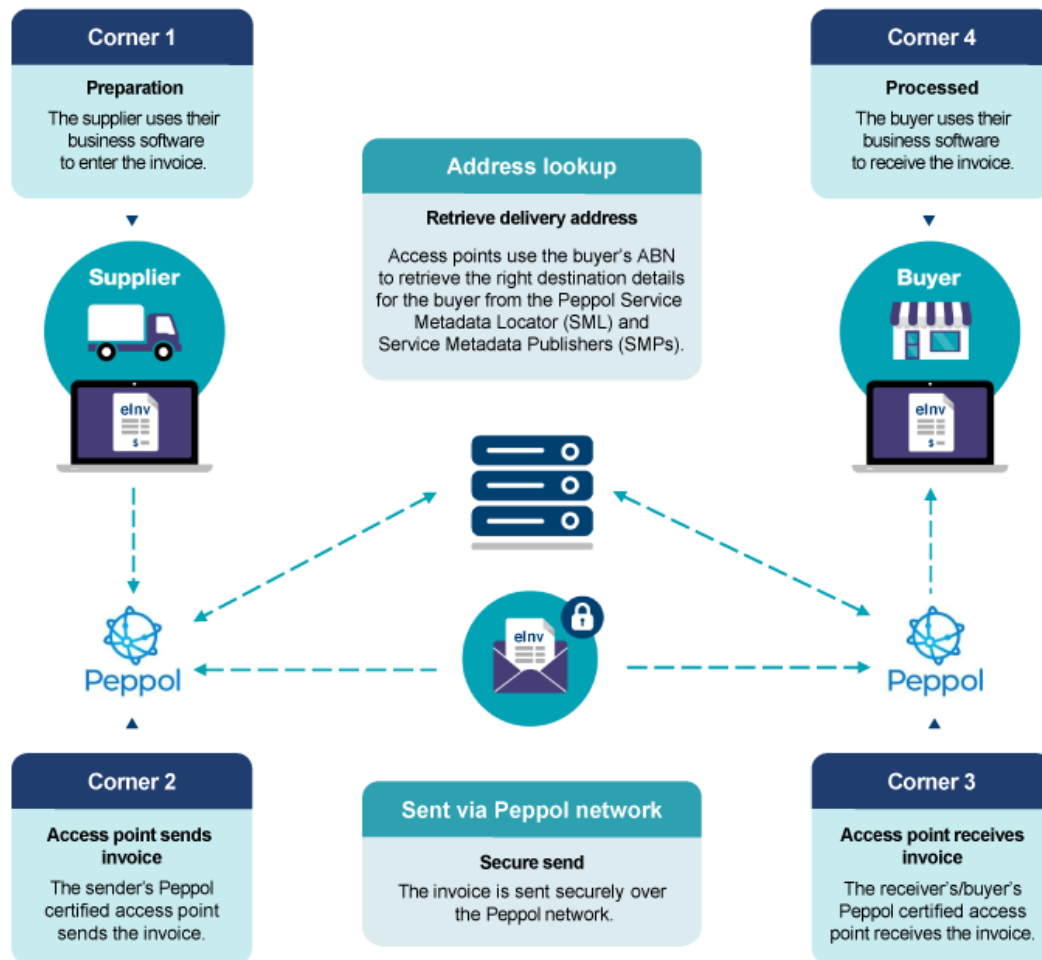
To use eInvoicing, your business and your trading partners need to connect to the Peppol network.

Many accounting packages offer eInvoicing and you can register on the Peppol network using your software. This process is quick and easy.

Medium and large businesses have other options to connect. To select the right option for your business, see [Become eInvoice-enabled](#).

The [Peppol Directory](#)²⁷ will help you find out which of your trading partners are registered on the network. Some software products have automated this process.

For more information, [follow the steps to help identify Australian entities registered on the Peppol network](#).



Peppol and electronic data interchange

Businesses have exchanged electronic documents such as invoices for decades through different channels, including:

- electronic data interchange (EDI)
- data entry portals
- data file transfers.

These systems are efficient and streamline the buying process, but they aren't universal and are usually proprietary. This means suppliers must connect to multiple systems used by different buyers, creating inefficiencies and trading barriers.

The Peppol framework complements EDI and other channels and represents a common global standard for exchanging digital business documents. This helps businesses who transact with trading partners through multiple EDI networks to avoid multiple connections and high costs.

Identifying Australian entities registered on the Peppol network

- <https://www.ato.gov.au/Business/eInvoicing/Peppol/Identifying-Australian-entities-registered-on-the-Peppol-network/>
- Last modified: 03 Nov 2022
- QC 68119

Steps for identifying Australian trading partners that are ready to receive eInvoices in the Peppol Directory.

