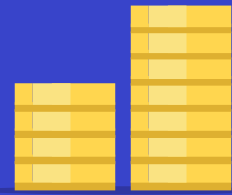




eInvoicing supplier onboarding quick guide

Maximise your investment with preparation and resourcing



1. Identify an eInvoicing champion

- An eInvoicing champion at the senior level can maintain enterprise-level focus and visibility on the change.
- Their influence helps overcome resistance, fosters adoption, and **ensures a smooth implementation.**

2. Appoint a change manager

- A change manager can ensure eInvoicing remains a priority for the entire organisation.
- They engage internal and external stakeholders, ensuring everyone understands.
- They develop tailored strategies and determine the effort and resources needed.

3. Support staff through the changes

- Keep staff informed. Update work procedures and provide clear communication about when, why, and how changes will happen.
- Give staff the opportunity to ask questions and contact someone for **support and guidance.**
- Celebrate the small wins. Recognise staff efforts and reinforce the **positive impact of eInvoicing.**

Get the basics right

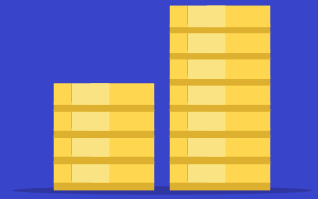
Lay strong foundations at the outset and make eInvoicing a natural part of the daily routine so that changes are seamless and natural for both staff and suppliers. This approach sets the stage for long-term success in your eInvoicing journey.

📌 **eInvoicing** will change the way you receive and process invoices. Let's help make the changes easier for everyone.



eInvoicing supplier onboarding quick guide

Get your suppliers ready for eInvoicing



1. Identify suppliers that are ready to start eInvoicing

- [Identify](#) trading partners that are already listed in the [Peppol Directory](#). Note that only receiver details are published here. If an entity can only send, they won't be listed.
- Use a [trading partner look up tool](#) to see who is enabled to receive eInvoices (note this is a third-party tool not maintained by the ATO).

2. Communicate with your suppliers

- Some suppliers are likely using [eInvoice-ready software](#) and can **start immediately**.
- Communicate with your suppliers to announce you are starting eInvoicing. Ask if they have the capability to send.

3. Encourage your suppliers to start eInvoicing

- Being open with suppliers about how eInvoicing benefits you can help them appreciate how it might benefit them as well.
- Change can seem hard. Think about ways to make it easy for suppliers to say yes by preparing communications or talking points about the benefits and preparing for any possible concerns or barriers.

Talk to your suppliers about the benefits of eInvoicing

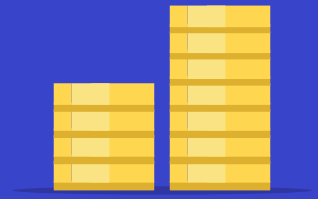
- Improved security that mitigates the risks of payment redirection scams. This means both the buyer and seller are better protected from cyber risks.
- Making the change is easy for most small businesses. They can use eInvoicing in their existing software. It's easy!
- Peppol enables end-to-end procure-to-pay digitalisation and automation, and is supported by government to boost economic productivity.

① Remember, a well-executed supplier onboarding process benefits both parties and contributes to overall business success.



eInvoicing supplier onboarding quick guide

Support your suppliers to start eInvoicing now



1. Identify the right person in your supplier's organisation

- Some organisations can have multiple people responsible for deciding to switch to eInvoicing. Support your supplier contacts to make a compelling business case for change.
- Engage with the decision-makers to **discuss the benefits directly**. Your main contact may need to connect you to the right person first.

2. Understand your supplier's eInvoicing solution

- Make sure your supplier understands your data requirements and agrees to provide them in the eInvoice or attachment.
- Some suppliers have limitations with their software. **Find the right balance** between their software's capability and your data requirements.

3. Testing testing 1 – 2 – 3!

- Support supplier testing wherever possible. It is an opportunity to **get it right at the start** and minimise manual intervention later.
- **Communication is important** when testing eInvoicing. Make sure you follow up with confirmation that the eInvoice has been received and can be processed as planned.

Supporting your suppliers leads to positive results

By actively encouraging, assisting, and testing alongside them, you create an environment where changes become smoother and easier for everyone involved. This fosters positive trading relationships and leads to faster benefits realisation for everyone.

- ④ Remember, the more suppliers that adopt eInvoicing, the greater the benefits for everyone involved. Onboarding suppliers accelerates the positive effects for you and everyone else.