

A QUARTERLY E-INVOICING NEWSLETTER

# engage.

BROUGHT TO YOU BY



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#06



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# editor's note.

**GEOK SEONG WAH**  
**DIRECTOR OF E-INVOICE PROJECT OFFICE**



**Dear readers,**

We have officially crossed the half-year mark and I hope that the second quarter of this year has been a good one for you. The world we live in has changed so much in the past two years and we have become a population who is more resilient, adaptable and sustainable in the ways we live with COVID-19 and cope with future surges.

Drawing learnings from how we manage COVID-19 from pandemic to endemic, we would first need to define what this new normal looks like for our societies and build consensus around them. Similarly, for organisations who wish to transform their process, they would first need to define what the new state of work would look like but also ensure that everyone involved in the process does his or her part when this change is implemented.

To help organisations who are thinking of embracing InvoiceNow as the new way to handle their invoicing, we share how applying the Awareness, Desire, Knowledge, Ability and Reinforcement (ADKAR) Model in designing digital transformation such as InvoiceNow adoption can help to raise the businesses' current performance to a new and elevated level when implementing this change.

For better clarity, we have divided the article into two parts; this issue will address 'Part 1: Uplifting Invoicing as a Buyer' and 'Part 2: Uplifting Invoicing as a Seller' will be covered in the next issue. We share two perspectives of uplifting invoicing as a buyer for employees of the buyer organisation and employees of the supplier organisation so that we can understand what happens on the other side and vice versa. When both parties have the same understanding that InvoiceNow will drive efficiency in the enterprises and help save cost; they can act on it together to make it a success.

With the announcement of the new GST rate change at the Singapore Budget in February this year, we crafted some scenarios and provided some tips on how businesses can smoothly transit with the new GST rate change for their e-invoices by starting preparation early to avoid the end of year rush.

Positive-sum growth is a term that I've recently learnt about from Esker. We have Albert Leong, Managing Director of Esker Asia to share his organisation's perspective on the way they create long term value and build better relationships with both internal and external stakeholders, so that no one is left out. Albert has been a keen supporter of this initiative right from its conception several years back. It is kind of him to contribute to this newsletter.

ICYMI: we share some photos and highlights from our first in-person event in a long while. The E-invoicing Community Meet-Up on 28 April saw more than 60 solution providers coming together with equal number joining remotely. We held our first InvoiceNow Business Briefing at the Singapore Business Federation (SBF) Centre on 26 May where we gathered over 50 businesses to hear about InvoiceNow, and how they can get connected to start their journey and gain from it.

**Digital transformation is not easy and yet it is for all to future-proof their businesses. We will continue to curate best practices and publish here for all to make their transformation journey easier.**

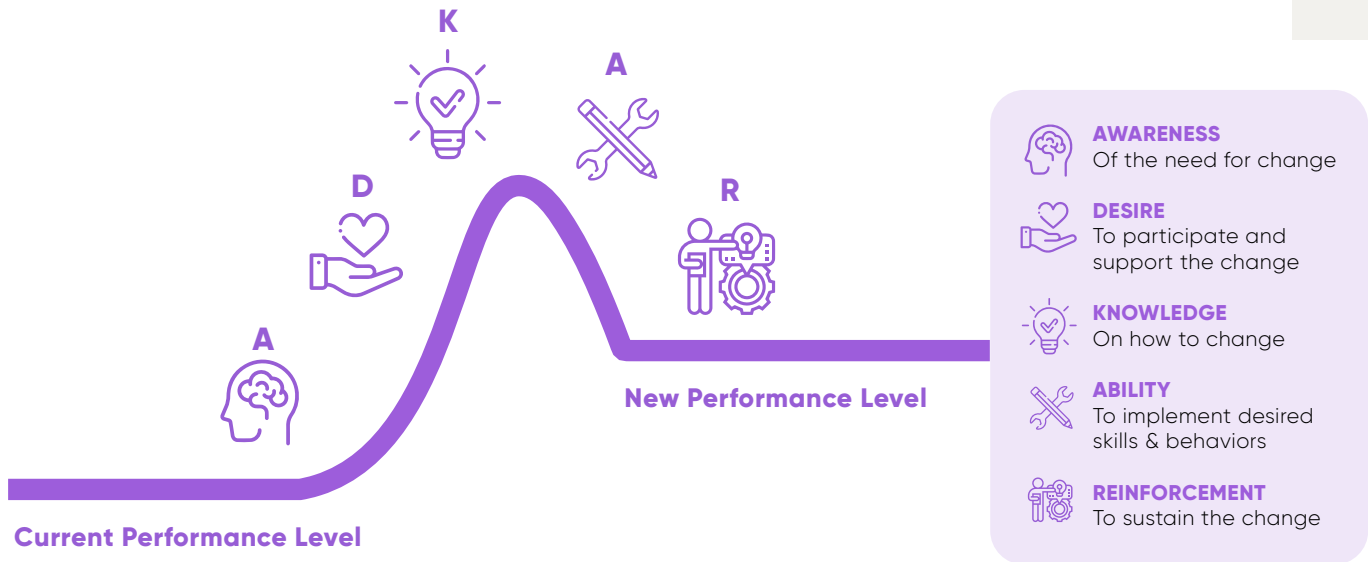
See you in the next issue.

