



Australian Government

# eInvoicing communication kit February 2022



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**This is a general summary only.** For more information visit [ato.gov.au/eInvoicing](http://ato.gov.au/eInvoicing)

# How to use this kit

The Australian Taxation Office (ATO) has developed this kit as a resource for intermediaries and businesses to assist in engaging and communicating with their clients and trading partners about eInvoicing.

The kit includes content about eInvoicing and how to get started.

We've provided content that can be adapted for a range of channels such as email, social media and print.

You're welcome to tailor the content to suit your audiences and channels.

To find out more about eInvoicing and how you can get started, visit:

- [ato.gov.au/eInvoicing](https://ato.gov.au/eInvoicing)
- [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing) for information specifically tailored for small businesses

For consistency, [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing) is referenced in this kit.

# eInvoicing explained

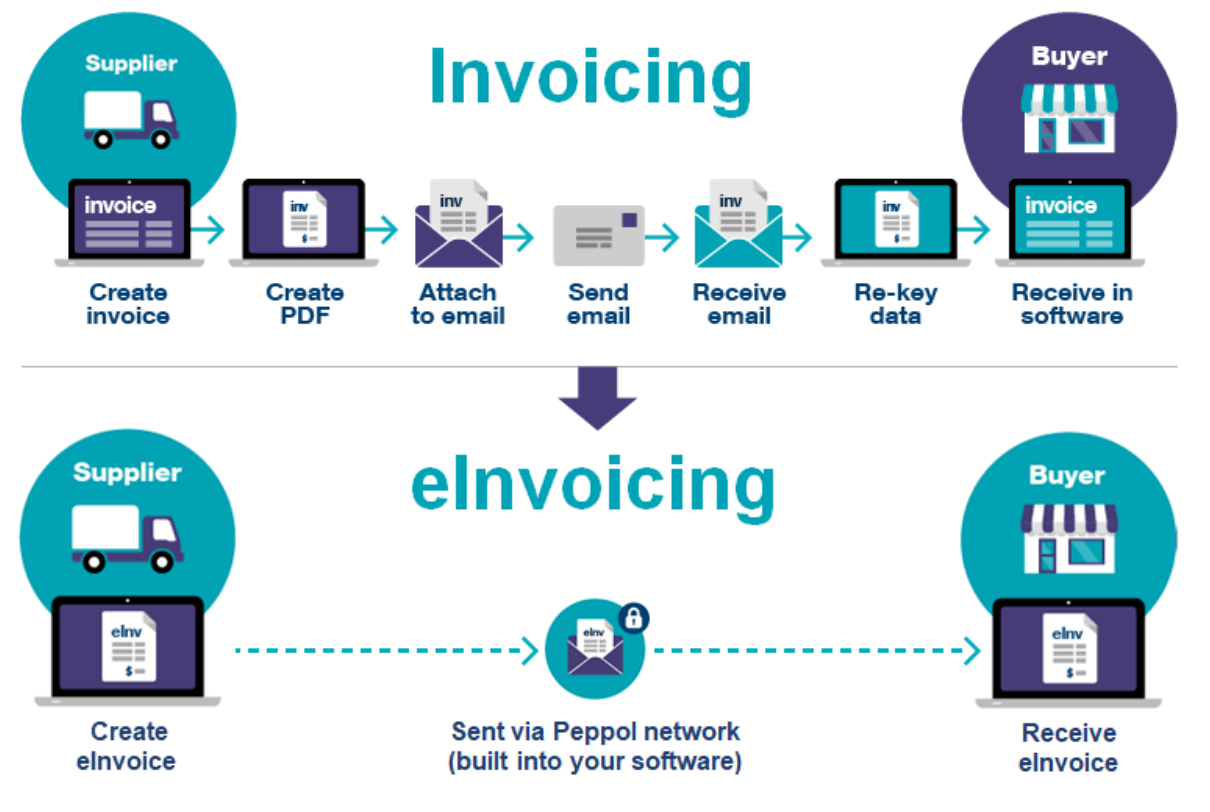
eInvoicing is the new, easy and secure way to automatically send and receive invoices between buyers' and suppliers' software. It is not email or PDF.

