

Coop Retail Group Profits From Efficient Invoicing Thanks To AnyDoc®INVOICE

At A Glance

COOP

Industry

Retail

Customer Profile

Coop is the second largest retail trade group in Switzerland and employs more than 44,000 employees.

Challenge

As a retail merchant across the whole of Switzerland, Coop has access to an extensive network of suppliers. This results in 25,000 to 30,000 invoices in the areas of operational costs, investment costs and restaurant invoices per month (around 100,000 pieces of paper). These are invoices without any relationship to a purchase order in the SAP system.

Solution

Today AnyDocINVOICE provides an efficient invoice acquisition and pre-monitoring process. Feeding the invoice data into SAP and Livelink ECM for Account Payables Workflow by Open Text ensures maximum transparency. Thanks to the accelerated processes, Coop is profiting from enormous savings and improved data accuracy.

Benefits

AnyDocINVOICE means a number of advantages for Coop:

- Efficient data acquisition and control of the creditor workflow
- Decreased processing costs
- Increased VAT compliance
- Paperless data administration
- Optimal discount utilization
- User-friendly system
- Increased transparency
- Improvement of process security
- Reliable support



Coop is the second largest retail trade group in Switzerland. To be as close to their clients as possible, Coop maintains more than 1,400 sales outlets and employs more than 44,000 employees. Its annual revenue in 2006 amounted to approximately 14.7 billion Swiss francs. The market area of Switzerland is divided into five sales regions. The 1,400 sales outlets include Coop supermarkets and mega stores, Coop City department stores, Interdiscount, Coop "Bau & Hobby" (DIY and construction retail parks), Coop Pronto shops and filling stations, Coop restaurants, Coop Vitality pharmacies and other business units.

Coop holds the claim to being the best retail merchant in Switzerland that is closest to its customers. It is this commitment that is reflected in their mission statement: "We are close to our customers." This is why Coop aligns itself along the lines of long-term consumer trends such as zest for life, freshness, health, convenience and vitality. As a co-operatively organized company, Coop is primarily obligated to its more than two million membership households.

Aside from leading brand products, Coop also offers a comprehensive selection of eco-friendly, livestock-friendly and socially acceptable products. Its broad clientele profits from a unique mix of brand name products, private brands and sub-brands associated with specialized areas, such as Coop Naturaplan. Numerous products of Coop's private brand stem from the company's own production operations. Coop is a clear market leader in the eco and fair trade product sector.

Process Optimization Thanks to Custom-tailored Solution

As a retail merchant across the whole of Switzerland, Coop has access to an extensive network of over 60,000 suppliers. This means that the accounting area has to manually process a large amount of incoming invoices. To optimize and accelerate the acquisition process and the formal auditing of accounts, Coop has decided to make use of AnyDocINVOICE, from AnyDoc Software. The system is especially ideal for preliminary posting, since it not only supports multilingualism (typical for Switzerland), but also processes remittance slips automatically at the same time. AnyDocINVOICE also performs an automated VAT inspection, which increases the compliance of accounts payable processing.

The automation of invoice acquisition and the automatic formal auditing of accounts using AnyDocINVOICE brings Coop enormous savings every day. After a complete introduction of the new system in all areas, the 25,000 to 30,000 invoices (approx. 100,000 invoice pages) that come in every month can be captured much more efficiently. Since the manual routine work in the areas of business administration and controlling is greatly reduced, the company can use the available resources more efficiently and productively. Valuable time savings are also realized. The information is available electronically at any time, and the administration of the data is virtually paperless. The accelerated processes lead to a better exploitation of discounts.

High User-friendliness and Good Performance

The system has also proven itself thanks to its user-friendliness and performance. The seamless integration with SAP and Livelink ECM for Account Payables Workflow from Open Text represents another plus because the data extracted can be transferred seamlessly— including the control signals for the work flow. Since all data is now available in SAP, maximum transparency is ensured.

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www.anydocsoftware.com

Contact Us

info@anydocsoftware.com

U.S. Headquarters

AnyDoc Software, Inc.
One Tampa City Center, Suite 800
Tampa, FL 33602-5157

Located at

201 N. Franklin St, 8th Floor
Tampa, FL 33602-5157
Phone: +1 813 222 0414
Fax: +1 813 222 0018

Swiss Office

AnyDoc Software GmbH
Baarerstrasse 10
CH-6300 Zug
Switzerland
Phone: +41 41 729 63 33
Fax: +41 41 729 63 34

UK Office

AnyDoc Software Ltd.
Herschel House
58 Herschel Street
Slough, SL1 1HD
United Kingdom
Phone: +44 175 355 2205

AnyDoc
SOFTWARE

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The success of the projects can also be measured in numbers. In the electronic acquisition of invoices using AnyDocINVOICE, Coop attains a recognition rate of over 85%. The productivity increase for the entire process chain amounts to 15 personnel units.

Increase in Efficiency Even Higher Than Expected

Xavier Buro, project manager in the finances and services division at Coop, is extremely satisfied with the performance of AnyDocINVOICE. "The automated recognition rate exceeded our goals and our expectations of the increase in efficiency," says Buro. "The AnyDoc team works with absolute professionalism and reliability," said the co-project manager of the Creditor Workflow project.

Fritz Friedli, manager of the main accounting organizational unit, finds nothing but praise for the good service of the AnyDoc team: "The support was fast and competent, so that any problems could be solved very quickly." Friedli has become familiar with the potential of AnyDocINVOICE as the person responsible for the implementation and coordination between the main office and regional divisions. "I was surprised how smoothly the new kind of invoice acquisition and pre-monitoring could be integrated into our company network," says Friedli.

AnyDocINVOICE was integrated into the existing SAP software using AnyDoc's SAP® Certified Integration product, AnyDoc®EXCHANGEit.

SAP® Certified Integration

"Despite the great complexity of the system, the solution is very stable," says Klaus Eichhorn, SAP developer at Coop. "For the automated pre-acquisition of a creditor line on an invoice receipt, we access several servers," Eichhorn explains. "In a strongly networked application, the supplier is automatically recognized from the scanned receipt, and the acquired data is passed on to SAP as IDoc." i remeber Eichhorn was very satisfied with the performance of the AnyDoc team, "The AnyDoc employees supported us optimally from the beginning to the end."

Peter Baldauf, manager of IT processes in merchandise management, is convinced that the introduction of AnyDocINVOICE has succeeded optimally: "The installation of the FreeForm text recognition for the automatic acquisition of relevant data and data preparation for the subsequent pre-acquisition for the SAP system was handled absolutely seamlessly." Baldauf is delighted with the resulting increase in productivity, "Thanks to the new system, the workflow has become much more efficient. The acquisition of the invoice documents works extremely well. The expected recognition rate of 80% was exceeded by far. Support by the AnyDoc team was prompt and reliable."