**Till then, happy transforming!**



# change happens one step at a time.

Applying the ADKAR Model in designing digital transformation such as InvoiceNow adoption can help to elevate the businesses' current performance to a new level.



'Change is difficult' as is often said. PROSCI, a global leader in change management, advocates that organisational change takes shape one person at a time. As in every case of digital transformation, InvoiceNow as a new way to handle e-invoicing is very much a conscious and deliberate change embraced by each individual involved in the process.

E-invoicing using InvoiceNow promises to take an organisation from its current level of efficiency to a new and elevated level. However, to get there the organisation must overcome a "hump" and perhaps this is best understood using the ADKAR model from PROSCI. This article aims to unravel the journey an individual undertakes for change to effectively take place.

**For better clarity, we divided the article into two parts;**

- i) Uplifting Invoicing as a Buyer (this issue)**
- ii) Uplifting Invoicing as a Seller (next issue)**

Part II will be released in the next edition of the ENGAGE Newsletter.

Tangible benefits of e-invoicing are realised when both the enterprise and its business counterparties act together to cause a change. We will describe the change needed at both the Enterprise/Employee and the business counterparties in this article.

Let's walk through the typical journey of an enterprise as a Buyer, who had made the decision to embark on InvoiceNow as a new channel to receive invoices from its suppliers:



**STEP 1: Connect the finance/ ERP solution to the InvoiceNow network.**

This may involve the procurement of an ICT service or subscribing to a facility provided by the incumbent solution provider. This change is a typical IT enablement similar to any other ICT project.



**STEP 2: Transformation to get transactions going in the network.**



This part of the journey is arguably more difficult than the technical enablement of the solution, as it involves the acceptance of changes to process and affecting parties beyond those who may have been intimately involved in the project such as IT and Finance – the whole initiative may be adversely impacted if this understanding and acceptance are not reached.

## Part I – Uplifting Invoicing as A Buyer

### POV: As Employees of the Buyer Organisation



The transformation required within the Buyer Organisation involves mainly the finance department, and possibly extends to staff of other departments performing different roles. For simplicity, we have generalised below the effect on the finance staff. Employees in buyer organisations also have an important role as they are able to influence their suppliers who would like to maintain a healthy customer relationship.


	FINANCE STAFF	STAFF IN BUYING CAPACITY
ROLE	Interfaces with suppliers in clearing invoices for payment	True customers that can influence supplier behaviour
AWARENESS	Both these parties should be equally aware that the initiative will drive efficiency in the enterprises and help save cost. They should have basic awareness that in the InvoiceNow network, their business counterparties can adopt InvoiceNow by having their solution connected to the network enabling them to send invoice data digitally to them, straight into their finance/ERP solution.	
DESIRE	Overcoming the laborious effort of ingesting old form on invoices (e.g. through data entry and scanning) and handling errors in processing will be the biggest driver for the finance staff. This driver needs to be strong enough for them to be willing to go through the pain of encouraging and directing suppliers to use InvoiceNow and sorting out teething problems in the transactions.	One of the most effective ways to drive transactions is for the organisation to assert pressure on suppliers who care about keeping their customers happy. The suppliers may listen to their customers, which can be any employee they sell to. So having these staff nudging the suppliers to comply is helpful. These staff could help affirm the eventual benefit their suppliers will gain simply by issuing e-invoices one common way rather than having to transact with each buyer differently.
KNOWLEDGE	The finance staff should have good knowledge of the transition plan, for example, which group of suppliers to help convert first and when. They should appreciate that suppliers can issue their e-invoices from a variety of platforms including free solutions, subscribed accounting solutions or their own enterprise solution. They should be given clear instructions on what to communicate to the suppliers. In addition, they should know of any internal process changes and what their modified tasks are.	Similarly, the staff having the buying relationship with suppliers should know that suppliers can issue their e-invoices from a variety of platforms including free solutions, subscribed accounting solutions or their own enterprise solution. They should be provided with the appropriate talking points should the suppliers enquire about the change.

