

Webinar Host - Simon Foster (DSPANZ): I'd like to welcome you to the third day of DSPANZ Webinar Week, today's session is on eInvoicing, my name is Simon Foster, I'm the President and Chair of DSPANZ.

Before we start, in the spirit of reconciliation, DSPANZ acknowledges the traditional owners of country throughout Australia and recognises their continuing connection to land, waters, and culture. We pay our respects to their Elders, past, present and emerging.

We would also like to thank our Webinar Week sponsor SuperChoice for supporting this event and you can see some details there on SuperChoice and if you'd like to get in touch it's hello@superchoice.com.au.

Slide Change

Webinar Host - Simon Foster (DSPANZ): So it's been almost two years since since Australia and New Zealand joined the Peppol network and there are now 29 accredited access points, a multitude of DSPs able to send and receive eInvoices and government mandates on both sides of the Tasman. The next step is onboarding customers and suppliers and driving transaction volumes so businesses across Australia and New Zealand can take advantage of everything that eInvoicing promises to deliver.

Today we'll be learning about eInvoicing.com, the free resource that has been set up by one of DSPANZ's founding members, OZEDI, and then have an open discussion on adoption and onboarding in which I hope you'll all participate.

CEO of OZEDI, Christian Walkerden, has learnt the business from the ground up and is now leading an ambitious team that is laser focused on the success of eInvoicing in Australia and New Zealand with a vision of a truly digital economy that leads the world. Christian will get us started today by showing us eInvoicing.com, after which we'll take a couple of questions on that. If you do have some questions please use the chat function at the bottom of your screen or the Q&A function in Zoom.

Now I'll hand over to Christian.

Guest Speaker - Christian Walkerden (OZEDI): Hi, thanks Simon. I'm going to give a quick demonstration of eInvoicing.com, I'll share my screen. Ok so what you see here is as Simon said, a free resource, it's called eInvoicing.com and the primary use case of eInvoicing.com is for an end user to come here and find out how they can get connected to the Peppol network using the software that they currently use as a starting point.

So for example, you can see here 'search', 'compare', and 'select', you scroll down and you see a large search bar and there's about 415 accounting packages that are listed here with roughly

150 solutions that have already been approved, so it's very well populated. I'm just going to do a very basic search here, say for example, 'Reckon Hosted', and just to show you how it works, I could just search for 'Reckon' and I'd get all the Reckon products. Just as an example, let's say I click on 'Reckon Hosted' and then I get here a comparison table which has various different Peppol capabilities that allow me to make an informed decision about which solution I want to go with. You can see here there's a native solution listed, so Reckon have got a native solution there, and you can also see a couple of third party products that might be providing value add services like accounts payable, automation, or other services like that. Let's say I choose the native solution, I would then come here and I would see the product page and I can read about that solution and then I can go to the Reckon listed link there and I can continue my journey on how to get connected. So that's a very very quick example of the primary use cases for end users to come here, search up their software and find out how they can get connected. In a lot of cases we'll hear that's going to be a native solution. Because a lot of software is already enabled, but if it's not, there's often some third party solutions that can get the job done in the meantime.

If you're a solution provider, there's actually a portal here where you can come and you can register. I've already registered, so you can see my details preloaded there but you would get a registration button, it's a very easy registration process and that will then enable you to add your solutions...so i'll just do my login here...and I can see I can add a solution, update a solution, change my password, I've got the basic features that you'd expect and that gives me full control to, for example, update my product page, control which features I want to show about the solution that I have, and get myself listed up on invoicing.com. There's also a video guide as well, which you'll see here if it's your first time logging in, which you can watch (it's very very short) and it will basically explain how the interface works.

And just lastly, I'll just highlight that we also have this 'Activate Your Network' page where an end user can come and actually download an activation kit. And that will give them a whole lot of templated emails and communications and a guide for how they can run a small project to communicate out to all their clients and all their suppliers and give them the same message that they might have received from a larger user on getting connected to the Peppol network. All they need to do is come down here, put in some basic details and download the kit. So that's a very brief runthrough of the capability of this website, it's totally free, developed for the benefit of the industry and the benefit of the network.

