

e-invoicing

Simplify your financial
supply chain



Are traditional methods holding back efficiency gains?

Paper strangles the efficiency of almost every accounts payable and accounts receivable function. It holds back the efficiency gains you hope to realise as well as constraining the abilities of your accounts and billing systems.

Compliance with VAT regulation has traditionally relied upon paper documents. Re-keying invoice data is a manually intensive process that can create errors and delays.

What you need is a service that strips out the complexity, and replaces it with a secure, streamlined alternative.

Welcome to e-invoicing – your one-stop-shop service from The Royal Bank of Scotland.

E-invoicing is an electronic service that facilitates the exchange of information between buyers and suppliers. It allows invoices and related documents to be issued, received and reconciled electronically and can be deployed within either an accounts payable or accounts receivable environment. Our e-invoicing service is VAT compliant and delivers cost reduction.



A straightforward, universal solution

Remove the barriers to electronic trade

In the past, sending and receiving invoices electronically was costly, complex and confusing. Our solution dismantles these barriers.

To begin with, we work within your existing accounts and billing environments – there is no need to scrap your previous investments or re-invent your processes.

The electronic glue that binds businesses together

E-invoicing is a web based service that links your systems with your suppliers and your customers. Think of it as an electronic postal service that connects everyone in your supplier and customer network.

No matter what technology each partner uses – from simple accounting packages through to Oracle and SAP – your e-invoicing service does all the hard work. E-invoicing is accessible from any internet browser, such as Internet Explorer or Firefox.

Flexible power

Our solution works with every accounting system, and can handle any format of data in or out.

Your suppliers can choose from several convenient ways to submit invoices electronically – without incurring any transaction or service fees. We believe this is vital to the successful take up of e-invoicing, also benefiting your suppliers and buyers.

You could say it is a case of changing nothing, while at the same time changing everything.





How we implement your e-invoicing solution

Working with your business

No two businesses are the same – so no two e-invoicing implementations look alike. However, we work to a disciplined four-part process that ensures your solution is up and running as soon as possible.

1. Research and analysis

We undertake a series of in-depth briefings and investigations in order to truly understand your processes, for example how you handle disputed invoices and escalations.

2. Tailored service

We fit our solution around your existing processes and needs. There are no upheavals or massive technical changes – simply a service that improves your existing invoicing environment.

3. Full support and training

Once the system is ready to launch, we help with training and ongoing support. We are there to help ensure

your e-invoicing solution is a complete success.

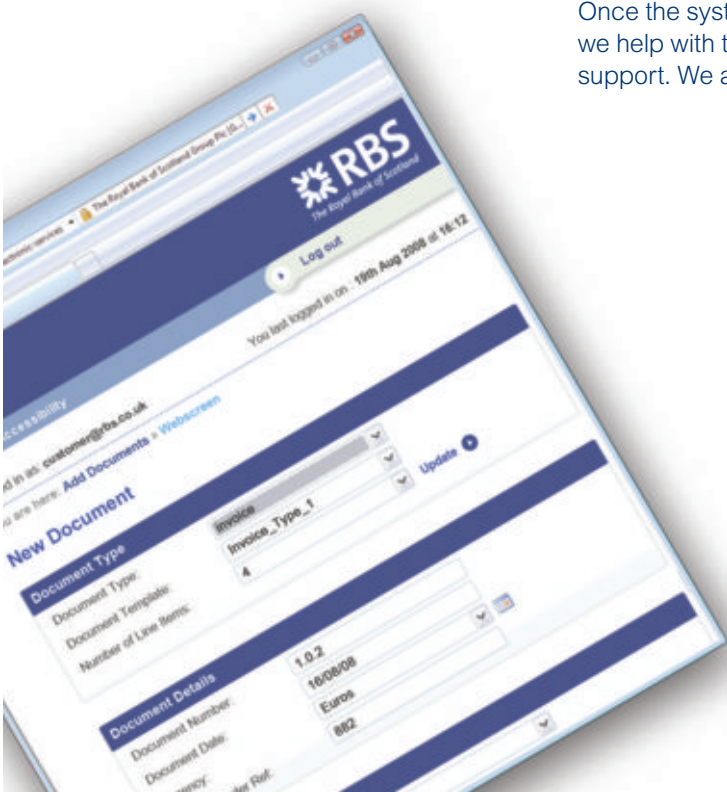
4. Proactive marketing to your trading partners

You will only reap the benefits if your trading partners willingly sign-up to your new process. RBS will support this with a dedicated campaign management team. This resource utilises a combination of electronic marketing materials, as well as an inbound and outbound helpdesk.

