

E-INVOICING IN GERMANY'S TOP 700 COMPANIES – LEADING INDUSTRIES AND COMMON CHALLENGES



PRESENTATION

Mirjana Stanišić-Petrovic, Fraunhofer IAO, Stuttgart

"Exchange Summit"

October 1st, 2019

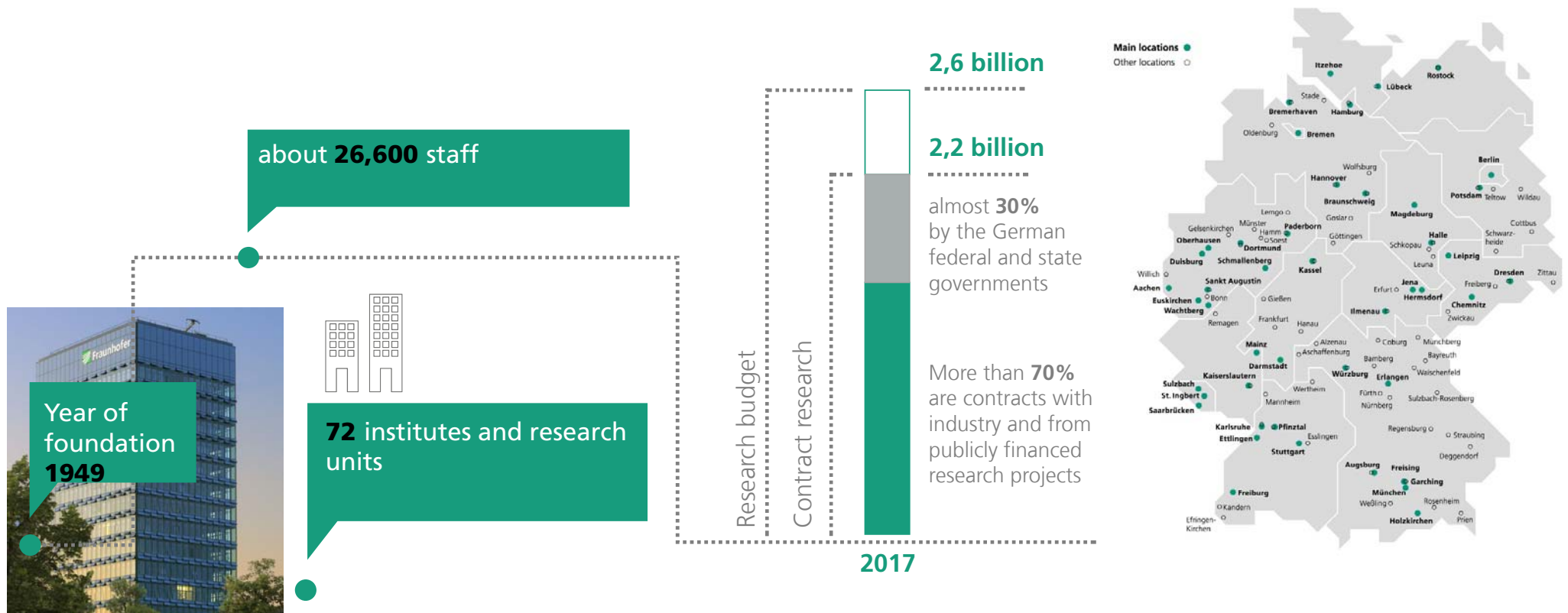
Austria Trend Hotel Savoyen, Vienna

AGENDA

- **Fraunhofer Gesellschaft and Fraunhofer Institute for Industrial Engineering IAO**
- The study
- Breakdown of participants
- Results
- Questions & contact

Profile of the Fraunhofer-Gesellschaft

As from March 2019



FRAUNHOFER INSTITUTE FOR INDUSTRIAL ENGINEERING IAO



Our areas of research



Organisational Development
and Work Design



Service and Human
Resources Management



Human-Technology
Interaction



Digital Business



Cognitive Engineering
and Production



Mobility and Innovation
Systems



Urban Systems Engineering



Responsible Research
and Innovation

Team »IT- and Softwaremanagement«



- **Use of specific company software (e.g. ERP-, DMS-, E-Invoicing-, CRM-systems)**
- **Business process management**
- **Management of master data**
- **Searching data/information in companies**
- **IT-Strategy**

Lead:

- Dr.-Ing. Dietmar Kopperger

Further information:

- www.digital.iao.fraunhofer.de

Advantages of cooperating with Fraunhofer IAO

- ✓ Independence of producers and products
- ✓ Systematic proceeding
- ✓ Interdisciplinary approach (solutions from one company)
- ✓ Cooperative principle of operation
→ aim: to transfer knowledge
- ✓ Competences in sciences (current technical standard)
- ✓ Knowledge of current technical developments
- ✓ Competence of implementation
- ✓ Highly experienced through different kind of projects
- ✓ Customer focus



More than 500 projects in cooperation with large scale enterprises, mid-sized companies and public administration