On this page

- [About the Peppol Directory](#)
- [How to identify Australian entities registered in the Peppol Directory](#)
- [More Peppol functions](#)

About the Peppol Directory

The [Peppol Directory](#)[↗] lists end users registered on the [Peppol network](#) and their receiving capabilities. The directory is administered by [OpenPeppol](#).

Use the Peppol Directory to see if your trading partners are connected to the network and if they can receive eInvoices through Peppol.

Note that:

- [Only receivers' details are published](#)[↗]. If an entity can only send, they may not be listed.
- Publishing receiver details to the Peppol Directory is required in Australia, but not all jurisdictions enforce this.
- Every entity is registered using a unique participant identifier (Participant ID) with the following 3 components
 - identifier scheme – 'iso6523-actorid-upis'
 - [International Code Designator \(ICD\) value](#)[↗]
 - '0151' is the ICD for the Australian business number (ABN) which is used by most Australian entities. However, some may use a different ICD especially if they also trade overseas
 - unique identifier denoted by the ICD (a participant's actual ABN)
 - for example, the Participant ID for the ATO is:
'iso6523-actorid-upis::0151:51824753556'
(identifier scheme::ICD value:unique identifier).

Before you start transacting

We recommend you always complete appropriate identity and 'know your customer' checks before transacting with any new trading partner, regardless of their registration status in the Peppol Directory.

Before you send an invoice to an entity listed in the directory, contact them to confirm that they are willing and able to transact with you using Peppol. You should also confirm the send and receipt of your initial invoices.

How to identify Australian entities registered in the Peppol Directory

Follow the steps below to produce a list of entities registered in the [Peppol Directory](#)[↗] and connected to the [Peppol network](#).

The list is filtered to display Australian businesses using an ABN as their Peppol ID ('0151' ICD).

This search will identify most entities on the Peppol network and help you identify trading partners located in Australia. The list does not include all Australian businesses as some may be registered using an ICD other than '0151' for ABNs. For example, '0209' for GS1 identification keys).

- [Step 1: Download and open the directory](#)
- [Step 2: Separate the ABNs](#)

Step 1: Download and open the directory

- Go to [Peppol.EU's Peppol Directory](#)[↗].
- In the grey footer, select Participant IDs CSV (comma-separated values). A CSV file will download.
- Open the CSV file in Excel or a similar spreadsheet application.
- Most spreadsheets are limited to one million rows. The Peppol Directory may exceed this capacity. You may need to split it into multiple files to access all the data.
- Save the file as a Macro-Enabled Workbook for best performance.

Step 2: Separate the ABNs

The downloaded spreadsheet will contain a single column list of Participant IDs. You will need to split the identifier into its components to separate out the ABNs:

- Select column A and go to the Data ribbon.
- Select Text to Columns. The Convert Text to Columns Wizard will open.
- Ensure Delimited is checked. Click Next.
- Check Other and type ':' (a colon) in the box to the right. Click Next.
- Click Finish.

The data will split into separate columns:

- Column C will show the type of identifier (ICD) and Column D will show registered participants' unique identifiers.
- Filter column C by ICD '0151' (the value may show as '151') to display only ABNs in column D.
- Save your list.

Compare Column D to your vendor data or against the [ABR](#)[↗] data to identify your

trading partners who are ready to receive eInvoices.

Note: Some eInvoicing providers offer a service option to help you identify your registered trading partners and onboard your trading partners to the eInvoicing channel.

More Peppol functions

There are more resources and capabilities available to help you use the Peppol network.

You can access more information and functions in the Peppol Directory:

- You can download the full BusinessCards CSV. This file is large and requires a powerful computer to process. The result includes all data fields associated with all entities in the Peppol Directory. You can apply specific filtering to identify a range of Peppol participants, such as all entities
 - with an 'AU' country code (that is, all businesses located in Australia)
 - in the Peppol network that can receive an 'AU' eInvoice (including entities outside of Australia).
- [Peppol practical participant search](#)[↗] displays more information about individual entities, such as the access point they're using.
- Free dashboards such as [ionite.net](#)[↗] provide high-level statistics like the number of registered entities in each country.
- Some digital service providers offer Peppol statistics and data manipulation as a paid service.

eInvoicing news and resources

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-news-and-resources/>
- Last modified: 03 Nov 2022
- QC 59806

Keep up to date with the latest eInvoicing information and resources.

On this page

- [Media](#)
- [Factsheet](#)
- [Webinars](#)
- [Podcasts](#)
- [Videos and webcasts](#)
- [Subscribe for newsletter updates](#)
- [Website updates](#)

Media

15 August 2022

- [‘Save time and money’: more and more businesses making the switch to eInvoicing](#)
- [Albanese Government supporting Australian businesses through eInvoicing Week](#)[↗]

Joint media release with Stephen Jones MP, Assistant Treasurer and Minister for Financial Services and Julie Collins MP, Minister for Housing, Homelessness and Small Business.