	FINANCE STAFF	STAFF IN BUYING CAPACITY
ROLE	<b>Interfaces with suppliers in clearing invoices for payment</b>	<b>True customers that can influence supplier behaviour</b>
ABILITY	 <p><b>This is when the action leading to the change takes place.</b> The finance staff should have the resources needed to communicate with suppliers, at times with help from a service provider or a supporting body to nudge and guide the suppliers to change their method of invoicing to using InvoiceNow.</p>	<p><b>The staff handles enquiries from suppliers and try to assuage the fears or discomfort towards the improved work arrangement.</b> If necessary, where payment to an invoice is critical, the staff can help smoothen the transition by internally coordinating issue resolution with the finance staff.</p>
REINFORCEMENT	 <p><b>To reinforce the new sending behaviour of the supplier, the finance staff can provide timely feedback when their e-invoices are received in good form and encourage them to do the same the next time.</b> Another way of reinforcement is to track future invoices from these 'converted' suppliers and gently nudge them back towards e-invoicing should they "revert to their old ways. Understandably, this may be a 'project' on its own as each supplier will be ready at his own time. So for a certain period, there's a need to monitor each invoice/supplier's readiness and to ensure a firm "cut-over" to e-invoicing for every supplier thereafter.</p>	<p><b>The staff (as a customer) can continually engage suppliers.</b> They can bring up InvoiceNow as the preferred invoicing method when they discuss payment for goods or services with the suppliers until such time when the new method is embraced and accepted by the suppliers as the preferred practice.</p>

## POV: As Employees of the Supplier Organisation

As we all know, change will only count when the suppliers start issuing e-invoices via InvoiceNow. In this case, it is important to examine the behavioural change which the finance staff handling collection must go through. Inevitably, the Finance (Accounts Receivable) staff will need the support of the sales personnel to exert some influence on the buyer. In some situations, the buyer organisation may choose to mandate or send the strong signal to suppliers that preference will be given for those who can use InvoiceNow.

	SALES STAFF	FINANCE STAFF
ROLE	<b>Ensuring customer satisfaction</b>	<b>Interfaces with customers by issuing invoices and chasing for payment</b>
AWARENESS	 <p><b>The supplier organisation may or may not already be aware of InvoiceNow. Even so, they are likely to be unfamiliar with the new working arrangement, given this information or request was only just raised by the customer.</b> The request was likely communicated to the supplier's sales staff (primary point of contact), who needs to relay the requirement to and seek input from the finance staff.</p>	
DESIRE	 <p><b>The sales staff main concern is maintaining healthy customer relationship by reducing need to chase customer for payment or support customer who wants the invoices sent via InvoiceNow.</b> Sales staff often get bugged by the finance colleagues chasing for late payments. InvoiceNow provides a solution to keep colleagues and customers happy. Potentially, more customers may begin to request for or mandate this mode of invoicing - some organisations are already specifying this requirement in their RFPs. Anticipating this heightened trend, the sales function should propose a business transformation exercise to enable e-invoicing to minimise future loss of sales.</p>	<p><b>The finance staff should recognise that e-invoicing using InvoiceNow is a much better way of invoicing customers.</b> They should appreciate a common way to transmit invoices directly to the customer's system for processing rather than having to hop to disparate customer portals to handle each customers' invoices differently. In a long run, this should save them from losing information in transit and the need to rectify bad invoices to get paid faster. Invariably, this would be a win-win proposition for both organisations.</p>

