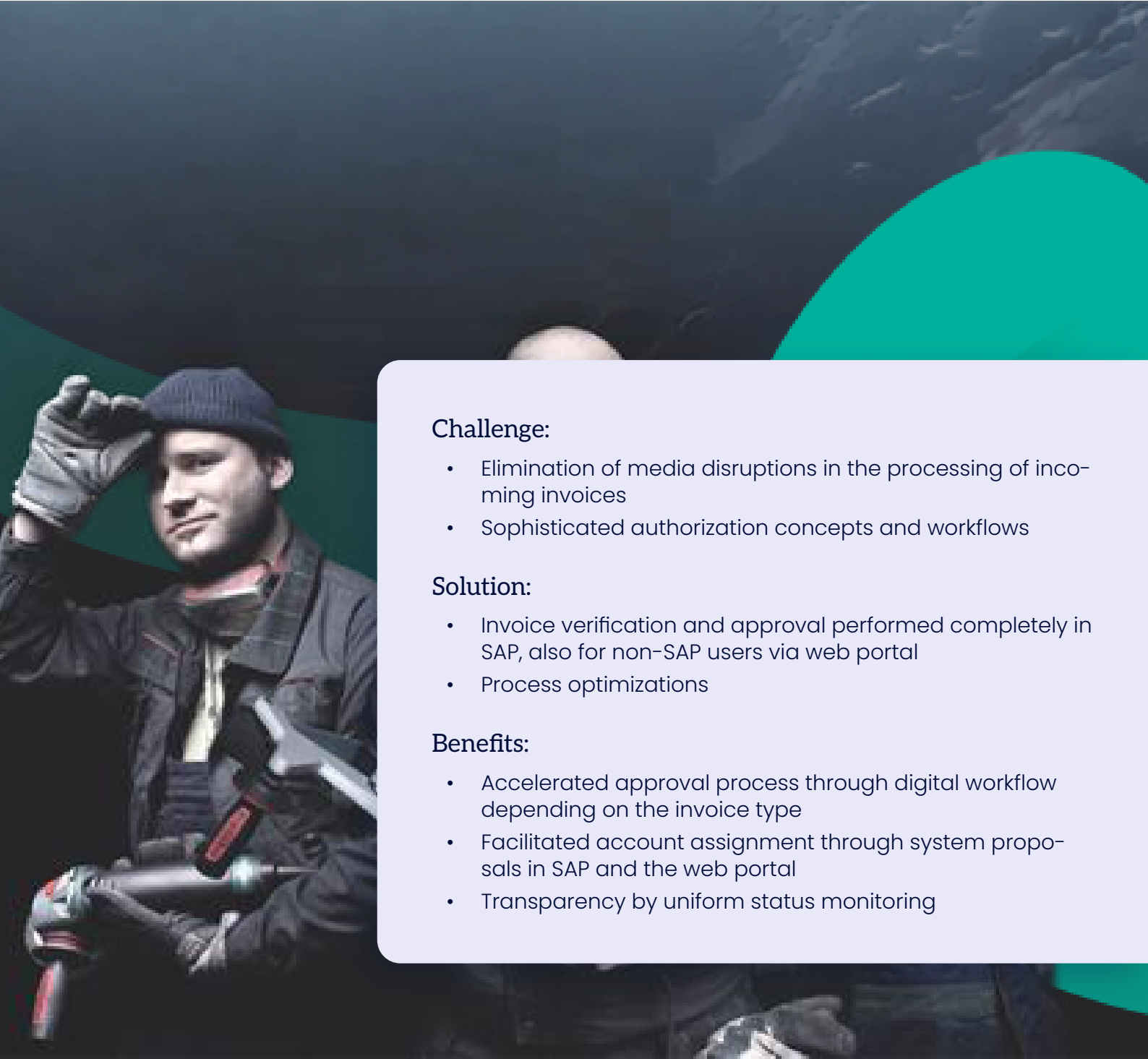


Invoice solution

CUSTOMER STORY



Challenge:

- Elimination of media disruptions in the processing of incoming invoices
- Sophisticated authorization concepts and workflows

Solution:

- Invoice verification and approval performed completely in SAP, also for non-SAP users via web portal
- Process optimizations

Benefits:

- Accelerated approval process through digital workflow depending on the invoice type
- Facilitated account assignment through system proposals in SAP and the web portal
- Transparency by uniform status monitoring



Powerful processing of incoming invoices

“When it matters” is more than a slogan at metabo. It runs through both the high-end power tools and the people who stand behind them. Day after day, metabo products prove their performance in professional use under the toughest conditions worldwide.

To work more efficiently, save time, optimise processes and gain transparency, metabo chose to automate its incoming invoice processing.

To achieve this, Doxis deployed an invoice solution. The finance department is now equipped to handle more than 50,000 vendor invoices a year in a resource-efficient way – when it matters.

