HealthShare NSW

Peppol eInvoicing

Frequently Asked Questions (FAQs)

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NSW GOVERNMENT

HealthShare NSW

Peppol eInvoicing

Frequently Asked Questions (FAQs)

1.   What is eInvoicing?

Electronic invoicing (or eInvoicing) is the new, easy, and secure way to send and receive invoices between NSW Health (buyer) and suppliers' software through the Peppol network. It is different to sending PDF invoices in your software or by email.

The NSW Government is adopting eInvoicing to speed up the processing and payment of supplier invoices. With eInvoicing there is no longer a need for businesses to generate paper-based or PDF invoices that are printed, posted, or emailed.

To find out more about eInvoicing, visit the ATO.

2.   Why eInvoicing?

eInvoicing is a key step in digitising and improving the ways we conduct business. eInvoicing significantly reduces manual input requirements for processing invoices, reducing errors, and resulting in 'cleaner' data. Streamlined processing with suppliers can improve our relationships and reduce administrative delays and payment issues.

Further to the above, you can exchange invoices with anyone on the network, using their ABN to confirm their identity. This reduces the chance of scams or fraudulent invoices.

3.   What is the ATO's involvement in eInvoicing?

Australia's eInvoicing rollout is led by the Australian Taxation Office (ATO). The ATO is responsible for certifying software providers and ensuring software products can eInvoice properly. The ATO cannot see or collect your invoice data. The ATO was appointed as the Australian Peppol Authority by the Australian Government in 2019. In this role, the ATO ensures that the eInvoicing standard is implemented consistently by all digital service providers in the eInvoicing network and ensures security protocols are followed and organisations participating as access points are trusted entities.

The ATO also promotes the key benefits of eInvoicing for businesses, such as saving time, reducing the risk of fraud and scams, and improving business efficiency.

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

4.   What are the benefits of eInvoicing?

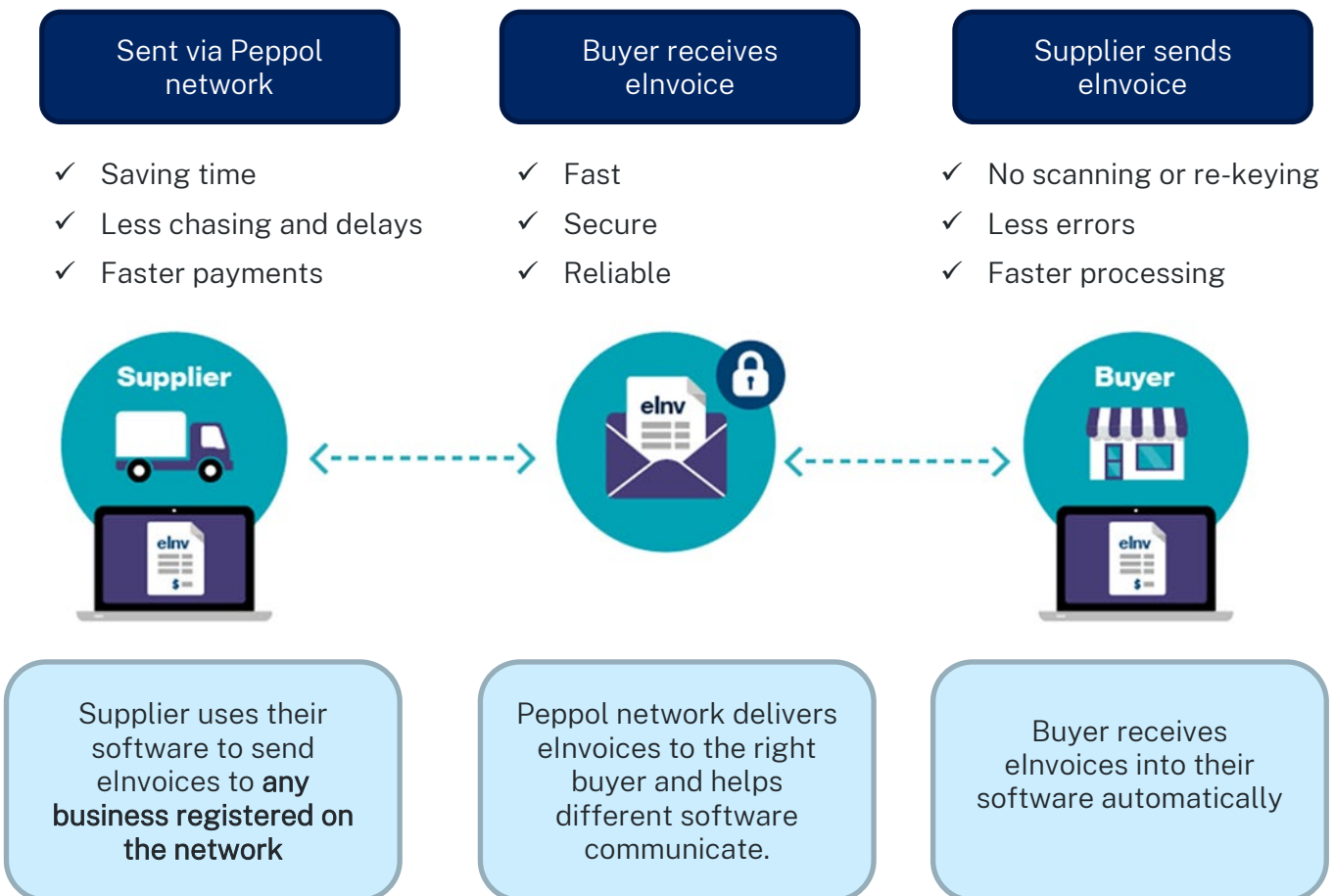The benefits of eInvoicing include:

