

COMMUNICATE ABOUT E-INVOICING TO YOUR CUSTOMERS

Start by thinking:

- What are you trying to achieve with e-invoicing.
- Why are you asking e-invoices from your customers
- What you expect your customers to do and by what date

Include the above to your customer communication. In addition, it is recommended to consider the following:

- Company logo
- Subject line
- Explanation and purpose for letter
- Before you can initiate e-invoicing with your customers, you need to ask your customers to inform you:
 - Way of invoicing: E-invoices or PDF e-invoices,
 - If e-invoices collect also the service provider's name,
 - E-invoicing address: XXXXXXXXXXXX or invoices@customer.com
 - In addition we recommend to collect: Vat-id, Contact person name, email and phone number
- Call to action, like please give your response by DD.MM.YYYY
- Contact details to your company

Here is one possible structure for an informative letter. Observe that the e-invoice sending options listed here differ from company to company. Please use the options that are available for your company.

From: accountsreceivables@company.com

To: ben.buyer@buyer.com

Subject: New guidelines for invoicing YOUR_COMPANY_NAME

YOUR_COMPANY_NAME is moving to electronic invoicing. As one of our valued customers you are receiving this information. If you are not the right person to receive this letter, please forward it to Accounts payables department.

Due to our new invoicing guidelines YOUR_COMPANY_NAME will from DD.MM.YYYY on use electronic invoice format as the preferred way of submitting invoices to our Customers.

Our goal is to reduce costs both for us as a company and for you as a customer. Moving to e-invoicing will contribute to shorten the invoice process, faster payments and improved quality. In addition, our joint efforts will contribute in a significant way to the environment.

We offer our Customers the following options for receiving e-invoices:

E-invoices:

- (Submit your details to us: E-invoicing address, service provider name, contact details)

PDF e-invoice via email: Free of charge for our customers

- (Submit your details to us: Email address for e-invoices, and contact details)

We kindly ask you to confirm your readiness to receive e-invoices from YOUR_COMPANY_NAME by DDth Month 2018.

For more information about our transition to electronic invoicing, visit our webpage. (LINK TO CUSTOMER NAME WEBPAGE)

Thank you for supporting our initiative to increase e-invoicing!

-Chief Accountant-

Phone: +47 01 01 01 01 (direct)

E-mail: name.surname@customer.com

Signature