	SALES STAFF	FINANCE STAFF
ROLE	<b>Ensuring customer satisfaction</b>	<b>Interfaces with customers by issuing invoices and chasing for payment</b>
 <b>KNOWLEDGE</b>	<p><b>Specific instructions that come from the customer should be quickly handed to the finance staff for action.</b> For a successful partnership, it is recommended that the sales staff be intimately involved in the e-invoicing roll-out at least during the initial transition months to be better equipped with the business needs surrounding e-invoicing.</p>	<p><b>The finance staff should endeavour to understand what change is needed in order to meet this request.</b> The change could be simply turning on a new feature in the accounting system, adopting a quick and free solution or, in a more complex case, escalating to management and IT department to look into solution integration with the InvoiceNow network. In larger organisations, expertise may also be provided by the Business Process Re-engineering (BPR) group to define or fine-tune existing business processes and roles. Overtime, there will be more organisations onboard and more experienced solution providers on hand to provide practical support, guidance and best practices.</p>
 <b>ABILITY</b>	<p><b>Manage the customer's expectation on when they can fulfil the request.</b> The sales staff is usually the first point of contact with the customer. During the initial execution of the transaction, he has a pivotal role to coordinate activities between the internal colleagues and the customer.</p>	<p><b>Participate in adopting a new solution or feature to use InvoiceNow. Help to optimise a new process flow with the relevant stakeholders.</b> During the transitioning to a new e-invoicing process with a customer, it is essential to understand the customer's own requirements and instructions and perform accordingly to minimise teething issues.</p>
 <b>REINFORCEMENT</b>	<p><b>Provide assistance and encouragement during the initial months to reinforce changed behaviour.</b> In the first few critical months, it is imperative to provide continuous assistance to both the customer and the finance colleague to ensure e-invoices are received successfully. The sales staff can instill confidence and assurance to all parties by being the conduit to relay concerns or challenges and help to resolve teething issues.</p>	<p><b>Seek opportunities to work with other customers' billing via InvoiceNow to spread the practice internally to develop familiarity on the new method.</b> This is a great learning opportunity for business process re-engineering. A well-defined rule-book becomes replicable across the organisation. The confidence will empower the finance staff to apply and adopt these repeatable processes for other customers.</p>

The buyer organisation, having invested in the initiative, will do well in driving transaction activities to achieve the expected ROI of the project.

This will mean a determined approach to engage with suppliers broadly in a more holistic manner to drive early outcomes. In situations where the supplier is also a large organisation with their solution to integrate, find ways to encourage them to join the network to bring in these large volume transactions from them to reap even more cost effectiveness.

Stay tune for Part II in the next issue of ENGAGE!



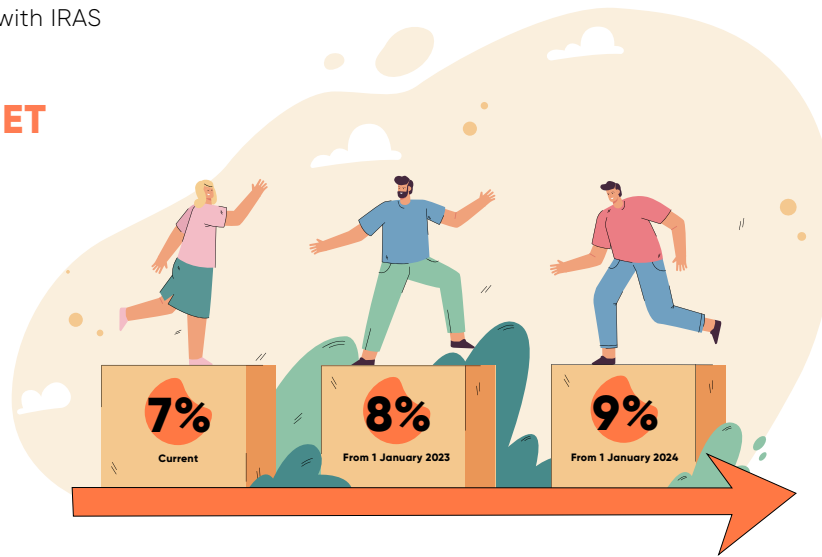
# prepare for change.

## How businesses can be ready for the upcoming GST rate change implementation by starting preparations early.

Article written in consultation with IRAS

### SINGAPORE BUDGET ANNOUNCEMENT: GST Rate Change for Businesses

(On 18 February 2022)



Businesses are strongly encouraged to start preparing early for a smooth transition to the new GST rates of 8% from 1 January 2023 and 9% from 1 January 2024. There are 3 main things that businesses need to prepare – (1) to update their systems to incorporate the new GST rate, (2) to change their price displays to reflect the new GST rate and (3) to understand and train their staff on the correct application of the rate change transitional rules. Businesses can assess their readiness by referring to this [checklist](#) and [IRAS website](#) for more details.

For update of systems, GST-registered businesses using accounting and/or InvoiceNow solutions should engage their solution providers and/or in-house IT team to plan, prepare and devise an implementation plan for the upcoming GST rate change. As part of the system changes, GST-registered businesses should include testing for the scenarios below (where applicable) as part of their test plan to ensure that the accounting and/or InvoiceNow solutions can support businesses in their transition to the new GST rate.

Your accounting and/or InvoiceNow solution should be able to cater for specifications arising from changes in GST rate based on your business' needs. Below are some possible scenarios. For more information on possible scenarios, please refer to [IRAS' 2023 GST Rate Change e-Tax guide](#).