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The study

 **205**
COMPANIES
participated

 **ANALYSIS**
strictly anonymized

700  **companies in**
Germany contacted 

carried out by **Comarch**
and **Fraunhofer IAO**

COMARCH  **Fraunhofer**
IAO

Lead accountants,
commercial directors, CFOs



% **calculation**
of answers in
percent

QUESTIONNAIRE WITH

12 
QUESTIONS

MULTIPLE ANSWERS
possible ☒ ☐ ☒ ☒

PERIOD OF SURVEY
CALENDER WEEK
50/2017- 6/2018

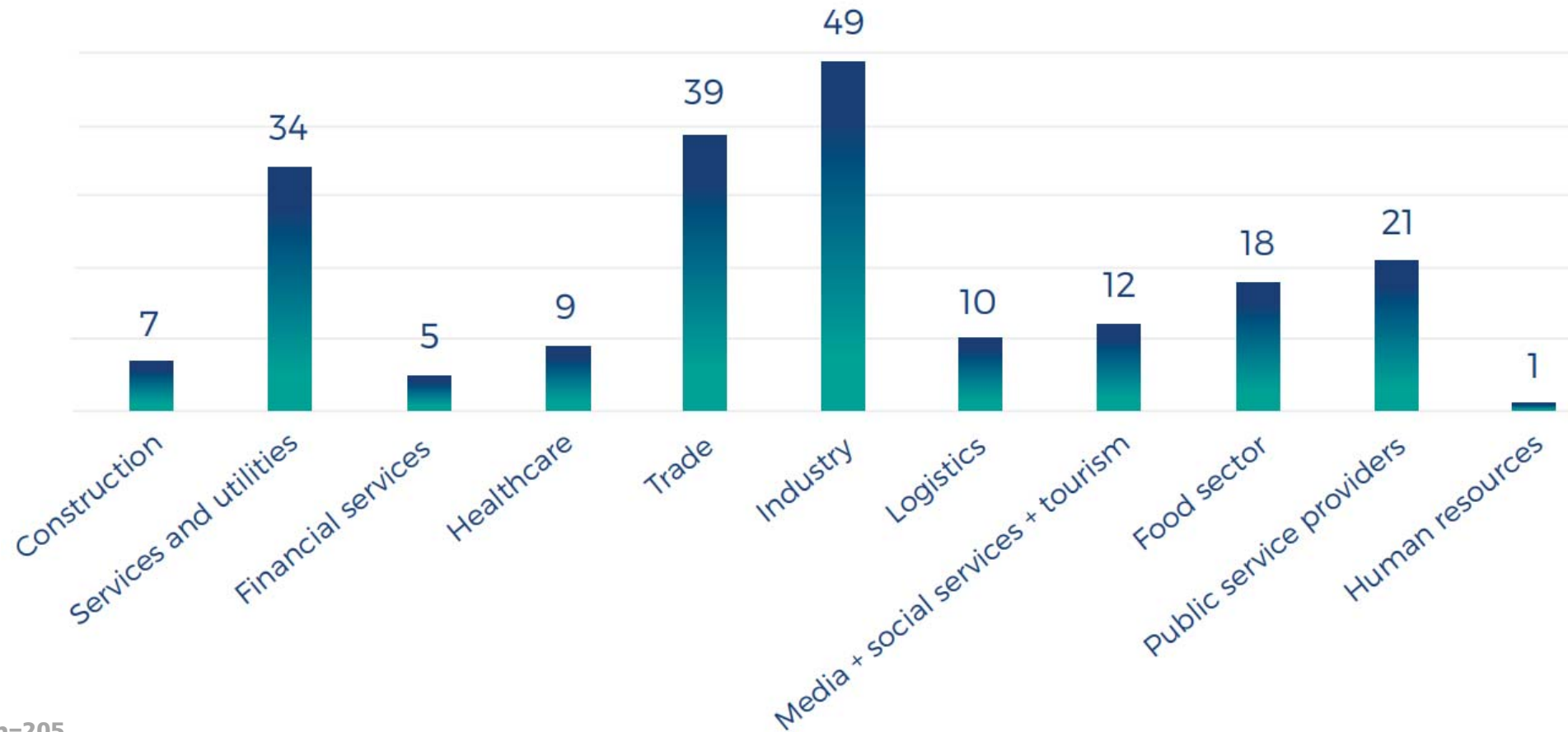


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Industry segments

Trade and Industry leading



n=205

Company size

Almost 60% with 1,000-10,000 employees



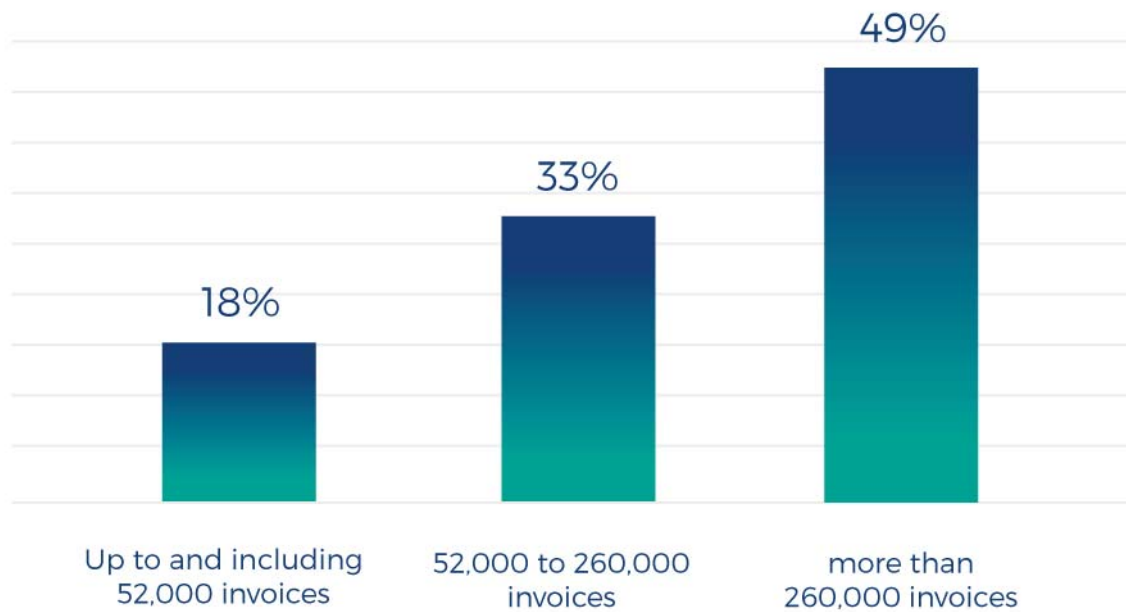
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Invoice volumes per year

Industry and Trade leading

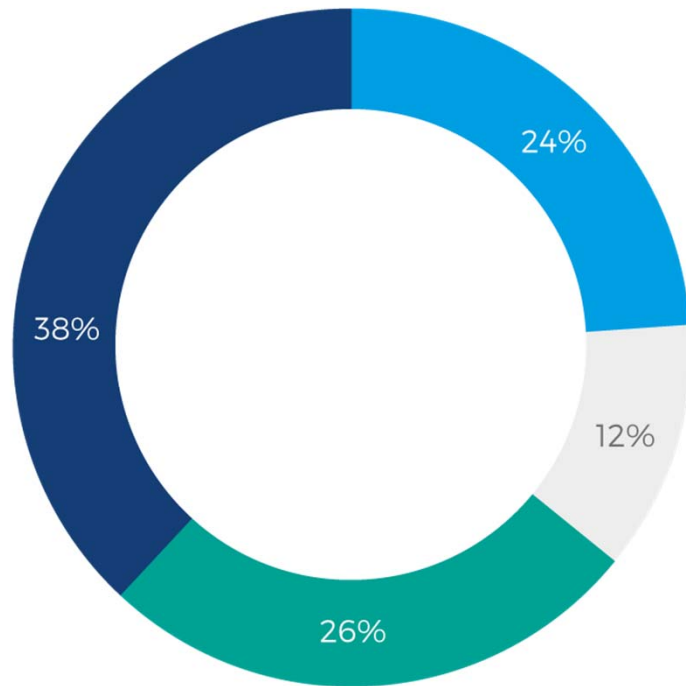


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Invoice volumes per week

To average 5,000 invoices



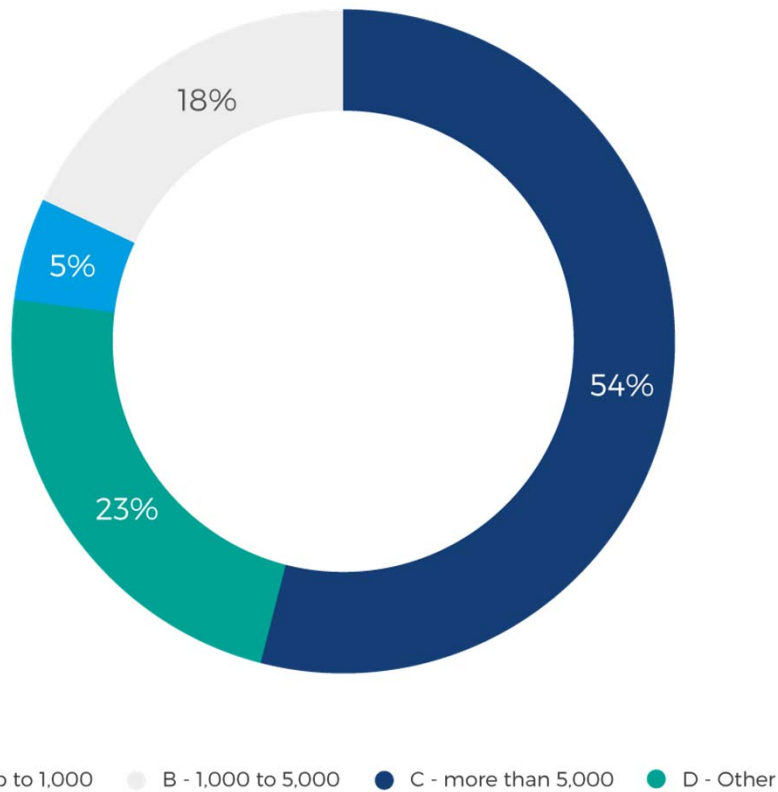
● A - up to 1,000 ● B - 1,000 to 5,000 ● Over 5,000 ● D - Other