Using eInvoicing is like using a mobile phone service. Once you select a provider and get connected to the network, you can exchange invoices with anyone on the network, using their ABN. This reduces the chance of scams or fraudulent invoices.

eInvoicing allows suppliers to easily create and send invoices using their software and know immediately if the invoices have been successfully delivered or rejected. This means they can quickly fix any errors and resend if necessary.

Customers no longer need to manually enter or scan paper or PDF invoices into their accounting system. Invoices will automatically appear digitally in their system, ready to be processed and paid.

To find out more about eInvoicing, visit [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing).



# Benefits of eInvoicing

The benefits of eInvoicing include:

- time and cost savings due to the removal of manual processes
- faster payments and improved cash flow
- stronger security compared with posted or emailed invoices
- less chance of invoice fraud or scams
- better business decisions based on correct, real-time financial information
- automated invoicing processes, allowing for increased efficiency and productivity for businesses
- standardised and more accurate invoices, resulting in less mistakes to chase up and correct
- environmentally friendly processes that eliminates paper and requires less energy.

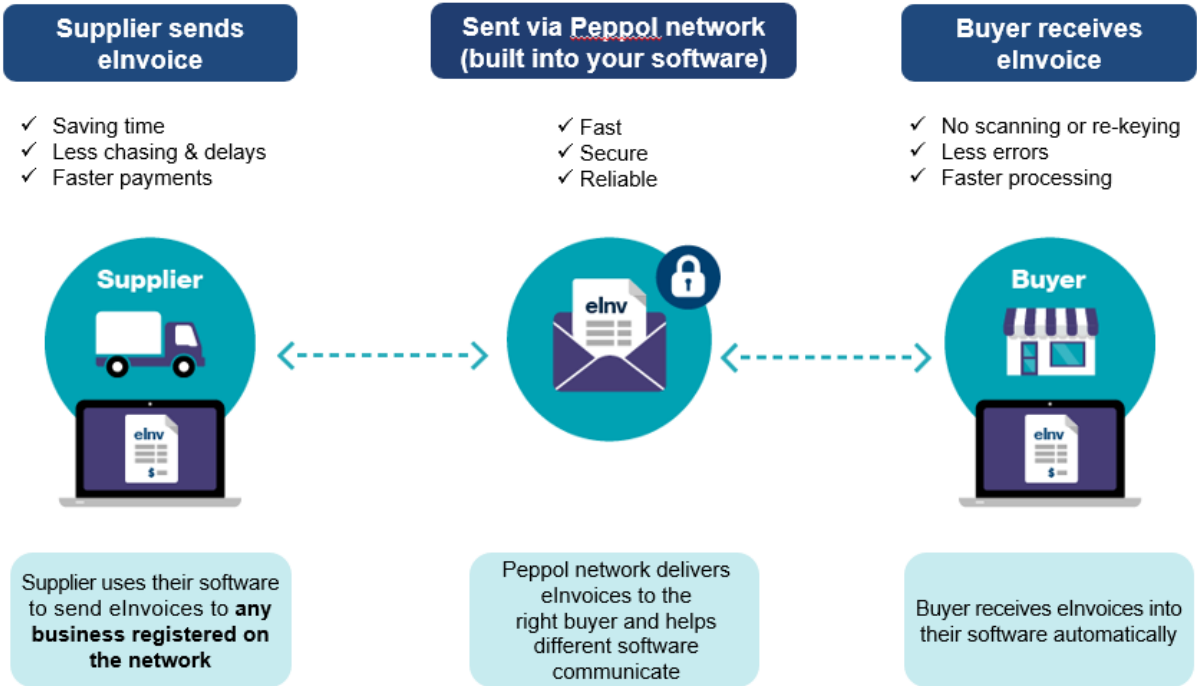
# How eInvoicing works

What makes eInvoicing possible is the standard that allows invoice data to be exchanged between different software or systems.

Australia has adopted Peppol as a common standard for eInvoicing. Peppol is an international framework used in almost 40 countries around the world, including New Zealand, Singapore and Japan.