In order to effectively support and manage the business processes of the entire group, metabo has been using SAP as its central ERP system since the mid-1990s. In addition, all documents generated in these processes that are subject to retention requirements are stored in an electronic archive in a fully audit-compliant way.

Initial situation

In addition to ERP data, office documents, e-mails and CAD files from product development, many other documents were not available in digital form for the archive. Instead, they created major media breaks by arriving on paper.

The biggest source of this disruption was incoming invoices. Processing them required a dedicated specialist team to carry out time-consuming manual data entry in order to bridge the gap between paper and digital systems.

Provider differentiation

Peter Schauflinger, Team Leader IT Finance, therefore set out to find a suitable provider for a solution to automate the processing of incoming invoices. The choice was not easy, especially since there are many providers on the market who all have different background knowledge and even more diverse approaches.

In addition to providers of software for text recognition in scanned documents, there are also traditional archive manufacturers, EDI experts and SAP specialists. After a preliminary screening, the project team narrowed down to the market leaders that could demonstrate many years of experience and credible references and stand up to clear performance criteria.

In addition to deep SAP integration, precise approval workflows and authorization concepts were also required. Based on a functional specification prepared by metabo, the favored providers were already predefined.



Excellent in the set requirements

In the end the invoice Solution stood out as the best fit. No competitor was able to meet the performance requirements as effectively. The recognition engine captures even difficult documents with accuracy and maps the necessary workflows directly in SAP, as well as outside SAP through the web portal. Both are fully compatible with the archive.

In addition to meeting the technical requirements, Doxis' complete solution was convincing, with features such as integrated supplier communication and electronic invoice processing.

Increase in productivity

The expected boost in productivity in invoice verification was fully achieved after the familiarisation phase. Incoming invoices are now scanned daily, checked electronically and sent on the approval path automatically. Where possible, they are posted immediately. If a missing goods receipt prevents posting, an SAP job checks for it automatically each day.

The recognised invoice data is of high quality, so manual post-processing is minimal. Approvers and reviewers are integrated into the process via the SAP workflow. Alongside finance and purchasing, hundreds of users also work with the invoice solution through the web interface.

"Doxis' web portal has proven to be very stable and extremely user-friendly, with low operating costs," says Peter Schauflinger, explaining its popularity.

Electronic note: the new »Post-it«

Before the invoice solution was introduced, clarifying an issue meant phoning the contact person in the company. Handwritten notes – often hard to read – were sometimes attached to paper invoices with a Post-it.

Today, notes are created electronically within the workflow. They are tied directly to the transaction and always reach the intended recipient. Unlike paper notes, they cannot be misplaced. This makes the solution an important part of an efficient, well-structured working environment at metabo.

Transparency and control

In addition to the aspect of optimization, an important project goal for metabo was to transfer the control of the invoice verification process centrally to the financial accounting department.

With the invoice Monitor, the specialist department is able to determine the current processor of an invoice and to monitor payment deadlines for the first time.

The flexible, easily customisable views in the Monitor allow transactions to be sorted in a targeted way without any programming effort. This enables the accounting team to focus on special cases. Verifiers who fall behind schedule automatically receive e-mail reminders of their backlog.

"The Monitor is an important tool for accounting," says the team leader. "It is widely accepted by users because it makes it easy to filter transactions by status and identify problems at an early stage."



Company-specific verification assistant

The Invoice Center, where invoice processing takes place, offers a clear on-screen display with access to all decision-relevant information, such as electronic routing or current order updates. A verification assistant runs in the background to alert users about incomplete entries.

“The verification assistant can be tailored to the company’s specific needs,” explains Mr. Vetter, Head of Financial Accounting. “It provides users with task-related information, preventing errors and avoiding time-consuming searches.”

For example, if metabo invoices are submitted without a purchase order reference, the system checks whether the required CO account assignment has been entered. This prevents invoices from having to pass through the system multiple times.”

Process support

After the successful introduction of the invoice solution, the focus has shifted to further optimisation. In this, metabo draws on Doxis’ expertise. Together they are developing new approaches to make invoicing processes even better, whether through greater use of EDI invoices or improved handling of scheduling agreements.

„Doxis is always open to requests so that we can provide our users with the best solution - just as metabo always enables its customers to work optimally,” Peter Schauflinger remarks.



metabo develops and produces power tools for the professional building trade and is one of the world's leading manufacturers. The handheld power tools as well as semi-stationary and stationary wood processing machines stand for power, quality, competence, and reliability. Performance, safety, and durability are always paired with innovative technology and ergonomics.

In 1923, Albrecht Schnizler built the first handheld drilling machine. Today, the traditional company employs nearly 2,000 persons, 1,200 of them in Nürtingen, Germany. 25 subsidiaries and more than 100 agencies ensure that metabo's premium solutions can be found in almost every country.

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