

# PROCURE-TO-PAY PROCESS OPTIMIZATION FOR E-COMMERCE

Companie: eMAG  
Industrie: E-commerce  
Soluții: Supplier management, DxOrder, DxLogistics, DxInvoice

**95%**

Reduction of document processing costs

**50%**

Increase of processed invoice volume

**6**

Months implementation time

"In a year when digitalization is on everyone's lips, neither us nor our partners have the time to work with outdated processes 'from the 60s', no matter how 'vintage' they may sound.

Because we needed to increase our performance, we decided to automate the processing of purchase invoices. The DocProcess platform has allowed us to allocate our time and resources from manual processing tasks to growing our business. By eliminating paper documents, the solution guarantees compliance, ensuring automated processing of exceptions and an improved way of solving disputes.

DocProcess convinced us thanks to their open and flexible approach to supplier onboarding, as they adapted it to eMAG's specific needs, and helped us all the way during the automation of our invoicing processes."

Florina Tănase, Senior Accounting Manager,  
eMAG

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## BACKGROUND

eMAG is a pioneer in the Romanian e-commerce sector and, in over 20 years of activity, successfully exported the local business model in Bulgaria and Hungary, using the innovation and technology developed in Romania.

To support the company's development while keeping the pace with the speedy evolution of the e-commerce sector, eMAG identified certain areas for improving internal processes, with a particular focus on Procure-to-Pay operations.

Such operations generated repetitive work with low value added, because they were burdened by manual processing and by sending documents to suppliers via post or e-mail.

## MAIN ISSUES

- Slow processing, that involved a lot of manual work
- Qualified accountants, dedicated to low value-added repetitive tasks
- Manual processing and costly physical storage for a high volume of paper documents
- Low traceability of logistics documents and invoices
- Difficult manual checks, for ensuring that all the data included on the invoices were correct

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## APPROACH

Step 1: Fully managed onboarding of eMAG's suppliers, with the prioritization of strategic suppliers. Thanks to the variety of onboarding methods offered (ERP, API, web portal...), all suppliers were able to be integrated in the new flow, regardless of their technical capabilities.

Step 2: Preparation for the implementation of EDI technology. A complete flow was designed for the electronic exchange of orders, receipt advices and invoices. eMAG also required the implementation of n-way matching to control data accuracy across documents. Additional controls were also implemented to verify the presence of mandatory data, fiscal compliance and invoice format compliance.

Step 3: Implementation of custom requirements, such as bulk currency conversions for international suppliers and custom data controls.

Step 4: Ongoing improvements and responsiveness to eMAG's feedback to ensure that the solution continually matches the retailer's evolving needs.

## RESULTS

- -95% documents processing costs
- +50% processed invoices volume
- 6 months implementation time
- Full fiscal and business rules compliance for invoices
- 360 providers onboarded initially
- Improved data accuracy