## STATEC

## Institut national de la statistique et des études économiques

Natio	nai r	egis	tratio	on n	umb	er (r	natrı	cule	nati	onal	<b>)</b> :	
Name	of t	he e	nter	prise	e:							

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# Survey on the usage of information and communication technologies by enterprises - 2023

The aim of this survey is the collection of data concerning enterprises in order to compile statistics on their usage of Information and Communication Technologies (ICT). This survey is carried out under Regulation (EU) 2019/2152 of the European Parliament and of the Law of 10 July 2011 organising the Institut national de la statistique et des études économiques (STATEC).

Under the terms of the Law of 10 July 2011 establishing STATEC, businesses are bound to respond to this questionnaire. According to article 15 of the aforementioned Law, the refusal to respond to the survey, the refusal to respond within the requested time frame or the intentional delivery of inaccurate or incomplete information is liable to a fine of 251 up to 2.500 euros.

STATEC guarantees the confidential treatment of the individual data of the enterprises, which are used exclusively for the compilation of statistics or in the carrying out of scientific studies.

Please keep a copy of this questionnaire for your own records and return the completed original questionnaire to STATEC **before the date mentioned in the letter** accompanying the survey.

## Introduction

### Objectives of the survey

The aim of this survey is to collect data on the usage of information and communication technologies (ICT) by Luxembourgish enterprises. The collected data are used in the production of harmonised and comparable statistics across the European Union. They are therefore an essential tool for national and European policy makers to measure progress towards the goals concerning the adoption and use of ICT, such as the "Digital Agenda for Europe" of the European Commission.

The results of previous surveys are available on the Luxembourgish Statistics Portal (https://statistiques.public.lu/en/themes/entreprises.html), under « Science and technology ».

#### Scope

The present survey is aimed at resident businesses carrying out market activities according to the statistical classification of economic activities in the European Community (NACE Rev.2) on or from the Luxembourgish economic territory during the observation period.

The definition of the enterprise unit used in this survey includes resident natural persons, legal persons incorporated under Luxembourgish Law or Luxembourgish branches of legal units incorporated under foreign law.

Please exclude any activities relating to any permanent establishments and subsidiaries located in foreign territories such as foreign branches of a legal unit incorporated under Luxembourgish law.

Where not otherwise specified, please consider as reference the current situation (year 2023). The reference period for the percentages of sales/orders data is financial year 2022. Please report all items to the best of your ability, estimates are acceptable.

#### How to respond to this questionnaire?

This questionnaire is <u>intended primarily for the ICT manager or a senior professional in the ICT department</u> of your enterprise. In any case the respondent should not be someone with responsibilities only in accounting.

The survey is divided into several sections. Each section contains questions about various aspects of ICT at your enterprise. Due to the specialised nature of each question (e.g. financial indicators, human resources records etc.), it may be necessary to collaborate with colleagues in different departments to answer the questions.



Please take into account all of the legal units listed in the "List of legal units targeted by this survey", that was annexed to the letter inviting you to participate in the survey.

#### The structure of the questionnaire

This questionnaire is divided into eight sections:

Section A - General information

Section B - Access and use of the internet

Section C - e-Commerce

Section D - Data utilisation, sharing, analytics and trading

Section E - Use of cloud computing services

Section F - Artificial Intelligence

Section G - Invoicing

Section H - Comments and contact coordinates

**Disclaimer:** References to third-party brands, products and trademarks are for the sake of clarification and are not intended to promote the use of such products.

## Section A - General information

<b>A</b> 1.	Is your enterprise part of an enterprise group?
	An enterprise group consists of two or more legally defined enterprises under common ownership. Each enterprise in the group can serve different markets, as with national or regional subsidiaries, or serve different product markets. The head office is also part of an enterprise group.
	Yes
	No
Sec	ction B - Access and use of the internet
B1.	How many persons employed have access to the internet for business purposes?
	Please consider the aggregate number of persons from all the legal units listed in the letter accompanying the survey.
	Including fixed line, fixed wireless and mobile telephone network connection.
	Answer about your enterprise only for <b>Luxembourg</b> . Exclude any subsidiaries, parent enterprises and foreign branches for the purposes of this survey.
	persons
	If the value is "0" → Please go to question H1.
Use	of a fixed connection to the internet for business purposes
B2.	Does your enterprise use any type of fixed connection to the internet?
	(e.g. ADSL, SDSL, VDSL, fiber optics technology (FTTP), cable technology, etc.)
	Yes → Please go to question B3.
	No Please go to question <b>B4</b> .
B3.	What is the maximum contracted download speed of the fastest fixed internet connection of your enterprise?
	(Please tick one box only)
	a. Less than 30 Mbit/s
	b. At least 30 but less than 100 Mbit/s
	c. At least 100 but less than 500 Mbit/s
	d. At least 500 but less than 1 Gbit/s
	e. At least 1 Gbit/s

## Use of a mobile connection to the internet for business purposes

A **mobile connection to the internet** means the usage of portable devices connecting to the internet through mobile telephone networks and not Wi-Fi. Enterprises provide portable devices to the persons employed, and paying for all or at least up to a limit, the subscription and the use costs.

