



image: Coop Supermarkten

Retail

# Coop Supermarkets books invoices within a day due to process optimization

Coop Sconsists of more than 180 Coop supermarkets supported by the service office. The financial team in Velp handles more than 680,000 incoming invoices centrally every year.

## Challenges

The main reasons for optimizing the invoice process within Coop were a fast and safe circulation of invoices, more efficient interaction between Coop and the purchasing organization, and lower costs for processing invoices. This new process had to meet several requirements. The process had to ensure fast processing, booking, and payment of all incoming invoices from one integrated system. Jan van Boeijen, Head of Finance: "Before we switched to an automated invoice processing solution, we processed our incoming invoices with outdated software. After the merger, we sought an integrated system to process electronic and paper invoices, replacing all our old packages."

## Integration software Tungsten and SAP

Coop started preparations for the invoice automation project a year before implementation. The new method facilitates matching purchase orders with

invoices, essential for optimizing the entire process. All incoming invoices are opened, sorted, scanned, verified, and archived. The information will be transferred to the control center, and the invoice will be posted. The Tungsten solution checks the data, matches the invoices with purchase orders, automates the allocation, and streamlines approved routinely and with exceptions. Thanks to this optimized process, all incoming invoices are booked in SAP within one day, with more than 20,000 weekly invoices; this is a "must"!

## Digital progression from entry to payment

Invoices come in all shapes and sizes; 92% come electronically, and the other 8% are paper invoices. Coop needs a process that can prevent errors in the input and approval processes. A process that allows them to process all invoices automatically. The automated process enables Coop to process and post all purchase invoices (MM) and cost invoices



# We are proud of the flawless processing of approximately 20,000 invoices every week thanks to implementing the new process.

Jan van Boeijen, Head of Finance at Coop supermarkets

## Results and benefits for Coop

- ✓ **Fast and Safe Processing:** The optimized system ensures the quick and secure circulation of invoices.
- ✓ **Cost-Effective:** Reduced costs for processing invoices.
- ✓ **Efficient Interaction:** Streamlined communication between Coop and its purchasing organization.
- ✓ **Quick Booking:** All incoming invoices are booked in SAP within a day, handling over 20,000 weekly invoices.
- ✓ **Minimized Errors:** Automation prevents errors in the input and approval processes.
- ✓ **Reduced Manual Intervention:** Automated processing of purchase and cost invoices with minimal manual effort.
- ✓ **Enhanced Adaptability:** The finance team quickly adapted to the new system, benefiting from an intuitive interface and easy invoice retrieval.
- ✓ **Digital Progression:** Efficient handling of both electronic (92%) and paper (8%) invoices, ensuring a seamless transition from entry to payment.

(FI) in SAP with minimal manual intervention regardless of format, paper, or iDoc / EDI (electronic invoices). During the implementation, Coop took on various challenges, such as processing different VAT rates, debit and credit amounts on one invoice, packaging processing, EAN code processing, return processing, and discovering price differences between orders and invoices. All the projects are completed.

## Increased efficiency

Coop uses Tungsten Readsoft Invoices and Process Director AP daily. Thanks to the integration with SAP and the simple search and user interface, it takes less than a day to get used to the new software. The finance team was impressed with how easily they can now process invoices. Besides, the electronic image of the invoice can be easily retrieved from the archive.

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