

# Peppol Case Study: IMDA

## About IMDA

The Info-communications Media Development Authority of Singapore (IMDA) aims to ***develop a vibrant, world class infocomm media sector*** that drives the economy, connects people, bonds communities and powers Singapore's Smart Nation vision. IMDA achieves this through:

- Developing talent, strengthening business capabilities, and enhancing Singapore's ICT and media infrastructure
- Regulating the telecommunications and media sectors to safeguard consumer interests while fostering a pro-business environment
- Enhancing Singapore's data protection regime through the Personal Data Protection Commission (PDPC)

## E-Invoicing as Part of The Digital Economy

IMDA recognised the need to helping Singapore businesses to digitalise when 80% of businesses are still on manual invoicing, with fragmented single-sided non-interoperable solutions.

## Benefits of eInvoicing:

### Get Paid Faster

- The universal standard in E-Invoicing results in faster invoice processing, validation and payment times



### Reduce Cost

- E-Invoices reduce costs to businesses (eg. storage and retrieval of hardcopy invoices)



### Improve Efficiency

- Avoid error-prone manual data entry
- Skip labour-intensive steps (eg. verifying information, rectifying errors, resolving conflicts)
- Streamline processes



### Access New Financing Options

- E-Invoicing allows for accurate and near-real time visibility of payment cycles and efficient cash flow management
- Enjoy enhanced business sustainability, growth and supply-chain financing



### Transact Internationally

- Send E-Invoices seamlessly to overseas partners



The eInvoice network will potentially serve hundreds of thousands of businesses in Singapore and around the region. How can we create a widespread system, such as email, for Business-to-Business financial document exchange?