n=205

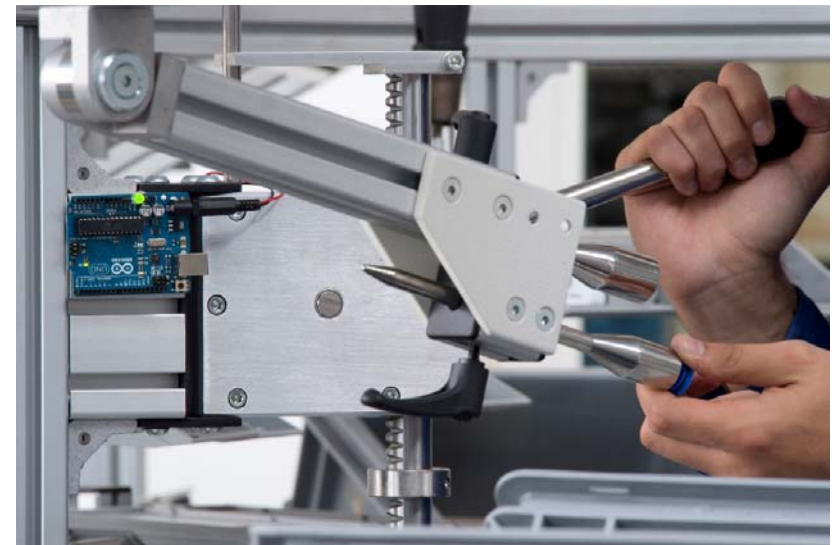


Volume of invoices per week in the trading sector

More than 5,000 invoices per week



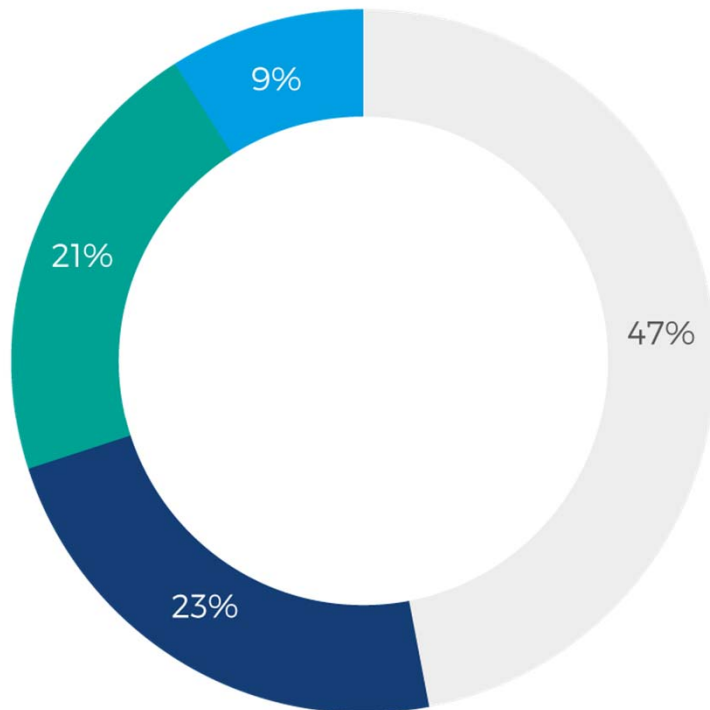
n=39



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Invoice volumes per week in public services

Almost 50% have 1,000-5,000 invoices per week



● A - up to 1,000 ● B - 1,000 to 5,000 ● C - more than 5,000 ● D - Other

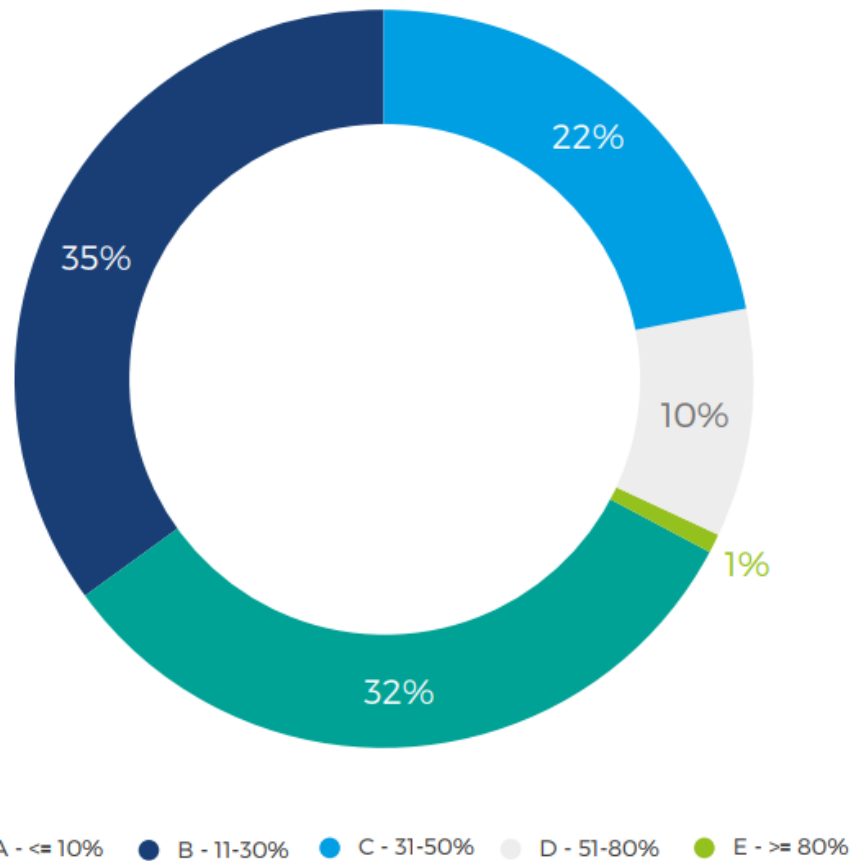
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Multi-page invoices

Over 1/3 of the companies have 50% of the invoices with more than 4 pages



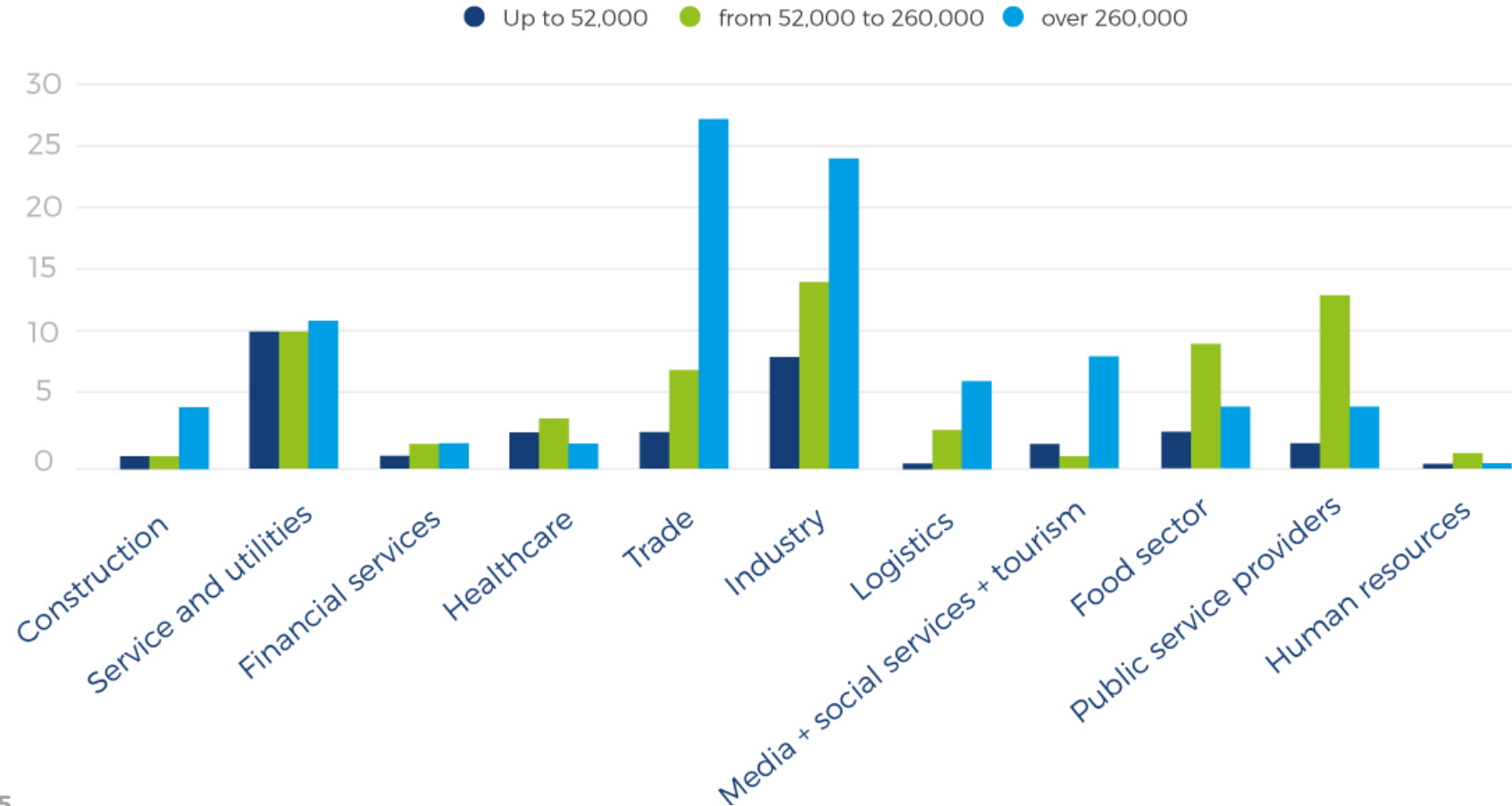
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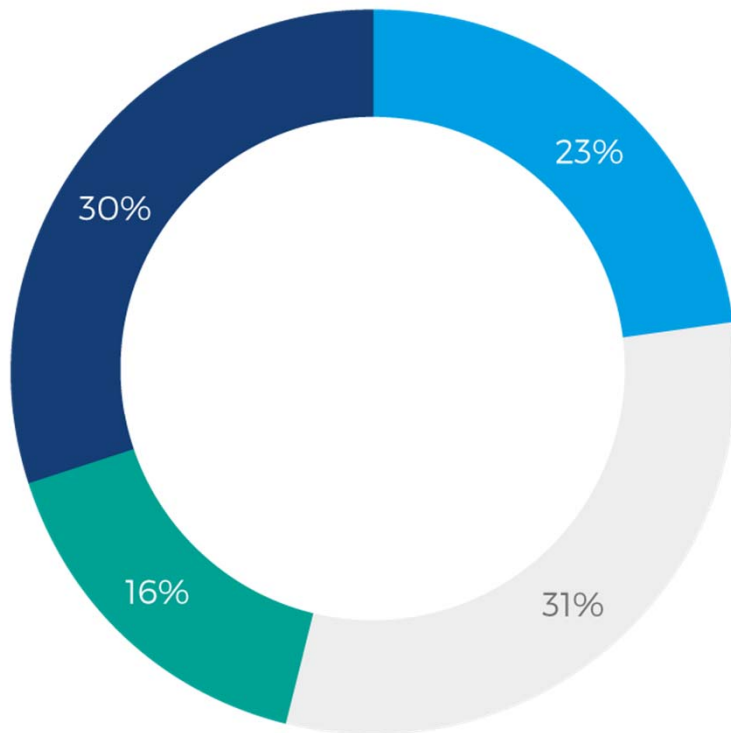
Number of invoices per year in each industry