- making invoicing easy by saving you valuable time and effort

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- standardised and more accurate invoices, resulting in less mistakes to chase up and correct
- stronger security compared with posted or emailed invoices
- reduced risk 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
- supporting the environment by reducing your consumption of energy, storage space and printing supplies.

5. What is Peppol and how will the eInvoicing Peppol process work?

Peppol is an international eProcurement framework that allows digital data exchange via a secure network of approved service providers known as access points. With Peppol, eInvoices will be digitally sent from the supplier's accounting system to their nominated approved access point and onto their connected trading partner or buyer.

Sent via Peppol network	Buyer receives eInvoice	Supplier sends eInvoice
✓ Saving time	✓ Fast	✓ No scanning or re-keying
✓ Less chasing and delays	✓ Secure	✓ Less errors
✓ Faster payments	✓ Reliable	✓ Faster processing

Supplier uses their software to send eInvoices to **any business registered on the network**	Peppol network delivers eInvoices to the right buyer and helps different software communicate.	Buyer receives eInvoices into their software automatically

6. Which documents are included in Peppol framework in Australia?

Supplier-based invoices and credits for both NSW Health purchase order (PO) and non-PO based invoices can be transmitted using the Peppol framework.

7. What if suppliers don't switch to Peppol eInvoicing?

HealthShare NSW's preference is to exchange (send and receive) invoices electronically. It is recommended suppliers switch to an eInvoicing solution to take advantage of the eInvoicing benefits. HealthShare NSW offer more than one eInvoicing solution and more information on these solutions can be found on the [HealthShare NSW eInvoicing webpage.](#)

8. How do suppliers make the switch to Peppol eInvoicing?

To find out if your software is already eInvoice-enabled, see the [ATO Peppol Service Provider Register](#). If your software is listed, follow the link provided to get connected.

If you're software is not listed, it is recommended you ask your software provider if they are eInvoicing ready and what is required to get connected.

If your software is not eInvoicing ready, the below options are available:

- Connect existing software to an access point
  - You can engage an access point from the above register to connect your software to the Peppol network
- Connect through a web portal
  - There are many free and low-cost eInvoicing web portal providers for suppliers who send only a few eInvoices. You can visit the [eInvoicing Product Register](#) to find a provider suitable for you.

HealthShare NSW can only provide the information available. It is up to the supplier to decide what option would best suit their business. Suppliers may want to talk to their accountant, bookkeeper, or other trusted financial and business advisers about options. Alternatively, you can [register your interest in an eInvoicing solution](#) and HealthShare NSW can contact you to discuss further.