I suppose the last point that I'm going to make is an example of a bigger user. OZEDI is focused on delivering access point connectivity to the software industry, that's our target market and one of our software partners has an exclusive arrangement with Bunnings. So Bunnings, a very very large retailer that you all know, they are going to be using invoicing.com for it's primary intended purpose, they are going to be communicating out to all of their customers and sending them a link to go and get connected via invoicing.com and that's really the primary use case of

invoicing.com, it's so that a larger user can have a communication with their clients, with their suppliers, at scale. It's one thing if you've got five or ten customers, it's a whole other ball game if you've got five thousand or ten thousand or a hundred thousand and invoicing.com allows a client like Bunnings to have a communication with their supplier and customer base at scale. So they can send all their customers here, all their suppliers can come here, and they can find out how to get connected. Whether that's through a native feature, hopefully that software's already enabled that makes it very easy or if they're looking for some value add services they can find a third party solution there as well.

If you're not already listed up on invoicing.com and you've got invoicing capability, I would encourage you to go there and hit the solution provider login and get registered. And if you'd like to learn more about invoicing or if you've got some questions about invoicing.com, there is an email you can go to which is info@invoicing.com and we'll get back to you really really quickly.

And that's Simon, in a nutshell that's invoicing.com

Webinar Host - Simon Foster (DSPANZ): Thanks Christian, I'm just going to say if anyone has any questions please do post them either in the chat or in the Q&A. So we have a question here which has come through, it says with invoicing.com being an OZEDI created and managed platform, how do you respond to the suggestion that it is a thinly veiled sales lead channel or to put it another way, should OZEDI's competitors (which is our audience today, other access points and service providers) have confidence in the commercial neutrality of this product?

Guest Speaker - Christian Walkerden (OZEDI): Yeah fair question and I'll tell you it's cost us a lot of time and a lot of effort to produce that website and it is genuinely a market resource. We've got our competitors listed up there and I'll just use one example but there are many, but one example is Link4, great company doing great things in the network, direct competitor of OZEDI, they are listed up there for many many integrations and we encourage all our competitors to get up there. I just want to make one last point there, you will not find OZEDI listed up there, it's not plugging OZEDI at all. It's deliberately designed to be a reflection of the marketplace. You'll see for example Reckon listed up there, MYOB has reached out to me, I've had chats with Xero, and you can see competitors of ours, Link4 is set up there and many others. So it is genuinely a reflection of the market and we've done it at great cost, I'll tell you the reason that we did it was because we didn't see a supplier onboarding tool of that elegance in the marketplace and we want our clients to have the ability, and our clients are software providers, and we want our clients to have the ability to run and encourage their customers to run supplier onboarding programs that are going to be highly successful. And the real benefit that OZEDI gets out of that website is the network effect and that benefit is the same benefit that all of our competitors get, so it is genuinely for the market.

Webinar Host - Simon Foster (DSPANZ): Thanks Christian and I guess something that many of us have been talking about over time is the nature of a network like Peppol, you have to have

competitors working together to make sure that it interoperates and it's important to get people onto the network, as we're growing at this point it's more important that people join than necessarily they join your own access point as much as we all want the sales for ourselves.

Guest Speaker - Christian Walkerden (OZEDI): Look honestly it is all about the network effect and I would be really really happy to see a competitor of mine deploy einvoicing.com and get a whole lot of people signing up with them and I'd be over the moon, that's what it's all about, the network effect. The more people that are on that network the better we all go as access points.