To start eInvoicing, your software needs to be connected to the Peppol network. Many small business accounting software providers already offer Peppol eInvoicing options. While software products may not refer to Peppol directly, the 'magic' behind eInvoicing is Peppol.

It doesn't matter which software you and your trading partners use to invoice, eInvoicing will work as long as you're both connected to the Peppol network.



## The ATO's role

The ATO has been appointed as the Australian Peppol Authority. The ATO helps ensure that the accredited digital service providers (DSPs) comply with the rules and the Peppol standard is implemented consistently across Australia.

The ATO ensures that security protocols are followed and that organisations participating as access points are trusted entities.

The ATO has a role in promoting the benefits of eInvoicing and driving adoption.

The ATO **does not** receive any invoicing information you send. eInvoices are transmitted securely through the Peppol network directly to the recipient. Information is not made available to the ATO.

# How to get started with eInvoicing

Getting started with eInvoicing is easier than you might think. Depending on how you're currently creating, sending and processing invoices, there are several options available for you.

## If you're already using software to create and send invoices

Check with your software provider to see if they offer eInvoicing. Many SME accounting software providers already have a built-in eInvoicing feature, have plans to introduce it soon or make it available through the apps that integrate with your software.

## If your software doesn't have eInvoicing capability

- Find out if and when your software provider is planning to offer eInvoicing.
- Connect your software to the network via a third-party add-on or app.
- Visit your software provider's add-on marketplace or app store and search for 'eInvoicing'.  
Tip: Try different spelling to get all results, such as: 'e-invoicing', 'e-Invoicing' or 'eInvoicing'.

## If you're manually creating invoices

- Consider using an eInvoicing web portal. Many [service providers](#) offer this option to support businesses that send or receive only a few eInvoices.
- Invest in an eInvoicing software solution and take a step towards your business's digital future.
- Visit the [eInvoicing-Ready](#) product register to find an eInvoicing provider. The register is regularly updated as new products become available.
- Talk to your accountant, bookkeeper, or other trusted financial and business advisers about what options may be best for you and your business.
- Visit [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing) for more information on how to get started.

## What are the costs involved?

Most small business accounting software providers are building eInvoicing into their products and some already have it available. This may include no or low-cost solutions, depending on how many invoices you exchange and your product. Talk to your software or service provider to find out the costs.



# Frequently asked questions (FAQs)

General	
What is eInvoicing?	<p>eInvoicing (or electronic invoicing) is a standardised way to digitally exchange invoices through software that is connected to the Peppol network. Unlike paper or PDF invoices, eInvoices don't need to be printed, posted or emailed.</p> <p>eInvoicing allows you to send and receive digital invoices with other businesses such as your suppliers, contractors, including government, efficiently and securely. It does not apply to business-to-consumer (B2C) transactions.</p>
Can businesses adopt eInvoicing if they do not use software?	<p>Yes, there are digital service providers (DSPs) who provide solutions such as eInvoicing portals for businesses to use eInvoicing, even if they don't use software.</p> <p>Refer to the list of <a href="#">eInvoicing-Ready</a> solutions for no or low-cost options. The register is regularly updated as new products become available.</p>
Can eInvoicing be used for overseas suppliers that do not have ABNs?	<p>Yes, eInvoicing can be used to bill overseas customers, as long as they're connected to the Peppol network.</p> <p>When selling to an overseas business, instead of an ABN, you'll need to enter the business identifier used in the country of that trading partner (e.g. New Zealand uses NZBN).</p> <p>When purchasing from an overseas business, you would use your usual checks and processes to ensure the legitimacy of an invoice received from overseas suppliers.</p> <p>The Peppol standard supports multiple business identifiers, including country-specific (e.g. ABN) and international identifiers, e.g. Global Location Numbers (GLNs).</p>
Is eInvoicing available for B2C transactions?	No. eInvoicing is currently only available for business-to-business (B2B) and business-to-government (B2G) transactions.
Is eInvoicing mandatory for businesses?	<p>eInvoicing is <b>voluntary</b>, but businesses should consider adopting now to benefit.</p> <p>eInvoicing is easy to set up and use. The eInvoicing network is a community which means that the more participants that are registered and using it, the greater the benefits for everyone.</p> <p>eInvoicing is available now and many businesses have already adopted it. Some of your trading partners may require that you use eInvoicing when dealing with them.</p>
How do I get eInvoicing enabled?	<p>To start using eInvoicing, check with your software provider to see if they offer eInvoicing, what available options might suit your needs, and what you need to do to become enabled.</p> <p>Information specifically for small businesses is available at <a href="https://business.gov.au/eInvoicing">business.gov.au/eInvoicing</a>.</p> <p>Further information is available at <a href="https://ato.gov.au/eInvoicing">ato.gov.au/eInvoicing</a>.</p>