9. What is an access point?

An access point provider is an ATO accredited external organisation that can connect a supplier's accounting package or provide web portal services to facilitate the transmission of electronic documents directly to buying organisations (including the NSW Government).

10. Which access point service provider should a supplier use?

The NSW Government does not mandate the use of any particular access point provider. Find a list of [Australian accredited service providers](#).

11.   Do suppliers need to pay to get involved?

Most small business accounting software providers are building eInvoicing features into their existing products and some already have it available. Generally, eInvoicing is included into your accounting software subscription free of charge. Talk to your preferred software or service provider to find out their costs. See the eInvoicing Product Register to find a low/no-cost option.

Find further information on business.gov.au

12.   What happens when an eInvoice is sent?

When NSW Health (buyer) receives the supplier's eInvoice, validation is performed against segments such as the PO number. Further validation is performed by the NSW Health (buyer) system to check for duplicate invoices, ABN information, vendor, or bank details, etc. Providing all conditions are met, the eInvoice moves to the next stage for processing. The eInvoice is then paid as per the payment terms. Suppliers may be eligible for faster payment terms. Find more information on the Faster Payment Terms Policy.

13.   What invoice information is important to NSW Health?

NSW Health requirements are in line with the Peppol network globalised framework. For validation and efficiency, HealthShare NSW strongly recommends the inclusion of:

- NSW Health Purchase Order (PO) 8-digit number, or
- NSW Health contact email address

In the Peppol format, these items should be included in the order reference section or buyer reference section of your Peppol eInvoice.

14.   How can a supplier track their eInvoice sent through the Peppol Network?

HealthShare NSW sends an invoice message response at each stage of the eInvoice. This includes acknowledged, accepted, rejected, and paid.

Not all access points have the capabilities to accept these invoice message responses and so it is recommended you track the progress of your invoices using the NSW Health Supplier Portal.

If an eInvoice submitted through the Peppol network is not visible on the NSW Health Supplier Portal, it may have been rejected. You can reach out to HSNSW-eInvoicing@health.nsw.gov.au for further assistance.

15. What notifications will a supplier receive about their eInvoice progress?

Notification	Description
Acknowledgement notification	Email notification or invoice response message to supplier's Access point when invoice is successfully received in buyer/agency ERP
Rejection notification	An email notification or invoice response message will be sent to the Supplier's Access point when an error is identified, and the invoice is rejected. Reasons may include missing mandatory information in the eInvoice (e.g., PO number); a mismatch of the information provided on the eInvoice (e.g., incorrect ABN or bill-to ABN etc.)
Approval notification	Email notification or invoice response message will be sent to the supplier's Access point when the eInvoice is approved and ready for payment
Payment notification	Email notification or invoice response message to supplier's Access point when the invoice has been cleared and paid.

16. Can a supplier continue to send PDF copies of their invoices if submitted on the Peppol network?

HealthShare NSW strongly recommends ceasing sending PDF copies of invoices once eInvoicing through Peppol is enabled.

Submitting multiple copies of invoices creates duplicate processing and delays the processing and payment of invoices.

A supplier is to disable sending PDF copies of invoices once an eInvoicing solution has been adopted. This includes a NSW Health contact requesting a copy of the invoice.

HealthShare NSW will only accept a PDF copy of an invoice as a last resort (provided all eInvoicing attempts have been exhausted) and if agreed by HealthShare NSW and the supplier.

17. How can I get more information?

For general information about eInvoicing visit:

- https://www.healthshare.nsw.gov.au/services/accounts-payable/einvoicing
- https://www.ato.gov.au/Business/eInvoicing

For any enquiries on eInvoicing with NSW Health please contact:
HSNSW-eInvoicing@health.nsw.gov.au

To register for eInvoicing with NSW Health, please visit:
https://www.healthshare.nsw.gov.au/services/accounts-payable/register

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For further information on some small business software providers visit:

Xero

- https://www.xero.com/au/initiative/e-invoicing/
- https://central.xero.com/s/article/Send-an-e-invoice

MYOB

- https://www.myob.com/au/blog/e-invoicing/
- https://help.myob.com/wiki/display/myob/eInvoicing

Reckon

- https://www.reckon.com/au/accounting-software/invoices/einvoicing/