

ACC Case Study

SendInvoice – Invoice submission application



Need to submit provider invoices to ACC?

High

volumes of invoices

Instant

validation of data

24x7

service availability

Challenge

Unsupported ACC legacy bulk invoice tool

Technology and software supplier Oracle gave notice of its intention to withdraw support for its Java Applet software from January 2019. ACC's legacy bulk invoice tool XML Builder uses the Java Applet, so the stability of this software became a risk. ACC needed options to mitigate this risk and engage with providers using XML Builder, to inform them of the options, before the risk materialised.

Objective

Tactical replacement for unsupported ACC legacy bulk invoice tool

At that time, ACC's XML Builder tool was used by circa 420 providers to send approximately 7 million invoice lines per annum. Of these providers, many were unable to adopt alternative mechanisms such as utilising Application Programming Interfaces (APIs) themselves, or migrating onto a Practice Management System (PMS) that had integrated ACC's APIs, in time to mitigate the Java Applet risk. Therefore, ACC needed a tactical replacement for its unsupported legacy bulk invoice tool.

Solution

SendInvoice – open for business 24x7

Strategically ACC promotes the use of customer-facing APIs, which enable high volumes of data transfer from providers. ACC also engages with PMS vendors, to encourage them to embed APIs into their systems, to the benefit of all their customers.

Tactically ACC developed an alternative in-house application called 'SendInvoice' to replace XML Builder, to enable providers to continue to submit bulk invoices online. SendInvoice utilises the invoice API, enabling 24x7 service availability. It therefore removed reliance on the Java Applet and mitigated the risk.

Results

Instant validation of data

SendInvoice was developed to offer comparable functionality to the existing tool, with additional features to enhance the usability and add value to the end users. It enables the upload of a template spreadsheet of invoices (in Comma-Separated Values CSV file format).

This CSV file can be populated with invoice data extracted from your financial system, or it can be completed manually.

Business rules and logic enable validation of datasets, prior to ACC accepting or rejecting the invoice data in the CSV file. Providers can correct and resubmit their invoice data, resulting in fewer processing errors and improved operational efficiency for ACC.

ACC developed a change management plan to ensure a smooth rollout and maximise uptake. A host of self-serve support material including 'how to' videos were created. SendInvoice was promoted to the at-risk providers in tranches, using a reporting dashboard to monitor uptake. Further marketing and engagement to promote SendInvoice more widely to providers followed.

Currently, circa 510 providers use SendInvoice to successfully submit circa 395K invoices per annum.

If you are a provider submitting a minimum of 10 invoices per week to ACC and might like to utilise SendInvoice, contact us via the details below.

Contact Us

Interested to learn more...

Complete our [Contact Us](#) form, which helps us direct you to the right team.

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