There is one other aspect of e-invoicing that should be mentioned: its ability to act as a catalyst for change. Many customers use the implementation process to introduce new procedures – such as requiring all invoices to quote a valid purchase order number.

What once seemed impractical with disjointed systems, can now become a reality with e-invoicing.

E-invoicing can process invoices received in raw data i.e. EDI, XML and HTML. Following submission the incoming information can be converted into a range of formats and sort orders.





What you can expect

The benefits of e-invoicing

E-invoicing offers a range of benefits for your business, including:

- **Reduced costs** – how much does your business spend on postage for purchase orders and invoices? And how much staff time is wasted re-keying data and chasing avoidable issues with invoices? E-invoicing can transform your cost base.
- **Real-time data delivery** – e-invoicing can help you take advantage of improved payment terms from suppliers and implement strategies for boosting key financial measures, such as days sales outstanding. This means you can make the best use of funds needed to meet your invoice commitments.
- **Eliminating errors and bottlenecks** – many businesses find that 20 per

cent of invoices account for 80 per cent of the overall processing costs. Straight-through processing removes manual errors and costs, and can even automatically deal with issues such as invoices received with missing purchase order numbers.

- **VAT compliance** – all local and cross-border transactions processed through our e-invoicing service are compliant with the EU VAT Directive (2001/115/EU), which empowers businesses to send and receive fiscal documents in electronic format. To ensure that we are always up to date with changes in relevant regulations, RBS participates in a range of industry working groups.
- **Environmental responsibility** – why expend energy and resources printing, sending, storing and destroying paper? E-invoicing can help reduce your carbon footprint

and the impact your business has on the environment.

- **Inherent security** – the system makes use of the security protocol that is the foundation of other banking services such as Bacs and CHAPS payments. It relies on digital signatures, which allow you to guarantee that a file has not changed since it was sent, as well as proving who actually sent it. This peace of mind is all part of the service.
- **Accurate management information** – an immediate view of outstanding payables or receivables allows you to take a true snapshot of your business, and use the information to plan cash-flow strategies.
- **International operation** – the service can be made available to your subsidiaries and trading partners throughout Europe.

Efficiency gains - e-invoicing can significantly reduce the cost and increase the efficiency of both your trade receivables and procurement activities.

What should I do next?

To discover how e-invoicing can create efficiencies within your business, please call your relationship manager or contact:

0800 085 1699

e-invoicing@rbs.co.uk

Or visit:

www.rbs.co.uk/e-invoicing



Streamline your workflow. Support your suppliers.

e-invoicing: accounts payable



Transform the way your business runs its accounts payable processes, with e-invoicing from RBS. E-invoicing fits seamlessly around your accounts payable processes, from generating and sending purchase orders through to receiving invoices. The service can even automate time-consuming elements such as dispute management.

Works with your existing systems

We recognise that your business has already made a significant investment in billing and accounting systems. That's why we've designed our solution to work seamlessly with these systems – no matter who the vendor or what the data format.

It removes error-prone manual processes, helping to reduce your costs and improve supplier relations.

What can the system do?

- **Remove paperwork** – if required the service can create and present purchase orders, as well as managing the accounts payable process
- **Work with any type of data** – you can receive invoices in any format from your entire supplier base

- **Conform with your existing systems** – import document data directly, with no need to re-key information
- **Give an accurate snapshot** – you will always know your precise invoice liabilities
- **Handle disputes** – remove the cost of dealing with the majority of disputed invoices, while improving the service you give to suppliers
- **Reduce costs** – take advantage of early payment terms
- **Track and record** – there's a full audit trail archive as well as a comprehensive document history
- **Data Matching** – the e-invoicing service will cross reference and match incoming invoice data against purchase order data.

Get your suppliers on board

Willing suppliers are at the heart of any accounts payable system. That's why we not only provide suppliers with the tools they need, but communicate with them at every turn.