#### SCENARIO A: Invoice and/or credit note covering new 8% GST rate

**Ensure that you have configured the 8% GST rate in your solution for invoices to be issued for any standard-rated supply of goods or services made on or after 1 January 2023, and any credit note adjustments.**

##### IMPORTANT NOTE:

Please ensure that you work closely with your solution providers and/or in-house IT team to test and ensure that the system prevents the issuance of tax invoices with GST 8% before 1 January 2023.

#### SCENARIO B: Invoice and/or credit note covering old 7% GST rate

**Ensure your solution allows you to select the 7% GST rate for invoices to be issued for any standard-rated supply of goods or services that can be subject to GST at 7% under the Rate Change transitional rules, and any credit note adjustments.**



# SCENARIO C (OPTIONAL): Invoice and/or credit note covering both 7% and 8% GST rate

Check with your solution provider if they are able to configure the settings to allow different GST rates to be applied for standard-rated supplies of goods or services in the same invoice/credit note.

Below are examples of a sample invoice and the respective XML technical code which follows the InvoiceNow specifications and different GST rates at the invoice item level. This specification also allows the business to summarise the tax sub-total by the different GST rates:



Figure 1: Sample Invoice for both 7% & 8% tax rate in line item and tax sub-total.

Line ID	Seller's ID	Name	Quantity	Net price	GST rate	Charge Allowance	Net amount
1	SKU00001	Pen (Blue) delivered on 30 Dec 2022	1 EA (Unit of measure: each) quantity: 1	5.00 SGD	SR, 7%		5.00
2	SKU00002	Pen (Black) delivered on 3 Jan 2023	1 EA (Unit of measure: each) quantity: 1	4.00 SGD	SR, 8%		4.00
3	SKU00003	Pen (Red) delivered on 2 Jan 2023	1 EA (Unit of measure: each) quantity: 1	6.00 SGD	SR, 8%		6.00
Sum of Invoice line net amount:							15.00 SGD
Sum of allowances on document level:							0 SGD
Sum of charges on document level:							0 SGD
<b>GST Breakdown group</b>							
	GST category code	GST exemption reason text	GST category taxable amount	GST category tax amount			
	GST : SR (Standard rated), 7%		5.00	0.35			
	GST : SR (Standard rated), 8%		10.00	0.80			
Invoice total GST amount:							1.15 SGD
Invoice total amount without GST:							15.00
Invoice total amount with GST:							16.15

Figure 2: Sample Invoice & XML Specifications for both 7% & 8% tax rate in line item and tax sub-total.

Different GST rates at the invoice item level

```
<cac:InvoiceLine>
  <cbc:ID>1</cbc:ID>
  <cbc:InvoicedQuantity unitCode="EA">1</cbc:InvoicedQuantity>
  <cbc:LineExtensionAmount currencyID="SGD">5.00</cbc:LineExtensionAmount>
  <cac:Item>
    <cbc:Name>Pen (Blue) delivered on 30 Dec 2022</cbc:Name>
    <cbc:SellerItemIdentification>
      <cbc:ID>SKU00001</cbc:ID>
    </cbc:SellerItemIdentification>
    <cac:ClassifiedTaxCategory>
      <cbc:ID>SR</cbc:ID>
      <cbc:Percent>7</cbc:Percent>
    </cac:ClassifiedTaxCategory>
  </cac:Item>
  <cbc:Price>
    <cbc:PriceAmount currencyID="SGD">5.00</cbc:PriceAmount>
    <cbc:BaseQuantity>1</cbc:BaseQuantity>
  </cbc:Price>
</cac:InvoiceLine>
<cac:InvoiceLine>
  <cbc:ID>2</cbc:ID>
  <cbc:InvoicedQuantity unitCode="EA">1</cbc:InvoicedQuantity>
  <cbc:LineExtensionAmount currencyID="SGD">4.00</cbc:LineExtensionAmount>
  <cac:Item>
    <cbc:Name>Pen (Black) delivered on 3 Jan 2023</cbc:Name>
    <cbc:SellerItemIdentification>
      <cbc:ID>SKU00002</cbc:ID>
    </cbc:SellerItemIdentification>
    <cac:ClassifiedTaxCategory>
      <cbc:ID>SR</cbc:ID>
      <cbc:Percent>8</cbc:Percent>
    </cac:ClassifiedTaxCategory>
  </cac:Item>
  <cbc:Price>
    <cbc:PriceAmount currencyID="SGD">4.00</cbc:PriceAmount>
    <cbc:BaseQuantity>1</cbc:BaseQuantity>
  </cbc:Price>
</cac:InvoiceLine>
<cac:InvoiceLine>
  <cbc:ID>3</cbc:ID>
  <cbc:InvoicedQuantity unitCode="EA">1</cbc:InvoicedQuantity>
  <cbc:LineExtensionAmount currencyID="SGD">6.00</cbc:LineExtensionAmount>
  <cac:Item>
    <cbc:Name>Pen (Red) delivered on 2 Jan 2023</cbc:Name>
    <cbc:SellerItemIdentification>
      <cbc:ID>SKU00003</cbc:ID>
    </cbc:SellerItemIdentification>
    <cac:ClassifiedTaxCategory>
      <cbc:ID>SR</cbc:ID>
      <cbc:Percent>8</cbc:Percent>
    </cac:ClassifiedTaxCategory>
  </cac:Item>
  <cbc:Price>
    <cbc:PriceAmount currencyID="SGD">6.00</cbc:PriceAmount>
    <cbc:BaseQuantity>1</cbc:BaseQuantity>
  </cbc:Price>
</cac:InvoiceLine>
```

