



// INTRODUCTION

A Fortune 50 provider of consumer products in the areas of pharmaceuticals, cleaning supplies, personal care, and pet supplies is supported by an enormous supplier base spread all over the globe. With over 4.4 million invoices annually being generated in 69 countries, the organization found itself in need of large process improvements and a comprehensive adaptable platform to further automate and reduce costs.

The company also wanted to reduce paper and increase 'green' initiatives, while reducing costs.

// CHALLENGE

The company was experiencing severe issues with processing electronic invoices from their supplier base, including legal compliance issues as well as associated high processing and troubleshooting costs. Depending on the country of the supplier and their relevant legal entity, the company needed to accommodate a vast array of local legal compliance and archiving laws, as well as country specific and general business rules.

Additionally, some web-based visibility, workflow, and troubleshooting portals were required to meet some of the client's particular processing, helpdesk and related management needs.

// SOLUTION

The client required a centralized electronic invoice processing system that would integrate seamlessly into their existing financial back end. The proposal was for a comprehensive solution involving multiple organizations and third parties each with their own rules and data types, as well as a Business Rules Management engine to handle the client's country specific business and legal compliance rules (including country specific legal archiving requirements). Meade Willis' solution was designed to ensure that the millions of invoices the company receives annually could be accurately processed, validated against purchase order and vendor master data, digitally signed and archived in a legally compliant way and processed quickly enough to allow them to capitalize on dynamic discounts, with advanced reporting and support processes.

Meade Willis' eInvoicing solution incorporated multiple connectivity methods (sFTP, email, value-added-networks, webservices, direct web-portal upload, etc.) and data flows to and from each organization. All data formats were consolidated and converted into one invoice format ready for consumption by the company's ERP (SAP in this client's case).

The client's invoice process included thousands of validations and workflow triggers which determined where and how documents were handled. Meade Willis configured all of them within the solution and tied them to complex tracking, monitoring, prioritizing and alerting features to ensure the optimum process efficiency (24/7/365). Different teams were provided access to different tools with associated role based permissions to handle the day to day operational requirements.

Meade Willis' eInvoicing solution eliminated many of the delays and errors inherent in traditional invoice receiving methods, and in the client's existing manual processes. Suppliers and client personnel could now easily track their invoices. Processing and approval times also fell as data was more immediately available electronically within their workflows.

By consolidating all their organizations and invoice flows through one central processing engine, the client was provided greater end-to-end visibility and the ability to resolve issues and monitor key performance indicators proactively.

The centralization of processes also provided more efficient rule and change management, simpler and faster region or individual supplier onboarding, and many other direct cost reductions.

// RESULTS

The invoicing solution enhanced control over the company's invoice processing steps allowing for higher invoice accuracy, faster processing, and reduced costs. The solution also allowed the client to take better advantage of dynamic supplier discounts, an area where they were losing millions of dollars in missed discounts due to slow processing times.

The solution provided the company and its suppliers greater

technical flexibility and choice for submitting their invoices which in turn allowed the client the infrastructure it needed to drive electronic invoice receiving over paper and other slow, error-prone alternatives. Overall, this solution translated directly into large cost savings, greater operational efficiency, increased supplier goodwill, and a more stable and automated supply chain.

