



corcentric™



Case Study: Travelport

Automation of e-invoicing with print and post on one platform

THE BUSINESS

Redefining the breadth and depth of travel choice. Travelport solutions are integrated with over 400 airlines, 650,000 hotel properties, and over 35,000 car rental locations.

Travelport designed, built and operate a Travel Commerce Platform that is perceived as offering unrivalled depth and breadth of travel inventory, functionality, business efficiency, productivity and global reach.

THE CHALLENGE

Prior to 2012, Travelport's Accounts Receivable teams dedicated a number of staff in and several hours per day to manually send invoices by post in each country. Printing invoices and address labels, checking details, and then stuffing, franking and posting thousands of envelopes each day was a costly, time-consuming process.

Travelport felt it was time to seek out a more cost-effective solution, whilst also freeing up the AR team to ensure balances were collected in an accurate and timely manner, improving financial efficiency.

Beyond the need to improve cost-efficiency, customer demand for e-invoicing was growing. Customers had begun to request a variety of invoice formats - printed, emailed and/or self-service downloads from a portal. In addition to these needs, Travelport needed to comply with legislation that mandated the use of qualified digital certificates to support electronic invoices.

Travelport's first steps into e-invoicing were a deployment of an early Pitney Bowes solution. However, after a few months, it became apparent that simply creating PDFs of invoices and distributing as email attachments didn't meet their needs. At this point, Travelport turned to Corcentric as a more complete solution trusted by large businesses across the world.

Key Highlights

PROPOSED SOLUTION:

- A template-driven approach to standardise invoicing across multiple countries
- Automation of print and post invoices combined with email and portal channels
- Customers able to access invoices and self-serve requirements through a portal
- Transparency of invoicing process through management interface

SOLUTION BENEFITS:

- Time saving of several days per month
- Significantly reduced cost per invoice
- Improved customer experience
- Greater operational efficiency and agility
- Handling documents for over £4.3bn in payments

THE SOLUTION

Having over a decade of experience in working with global clients, Corcentric established a scalable, automated, e-invoicing solution that offered country-level nuances, whilst retaining the economy of a template-driven approach.

Most importantly, Corcentric were able to integrate email, portal and posted invoice formats as one solution. Leveraging the cost benefits of localised print and postage, the cost-savings were significant.

One of the reasons why Travelport selected Corcentric as a solution was the low-cost and short timeframe to put e-invoicing in place. The team from Corcentric swiftly integrated and tailored the solution to exactly meet Travelport's invoicing needs.

THE RESULT

Travelport initially deployed Corcentric in just one country, but has since rolled out the solution to 38 countries with the intention to add more in the future.

"The cost-reduction, and improvement in customer experience, made Corcentric an obvious solution to roll out across more countries."

The substantial cost savings from deploying Corcentric have been the main benefit, but improved visibility and control over the invoicing process, as well as improved customer service has made a real difference to Travelport.

According to industry expert Bruno Koch from Billentis, sending electronic invoices, rather than paper, saves over £4.70 (€6.60) per invoice. So Travelport's monthly distribution of over 25,000 electronic invoices presented a significant opportunity for them to save on expenditure whilst improving cash flow.

"We probably weren't the easiest of clients, but Corcentric have been very flexible and ensured we received a solution tailored to our needs across a large number of countries."

Travelport has a reputation of technology leadership to uphold, so selecting an e-invoicing solution that mirrors their technical excellence made perfect sense. The modernisation of Travelport's invoicing process has not only saved money, but protected their brand reputation.

Cost-saving and efficiency improvement is felt beyond the immediate benefit to the Accounts Receivable team. Fewer customer service calls are received, due to the fact that customers can self-service and download invoices directly from their portal.

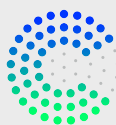
"We look forward to working with Corcentric to increase the percentage of customers receiving their invoices electronically; making further savings and improvements to our invoicing process."

— Jeff Esprit, Business Process Improvements
Manager, Travelport

In addition to the cost-savings, through migration to electronic format and lower-cost, localised print and postage, the modernisation of the invoicing process helped meet customer demand. Through availability of an invoicing portal, customers no longer need to contact customer services for ad-hoc or historic invoicing or reprinting requests.

THE PROCESS

- 1 Generate an invoice feed from accounts
- 2 Develop global invoicing template standard
- 3 Refine templates for localised requirements
- 4 Set invoice medium preferences for each customer
- 5 Allow customers to access invoices, reprint and update details



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Procurement and Finance Solutions

ABOUT CORCENTRIC

Corcentric is a leading provider of procurement and finance solutions that transform how companies purchase, pay, and get paid. Corcentric's procurement, accounts payable, and accounts receivable solutions empower companies to spend smarter, optimize cash flow, and drive profitability. Since 1996, more than 6,000 customers from the middle market to the Fortune 1000 have used Corcentric to unlock new potential within their enterprise. Learn more at corcentric.com or follow Corcentric on LinkedIn at www.linkedin.com/company/corcentric.