Item 1: 7% GST Rate

Item 2: 8% GST Rate

Item 3: 8% GST Rate

Line ID	Seller's ID	Name	Quantity	Net price	GST rate	Charge Allowance	Net amount
1	SKU00001	Pen (Blue) delivered on 30 Dec 2022	1 EA (Unit of measure: each) quantity: 1	5.00 SGD	SR, 7%		5.00
2	SKU00002	Pen (Black) delivered on 3 Jan 2023	1 EA (Unit of measure: each) quantity: 1	4.00 SGD	SR, 8%		4.00
3	SKU00003	Pen (Red) delivered on 2 Jan 2023	1 EA (Unit of measure: each) quantity: 1	6.00 SGD	SR, 8%		6.00
Sum of Invoice line net amount:							15.00 SGD
Sum of allowances on document level:							0 SGD
Sum of charges on document level:							0 SGD
<b>GST Breakdown group</b>							
	GST category code	GST exemption reason text	GST category taxable amount	GST category tax amount			
	GST : SR (Standard rated), 7%		5.00	0.35			
	GST : SR (Standard rated), 8%		10.00	0.80			
Invoice total GST amount:							1.15 SGD
Invoice total amount without GST:							15.00
Invoice total amount with GST:							16.15

Summarised tax total by different GST rate

```
<cbc:TaxTotal>
  <cbc:TaxAmount currencyID="SGD">1.15</cbc:TaxAmount>
  <cac:TaxSubtotal>
    <cbc:TaxableAmount currencyID="SGD">5.00</cbc:TaxableAmount>
    <cbc:TaxAmount currencyID="SGD">0.35</cbc:TaxAmount>
    <cac:TaxCategory>
      <cbc:ID>SR</cbc:ID>
      <cbc:Percent>7</cbc:Percent>
    </cac:TaxCategory>
  </cac:TaxSubtotal>
  <cbc:TaxableAmount currencyID="SGD">10.00</cbc:TaxableAmount>
  <cbc:TaxAmount currencyID="SGD">0.80</cbc:TaxAmount>
  <cac:TaxCategory>
    <cbc:ID>SR</cbc:ID>
    <cbc:Percent>8</cbc:Percent>
  </cac:TaxCategory>
</cac:TaxSubtotal>
```

7% sub total

8% sub total



MORE RESOURCES HERE!



Checklist for GST Rate Change <https://go.gov.sg/iras-gstchecklist>



2023 GST Rate Change e-Tax Guide <https://go.gov.sg/iras-etaxguide>



'Preparing for GST Rate Change' Video <https://go.gov.sg/iras-gstvideo>



FAQs for Businesses <https://go.gov.sg/iras-bizfaq>



# positive-sum growth.

How businesses can achieve sustainable changes across all functions and business units both internally and externally.

By Albert Leong, Managing Director of Esker Asia



Over the past years, the challenges faced shaped us to transform business processes across industries quicker than before. Company leaders are much more aware of the value of digitalisation as this term becomes familiar to many.

It has been well-established that the best way to build a work team is to focus on employee engagement. However, when you zoom out of the ecosystem, more people are involved in your business processes, such as your suppliers and customers. The question is: How can businesses benefit and make sustainable changes across all functions and business units internally and externally?