B4.		s your enterprise provide <u>port</u> g mobile telephone networks,	table devices that allow a mobile connect, for business purposes?	tion to the	internet
	e.g. v	via portable computers or other por	rtable devices like smartphones		
	Υ	es	e go to question <b>B5</b> .		
	N	o	e go to question <b>B6</b> .		
B5.			e a <u>portable device</u> provided by the ento		t allows
	Pleas surve		of persons from all the legal units listed in the le	tter accompai	nying the
		ver about your enterprise only for <b>L</b> uches for the purposes of this survey	<b>.uxembourg</b> . Exclude any subsidiaries, parent 6 y.	nterprises an	d foreign
		persons			
Use	of	a website			
B6.	Doe	s your enterprise have a webs	site?		
	Y	'es	go to question <b>B7</b> .		
	N	lo ☐ → Please	go to question <b>B8</b> .		
B7.	Doo	s the website have any of the	following?		
<b>.</b>	DOG	s the website have any of the	Tollowing:	Yes	No
				F3	
	a.	Description of goods or services, p	price information		
	b.	Online ordering or reservation or be.g. shopping cart	booking		
	C.	Possibility for visitors to customise	e or design online goods or services		
	d.	Tracking or status of orders placed	rd		
	e.	Personalised content on the webs	site for regular/recurrent visitors		
	f.		ort (a chatbot, virtual agent or a person		
	g.	Advertisement of open job position	ns or online job application		
	h.		rporate Social Responsibility' or 'sustainable		
	i.		anguageste within a single domain (e.g. ".com") or multiple		

domains of your enterprise in different languages (e.g. ".es", ".uk").

Use	e of	mobile apps			
B8.		es your enterprise have a mobile app for clients (e.g. for loyalty   tomer support)?	program,	e-comr	nerce
	١	res			
	N	No			
Use	e of	Social Media			
		s <u>using</u> social media are considered those that have a user profile, an account our currents and the type of the social media.	or a user lic	ence dep	endin
B9.	Doe	s your enterprise use any of the following social media?			
			Internal	Externa	l No
	a.	Social networks			
		e.g. Facebook, Linkedin, Xing, Viadeo, Yammer, etc.	_		
	b.	Enterprise's blog or microblogs			
		e.g. Twitter, Present.ly, etc.			
	C.	Multimedia content sharing websites or apps			
		e.g. YouTube, Flickr, SlideShare, Instagram, Pinterest, Snapchat, etc.			
	d.	Wiki based knowledge sharing tools			
		If you answered No to all items → Pour Otherwise → Pour No to all items			
		Cancilwide 2 1	reade go te	, questioi	, 510.
B10.	. Doe	s your enterprise use any of the above mentioned social media to	:		
			Ye	S	No
	2	Develop the enterprise's image or market products		1	
	a.	e.g. advertising or launching products		J	ш
	h	Obtain or reamend to questioner eninions, reviews, questions		1	
	b.	Obtain or respond to <u>customer</u> opinions, reviews, questions		_ _	
	C.	Involve <u>customers</u> in development or innovation of goods or services			
	d.	Collaborate with <u>business partners</u> or <u>other organisations</u>		1	
		e.g. suppliers, public authorities, non-governmental organisations		1	Ш
	e.	Recruit employees		]	
	f.	Exchange views, opinions or knowledge within the enterprise		1	

B11.	Doe	s your enterprise pay to advertise on the internet?		
	(e.g.	adverts on search engines, on social media, on other websites or apps)		
	Υ	es → Please go to question B12.		
	N	o Please go to question C1.		
B12.		s your enterprise pay to advertise on the internet using any of ertising methods?	_	•
			Yes	No
	a.	Based on content or keywords searched by internet user		
	b.	Based on the tracking of internet users' past activities or profile		
	C.	Based on the geolocation of internet users		
	d.	Any other method of targeted advertising on the internet not specified		

Other use of the internet

## Section C - e-Commerce

In **e-Commerce** sales of goods or services, the order is placed via web sites, apps or EDI-type messages (EDI: Electronic Data interchange) by methods specifically designed for the purpose of receiving orders.