3 industries – focus in the middle area



n=205

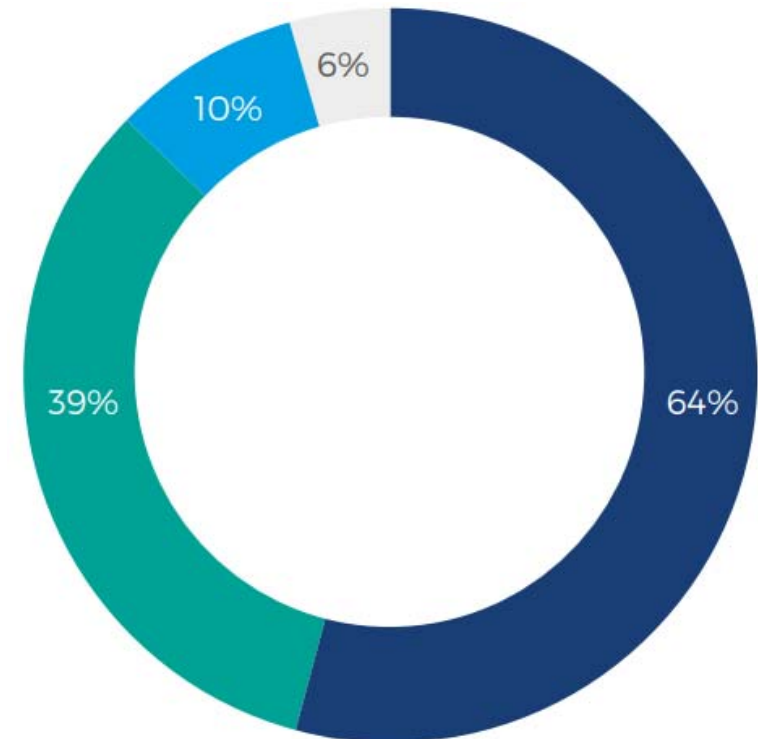
Number of business partners 1,000 – 5,000 was mentioned the most



● A - up to 1,000 ● B - 1,000 - 5,000 ● C - 5,000 - 10,000 ● D - 5,000 - 10,000

n=204

... in the German-speaking area 2/3 have more than 75%

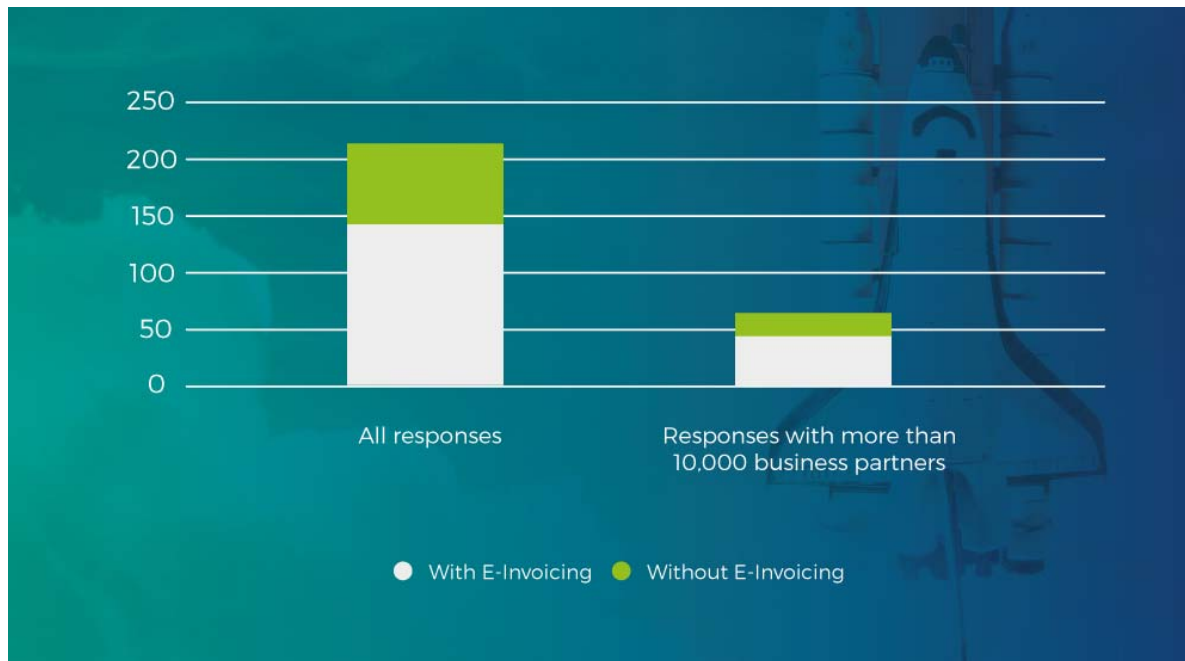


● A - up to 30% ● B - up to 50% ● C - up to 75% ● D - > 75%

n=200

E-Invoicing in use

2/3 have E-Invoicing



n=205

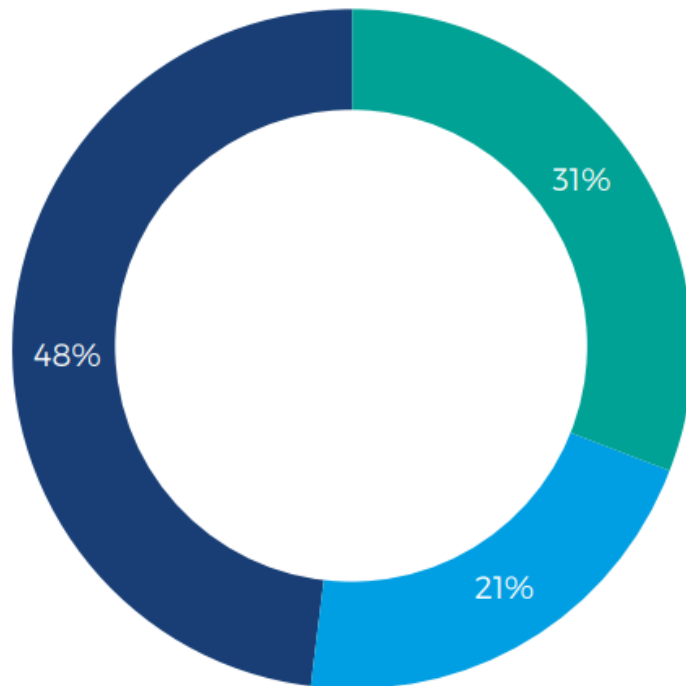


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How and where does invoice processing take place?