**“Positive-sum growth will create long term value and build better relationships of everyone inside and outside of your company's ecosystem: Customers, employees, suppliers, and the community in which the business operates. This is the exact opposite of zero-sum growth which benefits only a minority group of stakeholders or one business department but at the expense of others”**

**- Albert Leong,  
Managing Director, Esker Asia**



Positive-sum growth offers a more intelligent and sustainable way to do business today. Technology is here to assist business growth, but it does not need to be at the expense of your team, customers, or suppliers. It takes an entire ecosystem of individuals, teams and connective enterprises to nurture a foundation of long-term success. Artificial Intelligence (AI) driven automation and e-invoicing will create value for all stakeholders and never to the detriment of another.



**GUEST ARTICLE:  
ESKER ASIA**



## HOW CAN COMPANIES ACHIEVE POSITIVE-SUM GROWTH WITH E-INVOICING?

Today, most businesses are still very manual in their invoicing processes, such as sending hard copy documents, PDFs, scanned invoices or even picture files that might get misplaced, directed to the wrong person and prone to human error. The pandemic has taught businesses that to remain competitive and resilient, companies will need to improve their business efficiency, productivity, and cost savings.

Automating your finance processes with e-invoicing capabilities can enable businesses to send and receive e-invoices to and from all B2G and B2B entities using the Peppol network. More importantly, it drives positive-sum growth, keeping your business agile, resilient and competitive in any circumstance. Your Company, Employees, Suppliers and Customers can create value and benefit from:



**Easy information retrieval**  
and no more lost emails or hard copies. E-invoicing will ensure delivery is straight to the other party's system.



**Retain and attract top talent**  
by providing higher well-being and job satisfaction.



**Reduced operational costs**  
with higher ROI and lesser processing cost.



**Improve collaboration, visibility and business opportunities**  
with other businesses who are also registered on the Peppol network.



**Increase environmental sustainability efforts**  
with lesser paper and carbon emission through cloud computing.\*



**Get paid faster or pay faster:**  
Faster payment cycles when you make it easier for customers to pay you and suppliers to provide you with all relevant information.



## A SINGAPORE CUSTOMER STORY

Fujifilm Business Innovation Singapore, a leading provider in offering smarter ways to work with document-related solutions and services, was manually processing an average of 32,500 invoices each month, making billing and invoice tracking tedious and time consuming. Facing these challenges, they decided to automate their Accounts Receivable with Esker, delivering and archiving of customer invoices via any media (e.g., InvoiceNow, paper, e-invoices, EDI, etc.) to achieve strategic invoicing goals such as cost reduction, invoice visibility and improved cash flow management.

"Thanks to Esker, we have been able to automate our AR process. E-invoicing is one of the areas where we are walking the talk, as we spur our clients on in embracing digital technology and keeping pace with changing customer expectations."

Peter Wong, Chief Financial Officer, FUJIFILM Business Innovation Singapore



**3x faster invoice processing**



**22% increase in cost savings**



**100% visibility on invoice delivery rate**

**Esker helps companies unlock strategic value for finance and customer service professionals and strengthen collaboration between companies by automating the cash conversion cycle. Our mission is to help companies achieve positive-sum growth, increased productivity, improved employee engagement, and greater trust between organisations by automating your core business processes.**

Learn more at [www.esker.com.sg](http://www.esker.com.sg)

\*Cloud computing has shown to reduce emissions up to 93%, according to a Microsoft-WSP Study (Microsoft, 2020).