Webinar Host - Simon Foster (DSPANZ): Thanks, we'll just see if anyone has any more questions. I can't see anything there so we'll move onto the next topic. So before we do move onto a conversation on adoption and onboarding more generally, I'd like to point everyone here on the recording of our einvoicing showcase from the 27th of May. So you can go to dspanz.org/peppol-showcase, and Maggie will be cutting and pasting that into the chat in a moment, and there you can see detailed presentations and implementation case studies from our members and they include Intuit, MYOB, and Xero, MessageXchange, Esker, B2BE, Storecove, Pagero, Link4, and OZEDI. We also have representatives from the Australian, New Zealand, and Singapore governments giving presentations and there's a great resource there to help educate some customers in the market, if you want, about what's going on and of course if you're one of the companies I just mentioned, you can clip out just your piece if that's what you prefer to show your customers. So that information is there and also Maggie's put that into the chat. Again a reminder you can ask questions by putting them into the Q&A or chat function.

As an industry we spent a significant amount of time late last year on industry practice statements so working on commonality of invoice content and trying to get an understanding of Peppol definitions and ensuring einvoices contain the data required for large enterprise and government to process and make payment.

How important has this groundwork been to getting adoption going in 2021 Christian from your experience?

Guest Speaker - Christian Walkerden (OZEDI): Critical. I mean interoperability I've been involved in three phases of interoperability back when it started with the BBC standard and I think we've had two rounds when we moved to Peppol and I think it's critical and even beyond that when we've hit issues or problems, sometimes standards can be interpreted differently, we've been on the front foot to reach out to our competitors, again you know it's a network. We're all in it together to make sure that we're interpreting the standards correctly and a lot of that groundwork now that's been done, the large benefit from an OZEDI perspective is again, we're connecting software providers, we're able to walk those software providers through the learnings that we've all made through interpreting these standards, so that they don't have to make those same mistakes. I think that's the real benefit and so on that industry practice guide I think it's absolutely critical we share that with all our DSPs in the onboarding process and make

sure that they're able to get their data in the right shape so that they're playing on the level playing field with all the other providers who have already had all that groundwork of getting that right.

Webinar Host - Simon Foster (DSPANZ): Thanks and I guess I'll add to that, you know we've seen an issue as I think many of the people on the call are aware my day job is eInvoicing at Xero, and one of the challenges we've had is there's only a single reference field available, I know it's the same issue that MYOB and Intuit have particularly, and some of the other small business software has, and so how do you then represent multiple different fields when it's not available to your customers in the UI and we've actually worked together to try and solve that in the same way so the education process for the larger businesses to their small business suppliers is going to be reasonably similar across different products and not having to do different materials for customers using different types of products and get some simplicity. I know that the broader government sector particularly were quite surprised to see those three companies working together. Obviously there are other areas in a DSPANZ world that we do but it's great to see it happen in this case where again we're all seeing that benefit. And definitely the industry practice statement and the standards have helped also to ensure that information in there. So we're starting to see the benefit of getting the payments done and getting a feel of that we're missing; bank details being a common one occurring. I'm going to throw again to the room, I know we have a lot of both DSPs and access points in here, please do throw out any questions or anything you'd like to discuss or any points you'd like to add and we'll see if we can add that in there as well.

What I might ask about now, we know BOC gas has been sending out eInvoices to their customers via Link4 for quite some time now, they really have been the only substantial sender invoices in the market. We're now seeing as you mentioned, Bunnings are going to add to that, what are some of the challenges you've had in that *inaudible* that's very close to launch right now and maybe you can give us a little bit more detail about how Bunnings are approaching that problem?

Guest Speaker - Christian Walkerden (OZEDI): Yeah sure, absolutely. Well Bunnings, obviously huge customer base so we've got to get it right before we launch and the first stage of that has been an alpha test on the data coming out of the Bunnings system and right now we're moving into the beta testing phase where we're running duplicate data against the normal invoicing process to make sure that it's not causing any problems. And then really it's been a marketing and communications project. Really it's been a two stream project, one stream has been getting the data right and making sure that's going to be no change with their current customers, and the second stream has been getting the communications right and leveraging eInvoicing.com and the Bunnings brand to get that out to all their customers.

