

# Daimler Trucks Goes Paperless with Vendor Web Portals

Daimler provides easy access for self-service, reduces internal manpower cost, and reduces paper submissions with SourceHOV's Financial Transaction Services

## CHALLENGE

Prior to an upgrade of DTNA's existing SAP ERP platform, invoices and payments were processed manually. Under this inefficient manual system, DTNA analysts were spending valuable time on phone calls, sending emails, confirming receipts, researching missing data, and routing paper to and from vendors, all of which had been negatively affecting payment cycle times. The SAP ERP upgrade provided both EDI and imaging capabilities, so DTNA elected to transition to paperless processing.

DTNA's move to a paperless AP environment would involve approximately 1,800 active vendors and affect PO and non-PO invoices processing. DTNA charged SourceHOV with developing a solution that would automate invoice processing through a digital vendor portal meeting the following objectives: improve supplier satisfaction by providing easy access for self-service, reduce internal manpower cost, reduce paper submissions, and transition approximately 1,800 active vendors to the self-service web portal.

## SOLUTION

Due to the complex nature of DTNA's environment, SourceHOV recommended a transition plan divided into multiple phases with the first two phases focusing on the most critical aspects of the solutions, PO invoices and non-PO invoices. Once the first phase was underway, invoice mail and supported documents, faxes and emails were routed to SourceHOV's Troy, Michigan facility for processing. SourceHOV provided the capturing, validating, and processing of imaged data for use in the new environment. One of the key challenges of the launch was getting vendors to buy-in to the self-service portal. In addition to sending out notices and adding portal information to internal documents, AP analysts were challenged to encourage widespread adoption.

DTNA set recruiting goals for analysts, offering prizes to top recruiters who hit major milestones, such as being first to get 100 vendors signed on. Group progress was shared during weekly meetings, creating a competitive atmosphere. As the numbers increased, an intern was hired to call lagging vendors and encourage them to join in. Saving time for both internal customers and suppliers was a primary goal in developing the digital vendor portal. A snapshot dashboard was developed displaying the status of multiple invoices on a single screen which made it easy to track payments by vendor ID, invoice dates, amounts, clearing information and other data, and all data was available for export to PDF, Excel and Word file formats. The dashboard enables suppliers to easily view status as well as confirmation of what invoices were in the system.

## INDUSTRY

Automotive

## CUSTOMER

Daimler

## SERVICES/PRODUCTS

Financial Transaction Processing  
Accounts Payable Processing

## BENEFITS

- Easy to use, resulting in quick adoption and improved vendor satisfaction
- Improved payment accuracy and timeliness
- Overall streamlining of AP operations led to reduction of 22 FTEs
- Enhanced reporting and tracking, providing a 360° view of the invoice pipeline
- 95% AP invoice automation from a single digital portal from ingestion to authorization