

# END-TO-END ACCOUNTS PAYABLE AUTOMATION

With 97% supplier onboarding rate and fully compliant e-archiving

Company: Carrefour Group  
Industry: Retail  
Solutions: Process mining and reengineering, Managed Dematerialization, Managed Supplier Onboarding, DxInvoice, DxOrder, DxLogistics, DxArchive Plus

**3 M**

Electronic invoices per year

**23x**

Reduction of FTEs required for AP management

**0.1%**

Invoice error rate, down from 35%

**97%**

Suppliers onboarded to e-invoicing

**100%**

Compliant electronic archiving of documents

**14 TB**

Of documents archived electronically

"The DocProcess platform helps us make significant savings by automating invoice processing, eliminating paper documents, ensuring the accuracy of invoices, automating the management of exceptions and through improved disputes resolution.

Our strategic goal is to digitalize our business processes, while improving regulatory compliance and control. Both we and our suppliers now benefit from a multidirectional platform that covers 100% of our invoices and that ensures compliance with tax and business rules.

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

Adela Florean  
Former Accounting Reporting Consolidation  
Director, Carrefour

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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.

However, the volume of paper documents meant slow and error-prone processing and a large number of highly-qualified professionals had to be dedicated to manual, repetitive data entry.

Carrefour began to address these challenges through the digitalization of business processes with an initial focus on e-archiving and supplier invoices processing, thus increasing processing speed, reducing disputes and late payments, and ensuring the reception of correct invoices.

## MAIN ISSUES

- Slow and costly processes: initially, 1,200,000 invoices from suppliers were introduced and processed manually
- Difficult invoice control: generating large workloads for invoice correction
- Delayed payments, with negative impact on supplier relationships
- Difficult storage and retrieval of large volumes of paper documents
- Poor data quality: 35% of all invoices contained at least one error

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## APPROACH

Step 1: Auditing and developing of a process for paper invoice management. Through our dematerialization services, DocProcess automated data capture from Carrefour's paper documents and integrated them into its information system.

Step 2: E-archiving. Classification, centralization and electronic archiving of all the different types of document categories requested by Carrefour (including transactional, legal and HR).

Step 3: Preparation for the implementation of EDI technology. DocProcess worked to design a complete e-invoice workflow together with master data control, invoice enrichment, and invoice format and content control. Over 140 business and fiscal control rules have been implemented.

Step 4: Supplier onboarding. Over 97% of suppliers were integrated by DocProcess onboarding team within the first 3 years, around 50% faster than industry norm\*.

Step 5: Continuous process improvement to deliver savings. With the success of the AP automation and E-Archiving implementations, Carrefour and DocProcess are continuing to expand the scope of the Carrefour's digitalization with new processes and document types.

## RESULTS

- 97% supplier onboarding rate
- 3 million invoices per year processed electronically
- An invoice error rate of 0.1%, down from 35%
- 6 EFT employees dedicated to invoice processing, down from 140
- Easily accessible and searchable electronic archive for all types of documents
- Full legal and fiscal compliance in invoicing and archiving
- Facilitation of tax reporting thanks to 100% structured data flow and data quality

\* 2017 Invoice Workflow Automation Report, Paystream