Webinar Host - Simon Foster (DSPANZ): Great thanks for that. So we've got a couple of questions that have now come through, one of them is 'how about users not running a software

product? How do they get into the network sending an invoice e.g. to government?' So we're in a situation where obviously you can still email a PDF but we don't want people to do that, we want them to actually use productive systems. I know a number of invoice portals exist and there are a number of access points that provide that solution so they can help with you know suppliers can sign up to an invoice portal and send to anyone on Peppol, it's not restricted like a three corner network. Is that something you've seen requests for from your customer base?

Guest Speaker - Christian Walkerden (OZEDI): Great question, that's a really great question, it's actually something I've spent probably two years investigating and thinking about because if you're going to communicate out to a large cohort of customers, there's often going to be a very persistent small number that don't use software. We take it for granted that everybody uses software and I think after the GST came in everybody rushed out and got digital and that was great but not everybody did that, there are some people that are still using spreadsheets or writing things on bits of paper. So I've been approached, einvoicing.com has been approached by several suppliers that have solutions for that. We're actually in the process of redeveloping our 'no software' page, we're going to have several solutions to set up there which are going to be no cost or low cost, where their apps or their web services that are free or very very low cost where people can hit that button, find out who's offering those services and I know of a number already in the marketplace, and we're probably weeks away from adjusting that page to showcase some of the good work that's been done probably by some of the people on this call that have got some options available for people that don't use any software. And that's a very important question, because again, I'll just reiterate this is a network and it needs to be for everybody and not just the people who have software, so those people that don't have software need to be catered for as well.

Webinar Host - Simon Foster (DSPANZ): And it's also very important as we've seen, that we're clear that this is for Peppol and open standards and that together as an industry we're promoting those businesses that are in turn promoting the standards which are important to us and open and aren't driving it into three corner networks and this type of stuff and proprietary. There's certainly a lot of confusion still in the marketplace.

We've had another question in here which I think is a really really good point and there's two parts to it, so one of them is 'are we seeing that einvoicing adoption is being blocked potentially because people see it as a government tracking service?' So I'll talk a little from my day job here. At Xero we actually had our annual partner up day yesterday, so there were a large number of accountants and bookkeepers attending that webinar. We talked on einvoicing and that question came up a number of times, there is absolutely a perception issue out there that because it's the ATO driving this, that the ATO is going to get access to the data. Now I suspect everyone on this call is aware that that is just not the case. The ATO doesn't get access to anything except for very high level summary data, you know like how many einvoices have been sent over a month across all of the access points, and are spending some time trying to challenge that in the marketplace and I think it's up to all of us to try and reinforce that

message, to get out there and say this is not a tax collection exercise, it really is a business efficiency exercise and economy growth thing. Fortunately or unfortunately, Peppol is being used in other parts of the world for tax collection, the eInvoicing is a driver for tax collection and I suspect we'll eventually go that path but it's certainly not the primary reason and it isn't something ATO is even capable of doing. The other question then is, is that the biggest issue why eInvoicing adoption is not strong yet? Is it just a matter of time, we need to register people and then transactions will come up? What do you think, is that what's holding people back?