The payment and the ultimate delivery of the goods or services do not necessarily have to be conducted online.

E-Commerce transactions exclude orders made by manually typed e-mail messages.

## Web sales of goods or services

Web sales cover orders, bookings and reservations placed by your customers via

- your enterprise's websites or apps<sup>1</sup>:
  - online store (webshop)
  - web forms
  - extranet (webshop or web forms)
  - booking/reservation applications for services
  - apps for mobile devices or computers
- e-Commerce marketplace<sup>2</sup> websites or apps (used by several enterprises for trading goods or services).

Orders written in e-mail are **not** counted as web sales.

C1.	During 2022, did your enterprise have web sales of goods or services via:		
		Yes	No
	a. your enterprise's website or "apps"?  including those of parent or affiliate enterprises, extranets		
	b. e-Commerce marketplace websites or "apps" used by several enterprises for trading goods or services?		
	e.g. e-Bookers, Booking, hotels.com, eBay, Amazon, Amazon Business, Alibaba, Rakuten, TimoCom, etc.		
	If you answered No to both items → Plea Otherwise → Plea		
C2.	Please state the value of the turnover resulting from web sales of good monetary terms, excluding VAT), in financial year 2022.	ds or ser	vices (in
	Please consider the aggregate turnover (as defined in the statutory annual accounts) of a in the letter accompanying the survey.	ll the legal ι	ınits listed
	Exclude any subsidiaries, parent enterprises and foreign branches for the purposes of the	nis survey.	

**FUR** 

<sup>&</sup>lt;sup>1</sup> **App(s)**. A mobile app, short for mobile application or just app, is application software designed for a specific purpose (e.g. entertainment, shopping, etc.), downloaded and used on computers depending on their operating system (e.g. portable devices such as tablets, smartphones, etc.).

<sup>&</sup>lt;sup>2</sup> The term 'e-Commerce marketplace' refers to websites or apps used by several enterprises for trading products (e.g. Booking, eBay, Amazon, Amazon Business, Alibaba, Rakuten, etc.). Amazon Business is a marketplace on Amazon.com that is addressed to B2B commercial transactions. E-Commerce marketplaces are different from e-Commerce platforms (e.g. Shopify, WooCommerce, Magento, Bigcommerce, etc.). The latter provide scalable, self-made online solutions for business that would like to set up their own e-Commerce website.

C3.	Please provide a percentage breakdown of the total turnover (excluding VAT) from web sales in financial year 2022 (refer to the amount provided in C2) for the following:							
	a.	via your enterprise's website or "apps"	%					
		including those of parent or affiliate enterprises, extranets	,,					
	b.	via e-Commerce marketplace websites or "apps" used by several enterprises for trading goods or services	<u> </u>					
		e.g. e-Bookers, Booking, hotels.com, eBay, Amazon, Amazon Business, Alibaba, Rakuten, TimoCom, etc.						
		Total (a.+b.)						
		This percentage refers to the amount indicated in question C2.	1   0   0 <sub> </sub> %					
C4.		ase provide a percentage breakdown of the total turnover (excluding VA nancial year 2022 (refer to the amount provided in C2), by type of custo						
	a.	B2C (Business-to-consumer, sales to private consumers)	%					
	b.	B2B (Business-to-business, sales to other enterprises)	%					
	C.	B2G (Business-to-government, sales to public authorities)	%					
		Total (a.+b.+c.) This percentage refers to the amount indicated in question C2.	1   0   0					
C5.		ase provide a percentage breakdown of the total turnover (excluding VA nancial year 2022 (refer to the amount provided in C2), by geographic a						
	a.	Luxembourg						
	b.	Belgium, France, Germany, Netherlands	%					
	C.	Other EU countries	%					
	d.	Rest of the world	%					
		Total (a.+b.+c.+d.)	4 0 0					
		This percentage refers to the amount indicated in question <b>C2</b> .	1   0   0  %					