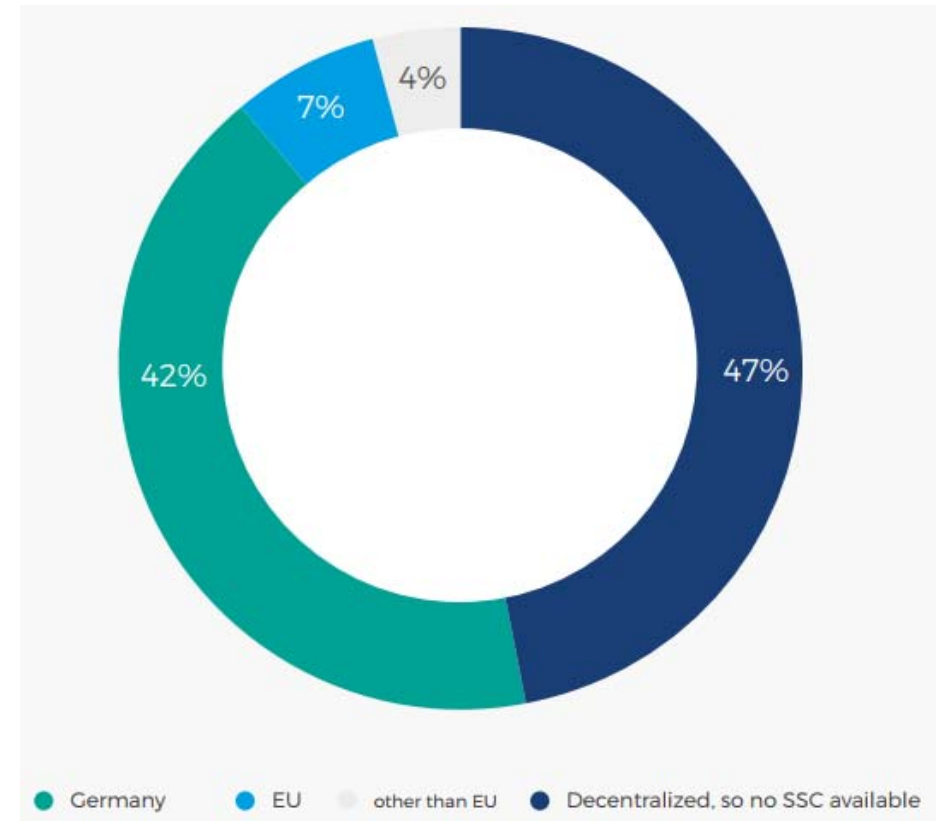
Almost 80% centralized

...majority in Germany



● A - mostly centralized ● B - mostly decentralized ● C - exclusively centralized

n=204



● Germany ● EU ● other than EU ● Decentralized, so no SSC available

n=204

Used formats or channels

33% use e-mail or pdf, 32% still use paper



32%

PAPER



33%

E-MAIL, PDF PER
E-MAIL



20%

EDI



10%

PORTAL

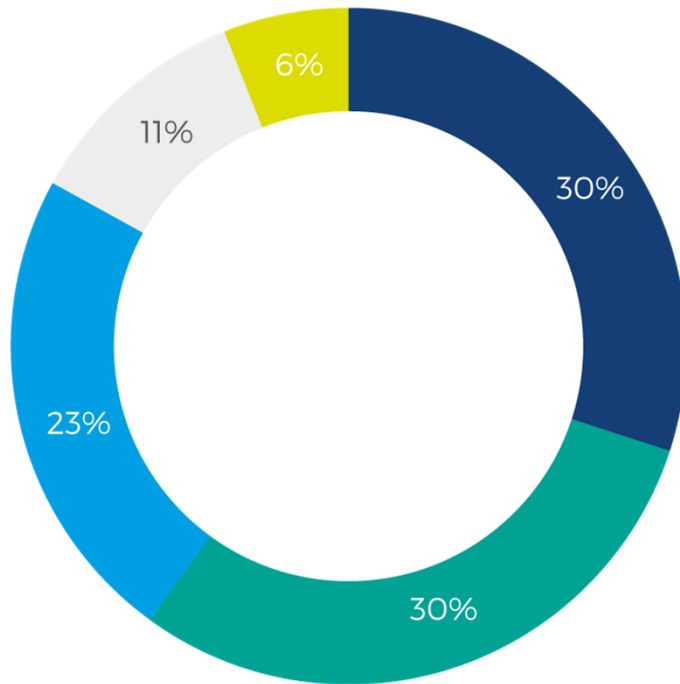


5%

ZUGFeRD

n=204

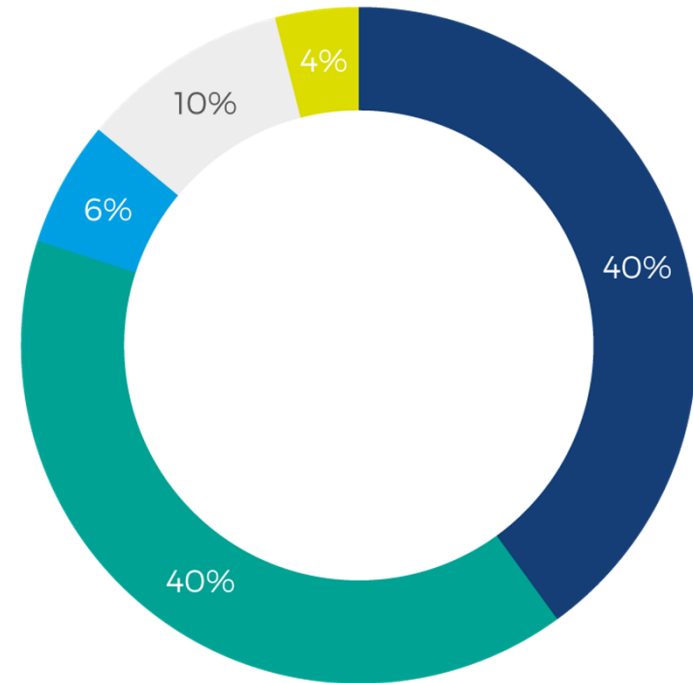
...in the industrial sector
paper, e-mail and EDI
are the most popular



● A - Paper ● B - E-mail, PDF per E-mail ● C - EDI
● D - Portal ● E - ZUGFeRD

n=49

...in the public sector
paper, e-mail and EDI
are the most popular

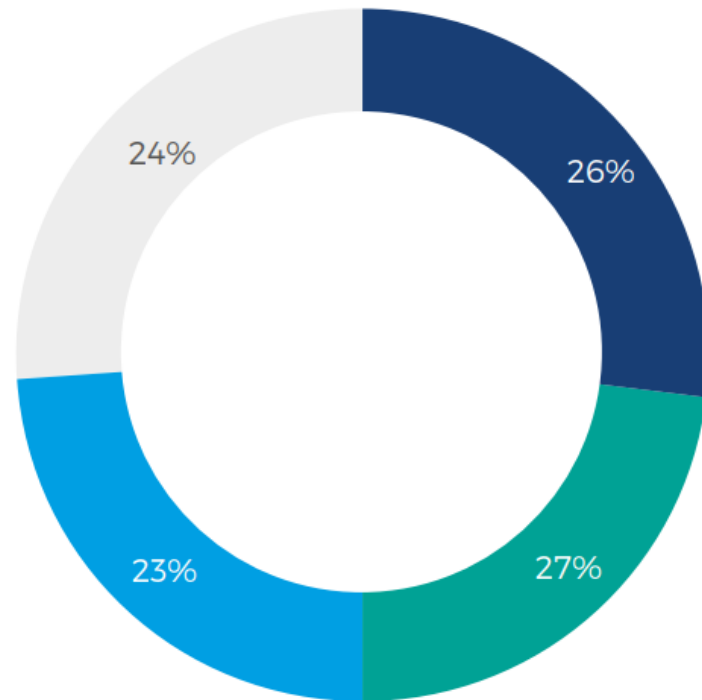


● A - Paper ● B - E-mail, PDF per E-mail ● C - EDI
● D - Portal ● E - ZUGFeRD

n=21

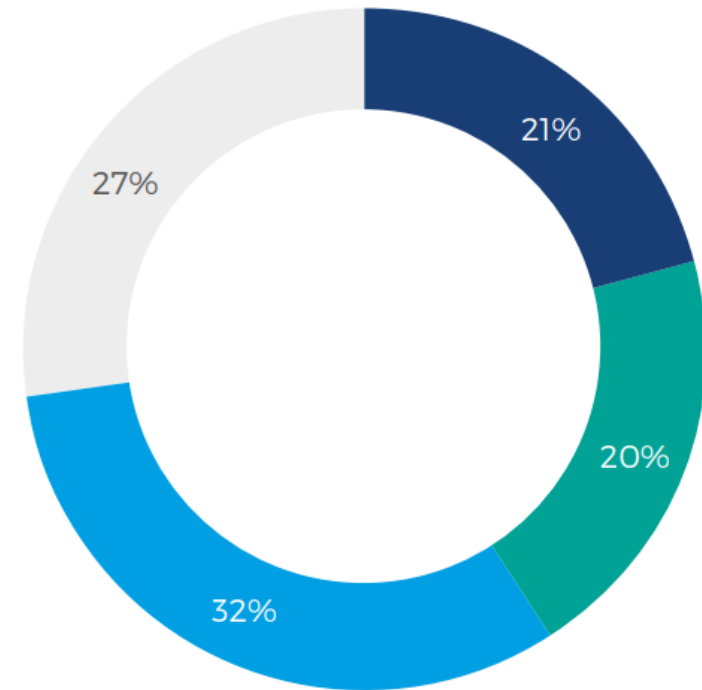
Incoming invoices vs. outgoing invoices

24% versus 27% still on paper (more than 90% on paper)



