

## Your guide to e-Invoicing

# Frequently Asked Questions

### What is e-Invoicing?

E-Invoicing (e-Billing) is a web based service that facilitates the secure exchange of information between buyers and suppliers. It specifically allows for invoices and other trade related documents such as Credit Notes, to be issued, received, approved, reconciled and digitally archived via a secure managed service.

### Why should I register for e-Invoicing?

By registering for e-Invoicing, you are able to benefit from the following:

- **Reduced Costs** - FREE to register and send documents. Removing the postage, paper, envelopes and labour costs associated with sending invoices.
- **Proof of Invoice Delivery** - Guaranteed instant delivery of documents.
- **Online Query Management** - Reduce calls to your service desk by allowing buyers to send queries online, resolving issues quicker and creating an audit trail.
- **Convenient Access** - Documents can be viewed on the e-Invoicing hub 24/7 from any PC with an Internet Connection.
- **VAT Compliant Service** - The RBS e-Invoicing Hub is EU VAT accredited and ensures all documents are HMRC compliant.
- **Security** - All documents have a digital signature and the service is only accessible by authorised users.
- **Environmental Impact** - e-Invoicing will assist in reducing your organisation's carbon footprint and environmental impact, by removing the printing, sending, storing and destroying of paper.

### Do I need to use an accounting system?

No. E-Invoicing has a built-in function that allows you to create and send electronic invoices online without an accounting system.

### Do I need to change or upgrade my existing accounting system?

No. The e-Invoicing system has been specifically designed to be compatible with all common accounting systems. E-Invoicing can also be easily integrated with any bespoke system.

### How do I manage my electronic documents?

Once registered to use e-Invoicing, you can manage your electronic documents using the online portal. You can view and manage your documents in real time, 24/7 by logging in to the e-Invoicing service using your username and password.

### How do my customers manage their electronic documents?

They manage them in exactly the same way as you do, via an online portal. From there your customers can view documents, submit queries and approvals. They can also import the data directly into their accounting system, regardless of which accounting system you sent the electronic documents from.

### If I already send documents electronically to other organisations, can e-Invoicing adopt my existing processes?

If you already send documents electronically by means such as file upload directly from your systems to other customers, RBS may be able to receive electronic files in the same format layout. A discussion will be held to find the most suitable submission method and file layout for you in order to facilitate a smooth e-Invoicing set-up. By doing this, it will enable you to continue with your existing processes and minimise any changes for you when you start using e-Invoicing.



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## Is e-Invoicing secure?

Yes. E-Invoicing is more secure than many traditional methods of sending and receiving documents. E-Invoicing uses a combination of digital signatures and powerful encryption technology to secure delivery. Documents are digitally signed providing them with a legal status within the countries the service operates in. This also ensures that the document integrity remains intact and that the authenticity of the sender can be verified. Only registered users can access documents and import them into their accounting systems.

## Does the e-Invoicing service from RBS comply with VAT legislation?

Yes. The service complies with VAT legislation. We work closely with HM Customs and Excise to ensure that all electronic invoices continue to comply with current and future VAT guidelines and legislation.

## Can I send paper as well as e-Invoices?

Yes. There will be some instances, whether by choice or restricted by law, where some customers will still need to receive their invoices in paper format. E-Invoicing has adopted a paper/electronic hybrid approach whereby all businesses who use the system can fully adopt an electronic invoicing solution and offer it to all their customers, but still be able to send paper copies to those who require them.

## Are documents that are sent and received stored as part of the service?

Yes. Documents are stored for a 12 month period. If document storage is required for a longer period, this can be provided for the full legal period (7 years).

## Why not just send documents by email?

Sending documents via email is insecure and not compliant with legislation. Companies that currently send invoices and other trade documents by email are exposed to security breaches. E-Invoicing from RBS uses email purely for notification only. Invoices and other documents submitted using e-Invoicing are managed through the secure system. This ensures that every document is electronically signed with a digital signature, as required by the EU Invoicing Directive (for invoices).

## What is Electronic Data Interchange (EDI)?

EDI allows a company to exchange electronic documents directly with another company. Typically EDI is a point-to-point solution over a leased line and requires the installation of software at both ends.

## How is e-Invoicing different from EDI?

Unlike EDI, the e-Invoicing service can be used by anyone who has an Internet connection. Therefore your customers will be able to receive e-documents immediately without investing in any new software or hardware – all they need is a web browser.

## Is the e-Invoicing service multi-lingual?

Customer Sales and Support is provided in English. The web-based content can be provided in various languages including English, Welsh, German, French, Italian, Spanish and Dutch. Documents can be sent in the user's preferred language whilst the service translates the documents in the preferred language of the recipient.

## For more information, please contact our Registration Team:

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