

A QUARTERLY E-INVOICING NEWSLETTER

engage.

BROUGHT TO YOU BY



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#01

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editor's note.



GEOK SEONG WAH
DIRECTOR OF E-INVOICE PROJECT OFFICE

Greetings to all readers!

I am delighted to bring you the first issue of ENGAGE, a quarterly newsletter with curated content on e-invoicing by the E-invoice team.

Last year we saw an interesting growth of businesses on the network. We have now more than 35,000 businesses connected, a thirty-fold increase from March last year. Kicking off the growth in January 2020 was the government's successful e-invoicing deployment of Peppol. Accountant General Department has made Peppol e-invoicing the preferred channel for invoice submission, signalling the government's direction for future procurement. Government suppliers took notice and many have joined the network.

The pandemic adversely affected us and slowed down our economy; businesses were awakened to the heightened need for digitalisation. Fortunately, this was made easier through the introduction of various Government incentives such as the E-invoicing Registration Grant in March 2020 and Digital Resilience Bonus in June 2020. They helped nudge businesses towards taking concrete digitalisation actions to stay relevant and to be more resilient under the challenging business landscape.

To amplify the relevance to businesses, we renamed Peppol E-invoicing to InvoiceNow in September 2020. E-invoices make use of the UEN to identify the recipients, no different from how PayNow Corporate identifies payees.

Businesses on the network have started enjoying early benefits. One of the large enterprises we spoke with said, "InvoiceNow brings about a new digital-enabled business process. It helps in our billing process and it is more efficient now." Some

SMEs are also experiencing some benefits and one of them said, "We hope to achieve the highest degree of digitalization possible for recurring business operation, freeing up valuable creative resource for technology and business development."

There is strong evidence that the ecosystem is thriving, and we thank the service providers for doing their part in educating and promoting this initiative to their customers.

As the ecosystem grows, there will be an increasing need to share related information to interested parties. Hence, the birth of this newsletter is aimed at meeting this demand. Within this issue, you will find insightful user stories of businesses that are benefiting from joining the network and information on what is happening with our global counterparts in the area of e-invoicing.

Though converting invoices to digital may appear to be only a small part of the procure to pay process, it is the start of something big. With this, I will like to leave you with a quote:

**"A tiny change today
brings a dramatically
different tomorrow."**

- Richard Bach

See you in the next issue.

Till then, happy e-invoicing!

we're connected.

IMDA Chain Leaders - Change makers leading the way in the e-invoicing scene and impacting their community



**PARTNERSHIPS &
COLLABORATION**



Pan Pacific Hotel (Hotel Marina City)

Housing over 790 rooms and 6 F&B outlets, the hotel processes on average 6,000 invoices from over 500 vendors a month and is helped by 3 full-time staffs. Majority of the invoices the team processes are still paper-based and very tedious, time consuming and requires a large storage space as the approved invoices are filed according to alphabetical order after payment is processed.

The hotel has taken a big first step in their digital transformation journey to eliminate paper invoices and reduce storage space by automating both their inbound and outbound invoicing processes. They have partnered IMDA to become a Chain Leader and joined the InvoiceNow network in December 2020.

The management is committed to influencing their network of SME businesses to join the InvoiceNow network, start transacting using e-invoices and reduce the cost of operations via e-invoicing and grow digital together as a business.

Konica Minolta (KMBSA)

Working and partnering with more than 3,500 customers and 100 suppliers in the market, Konica Minolta processes up to 18,000 invoices a month with a team of 14 full-time staff, of which over 300 invoices monthly are processed through Vendors@Gov portal. This inevitably still requires re-entry into the accounts receivable (or payable) system.

Konica Minolta joined the InvoiceNow network since April 2020 as a Chain Leader with IMDA, aimed to improve the invoicing workflow to increase productivity and efficiency, which is in line with the company's commitment to achieve a more sustainable and environmentally friendly initiative. Over the next few years, the company is committed to encourage its suppliers to join the InvoiceNow network to promote the usage and start transacting via e-invoicing.



reel stories, real people.

How InvoiceNow is transforming businesses around us



INVOICENOW
USER STORIES



**Mr. Richard Koh & wife
Madame Ong Bee Yan**

Elderpreneurs of 1degreeC

Read more about their story here:
<https://go.gov.sg/1degreec>

The perfect brew: 1degreeC's e-invoicing journey

With a surge in demand for coffee delivery as employees continue to work from home, it's important for homegrown specialty coffee producer business owners like Richard and Bee Yan to ensure that their operations run as smoothly as a good cup of joe.

Since 1degreeC's founding in 2016, they've amassed some notable customers, such as multinational companies HP and Procter & Gamble as well as corporate pantries at Changi Airport.

With around 14 invoices to deal with per month and multiple bulk orders, the paperwork and errors often piled up. While 14 invoices may seem small to some, it can be overwhelming for start-ups like 1degreeC that have only two to three full-time staff and can take up at least three to four days of productivity.

To overcome their bookkeeping woes, 1degreeC joined the InvoiceNow network since August 2020 and hopes to reduce paperwork and errors so that Richard can focus more on growing 1degreeC and delivering quality brews to his loyal customers.

How Ninebot Asia is riding into the future with e-invoicing

Going green is more than just a passing trend. Businesses are also looking towards reducing manual and paper-based operations which is not only bad for the environment but also bad for businesses – taking significant time to process and often resulting in delayed payments.

With the potential of e-invoicing to save time, money and the environment, more and more companies have made the switch – companies such as robotics mobility solutions provider Ninebot Asia made the digital leap and switched to e-invoicing in April 2020.

