

# END-TO-END ACCOUNTS PAYABLE AUTOMATION

With 95% supplier onboarding rate to e-invoicing

Company: Carrefour Group  
Industry: Retail  
Services: DxInvoice, DxOrder,  
DxLogistics, DxArchive, and managed  
supplier onboarding.

**2.9 M** Electronic  
invoices per year\*

**0.1%** Invoice error  
rate

**97%** E-Invoicing  
onboarded  
suppliers

\*figures reviewed in 2018

"The DocProcess platform helps us achieve significant cost savings from invoice processing, elimination of paper documents, invoice accuracy, automated exception handling and an improved treatment of disputes.

Carrefour's strategic objective is to digitize its business processes while improving compliance and control, and reducing costs. We and our suppliers now have the benefit of the DocProcess multidirectional platform securing 100% of our e-invoices, a process which ensures compliance to fiscal and business rules.

DocProcess fully understood our needs and proved to be an innovative and reliable partner in digitizing, automatizing and overall transforming our business processes."

Adela Florean  
Accounting Reporting Consolidation Director

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## BACKGROUND

Carrefour Group is the biggest retailer in Europe and a leader on the Romanian retail market, operating over 300 retail locations.

Its strategy is based partly on a bold pricing policy, designed to increase the value offered to consumers.

The ability to keep prices low hinges on a good cost structure, thus Carrefour embarked on a business process cost optimization.

They began to address these through the digitization of business processes with an initial focus on supplier invoices: increasing processing speed, reduction of litigations, due-date payments and receiving correct invoices.

## MAIN ISSUES

- Slow and costly processes - 1,200,000 invoices from suppliers were manually introduced and processed
- Difficult invoice control - generating large workloads for invoice correction
- Poor data quality - 45% of all invoices contained at least one error
- Difficult reconciliation of invoices with POs and receipt notes
- Delayed payments, with negative impact on supplier relationships

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## APPROACH

Step 1: Audit and develop a process for paper invoice management. DocProcess offers mailroom services to automate data capture from paper documents and integrate them into Carrefour information system. This step was essential in order to smooth the transition to e-invoicing without disrupting current business flows.

Step 2: Preparation for the implementation of EDI technology. DocProcess worked to design a complete e-invoice workflow together with master data control, invoice enrichment, N-way matching and invoice format and content control.

Step 3: Supplier onboarding. Over 95% of suppliers have been integrated by DocProcess onboarding team within 3 years, around 50% faster than industry norm\*.

Step 4: Continuous process improvement delivers savings. Invoice automation helped reduce the headcount dedicated to AP and redirect them towards other, more value-added activities. E-order implementation helps suppliers eliminate the work of invoice creation.

## RESULTS

**95%** supplier onboarding rate

**2.6M** e-invoices per year

**0.1%** invoice error rate

**100%** legal and fiscal compliance

**140** invoice control rules