Guest Speaker - Christian Walkerden (OZEDI): Can I just make two comments there - just to extend on your first comment, there are two primary reasons why a nation goes Peppol, one of those is because they've got a large grey economy where they struggle with corruption, you see a lot of that for example in the Balkans or I think Brazil and nations like that where they've got a huge problem with corruption, they've definitely gone Peppol so that they can track what's happening with the economy. The other reason to go Peppol, which is a lot of those first world nations in Europe and certainly in Australia and New Zealand is to get a whole of economy productivity benefit. And in those cases the tax collection body actually structurally is not connected to the network, they do not have the technical capability of viewing what's in the payload. That is really important to understand, we are doing this for an economy-wide productivity benefit and as a nation with a small population, that's critical. For us to compete, we've got to be productive and that means we've got to use technology and this is one of those cutting edge technologies. I think Australia's leading the world in that because we are really going for that true four corner model whole of economy approach, whereas I think Simon eluded to in a lot of other nations they've used Peppol for the three corner implementations, and Australia is leading the world in trying to fully implement a four corner whole of economy model. And then the second that I'll make is, what's holding it back. A lot of people ask how many people are registered on the network? And I think that's the wrong question. And I think you might agree Simon, I think the real question is, how easy is it for people to get connected? You heard Simon say in his day job he works for eInvoicing at Xero. Xero has full eInvoicing capability, that means you've got... how many users have you got Simon? What's the number? They've all got the ability to hit a button and get connected, so all it takes is for an end user to send out a communication like Bunnings is doing with eInvoicing.com and say hey we're doing this, we're see a productivity benefit and we want you to get one too. Every sender is a receiver, so all those small businesses that Bunnings communicates to, their message to them is not hey, like it was with EDI, do this because it's good for me, their message is do this because it's good for me but it's also good for you, you can do the same thing now with your supplier network and your trading network and all you've got to do is hit a button. So the right question to ask is how many software packages are connected? How easy is it for those end users to get connected? Because then all you've got to do is run one large scale supplier onboarding program and bang you've got a huge network setup overnight.

Webinar Host - Simon Foster (DSPANZ): Thanks for that Christian, I've just copied into the chat we have Adam from ATO who's actually on the webinar right now and has posted something

there, a comment officially from the ATO, about exactly that point that the ATO doesn't get this data and doesn't want the data. And there have been multiple conversations all the way up to commissioner level reinforcing that message. And obviously to the other point, which is the number of businesses that are capable right now, Xero and MYOB customers can do it now, Reckon customers can do it now, Intuit customers can, that's either via native solutions or via a number of add ons who I've mentioned already. The registration process is simple, you can get up online, you can send and receive now and we should be talking about the millions of customers that are capable of doing it now. And it really is millions, so the opportunities are there for us in 2022 to really see massive growth in this network and it is great to see someone like Bunnings coming onboard who has hundreds of thousands of customers, if not more for people walking into stores and hopefully we'll see a lot more of that. It's also great to see the mandates that have occurred in terms of government procurement but most small businesses certainly don't sell to government, so this is just a start, it's setting a standard. We'd like to see more enterprises doing stuff as well and I know both ATO and MBIE are working very very hard to try and get those enterprises onboard and I'm sure a lot of the people on this call are also out there trying to sell in and encourage them to do it.

There's a lot of different sales models as well in terms of eInvoicing, are you finding that a challenge or an opportunity? Are you seeing lots of leads coming in? I know one of the issues members have expressed over the last six months is an absence of leads and I know it was really tough to get out there and sell it, have you seen that change? Are people asking for it now?

Guest Speaker - Christian Walkerden (OZEDI): Yeah I honestly have seen a massive sea change, you know I've been CEO of OZEDI now for about three years and I think for the first year and a half or two years I was trying to talk to DSPs about this and the common response was yeah look I think it's a great idea, we'll just sit on our hands and wait for it to really go. And that's really changed, we've seen a massive sea change at OZEDI with DSPs wanting to get connected and the simple fact is, you know certainly with OZEDI, and I'm sure with many other access points, a DSP can get connected pretty easily. We've got DSPs in our pipeline getting connected in two to four weeks and then they're Peppol ready. They can do that with an MVP it's very very simple, you get a send and receive function going and then they can advertise to their clients that they're Peppol ready and use that as a selling feature themselves to try and attract some customers to their platform as well. So I think there's a lot of benefits and there's a lot of DSPs now calling up and saying you know what Christian, we're seeing it, it's real, it's actually happening and we want to get connected now. So absolutely, we've seen a massive change in behaviour and attitude.