<p>Is a Peppol eInvoice a valid invoice for tax purposes?</p>	<p>The legal requirements for a valid tax invoice can be found here: <a href="#">Tax invoices</a>. The legal requirements for a valid tax invoice can be found here: <a href="#">Tax invoices</a>. These requirements apply regardless of the format (paper or digital).</p> <p>The Peppol eInvoicing standard can be used to issue an invoice that complies with the legal requirements. However, using eInvoicing does not guarantee or enforce compliance, as those requirements vary for different business scenarios.</p> <p>It is the trading entity's obligation to understand and comply with the legal requirements for a valid tax invoice.</p>
<p><b>Benefits</b></p>	
<p>What are the benefits of eInvoicing?</p>	<p>The benefits of eInvoicing include:</p> <ul style="list-style-type: none"> <li>• time and cost savings due to the removal of manual processes</li> <li>• faster payments and improved cash flow</li> <li>• stronger security compared with posted or emailed invoices</li> <li>• less chance of invoice fraud or scams</li> <li>• better business decisions based on correct, real-time financial information</li> <li>• automated invoicing processes, allowing for increased efficiency and productivity for businesses</li> <li>• standardised and more accurate invoices, resulting in less mistakes to chase up and correct</li> <li>• environmentally friendly processes that eliminates paper and requires less energy.</li> </ul>
<p>What are the benefits of eInvoicing for accountants and bookkeepers?</p>	<p>eInvoicing is an opportunity for you to increase your service offer by providing current advice and lifting your clients' digital capability.</p> <p>eInvoicing offers automation and will further boost your efficiency and increase business productivity. It enables you to redirect your focus to higher-value client services, such as helping clients:</p> <ul style="list-style-type: none"> <li>• improve their record-keeping and other business processes through digital technology</li> <li>• meet their reporting obligations</li> <li>• improve cash flow and resilience.</li> </ul> <p>eInvoicing will help clients run and grow their business more efficiently and save them time and money. It's a new, faster, safer and secure channel for you and your clients to send and receive invoices.</p>
<p>How does eInvoicing reduce invoice fraud?</p>	<p>Fraud and business impersonation email scams are a real threat. Peppol eInvoicing provides a secure network through the use of business identifiers, message encryption, network security and governance controls. eInvoices can only be accessed by authorised parties.</p> <p>eInvoicing also promotes good supplier onboarding and verification processes for receivers through governance controls.</p>