Draft a communication plan

We work with your accounts payable teams and buyers to agree how we will communicate your switch to electronic invoicing.

Supplier support

We provide a technical helpdesk to manage any questions your suppliers may have about interacting with the RBS e-invoicing service.

Provide choices

Suppliers are more likely to sign-up to your process if they have choices, so that is precisely what we provide. There is an invoice submission method for every type of supplier, from small businesses using entry-level software to generate invoices, through to large multi-nationals using proprietary data formats. Options include:

- **An ebPrinter®** – the most popular way to submit invoices. Suppliers simply install a free piece of software called

ebPrinter®. The supplier prints the invoice to the ebPrinter®, and the system does the rest – formatting the data, securing it and sending it to your system

- **Web forms** – a straightforward option for suppliers without sophisticated accounting or book-keeping systems
- **Straight-through processing** – your larger suppliers may use systems such as SAP and Oracle. This option allows them to send their invoices directly to your system.

The process in full

After suppliers submit their data, e-invoicing takes over. The precise process varies across different accounts payable functions, but typically includes:

- **Administrative checks** – to confirm the presence of standard details required to approve the invoice
- **Matching and reconciliation** – if your system generates a purchase order, this matches the order to the invoice and highlights any discrepancies
- **Workflow management** – the workflow functions will alert your authorisers when an invoice is ready for review or approval. This is completely customisable, and can handle issues such as two authorisers being required to sign off large invoices
- **Status reports** – your suppliers can access the portal to see if their invoice has been processed or paid
- **Secure messaging** – buyers and suppliers can send more than just invoices and purchase orders, such as information about disputed invoices
- **Audit trail** – you have a full record of every transaction and user-event
- **Management information** – up-to-date and accurate data designed to give your business the insight it needs
- **Archiving** – data sent to the portal is stored for a minimum of 12 months to satisfy all relevant regulatory requirements. RBS can store data for longer periods should this be required.

To discover how e-invoicing can create efficiencies within your business, please call your relationship manager or contact 0800 085 1699

Alternatively email e-invoicing@rbs.co.uk or visit www.rbs.co.uk/e-invoicing

Good for your business. Good for your customers.

e-invoicing: accounts receivable



E-invoicing from RBS could transform the way you work, with minimal disruption. It takes into consideration every part of your accounts receivable workflow, including time-consuming elements such as dispute management.

Works with your existing systems

We recognise that your business has already made a significant investment in billing and accounting systems. That's why we've designed our service to work seamlessly with any system – no matter who the vendor or what the data format.

It removes error-prone manual processes, helping to reduce your costs and improve customer relations.

What can the system do?

- **Automate your processes** – send and present invoices securely. You can also receive and process purchase orders
- **Work with any system** – invoices are automatically delivered to your customers in their preferred format
- **Speed up settlement** – the online dispute resolution capability of e-invoicing can facilitate a reduction in debtor days
- **Improve efficiencies** – customers and their trading partners see a reduction of manual input, coupled with enhanced debtor management and improved cash-flow
- **Reduce delivery costs** – remove the postage, labour and logistics costs associated with paper invoices. The system promises near-instant secure delivery, and eliminates 'lost in the post' invoices
- **Improve management information** – real-time, reliable data allows you to plan your cash-flow.

The process in full

- **The invoice is uploaded** – to the secure portal, using a choice of transmission methods
- **The buyer is alerted** – the system sends an e-mail to the buyer telling them that a new invoice has been posted and requires action
- **Data interchange** – allows the buyer to export data into their accounting system
- **Status reports** – you can access the portal to see if your invoice has been viewed or processed by the buyer
- **Exchange of financial documentation** – in addition to invoices and purchase orders, buyers and suppliers can send statements, order confirmations, quotations and remittances
- **Dispute resolution** – the service enables automated and free format exchange of information between buyers and suppliers
- **Clear audit trail** – you have a full record of every transaction and user-event
- **Management information** – delivering up-to-date and accurate data designed to give your business the insight it needs
- **Archiving** – data sent to the portal is stored for a minimum of 12 months to satisfy all relevant regulatory requirements. RBS can store data for longer periods should this be required.



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