When it comes to the sales models, just touching on that, I think every software package is different and different software will approach this differently. You see the Xero, Reckon, MYOBs of the world including as a baseline feature in their subscription model, mind you there's a subscription model there in place. Other packages are having a cost for it and passing that cost

onto the customers and some of them are marking that up, so some of them are using it as a revenue generation opportunity. Let's not forget that eInvoicing is competing with traditional EDI in a lot of cases. And in those cases EDI is charging what \$1, \$1.50, \$2 an invoice? Some of them are charging at the line item level. Now eInvoicing is cents on the dollar in terms of the cost for a DSP in comparison so I think there's a plethora of models, a plethora of niche markets and I think that's one of the natures of doing business in Australia, we've got a kaleidoscopic and very vibrant small business economy and that means that it's horses for courses.

Webinar Host - Simon Foster (DSPANZ): Thanks Christian, we've got a great question here from *inaudible* and it's 'Hi I'm the product manager for a school management system that has integrated financials. Just wondering how eInvoicing would relate to us, will schools use eInvoicing to send school fees to caregivers or will it be purely for schools to receive invoices from creditors?'

So the first thing to say is that Peppol is a B2B network, so you most certainly won't be sending it to caregivers who would be consumers. I guess there might be an instance where they're a business, maybe a business paying school fees on behalf of an expat but in majority of cases that wouldn't be true. But you've highlighted one important thing there, which is of course that eInvoicing is both directions, you're sending and receiving and so yes it should be useful for your payables function.

The other thing I'd like to mention is an experience we've seen in Singapore and in fact I've started to hear some questions about this in Australia and New Zealand and that is because Invoice Now which is a brand that they've used in Singapore and is now very well known, people are going into cafes and are asking to receive their invoice as a Peppol eInvoice. So their receipt; 'well I've paid, I've got a business, I've got an expense list, I would like that back.' You can't assume that because someone is a consumer they're not also a small business. But it's a very different problem, and Christian if you wanted to add to that?

Guest Speaker - Christian Walkerden (OZEDI): Yeah just to echo, a school is a great example, they're going to be sending and receiving an absolute tonne of invoices. So there's definitely a major benefit for schools, absolutely, but it is as Simon said, going to be a business to business benefit. The second thing I note is eInvoicing is a very catchy name and we're definitely running with it, however it's actually a misnomer because it's a business to business full procure to pay network, we really reap the benefits here in Australia of coming in ten years after the creation of Peppol in Europe, where they've built out, what is it Simon is it a hundred different documents or more, so it's a full procure to pay suite and we're going to be implementing it starting with invoices which are the ubiquitous language of business absolutely, but then as the network grows and expands it includes purchase orders, remittance advices, delivery dockets, you can even put sales catalogues up there on the network. It's got a full procured pay capability, which means you can find a use case based off invoicing to implement this pretty cheaply and then

you can grow with the network and develop it out to get a fuller benefit for your school or small business.

Webinar Host - Simon Foster (DSPANZ): Yeah so we've actually had another question which has hinted at that about traditional EDI and suggesting some organisations may want to wait until all documents are available in the Australia and New Zealand market. It is possible, the full Peppol suite is available now, I think the challenge is different. One, which is that if you've already made your investment into EDI and you have something that works, making a change particularly at this point in the early days of the network, it is a very different proposition trying to replace something that implements something new. One of the reasons for focusing on invoices is that would allow a grab of the long tail, so potentially, particularly small businesses who haven't been able to connect to the EDI due to the expense, there able to send you invoices and conversely you're able to send them as Link4 have demonstrated at BOC gas over a number of years now. And BOC have done their number of things online in the case studies where they talk about the value they've received out of that, now they operate it together.

