



## Conference Day One Wednesday 8th July 2009

### 08.30 Registration and Morning Coffee

#### 09.00 How Ready is this Market – the Key Statistics of Who is Doing What

In your opinion who has nailed e-invoicing? Which multi nationals in your industry are using what solution? And to what affect? Who has converted 80% to electronic? Who has over 1 million invoices coming in as a data stream? Who has enrolled over 5000 suppliers? This opening session examines what is being achieved by companies who have crossed the chasm.

**Susie West Conference Chair and Director**  
**SHAREDSERVICESLINK.COM**

#### 09.45 The Players – Who is Nailing This and Who's Too Small – An Overview of Providers

The market is so jammed with providers all saying very similar things. They can all take 'any file format', they all have a 'supplier enrolment' component, they all claim legal compliance. This session looks into what's behind the sales patter – which players really are global, which players inter operate (and why), which players really do take any format, which players will always stay local, and who are the new kids (ie the banks).

### 10.30 Morning Coffee

#### 11.00 When Does An Invoice Become an Invoice? Bringing You Bang Up To Date With Country Legal Status

Have you ever heard the more technical people discuss 'So when does an invoice really become an invoice?' Have you also heard individuals in your team insist they need to keep hard copies of original invoices so electronic invoicing just isn't an option. Have you heard 'experts' refer to the EU Directive, suggesting it states certain things? Have you got people in your team nervous about the right treatment for Digital Signing? This session will bring you bang up to date with what each country allows and where there are still bumps in the road.

#### 11.45 How to Select the One Network for Your Corporate Wide Requirements

CrossGate, Basware, OB10, Transcepta, Certipost, B Process. When you are putting your RFP together for what will be your highly successful e-invoicing programme, what do you consider as the chief, driving requirement? How can you be sure you are not comparing 3, 4 or 8 totally different solutions? In this case study, this company will talk about how they crafted their RFP, and how they selected their network, and importantly how they have hit ROI on time, and are realising savings worth €400K a year.

### 12.30 The Speaker Clinic

### 13.00 Networking Lunch

#### 14.00 One Provider Per Country – How to Manage a Multi Vendor Programme and does it Make Sense

This company is massive. With 5 million invoices globally they process in country what most companies process in a regional shared services centre. There are multiple ERPs, multiple Finance Organisations, but a dream to have 1 ERP, 1 Country SSC, and 1 e-invoicing partner per country. The result? So far the project has been deemed as massively successful. 50% of invoices have been converted and the cost per invoice has dropped by 80%. This session will look at why they chose this route, how IT, Procurement and Finance grouped together to engineer their strategy, and what they would claim as their critical success factors.

#### 14.45 Doing Electronic Invoicing Yourself – Do You Build or Buy?

'We can do that!' is often the cry of IT. But we all hear horror stories of hearing these claims and 2 years later the impressive number of suppliers connected is a big fat zero. However, don't rule it out completely, as there is a sense now that if you can get your top suppliers on board and they are very high volume it keeps you out of being locked into a contract with a provider, and it may be more commercially effective in the long term. This session looks at how this company converted 50% of invoices in the first year by going homegrown.

### 15.30 Afternoon Tea

#### 15.45 E Invoicing in Europe – How to Message Suppliers and the Different Approaches and Responses By Country

OK. Most of us know the key to e-invoicing success is all in the supplier enrolment. So what do you do if you roll out one solution and your sponsor tells you to have a mandatory message right across the board – regardless of culture and sensitivities? You probably cringe. This session will be looking at how this company went for a big bang approach, and tweaked their message based on supplier type, volume, the value of the relationship, and the country sending the enrolment letter. The result? Well there are lessons learnt about the German market, and many about the French market. The information you get from this session will help you craft your roll out and comms strategy.