	<p>eInvoicing uses structured data (a digital template) and a secure network. This is far more secure than an unsecured PDF sent via email. Doctored PDFs are responsible for a large number of invoice fraud (e.g. snipping another bank account into the PDF).</p> <p>While the risk of fraud is significantly reduced, eInvoicing does not eliminate all risk. You still need to apply your internal checks and assurance processes before paying your invoices. Your software may help you with automating some of these checks (e.g. ABN checks, matching back accounts against information you already hold about a supplier account).</p>
<b>What is the ATO's role?</b>	
<p>What is the role of the ATO in eInvoicing and can it see eInvoice data?</p>	<p>The ATO has been appointed as the Australian Peppol Authority. The ATO helps ensure that the digital service providers (DSPs) comply with the rules and the Peppol standard is implemented consistently across Australia.</p> <p>The ATO ensures that security protocols are followed and that organisations participating as access points are trusted entities.</p> <p>The ATO has a role in promoting the benefits of eInvoicing and driving adoption.</p> <p>The ATO <b>does not</b> receive any invoicing information you send. eInvoices are transmitted securely through the Peppol network directly to the recipient. Information is not made available to the ATO.</p>
<b>Costs</b>	
<p>How much does it cost to adopt eInvoicing?</p>	<p>Most small business accounting software providers are building eInvoicing features into their products and some already have it available. This may include free or low-cost solutions depending on how many invoices you exchange and your product.</p> <p>Talk to your software or service provider to find out their costs.</p> <p>See the <a href="#">eInvoicing-Ready register</a> to find a low/no-cost option if you don't use software.</p>
<b>How does eInvoicing work?</b>	
<p>How does eInvoicing work?</p>	<p>What makes eInvoicing possible is the Peppol framework. It includes specifications that standardise invoice data, a delivery network and a system of legal agreements.</p> <p>All software must use the Peppol standard to send and receive eInvoices. To start eInvoicing, your software needs to be connected to the Peppol network.</p> <p>It doesn't matter which software you and your trading partners use to eInvoice, as long as you're both connected to the Peppol network.</p>
<p>When will eInvoicing be available in accounting software?</p>	<p>Many major software providers already offer eInvoicing options, and more will be offering it soon.</p> <p>Contact your software provider to find out if they offer eInvoicing or if they intend to make it available soon. You can also check out the <a href="#">eInvoicing-Ready register</a>. You can also check out the ATO <a href="#">eInvoicing-Ready register</a>.</p>

How do I know if a business is registered for eInvoicing?

Businesses that can receive an eInvoice can be found by searching the [Peppol Directory](#). Your software will check if the business is able to receive eInvoices before sending an eInvoice to them.

# Sample eInvoicing articles

## eInvoicing can save you time and money

eInvoicing streamlines the exchange and processing of invoices, with invoices automatically appearing digitally in software. It removes the need for manual entry, reduces errors, limits missing and incorrect information and eliminates lost invoices.

Peppol eInvoicing is a common eInvoicing standard in Australia. With Peppol, invoices are sent directly to your trading partner's software using their ABN, so the right information gets to the right contact in seconds.

eInvoicing is becoming increasingly available in major accounting software products and is inexpensive, so getting started is easy. With eInvoicing, you can save time, get paid faster and make better business decisions based on accurate and real-time financial information.

Check out [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing) for details on how to get started with eInvoicing.

## eInvoicing – the safe and secure way to do business

Scams and fraudulent and unsolicited invoices are a challenge for businesses.

Email is often used for billing scams, such as business impersonation scams and phishing attacks. Email allows cyber criminals to defraud you of your hard-earned cash and gain access to your business data and systems. The consequences of such attacks could be dire, costing you time, money, and potentially damaging your business, reputation and relationships.

eInvoicing is a more secure way to send and receive invoices than email. It relies on message encryption, network security and governance controls. By using eInvoicing to exchange invoice data directly through your software, you'll minimise the risk of invoice fraud or scams.

Check out [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing) for details on how to get started with eInvoicing.

## eInvoicing – the new way to invoice

eInvoicing is the new fast and easy way to automatically send and receive invoices in your software. It is not email and PDF.

The benefits of eInvoicing include:

- time and cost savings by reducing manual data entry, as invoices appear in your software, ready to be paid
- not having to fix errors, chase missing information or lost invoices
- getting paid faster and improving your cash flow
- reducing the risk of scams and fraud
- supporting the environment by reducing your consumption of energy, storage space and printing supplies.

eInvoices are transmitted securely by ATO-approved service providers. Although the ATO administers the network, they can't access or view your invoices.

You can only send eInvoices to businesses that are registered on the eInvoicing network. Let your trading partners know that you're registered and encourage them to get started so you can all reap the benefits.

Talk to your preferred software provider or trusted adviser about how to get started with eInvoicing. You can also view the [eInvoicing-Ready](#) product list that includes free or low-cost solutions if you only need to send a small number of invoices.

