

Successfully Testing a New e-Invoicing Approach Between Small Business and Government

Exploring a solution for small businesses to streamline invoicing government departments through a three-month e-Invoicing trial.

THE CHALLENGE

TeleResult sends a number of invoices each month, generally by email. Brian Stevens, Practice Director at TeleResult has experienced several issues with the emailing of invoices over the years.

There are so many things that can go wrong when emailing an invoice, and you never know if it has been delivered and if it is being processed or not.

- Brian Stevens, TeleResult.

He was interested in how Link4 could streamline this process and take the hassle out of sending an invoice.

The freemium solution intrigued Brian. This allowed him to test the software and really investigate how it worked before beginning the trial - making sure it met his needs and the needs of the project.

THE e-Invoicing TRIAL & RESULTS

The three-month pilot proved to be successful with both TeleResult and the Department finding value in what e-Invoicing can offer.

Tony Ritchie, Executive Director, ICT Procurement, Department of Finance, Services and Innovation said e-Invoicing makes the receiving of invoices simpler by eliminating the need for most of the manual data entry.

TRIAL BACKGROUND

The NSW Government was interested in testing how e-Invoicing could streamline the receiving of invoices, in line with the Australian e-Invoicing Interoperability Framework. To test this, the NSW Department of Finance, Services and Innovation partnered up with one of its suppliers, TeleResult, a company providing telecommunication management services for large businesses and government departments, to commence a three-month e-Invoicing trial.

The pilot program enabled TeleResult to demonstrate how SME businesses could instantly send invoices to the Department through e-Invoicing. Throughout the trial, Link4 acted as the access point for TeleResult, to connect them with the Department's own access point in compliance with the Australian Interoperability 4-corner model.

The results from the overall e-Invoicing project have been informing the approach forward with e-Invoicing across State Government Sectors.

e-Invoicing streamlined the invoicing process for the Department, allowing them to continue paying their invoices in line with their 30-day payment policy.

Similarly, Brian could see how e-Invoicing would take some of the stress out of invoicing his other clients.

This could take all of the questions regarding invoice delivery and invoice processing status away.

- Brian Stevens, TeleResult.

Each time an invoice was sent during the trial, Brian was able to see when the invoice was successfully delivered on his Link4 dashboard. He enjoyed being able to instantly send invoices, knowing the recipient could act on processing them immediately.

AN e-Invoicing SOLUTION

During the trial, both TeleResult and the Department spoke highly of Link4's support.

Link4 worked proactively with the Department's access point to provide transparency and visibility throughout the whole process.

- Tony Ritchie, Department of Finance Services and Innovation.

If e-Invoicing were to be implemented like this and everyone could receive these benefits, it would be great.

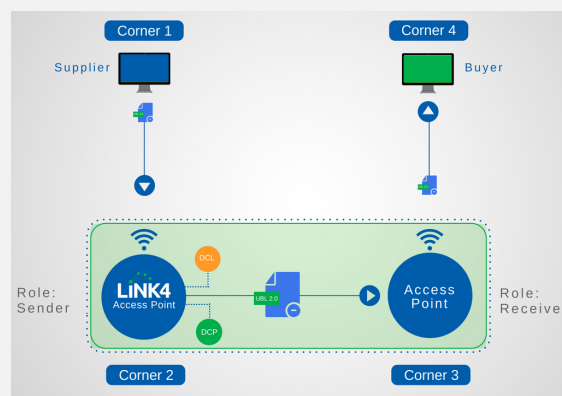
- Brian Stevens, TeleResult.

Brian said he would highly recommend using Link4 to other businesses.

Sticking to one system of e-Invoicing would make it seamless.

- Brian Stevens, TeleResult on implementing e-Invoicing.

THE 4-CORNER MODEL



In this pilot project, Link4 worked successfully in line with the Australian Interoperability Framework's 4-corner model to deliver e-Invoices from TeleResult to the Department.

Link4 can operate in this way and specifically allows small businesses to join the greater e-Invoicing network.

About Link4 Australia:

Founded in Adelaide, Australia, in 2016 with backing from the entrepreneur-funded SouthStart Accelerator, Link4 specialises in electronic invoice delivery for small and medium businesses. The Link4 SaaS service is an Account Payables and Account Receivables automation solution that allows SMBs to exchange invoices and purchase bills instantly without requiring any software installation or long-term commitments.