- A - Yes, mostly paperless (80-100%)
- B - Yes, more than half paperless (50-80%)
- C - Less than half paperless (10-50%)
- D - No, not paperless (less than 10%)

n=202

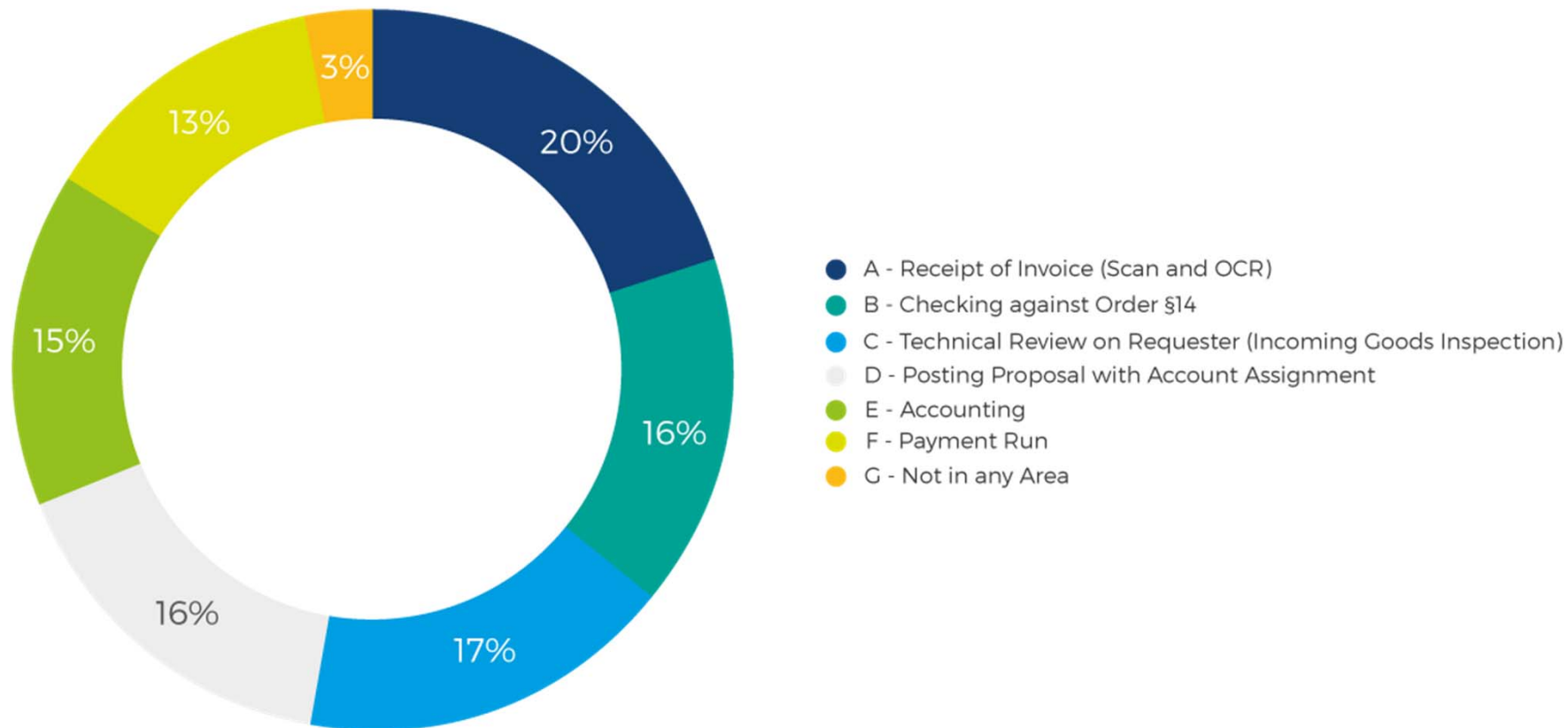


- A - Yes, mostly paperless (80-100%)
- B - Yes, more than half paperless (50-80%)
- C - Less than half paperless (10-50%)
- D - No, not paperless (less than 10%)

n=194

Electronic processing of invoices in different areas

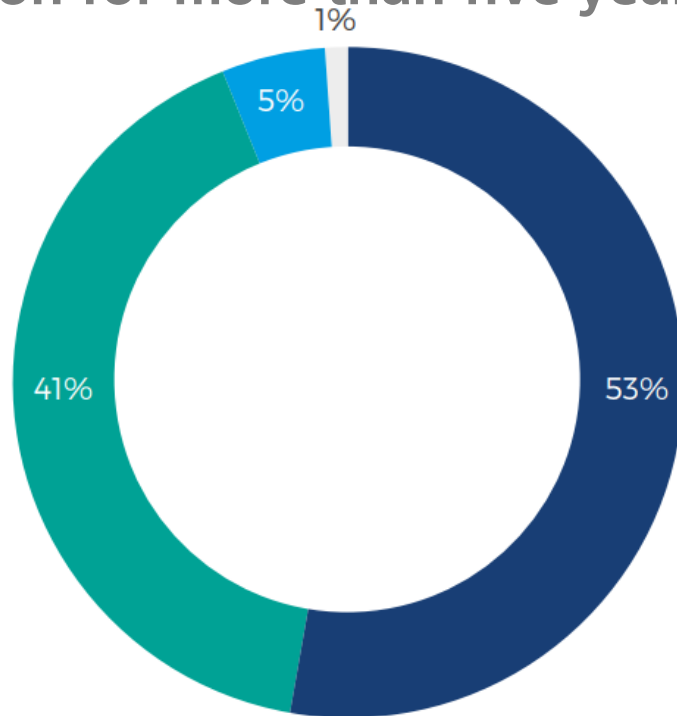
Scanning and OCR dominate



n=204

When did the cutover take place?

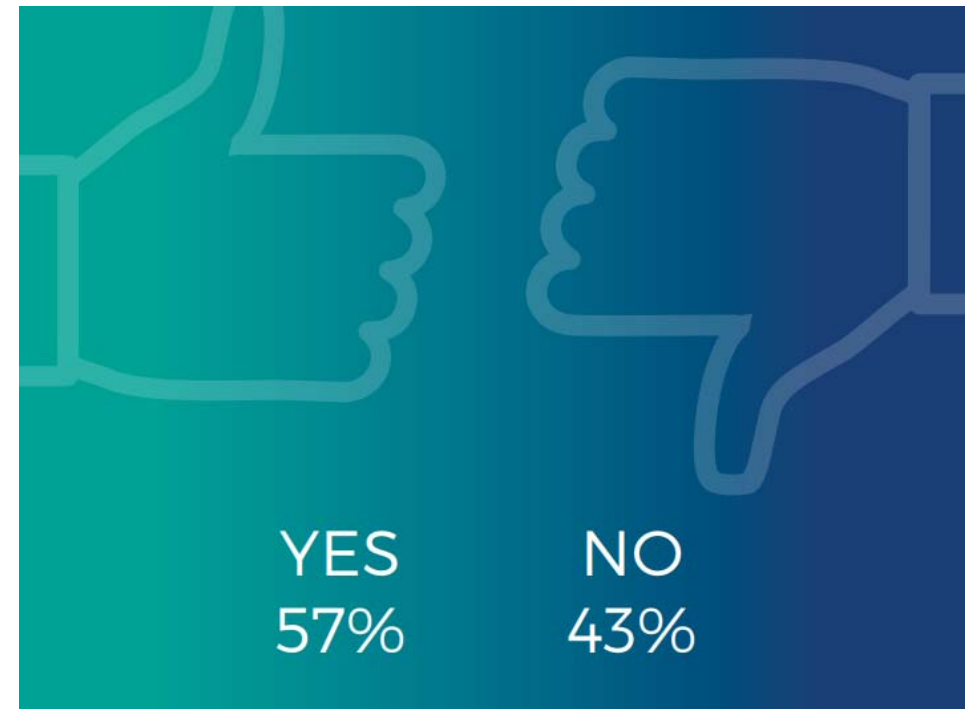
53% of the companies have been using a solution for more than five years



