Section A: **Business profile**

1   **How many full-time equivalent (FTE) employees does your business have?**

2   **How many FTE employees are engaged in processing?**

Only incoming invoices (Accounts payable)

Only outgoing invoices (Accounts receivable)

Both incoming and outgoing

3   **How much time in FTE hours/days does your business spend on invoice processing each month?**

Accounts payable

Accounts receivable

4   **How much money does it cost your business to process each invoice, include staffing and other resource costs?**

Supplier invoice (payables)

$

Customer invoice (receivables)

$

5   **Do you use another business or third party to provide accounts payable services?**

No

Yes ▶ Name of third party

6   **Do you use another business or third party to provide accounts receivable services?**

No

Yes ▶ Name of third party

7   **Who are your key external influencers – e.g. industry association?**

Consider who you can turn to for support and guidance where needed.

Organisation

Title

Person's name

8 **Who are your key stakeholders – e.g. CFO, head of procurement, etc?**

Stakeholder 1

Name

Title

Stakeholder 2

Name

Title

Stakeholder 3

Name

Title

Section B: **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?**

Number

Percentage

14 What volume and proportion of invoices cause difficulties in receivables? Why?

Number

[   ]

Percentage

[   ]

Reasons

[   ]

Section C: **Invoice processing**

Supplier invoices (accounts payable)

15 How do you receive invoices from your suppliers and in what proportion?

Tick all that apply   Proportion

☐ Post   [   ] %

☐ Email to requisitioner   [   ] %

☐ Email to central email address   [   ] %

☐ Web portal   [   ] %

☐ Electronic, system generated (e.g. via electronic data
   interchange/internet XML, etc.)   [   ] %

☐ Other – specify below   [   ] %

[   ]

16 In what format/s do you receive invoices from suppliers and in what proportion?

Tick all that apply   Proportion

☐ Paper   [   ] %

☐ Unstructured format (such as free-form PDF,
   Microsoft Word, etc.)   [   ] %

☐ Structured format (such as XML, defined fields in
   PDF, CSV, etc.)   [   ] %

☐ Other – specify below   [   ] %

[   ]

17 How many internal processing systems do you use to process invoices?

[   ]

⚠️ You need to answer questions 17–27 for each internal processing system. This may help you identify the best place to start a Peppol eInvoicing pilot. **Please print and complete pages 4 and 5 for each system as needed.**

Internal processing system, number: [   ]

Description of this system

[   ]

18 How do you capture supplier invoice data?

Tick all that apply

☐ Manual keying

☐ Scanning/OCR/text extraction

☐ Other – specify below

☐ Data file transfer directly into system (e.g. via portal or electronic data interchange)

☐ Outsourced to a 3rd party provider

[   ]

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?

Tick all that apply

☐ Check goods

☐ Contact the requisitioner

☐ Other – specify below

☐ Purchase order

☐ Goods receipt

[   ]

22 **How do you verify that the goods have been received?**

Tick all that apply

☐ Verbally

☐ Signature

☐ Other – specify below

☐ Email

☐ Digital/automated system – specify below

[   ]

[   ]

23 **How do you approve invoices for payment?**

Tick all that apply

☐ Verbally

☐ Signature

☐ Other – specify below

☐ Email

☐ Digital/automated system – specify below

[   ]

[   ]

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?**

☐ When the invoice is due

☐ Batch payment every ____ days

☐ Other – specify below

☐ Scheduled for standard payment terms of ____ days from when goods are received

[   ]

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?**

⚠️ You need to answer questions 28–36 for each internal processing system. This may help you identify the best place to start a Peppol eInvoicing pilot. **Please print and complete pages 6 and 7 for each system as needed.**

Internal processing system, number:

Description of this system

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?**

Tick all that apply	Proportion
☐ Post	_____ %
☐ Email to requisitioner	_____ %
☐ Email to central email address	_____ %
☐ Web portal	_____ %
☐ Electronic, system generated (e.g. via electronic data interchange/internet XML, etc.)	_____ %
☐ Other – specify below	_____ %

32 **In what format/s do you send invoices to customers and in what proportion?**

Tick all that apply   Proportion

☐ Paper   ☐ %

☐ Unstructured format (such as free-form PDF,   ☐ %
   Microsoft Word, etc.)

☐ Structured format (such as XML, defined fields in   ☐ %
   PDF, CSV, etc.)

☐ Other – specify below   ☐ %

```



```

33 **What percentage 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?**

No ☐

Yes ☐ ▶ Provide details

```



```

Section D: **Awareness & willingness to adopt**

37 What would motivate decisionmakers in your business to adopt eInvoicing?

Tick all that apply

☐ The ability to provide C-suite with actual/real-time cashflow and financial position

☐ Improve data analytics and automated reporting

☐ Reduce internal processing costs and realise productivity savings

☐ Faster customers payments, helping with cashflow

☐ Reduce invoicing errors

☐ Free up time to focus on higher-value business tasks

☐ Other – specify below

☐ Help to digitally enable my organisation

☐ Reduce missing payments/overdue accounts receivable

☐ The ability to easily send eInvoices directly from accounting or other daily use software

☐ Customers being more engaged and/or satisfied with your services

☐ Customer or suppliers requesting eInvoicing

☐ Better data integrity and accuracy

☐ Greater security (avoid invoice fraud)

38 Which of the following reasons best describe the barriers or any reluctance you or others in your organisation might have to adopt eInvoicing?

Tick all that apply

☐ We believe we are already doing eInvoicing as we use email/PDFs

☐ eInvoicing is not considered a top priority at this time

☐ A lack of suitable technology within our organisation

☐ Selecting the right technology to adopt eInvoicing

☐ Back office is considered a low priority for funding

☐ Justifying the cost to purchase/upgrade software or systems to become eInvoicing ready

☐ Incompatibility with current IT solutions

☐ Other – specify below

☐ Implementing new technology

☐ Change management and back-office process re-design

☐ A lack of non-financial resources

☐ A cultural resistance to change

☐ Difficulties gaining supplier adoption of eInvoicing

☐ Current processes work well

☐ Invoice volume is low so no need to automate

39 Are you aware of the Australian Government's new payment times reporting policy?

Yes ☐   No ☐

40 Are you aware of the Australian Government's Supplier Pay On-Time or Pay Interest Policy?

Yes ☐   No ☐

41 When do you think your business is likely to implement eInvoicing?

☐ This financial year

☐ Next financial year

☐ Don't know

☐ Never – explain why

```
[                                                              ]
```

☐ We will if… specify below

```
[                                                              ]
```