CUSTOMER CASE
Dyne Advanced Analytics

The Swiss Federal Finance Administration asks: "How high is the penetration level of e-Invoices in public administration?"

Dynelytics has worked in close collaboration with the Federal Finance Administration (FFA) and created a comprehensive solution for electronic data collection and long term evaluation to enable the potential penetration of e-Invoices in public authorities to be assessed.

Schweizerische Eidgenossenschaft
Confédération suisse
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By the end of 2016, all public authorities in Switzerland must have the technical capability to receive or issue e-Invoices. In addition, by the end of 2016 e-Invoices must total at least 60% as a proportion of all the invoices received by Swiss public authorities.

Electronic invoicing is an important element of the integrated electronic processing of the commercial operations of public authorities, and meets an increasing requirement of both business and the population. It substantially improves the efficiency of all involved, and contributes towards protecting the environment. For this reason, the introduction of e-Invoicing at public authorities is on the list of priority projects associated with the official Swiss e-Government strategy. The Federal Finance Administration (FFA) is responsible for executing the e-Invoice project as the organisation in charge.

Issuing and receiving e-Invoices and e-Payment

According to a Swiss study by swissDIGIN, every e-Invoice issued saves the party issuing the invoice 2 Swiss francs and saves the recipient as much as 15 francs. An e-Invoice is characterised by the following features:

. It is an electronically produced file which has been provided with a sophisticated electronic signature.

. Its authenticity and origin can be proved.

. It is guaranteed to be legible and tamperproof from the time it is issued until the end of the retention period.

The Swiss Federal Government's programme on the introduction of e-Invoices (e-Government finance programme) covers both the receipt of invoices which have been issued to the Government by its suppliers in electronic form, and also the subsequent further processing of these by means of a creditor workflow. It also includes incoming paper invoices, which are scanned and/or digitised and further processed together with e-Invoices.

The e-Invoice projects relate not only to the authorities receiving electronic invoices, but also issuing these, and in addition to so-called e-Payment, in other words facilities for the public authorities' customers to pay by credit card in an Internet shop for goods and services they have ordered.

Online recording provides an overview of the implementation projects since 2011

Working in close collaboration with the Federal Finance Administration, Dynelytics has created a comprehensive solution for central electronic data collection and long term evaluation of the penetration of e-Invoices in public administration bodies. An initial survey was carried out over several months in autumn 2011 to determine the status of the e-Invoice projects in the cantonal organisational units. All 26 cantons took part in the survey, of which 16 had reported e-Invoicing projects. The electronic questionnaire, which was implemented and hosted by Dynelytics, comprises around 40 questions on e-Government generally, on the invoicing quantity structures and also on the concrete e-Invoicing projects which have been planned, implemented or completed by the bodies questioned. The answers submitted are stored in an SQL database immediately after the data has been entered. Both the platform for controlling the survey and the data collected, and also all the forms, are in German and French.

All central contacts in the Government, cantons and cities are given access to the web survey solution. These participants have been asked

Christian Gnägi, Federal Finance Administration Manager:

"Dynelytics was very efficient to work with, and the solution is running successfully and smoothly."

to enter all the relevant details of their organisation and also to update these annually. Users can access the application easily by means of a user ID and password, and no local software needs to be installed. However, as a user with extended rights the Federal Finance Administration can administer the user list itself at any time via the Dynelytics web solution, for example to register new users in the system or amend existing users. The Finance Administration can also download the current status of the entries as a data set for further evaluations. The "normal" participants from the Government, cantons and cities have the option of instantly retrieving the data they themselves have entered (including year-on-year comparisons) as an Excel file.

"Hesitant" behaviour by the cantons

Of the 27 e-Invoicing projects in total recorded in the first survey, 7 relate to receiving e-Invoices, 9 to issuing e-Invoices and 11 involve e-Payment. 11 e-Invoicing projects had already been completed, 9 had been started and a further 7 e-Invoicing projects were planned. In an e-Invoicing newsletter, Christian Gnägi, the Federal Finance Administration manager with responsibility for e-Invoicing, summed up the results of the first round of the survey as follows: "The evaluations make it clear that in the cantons the ability to handle e-Invoices has obviously not progressed far enough yet. The low number of planned e-Invoicing projects also leads me to believe that e-Invoicing is not being given a particularly high priority. This is surprising, given that

e-Invoices substantially improve the efficiency of organisational units which either issue or receive invoices."
On the other hand, demand often arises only after a product or service has been offered. Christian Gnägi said that this was shown by the example of the Tax Administration Department in Berne, where demand for e-Invoices has risen strongly since the introduction of electronic tax returns. Hence 12,000 registrations took place within just the first six months of the new form of invoicing being enabled.
To increase the significance of the subject of e-Invoicing, Christian Gnägi recommends pointing out the high gains in efficiency which can be expected alongside low implementation costs. The next survey period using the Dynelytics web solution will show to what extent issuing and receiving invoices electronically can achieve acceptance in towns with more than 30,000 inhabitants.

Facts & Figures: Number of invoices handled by public authorities (rough estimate)

· In total: ~ 44 million a year (incoming and outgoing invoices), of which:
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· National government: ~ 2 million a year
....
· Cantons: ~ 30 million a year
....
· Towns and local authorities: ~ 12 million a year
....
· Ø 71% of citizens use the online services provided by the public authorities
....
. Ø 50% of citizens pay their invoices online

Please visit the project's website:
www.e-rechnung.admin.ch