● A - More than 5 years ago ● B - 1-5 years ago ● C - Less than 1 year ago ● D - No response

n=119

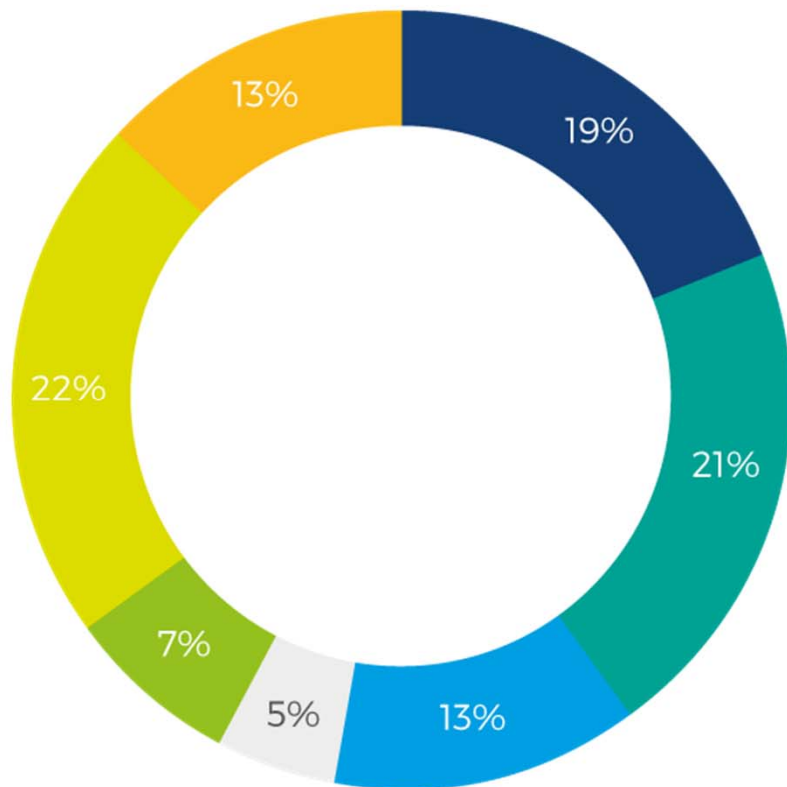
Did a forerunner solution exist?



n=119

Improvement after the introduction

Most mentioned: Time-saving and transparency



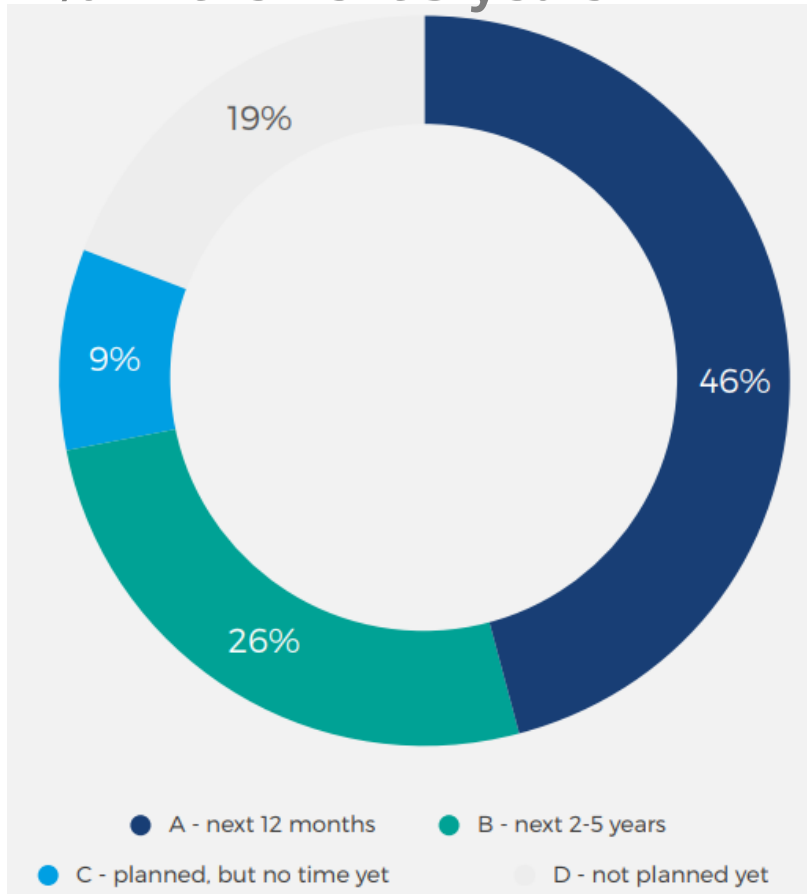
- A - Cost saving
- B - Transparency
- C - Fewer errors
- D - Better relationship with partners
- E - Liquidity enhancements, avoiding discount losses
- F - Time saving
- G - Other



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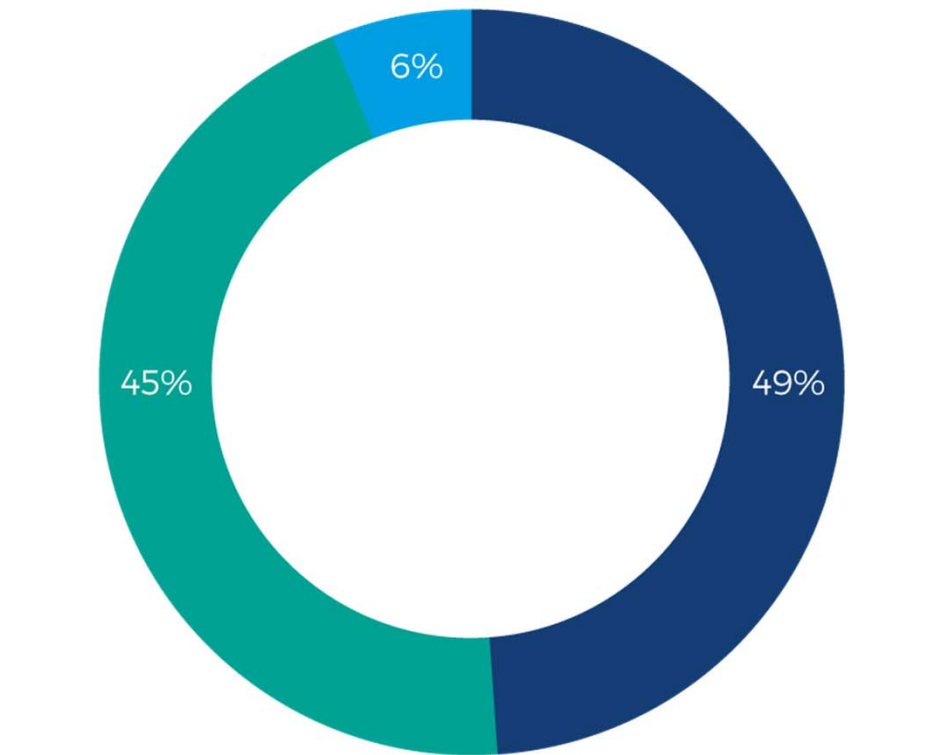
n=137