Check out [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing) for more information about eInvoicing.

# Sample eInvoicing onboarding email

To take advantage of the benefits of your eInvoicing capability, it's important to start engaging with your trading partners as soon as possible.

The changes to your invoicing processes will impact your trading partners and you need to allow enough time for them to get ready. We recommend informing them that you're planning to become enabled and again once it's been implemented.

The following email can be tailored by you for your audience – please edit the material in *italics* as appropriate. Feel free to add more information from this kit such as the benefits, FAQs or images.

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**Subject:** *Option 1: Get ready to eInvoice with us* *Option 2: We are eInvoicing-enabled!*

## **Body:**

eInvoicing is a significant step toward a digital economy that will improve efficiency and digital experience of our trading partners.

*[business name] [is implementing/has implemented] eInvoicing to make this new electronic channel available to our suppliers and customers. (If desired, include detail on why you have made this business decision and timing.)*

To start eInvoicing with us and unlock the benefits of eInvoicing for yourself, you'll need to be eInvoicing enabled too.

## What is eInvoicing?

eInvoicing is the standardised digital exchange of invoice information directly between a buyer's and supplier's software.

eInvoicing supports faster processing of invoices and therefore faster payments. Invoices can also be sent and received in a more secure way than emailing PDFs or other traditional methods.

eInvoicing uses a new standard adopted by the Australian Government, called Peppol. As the agreed common standard, Peppol works as a language that any software can understand once it's enabled. The Peppol standard is open, and over time will become a commonly used, low-cost channel for exchanging business documents.

To find out more about eInvoicing visit [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing).

## How you can start eInvoicing

### *Option 1: if trading partner is already using software*

To start using eInvoicing, you'll need to check with your software provider to see if they offer eInvoicing and what you need to do to get started.

### *Option 2: if trading partners isn't using software*

If you don't currently use software to create or manage invoices, or if you only send a small number of invoices, there are a range of free and low-cost solutions available. You can also talk to a trusted business adviser about solutions that might be right for you.

View the ATO's [eInvoicing-Ready](#) product register to find eInvoicing-Ready software products.

We will keep you informed about our progress. If you have any questions, please contact *[insert contact details]*.

# Social media messages

- eInvoicing is here! No more manual data entry and chasing missing information or lost invoices. With eInvoicing you can automatically send and receive invoices through your accounting software. This will save you time, money, and stress. To find out how to get started with eInvoicing, visit [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing)
- Sick of wasting valuable time managing invoices? eInvoicing is the new, fast, easy and secure way to automatically send and receive invoices. It's easy to get started. To find out how, visit [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing).
- Spend less time doing paperwork and more time growing and running your business with eInvoicing. Send and receive invoices automatically, securely, and quickly in your software. No more PDFs, email and falling victim to billing scams. To learn more about eInvoicing, visit [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing)
- eInvoicing will save you time and money. Send invoices directly into your customers' software and receive your supplier invoices straight into your own software without the hassle of manual data entry. Don't be left behind, get started today. To learn more about eInvoicing, visit [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing)
- eInvoicing works with a wide range of software to help you send and receive invoices quickly and safely. Get started today. To learn more about eInvoicing, visit [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing)
- eInvoicing, powered by the Peppol network, is the new, fast, easy and secure way to send and receive invoices. Exchanging invoices directly through software can help you cut out manual processing and the delays associated with paper and PDF invoices. Talk to your software provider today about how you can get started.
- <insert business name> is now eInvoicing-enabled! eInvoicing is a significant step toward a digital economy that will improve efficiency and digital experience of our trading partners. To exchange eInvoices with us, and unlock the benefits of eInvoicing for yourself get started now. To find out how, visit [ato.gov.au/eInvoicing](https://ato.gov.au/eInvoicing) or [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing).
- Say goodbye to email and billing scams, switch to eInvoicing. To find out how, visit [business.gov.au/eInvoicing](https://business.gov.au/eInvoicing).



# Images

These images are available in the following formats:

- Facebook: 1080x1080
- LinkedIn: 1200x628
- Twitter: 1200x675