## Why Peppol?



**Existing  
Technology**



**Existing On-  
boarding Process**



**Existing Access  
Points**



**Existing  
Community**



**Existing Users**



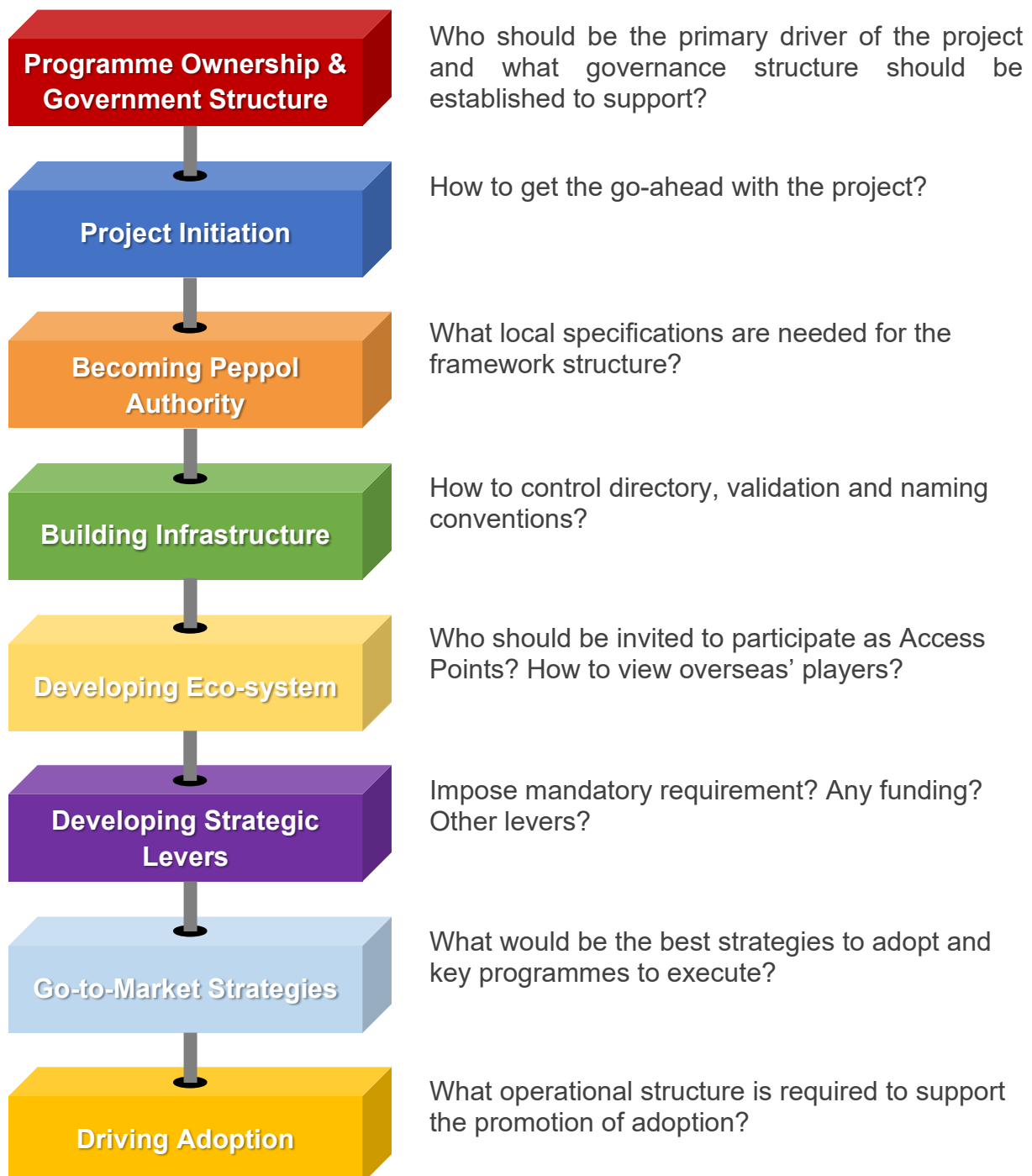
**Existing Regional  
Network**

## What Peppol does for Singapore

- Market enabler for interoperable eProcurement solutions
- Facilitates standards-based end-to-end electronic procurement processes
- Agreement framework for network trust, governance and compliance that enables multilateral cross-border interoperability
- Governance through a member-based non-profit organisation
- Enables a significant simplification and improvement of the onboarding process
- Supports buyers and sellers to trade electronically

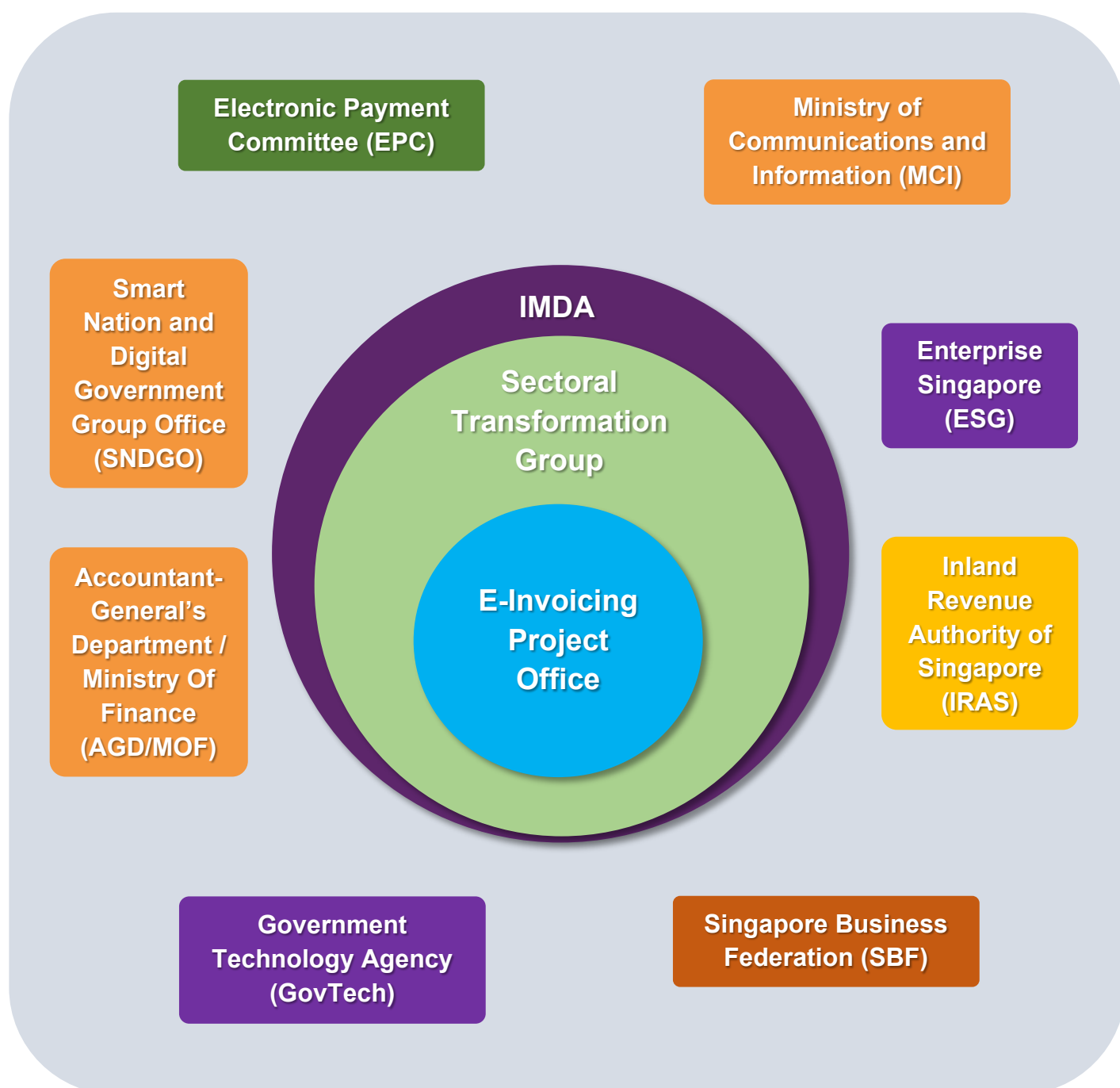
# Our Building Blocks to Implement Peppol