Guest Speaker - Christian Walkerden (OZEDI): Can I just say, is there a bigger user of EDI in Australia than Bunnings? I don't know. But if there is it wouldn't be by much and Bunnings have made a decision to go Peppol. That tells you something, they've seen a benefit in this technology that doesn't exist in EDI because it's not just a benefit for them, it's a benefit for the whole economy and they see that as something worth supporting and I think that sends an amazing message to the Australian economy, yes EDI was great, but Peppol is better. And the big reason for that is it's not just for big business it's also for small business and that means you can go Peppol and get an economy-wide benefit. Just like OZEDI's invested in einvoicing.com to get a network benefit, Bunnings is doing this not just for themselves but to encourage an economy wide benefit which we all benefit from. So I think that's the big thing that Peppol has over EDI, is four corner not three corner, that means it's a marketplace not a monopoly and EDI, look it's done some amazing things but I think it's time for a change because we need to get everyone on the network and EDI has had a long time to try to do that and it hasn't done that for structural reasons. And that's why Peppol is a superior technology and I think you can see in the backing of Bunnings, a very large user of EDI, saying no, we think Peppol is the way to go.

Webinar Host - Simon Foster (DSPANZ): Great point. So I've just noticed that I attributed a comment there in the chat to Adam, he's actually quoting from second commissioner Jeremy Hirschhorn in an address he made, so even stronger positioning there from the ATO on what they are and are not going to be able to do.

Well one final question, looking at the time now, there was some discussion last year as part of those industry practice statements also talked about invoice response. So part of the value, most of the value rather, at the moment is received by the payables function so that procure department or a business or as a small business receiving invoices from Bunnings. The benefits for someone sending really come from that extra information you can get about the

status of the invoice and its invoice response, but that's not a mandatory document on Peppol, it is being looked at by Peppol but standards don't move very quickly. The question here is whether DSPANZ has ideas about encouraging the take up of invoice responses. Yes we do, the challenge is we obviously can't enforce it on members. There are a number of discussions going on at the moment about brand and what eInvoicing should be called. One of the ways to do this is maybe a trust stamp of some kind at a DSP level that you only get the trust stamp / whatever we end up calling it, if you've implemented the best practice statements, if you have invoice response. That's one way to promote it and also getting commitments from our members. We would certainly be supportive of some form of mandate for that capability in Australia, that all access providers should have the capability of delivering that. I don't know what your thoughts are on invoice response?

Guest Speaker - Christian Walkerden (OZEDI): Since the very beginning of this I've been a massive advocate that the big benefit for the small business sender is to say to them, hey gone are the days of 'did you get my invoice?' and the receiver going 'hmm' putting it in the bottom drawer, 'yeah we lost it over the email network can you send it again.' Great excuse not to pay and I think small business needs to get that benefit. Now for those of you who are a bit advanced in your eInvoicing journey, you'll be aware of MLRs and BLRs, those are message level responses and business level responses, OZEDI's absolutely implemented those as an access point and we encourage all our DSPs to look for an MVP implementation, a minimum viable implementation of that capability so that you can deliver to that sender exactly that benefit. However, and I think it's a great question, it's a two way conversation and that means it's not enough just for one side of that conversation to have implemented that technology, it's got to be implemented across the board and that's where I think a DSPANZ and an ATO helping hand will be of great assistance.

Webinar Host - Simon Foster (DSPANZ): Terrific, and at which point we've run out of time and I'd also like to thank everyone for coming along of course and to thank again our Webinar Week sponsor Superchoice for supporting this event, Christian for participating and also showing us [einvoicing.com](https://www.einvoicing.com). Plus I want to remind everyone we have another few days of Webinar Week so the next session today is RegTech Roadmap for Modern Awards, it's at 2pm and that's with the Attorney-General's Department I think and Fair Work Commission and also a reminder this session has been recorded and will be made available to DSPANZ members over the coming weeks.

Guest Speaker - Christian Walkerden (OZEDI): Sorry one last thing, there's a question in the chat we haven't got to Simon, someone's asked where's your hat?

Webinar Host - Simon Foster (DSPANZ): Hahah, it's lockdown!

Guest Speaker - Christian Walkerden (OZEDI): Right.

Webinar Host - Simon Foster (DSPANZ): I wear it when I'm outside but thanks for noticing and so normally it stays on my head because I'm inside I'll lose it otherwise but we're all working from home so it's sitting in the bedroom. Thanks for the question and on that note I wish everyone a good morning! Thanks Christian.