#### 16.30 On Boarding Suppliers Part 1 – How to Enrol Suppliers Despite their Pain

The kit's no good if no one will use it. Where a lot of internal EDI programmes have fallen down is the love affair with the technology, (and it can do everything you want), but the lack of understanding within IT and Procurement around getting suppliers to use the tool. In On Boarding Supplier Part 1, this company is looking at the 5 things they did to convert 82% of invoices to pure electronic in 24 months. This meant their cost per invoice dropped to €1 (fully loaded), their first time match rate increased and their productivity soared to 42,000 per FTE per annum

### 17.15 Speaker Clinic

### 17.30 Close

## Conference Day Two Thursday 9th July 2009

### 08.45 The Morning after the Day Before – A Look at Key Findings

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### 09.00 On Boarding Suppliers Part 2 – The Importance of Procurement Engagement and How to Secure It

Finance and Procurement are not the most natural of buddies. However it is generally recognised that if Finance fail to lock in the support from Procurement before contracting with the e-invoicing vendor, your e-invoicing aspirations will wimper to the floor. Any one trying to do this without Procurement is committing project assassination. This session looks at how Finance and Procurement worked together to convert 73% of their 450,000 invoices, and what their approach was to suppliers that kept saying 'no!'.

### 09.45 What You Need to do to Ensure Roaming Serves You – What E-Invoicing Looks Like When You Interoperate

You may have noticed that over the past couple of years, e-invoicing hubs which may only have a local presence, are interconnecting with other hubs in other countries to provide a patchwork solution. A supplier sends a data file via its incumbent network (let's say Certiposte) who then send the file on to the network of the buyer. But how effective is this chain, and how does it work on the legal and technical implementation? This session looks at how the option of inter-operating has got one company very excited.

### 10.30 Morning Coffee

### 11.00 Using One Tool for PO, ASN, E Invoicing, Early Payment Discounting... the Works

Some vendors are communicating that they really can take each supply chain message for you from Purchase to Pay, AND give you the option to take a discount and pay early. This sounds great in theory, but in practice, how many suppliers really get converted? This session will highlight why to select a solution like this, instead of a Best of Breed (a tool that just does invoicing), and what the differences look like in terms of implementation and business case realisation.

### 11.45 The New(ish) Kids – What the Banks Are Offering, How it Works and What's Driving Them

Banks have cottoned on to something. With SEPA regulations reducing their charging revenues, they have had to come up with more thoughtful ways to generate revenue from their services. Banks are looking at the messages that ricochet between Suppliers and Buyers and think: 'Where can we add value?'. In this session this corporation will be looking at how to connect with a bank, how they on board suppliers, and what the service looks like and impacts your working capital.

### 12.30 Speaker Clinic

### 13.00 Networking Lunch

### 14.00 The Business Benefits – What We Have Achieved Right Across the Business from E Invoicing

The business benefits that come from e-invoicing are significant. The cost per invoice reduces dramatically, dynamic discounting leads to massive savings, inflated working capital means €millions of interest hitting your bottom line, and better information means Procurement manage supplier profiling better, and negotiate better contracts. This session looks at how this company included many key features in their case, left out others which they shouldn't have, and were pleasantly surprised by one particular saving that was totally unexpected.

### 14.45 E Invoicing for Your Sales Invoices – The Business Benefit

Companies are now looking at converting their AR invoices to electronic. They don't want to raise, print, package and post, instead they want to raise, and upload, sending a single stream to a tool that will split invoices off as paper, data, or PDFs. The cost reduction is clear, and it can have an impact on your DSO, improving your cash position, which is a big attraction these days. This presentation looks in detail at the options of taking this route.

### 15.30 Afternoon Coffee

### 16.00 Using One Solution for Electronic Sales and Purchase Invoices in Europe

Is there one? If you decide on one solution does this mean you are compromising your results? Who is partnering with whom, and would they offer a cohesive solution? This excellent session looks at the benefits of monogamy, but also what the restrictions are and how that can impact your metrics.

### 16.45 What is Possible – Global E Invoicing Initiative for Over 1 Million Invoices and 10 Countries and What this Does to your Working Capital Position

This session shows you what is possible and how. With 1 million invoices coming in electronically, this company has 'touchless as standard', take early payment discounts, have a team working with the business on reducing exceptions, and are as close to eliminating AP as you can get – they have taken finance to a value add machine, and largely because of e-invoicing.

### 16.30 Speaker Clinic

### 16.50 Chairs Summary

### 17.00 Close

## Learning Labs Day Three Friday 10th June 2009

**LEARNING LAB A  
Cracking the Legal Fear**

**LEARNING LAB B  
The 6 Secrets to On Boarding Suppliers**

**LEARNING LAB C  
E Invoicing for AP and AR – How to Run an Excellent Project**

**LEARNING LAB D  
Partnering With A Bank – What Conversion is Really Possible**

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# E Invoicing Europe

8<sup>th</sup> – 10<sup>th</sup> July 2009 - Paris



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