There were many strategic and tactical decisions that were required at various juncture of the initiative. Below are some of the key ones. IMDA started a project office to drive these activities.



## Engaging Key Stakeholders

It was imperative that IMDA's project office worked in collaboration with various internal and external stakeholders right from the start in opening doors, leveraging capabilities and designing new levers to drive adoption.



# Peppol Adoption Timeline

In May 2018, IMDA became the first Peppol Authority in Asia and 45 Government agencies and private sector entities expressed support for this nationwide eInvoicing framework. Key steps that we have taken so far:

## *Operationalising the Peppol Authority*

### **2018**

- Q1 Announced of nationwide eInvoicing Framework
- Q1 – Q2 Studied and selected the Peppol standards
- Q2 Established the Peppol Authority
- Q2 Negotiated and signed the Peppol Transport Infrastructure Agreement
- Q3 Appointed the Service Metadata Provider
- Q4 Prepared for Peppol network 'Go Live'

## *Onboarding the Access Point providers*

### **2018**

- Held industry workshop, supported by Peppol expert
- Q3 Opened Access Point applications and set up the Access Point Community
- Q4 Certified and Approved Access Points
- Grew the local Access Point Community

## ***Driving adoption by large businesses and SMEs***

**2018**

- Q2 – Q3 Leverage trade associations and existing SME outreach programmes
- Q2 – Q3 Recruitment of large early adopters and match-making with Access Points
- Q4 Prepared platform providers (eg ERP) to connect to SMEs
- Q4 Continued onboarding of large businesses

## ***Public sector engagement***

**2018**

- Q2 – Q4 Engaged the centralised platform for Government inbound invoices
- Q2 – Q4 Engaged the various Government outbound invoice platforms

## ***eInvoicing Go Live***

**2019**

- Q1 the eInvoice network in Singapore launched on 9th January 2019

## ***Driving early adopters***

**2019**

- Q2 – Q3 Helped large early adopters initiate project and test eInvoice exchange
- Connect platform providers and on-board SMEs

## ***Developing market awareness***

**2019**

- Q1 – Q3 Prepare information on eInvoice website
- Q2 Print advertising and seminars
- Q2 – Q3 Roadshows and meetings with large enterprises
- Q3 Digital marketing and monthly business briefings

## **Next Steps**

Singapore is a booming digital economy and we provide a test bed for new technology. Enterprises across all sectors are beginning their journey to come on board the Peppol network and we are building towards cross-border acceptance with Asia Pacific, having held meetings with several countries in the region.

eInvoicing Project Office  
**IMDA**