C6.		any of the following obstacles limit or prevent your enterprise from se apps" (either your own or e-Commerce marketplaces)?	lling via a	website
			Yes	No
	a.	The enterprise's goods or services were not suitable for web sales		
	b.	Problems in web sales related to logistics (shipping of goods or delivery of services)		
	C.	Problems in web sales related to payments		
	d.	Problems in web sales related to ICT security or data protection		
	e.	Problems in web sales related to the legal framework		
	f.	The cost of introducing web sales was, or would have been, too high compared to the benefits		
EDI	-typ	e sales		
- i - i - i - i	n an a EDI-ty nclud nclud nclud	e) meaning: agreed or standard format suitable for automated processing; ype order message created from the business system of the customer; ing orders transmitted via EDI-service provider; ing automatic system generated demand driven orders; ing orders received directly into your ERP (Enterprise Resource Planning) system of EDI: EDIFACT, XML/EDI (e.g. UBL, Rosettanet)  ing 2022, did your enterprise have EDI-type sales of goods or services' se exclude manually typed e-mails.		
	١	<b>′es</b> Please go to question <b>C8</b> .		
	N	No → Please go to question C10.		
C8.		ase state the value of the turnover (in monetary terms, excluding VAT) re- type sales of goods or services, in financial year 2022.	esulting fro	om your
		se consider the aggregate turnover (as defined in the statutory annual accounts) of a e letter accompanying the survey.	ll the legal ur	nits listed
	Excl	ude any subsidiaries, parent enterprises and foreign branches for the purposes of th	is survey.	
		EUR		

C9. Please provide a percentage breakdown of the total turnover from EDI-type services in financial year 2022, by geographic areas:	sales of go	oods or
a. Luxembourg		<u></u> %
b. Belgium, France, Germany, Netherlands		% 
c. Other EU countries		%
d. Rest of the world		<u></u> %
<b>Total (a.+b.+c.+d.)</b> This percentage refers to the amount indicated in question <b>C8</b> .	1   0	0 %
Web or EDI purchases		
These can be considered purchases made via any of the following ways:		
<ul> <li>via an online store (web shop) or via web forms on a website or an extranet of another enter via EDI-type messages (EDI: Electronic Data Interchange) which means messages in an format suitable for automated processing (EDI (e.g. EDIFACT), XML (e.g. UBL), etc.);</li> <li>without the individual messages being typed manually.</li> <li>Purchases of goods or services include the value of all goods and services purchased during for resale or consumption in the production process, excluding capital goods the consumption as consumption of fixed capital.</li> </ul>	n agreed or s	standard
C10. During 2022, did your enterprise <u>place orders</u> for goods or services via:		
Please exclude manually typed e-mails.		
	Yes	No
a. A website or "apps"?		
b. EDI-type messages?		
If you answered <u>No to both items</u> → Pleas Otherwise → Pleas	-	
C11. What was the percentage of the total purchases that resulted fro electronically (via a website, "apps" or EDI-type messages), in 2022 (exclu		
Exclude any subsidiaries, parent enterprises and foreign branches for the purposes of the		

C12.		se provide a percentage breakdown of the total turnover from tronically (via a website, "apps" or EDI-type messages) in 2022, by geog		
	a.	Luxembourg	%	)
	b.	Belgium, France, Germany, Netherlands	%	)
	C.	Other EU countries	%	)

1 | 0 | 0

d. Rest of the world.....

## Section D - Data utilisation, sharing, analytics and trading

Use	of I	ousiness software		
D1.	Doe	s your enterprise use the following business software?		
			Yes	No
	a.	Enterprise Resource Planning (ERP)		
		An ERP (Enterprise Resource Planning) is a software package used to manage resources by sharing information among different functional areas (e.g. accounting, planning, production, marketing, etc.). ERP software can be off-the-shelf software, customised to the needs of the enterprise or self-created software		
	b.	Customer Relationship Management (CRM) software		
	C.	Business Intelligence (BI) software		
		BI software accesses and analyses data (e.g. from data warehouses, data lakes) from internal IT systems and external sources and presents analytical findings in reports, summaries, dashboards, graphs, charts and maps, to provide users with detailed insights for decision-making and strategic planning.		
Data	a sh	aring		
		<u></u>		
D2.		s your enterprise share data electronically with suppliers or customers n (e.g. via websites or apps, EDI-systems, real-time sensors or tracking		e supply
	mails inform produ	data may be exchanged via websites, networks or other means of electronic data to not suitable for automated processing or manually typed. Some of the example mation on inventory levels, progress of deliveries, progress in service provision, ucts availability, customer requirements, e-commerce data, information regartenance.	s of data demand	exchange: forecasts,
	v	es		
	N	lo		
Data	a an	alytics		
patter impro	ns, tre	cics refers to the use of technologies, techniques or software tools for analysing data ends and insights to make conclusions, predictions and better decision-making with performance (e.g. increase production, reduce costs). Data may be extracted from you or from external sources (e.g. suppliers, customers, government)	the aim of	terprise'
D3.	Doe	s your enterprise perform data analytics by own employees?		
- **		se, consider internal and external data sources.		
	Y	es → Please go to question <b>D4</b> .		
	N	lo Please go to question <b>D5</b> .		