# event spotlight.

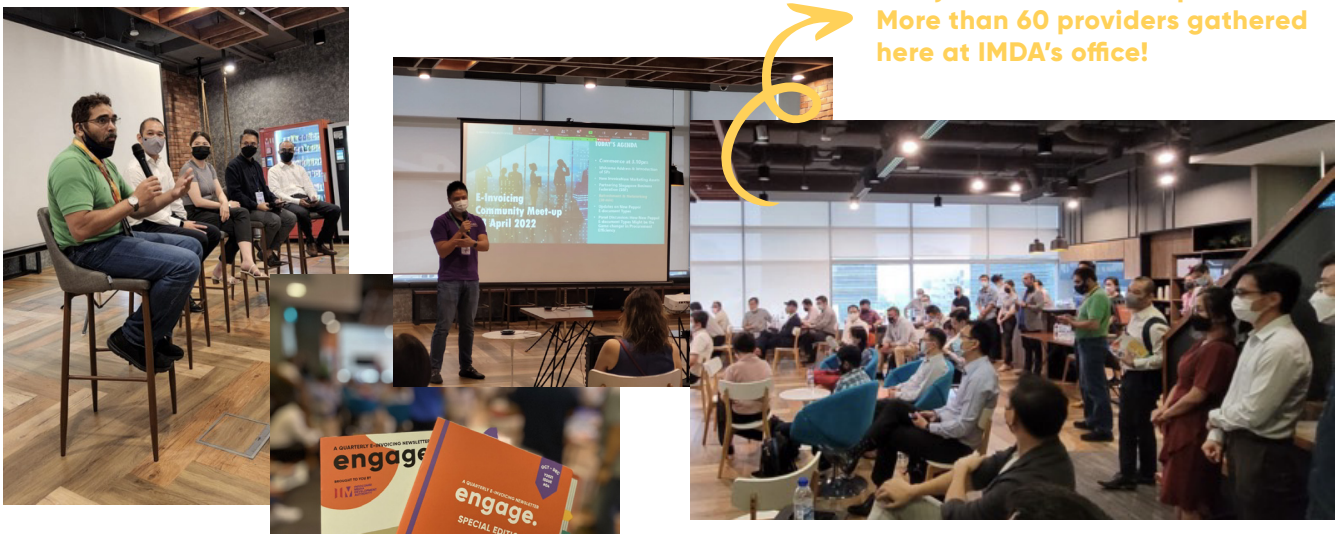


## Community highlights - just in case you missed out

### E-INVOICING COMMUNITY MEET-UP (28 APR 2022)

Catching up over coffee and cakes with the providers in IMDA's office on our quarterly ECM as we shared plans in working together to drive e-invoicing adoption. It has been more than 2 years since the last face-to-face session and the venue echoed with lively conversations among the team and the participants. More than 60 solution providers were there to get updated on the InvoiceNow marketing campaign, fresh collaboration with Singapore Business Federation to reach out to more businesses and to hear from providers who newly joined the community. An interactive and insightful panel discussion on "How New Peppol E-document Types Might Be the Game-changer in Procurement Efficiency" took place as we heard panelists' views on how it could bring value to businesses.

All eyes & ears on the speaker:  
More than 60 providers gathered here at IMDA's office!



### INVOICENOW BUSINESS BRIEFING @ SBF CENTRE (26 MAY 2022)

The business briefing held in collaboration with the Singapore Business Federation (SBF) was attended by more than 50 businesses who were also SBF members to hear more about InvoiceNow and how to get connected to the network and increase efficiency in their organisations. A few Peppol-Ready solution providers such as Autocount, Billbay and Datapost were also present to showcase their solutions and how their services can support these businesses in their InvoiceNow journey.



Off to a fresh new start:  
Our 1st in-person business briefing after 2 years!

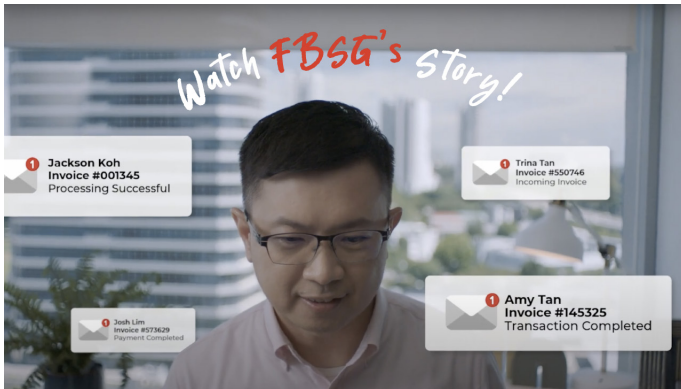


# company spotlight.

Stories of InvoiceNow transforming businesses around us

## Make Time For What Truly Matters.

Watch the success story of FUJIFILM Business Innovation Singapore's CFO - Peter Wong who took the step into a sustainable future with InvoiceNow for his organisation. With cost savings gained through more efficient accounting enabled with InvoiceNow, they now account for a better future with technology that makes their work smoother, quicker and greener.



Scan QR code to watch FUJIFILM Business Innovation Singapore's feature video.

Or visit:  
<https://go.gov.sg/fbsg-video>

## free resources.

Access all e-invoicing related resources here



A curated list of digital resources related to the Peppol E-Delivery Network:

- SG BIS 3.0 Specifications
- SG Peppol Directory
- Important Notes on SG BIS 3.0
- How to send a test e-Invoice
- Transacting with Partners
- Sending e-Invoices to Government
- Validex Tool

Access it here: <https://go.gov.sg/peppolplaybook>



**About InvoiceNow**

<https://www.imda.gov.sg/invoicenow>



**SG BIS 3.0 Specifications**

<https://www.peppolguide.sg>



**InvoiceNow Video**

<https://go.gov.sg/invoicenowvideo>



**For more enquiries**

[einvoice@imda.gov.sg](mailto:einvoice@imda.gov.sg)