1 July 2022

- [Australian Cyber Security Centre - Act Now Stay Secure Email Security Panel Discussion](#)[↗]

3 May 2022

- [Supplier pay on time policy update](#)[↗]

From 1 July 2022, Australian Government agencies who receive eInvoices will need to pay them within 5 days, regardless of value. This will remove the current payment threshold of \$1M applied to eInvoices.

10 February 2022

- [Businesses to benefit from new electronic invoicing](#)[↗]

6 October 2020

- [JobMaker: Creating jobs and rebuilding our economy](#)[↗] – Australian Government Budget 2020–2021

29 September 2020

- [Digital business plan to drive Australia's economic recovery](#)[↗] – Australian Government media release

6 September 2019

- [Australian data and digital council communique](#)[↗] – Minister agrees to develop a plan for widespread adoption of eInvoicing across all government agencies.

Factsheet

- [eInvoicing – a better way to do business](#)

Webinars

- [eInvoicing for small businesses](#)[↗] – November and December 2022, February 2023
- [eInvoicing: Intermediaries webinar](#)[↗] – November 2021

Podcasts

- [Episode 40 – eInvoicing](#)

Videos and webcasts

- View a range of videos on [atoTV – Business](#)[↗], including the video on [eInvoicing basics](#)[↗].
- eInvoicing for Small Businesses presented by Deputy Commissioner for Small Business Deborah Jenkins
 - [What is eInvoicing?](#)[↗]
 - [ATO's role as Australian Peppol Authority](#)[↗]
 - [eInvoicing - Saving you time and money](#)[↗]
 - [eInvoicing - A safer way to do business](#)[↗]
 - [How to get started with eInvoicing](#)[↗]

Subscribe for newsletter updates

Stay up to date with the latest news on eInvoicing. Subscribe to:

- [Digital Service Providers newsletter](#)[↗]
- [Tax Professionals newsletter](#)
- [Business bulletin newsroom](#)
- [Small Business newsroom](#)

Website updates

Subscribe to our [ato.gov.au subscription services](#). We'll notify you when we update our website with information on topics that interest you.

Go to [Subscribe to email updates](#) and select business to receive eInvoicing updates.

eInvoicing – a better way to do business

- <https://www.ato.gov.au/Business/eInvoicing/eInvoicing-news-and-resources/eInvoicing---a-better-way-to-do-business/>
- Last modified: 03 Nov 2022
- QC 69227

Read the factsheet below or download the Portable Document Format (PDF) version [eInvoicing – a better way to do business is also available \(PDF 619KB\)](#) .

eInvoicing supports businesses by streamlining your invoicing and freeing up time for you to run and grow your business.

elInvoicing is not email or PDF. elInvoices are exchanged directly between buyers' and suppliers' software. They appear automatically in your software ready to be paid.

It removes manual data entry for receivers and the need for senders to generate email invoices. This makes the whole process faster, more efficient, accurate and secure.

Benefits of elInvoicing

The benefits of elInvoicing include:

- [Saves time](#)
- [Reliable and secure](#)
- [Cost savings](#)
- [Faster payments](#)
- [Connect once, trade with many](#)
- [Your invoice data](#)
- [Getting started is easy](#)

Saves time

elInvoicing saves you time by not having to:

- re-key or scan invoices
- fix errors
- chase missing information, overdue or lost invoices.

Invoice data is accurate and complete as key details are checked before the elInvoice is sent.

Reliable and secure

elInvoicing reduces the risk of scams and fraud as elInvoices are sent via a secure network by approved service providers.

The Australian business number (ABN) is used to deliver invoices to the right business, with less risk of fake or compromised invoices.

Cost savings

Research shows it costs businesses around \$30 to process a paper invoice and \$27 for an emailed PDF invoice, but it costs less than \$10 to process an elInvoice.

Your actual savings will depend on your processes, how many invoices you send and the time saved in managing your invoicing.

Faster payments

elInvoicing means fewer errors and lost invoices, avoiding delays in getting paid.

Australian Government agencies are paying eligible elInvoices within 5 days.

Connect once, trade with many

Australia has adopted Peppol, an international standard, that allows digital invoices to be exchanged between different software or systems.

Once you're connected to the Peppol network, you can exchange eInvoices with any business on the network that is also connected, regardless of their size or software.

Your invoice data

eInvoices are sent securely by ATO-approved service providers. The ATO administers the network, but we can't access or view your invoices.

Getting started is easy

Check with your software provider to see if your software is eInvoicing-enabled and follow their steps to get started.

If you don't use software, there are free and low-cost options available to help you start eInvoicing now.

Talk to your trading partners to see if they're already connected. Encourage them to connect and start exchanging eInvoices with you.

Find out how to get started at [eInvoicing for businesses](#).

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

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