		Yes	1
a.	Data analytics on data from transaction records such as sale details, payments records		
	e.g. from Enterprise Resource Planning system (ERP), own webshop		
b.	Data analytics on data about customers such as customer		
	purchasing information, location, preferences, customer reviews, searches		
	e.g. from Customer Relationship Management system (CRM) or own website		
C.	Data analytics on data from social media, incl. from your enterprise's own social media profiles		
	e.g. personal information, comments, video, audio, images		
d.	Data analytics on web data		
	e.g. search engine trends, web scraping³ data		
e.	Data analytics on location data from the use of portable devices or		
	vehicles		
	e.g. portable devices using mobile telephone networks, wireless connections or GPS		
f.	Data analytics on data from smart devices or sensors		
	e.g. Machine to Machine (M2M) communications, sensors installed in machinery, manufacturing sensors, smart meters, Radio frequency identification (RFID <sup>4</sup> ) tags		
g.	Data analytics on government authorities' open data		
	e.g. enterprise public records, weather conditions, topographic conditions, transport data, housing data, buildings data		
h.	Data analytics on satellite data		
	e.g. satellite imagery, navigation signals, position signals		
	Please, include data acquired from enterprise's own infrastructure or from externally provided service (e.g. AWS Ground Station) and exclude location data from the use of portable devices or vehicles using GPS.		
Doe	es an external enterprise or organisation perform data analytics for you	ır enterpri	iseî
	se include data analytics based on data from internal and external sources.		
`	/es		
	No		

Web scraping: use of computer program for extracting data from website
 A Radio Frequency identification-RFID tag is a device that can be applied to or incorporated into a product or an object and transmits data via radio waves.

Dat	a trading				
D6.	During 2022, did your enterprise sell (access to) any of its own data?				
	e.g. data about your enterprise's customers' preferences, data from your enterprise's smart devices or sensors.				
	Yes				
	No				
D7.	During 2022, did your enterprise purchase (access to) any data?				
	e.g. data about other enterprise's customers' preferences, data from other enterprises's smart devices or sensors.				
	Yes				
	No				

## Section E - Use of cloud computing services

Cloud computing refers to ICT services that are used over the internet to access software, computing power, storage capacity etc., where the services have all of the following characteristics:

- are delivered from **servers** of service providers
- can be easily **scaled** up or down (e.g. number of users or change of storage capacity)
- can be used **on-demand by the user**, at least after the initial set up (without human interaction with the service provider)
- are **paid** for, either per user, by capacity used, or they are pre-paid.

Cloud computing may include connections via Virtual Private Networks (VPN).

E1.		s your enterprise buy any cloud computing services used over the inte	ernet?	
	i ica	se exclude free of charge services.		
	Υ	<b>′es</b>		
	N	No → Please go to question F1.		
E2.		s your enterprise buy any of the following cloud computing service rnet?	es used	over the
	Plea	se exclude free of charge services.		
			Yes	No
	a.	E-mail, as a cloud computing service		
	b.	Office software, as a cloud computing service		
		e.g. word processors, spreadsheets, etc.		
	C.	Finance or accounting software applications, as a cloud computing service		
	d.	Enterprise Resource Planning (ERP) software applications, as a cloud computing service		
	e.	Customer Relationship Management (CRM) software applications, as a cloud computing service		
	f.	Security software applications, as a cloud computing service e.g. antivirus program, network access control		
	g.	Hosting the enterprise's database(s), as a cloud computing service		
	h.	Storage of files, as a cloud computing service		
	i.	Computing power to run the enterprise's own software, as a cloud computing service		
	j.	Computing platform providing a hosted environment for application development, testing or deployment, as a cloud computing service		

## Section F - Artificial Intelligence

Artificial intelligence refers to systems that use technologies such as: **text mining, computer vision, speech recognition, natural language generation, machine learning, deep learning** to gather and/or use data to predict, recommend or decide, with varying levels of autonomy, the best action to achieve specific goals.