"Instead of going through several portals, e-invoicing allows us to send invoices straight to the Singapore government. Since several of our clients are government agencies, this pushed me to register with the network and shift to e-invoicing", explained Mr Henry Chan.

The Ninebot Asia team found that digitalising recurring processes freed up employees to engage in more meaningful activities such as business development and focus on upcoming solutions, like an autonomous delivery robot and a commercial indoor Go-Kart circuit solution.



Mr. Henry Chan

Executive Director
Ninebot Asia Pte Ltd

Read more about their story here:
<https://go.gov.sg/ninebot>



latest muse.

Recent developments you need to know about

SG Peppol Directory: Search for local businesses on the InvoiceNow network

Wondering if your business partner is also on the InvoiceNow network?

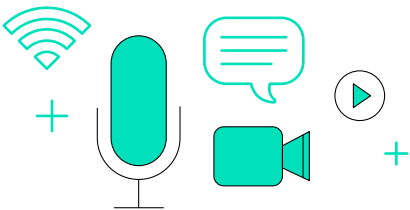
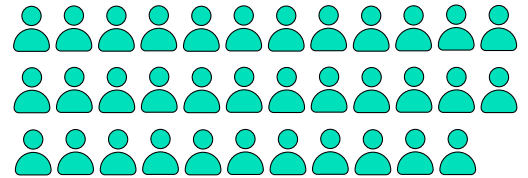
Simply search for their registered business name or UEN on the SG Peppol Directory!

Launched in November 2020, this local directory provides the Singapore business community with online search capabilities, batch checking of businesses and API access for businesses who wish to automate their process.

Singapore's E-Invoicing Statistics At A Glance

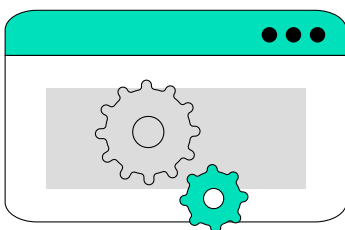
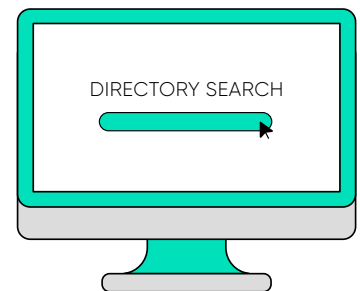
(Accurate as of 28 February 2021)

35k **BUSINESSES ON THE NETWORK**



4k **BUSINESS BRIEFING ATTENDEES IN 2020**

373k **WEB SEARCHES PERFORMED**



729 **BULK SEARCH PERFORMED**

Psst! Your business partners might already be looking for you - learn how you can join the network today!



Access the directory here:
<https://www.peppoldirectory.sg>



Watch the video guide here:
<https://www.youtube.com/watch?v=zwljol-Bo48>

events & outreach.

Community highlights - just in case you missed out



EVENTS &
OUTREACH

1st Mandarin Business Briefing (24 Sep 2020)

136 participants. Over 40 questions answered live.

Our monthly business briefings to educate businesses who are interested to find out more about InvoiceNow and how to come on board have been very well-received. To cater to the Mandarin speaking demographics, IMDA decided to organise bi-monthly Mandarin business briefings which started since September 2020.



Look out for our upcoming business briefings and webinars here: <https://imda.gov.sg/invoicenow>

South East Asia E-invoicing Virtual Conference (15 Dec 2020)

5 countries. 80 participants. 3 hours of sharing.

Since COVID-19 has imposed travel restrictions, IMDA brought together representatives from 4 other countries around the region for an insightful sharing over a 3-hour virtual conference.

This platform provided the participants an opportunity to share about the latest developments in their e-invoicing journey and also glean insights and receive feedback from other country representatives. The participants also discussed how they could forge strategic partnerships to help businesses in their countries deepen digitalisation and build resilience with e-invoicing and beyond.

Webinar: Digitalising Payments in Maritime (8 Feb 2021)

Improving efficiencies and business productivity with digital payments.

Together with speakers from the Maritime and Port Authority of Singapore (MPA) and DBS Bank, IMDA shared about how InvoiceNow can also help companies in the maritime sector reduce inefficiencies and unnecessary error rates and increase transparency for their payment and invoicing processes.

Quarterly E-Invoicing Community Meet-up (25 Feb 2021)

Over 100 Solution Providers. 120 participants. Plenty of insights.

It was another insightful afternoon spent with over 100 Peppol-ready solution providers including company representatives from as far as Germany! IMDA shared the latest market updates, recent government activities, best practices for solution optimisation and new developments for infrastructure enhancement moving forward.

The session ended off with a short panel discussion with representatives from three solution providers, namely Abundant Accounting, Datapost and Sage moderated by IMDA. The discussion surrounded how user education is integral to help increase e-invoicing transactions on the network.

free resources.

Access all e-invoicing related resources here

Peppol Technical Playbook

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

- SG BIS 3.0 Specifications
- SG Peppol Directory
- E-Invoicing Best Practices
- How to send your 1st E-Invoice
- Transacting with Partners
- Sending E-Invoices to Government
- Validex Tool

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



FREE
RESOURCES

Invoice now. Get paid faster.

Grow your business with InvoiceNow – a nationwide E-invoicing method that enables the direct delivery of invoices in a structured digital format across different finance systems. Operating on the international Peppol network, this new standard of invoicing will have your business running smoother, faster and greener in no time.



About InvoiceNow

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



SG Peppol BIS Specifications

<https://www.peppolguide.sg>



InvoiceNow Video

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



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