When is the introduction planned? 72% in the next 5 years



n=69

Budget for the introduction Nothing is for free

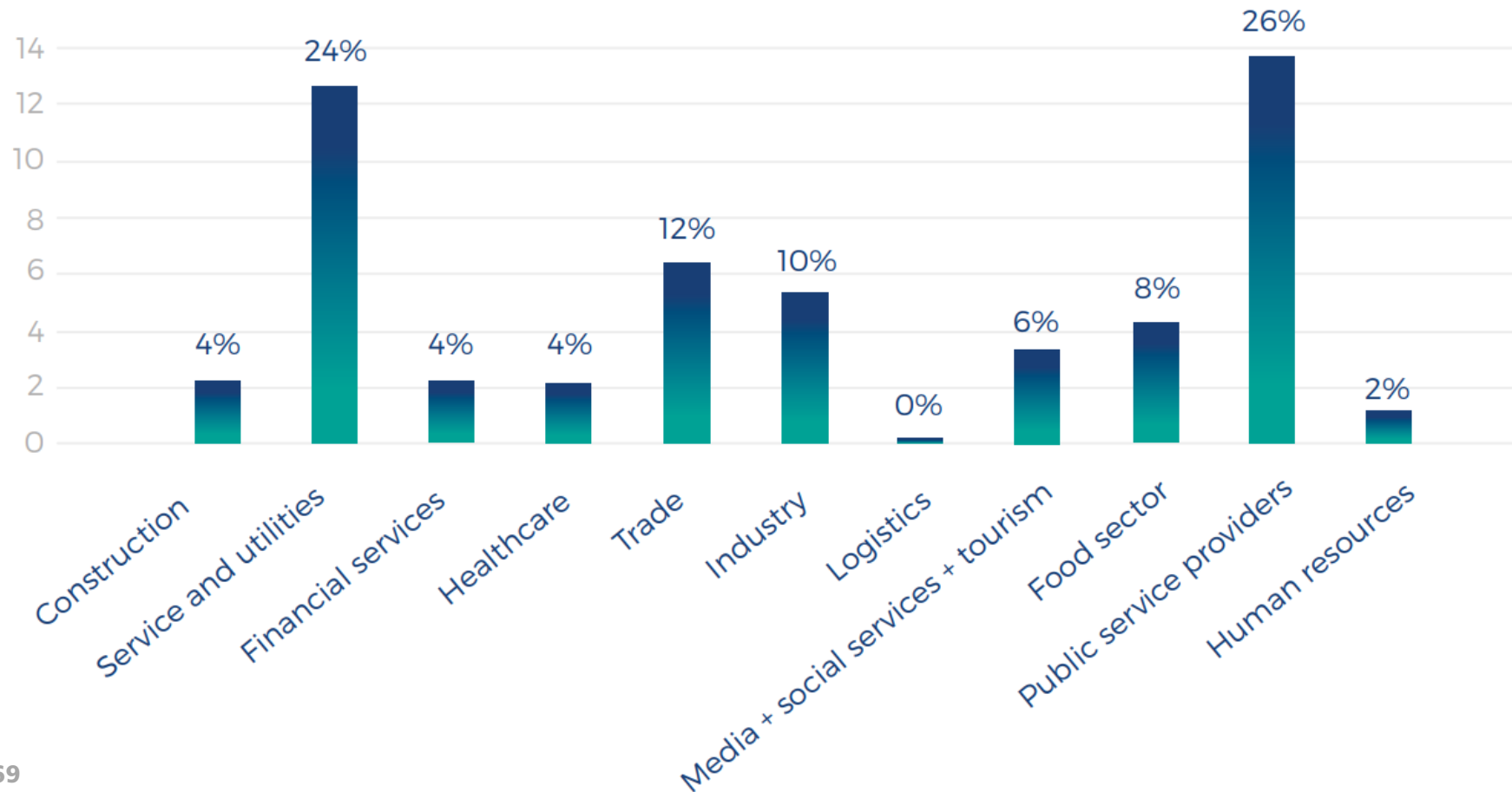


● A - up to €100,000 ● B - €100,000 - €500,000 ● C - €500,000 - €1 mil

n=49

Investments in e-Invoicing sorted by industry departments

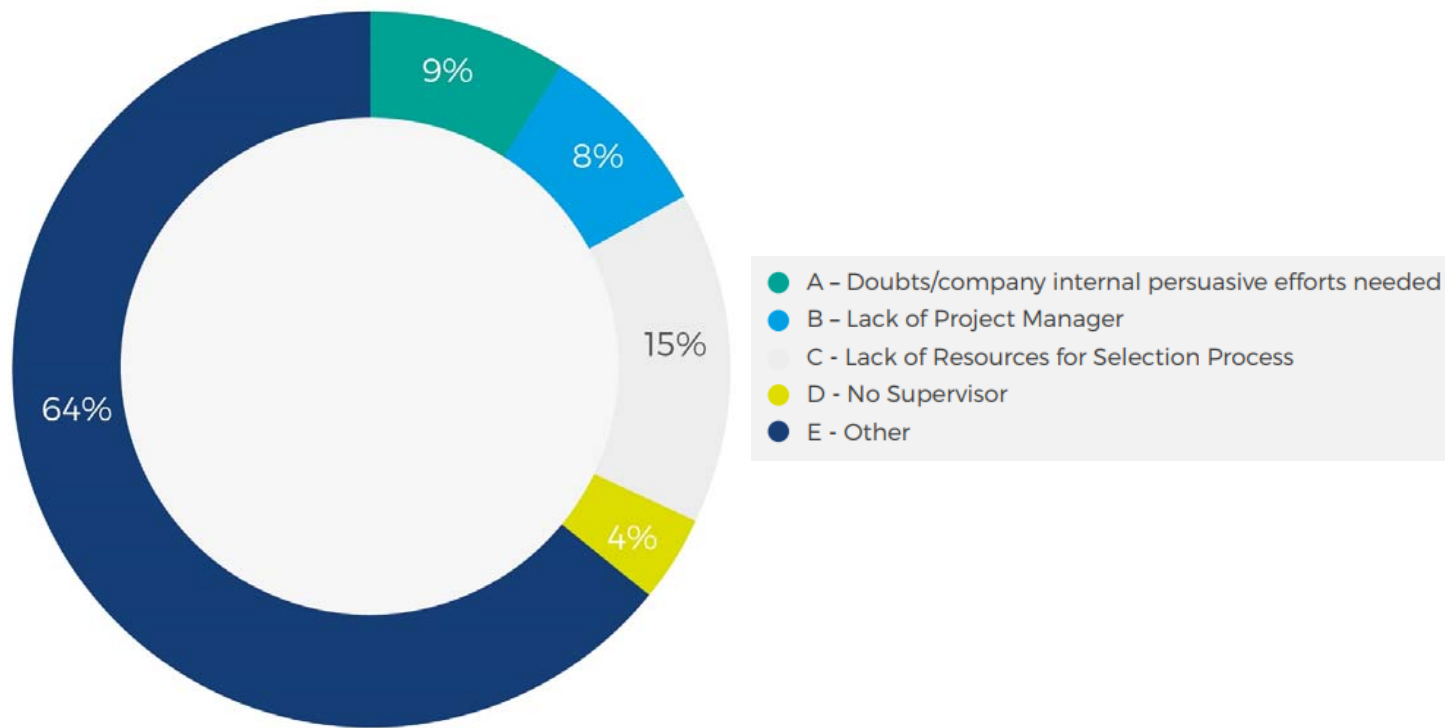
Most of the companies are from the service sector



n=69

Main barrier for the introduction of a system

Business partners and missing resources

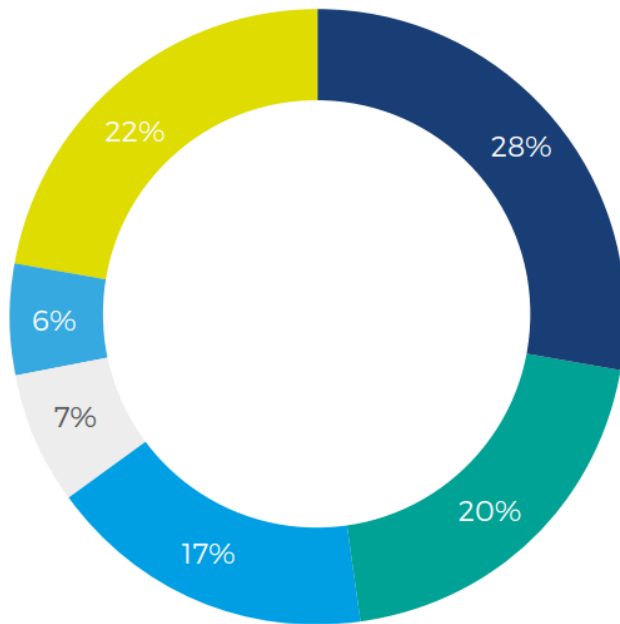


n=68



What kind of advantages do you expect?

Advantage of cost-savings and transparency



- A - Cost Saving
- B - Transparency
- C - Reduced Error Rate
- D - Better Relationships with Partners
- E - Liquidity Enhancements, Avoiding Discount Losses
- F - Other

n=67



25%

TIME SAVING



16%

BETTER USE
OF HUMAN
RESOURCES



11%

EFFICIENCY
IMPROVEMENT

n=61 (multiple choices possible)

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Any questions?



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Thank you for your attention!

If you have any questions, do not hesitate to contact us:



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