Artificial intelligence systems can be purely software based, e.g.:

- chatbots and business virtual assistants based on natural language processing;
- face recognition systems based on computer vision or speech recognition systems;
- machine translation software;
- data analysis based on machine learning, etc.;

#### or embedded in devices, e.g.:

- autonomous robots for warehouse automation or production assembly works;
- autonomous drones for production surveillance or parcel handling, etc.

F1.	Does v	vour enter	prise use	anv o	f the	following	<b>Artificial</b>	Intelligence	e technolo	aies'
										3

		Yes	No
a.	Technologies performing analysis of written language (text mining)		
b.	Technologies converting spoken language into machine-readable format (speech recognition)		
C.	Technologies generating written or spoken language (natural language generation, speech synthesis)		
d.	Technologies identifying objects or persons based on images or videos (image recognition, image processing)		
e.	Machine learning (e.g. deep learning) for data analysis		
f.	Technologies automating different workflows or assisting in decision making (Artificial Intelligence based software robotic process automation)		
g.	Technologies enabling physical movement of machines via autonomous decisions based on observation of surroundings (autonomous robots, selfdriving vehicles, autonomous drones)		

If you answered No to all items → Please go to question G1.

Otherwise → Please go to question F2.

## Does your enterprise use Artificial Intelligence software or systems for any of the following purposes? Yes No a. for marketing or sales ..... customer profiling, price optimisation, personalised marketing offers, market analysis based on machine learning. chatbots based on natural language processing for customer support, autonomous robots for orders processing. b. for production or service processes..... e.g. predictive maintenance or process optimisation based on machine learning, tools to classify products or find defects in products based on computer vision, autonomous drones for production surveillance, security or inspection tasks, assembly works performed by autonomous robots. c. for organisation of business administration processes or management ..... business virtual assistants based on machine learning and/or natural language processing, e.g. for document drafting, data analysis or strategic decision making based on machine learning, e.g. risk assessment based on machine learning, planning or business forecasting based on machine learning, human resources management based on machine learning or natural language processing, e.g. candidates pre-selection screening, employee profiling or performance analysis. d. for logistics e.g. autonomous robots for pick-and-pack solutions in warehouses for parcel shipping, tracing, distribution or sorting, route optimisation based on machine learning. e. for ICT security..... e.g. face recognition based on computer vision for authentication of ICT users, detection and prevention of cyber-attacks based on machine learning. f. for accounting, controlling or finance management..... e.g. machine learning to analyse data that helps to make financial decisions, invoice processing based on machine learning,

F2.

machine learning or natural language processing for bookkeeping documents.

g. for research and development (R&D) or innovation activity .....

or significantly improved product/service based on machine learning.

analysis of data for conducting research, solving research problems, developing a new

excluding research on Al

## **Section G - Invoicing**

There are invoices in paper form and electronic form.

Invoices in **electronic form** are of two types:

- **E-invoices** are electronic invoices in a standard structure **suitable for automatic processing** (EDI (e.g. EDIFACT), XML (e.g. UBL)). They may be directly exchanged between suppliers and customers, via service operators or via an electronic banking system.
- **Invoices** in electronic format **not suitable for automatic processing** (e.g. e-mails, e-mail attachment as PDF, images in TIF, JPEG or other format).

G1. Of all invoices your enterprise issued/sent during 2022, what percentage was issued/sent as:

If you cannot provide the exact percentages an approximation will suffice.

a.	Invoices in electronic form, in a standard structure <u>suitable</u> for automated processing (e-invoices)?	1 1
	Excluding the transmission of PDF files. (EDI (e.g. EDIFACT), XML (e.g. UBL), etc.)	
b.	Invoices in electronic form, not suitable for automated processing?	
	Including the transmission of PDF files. (e.g. emails, images in TIF, JPEG or other format)	
C.	Paper invoices?	
	Total number of invoices sent (a.+b.+c.)	1   0   0

## **Section H - Comments and contact coordinates**

H1. In the box below,	In the box below, please write any additional comments that you would like to make:						
H2. How long did it ta	ake to complete this qu	uestionnaire?					
inz. Trow long did it to	ike to complete tilis qu	iestionnane:					
Hours	Minutes						
H3. Please indicate th	ne department(s) in you	ur business that provided the information:					
ICT		Management					
Finance / Accoun	ting	Other					
Human resources	s						
		d contact if we have any queries regarding the info	rmation				
returned on this ques	tionnaire.						
Name		Phone					
Position		E-mail					
Website http://							
(1)							
(location)	(date)	(signature)					

Thank you for completing the questionnaire, your response is important.