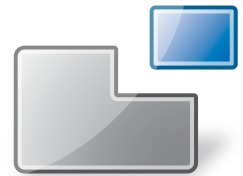


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ELO Order to Invoice

Seamless external ordering process



Corporate transparency and top customer service with seamless ordering processes in ELO

The automated end-to-end process from the initial order through to the invoice with its digital signature maximises your profits. The ELO Enterprise Content Management (ECM) systems provide as standard all the functions you need for a seamless process to handle external customer orders. Intelligent add-on modules such as the ELO DocXtractor II and the ELO Business Logic Provider simplify the task of optimising and speeding up your transactions. The result: seamless electronic financial processes, free from manual interfaces. With the ELO "Order to Invoice" solution you can reduce your costs, streamline business processes and improve your customer service.



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Efficiency from start to finish

Within the external ordering process, many tasks are widely automated. Manual interfaces mainly involve the processing of the orders themselves and their integration into the overall business process. But the maximum improvement in efficiency in administration can only be achieved when all these processes have been optimised and manual interfaces eliminated.

Seamless integration



The ELO ECM suite is an ideal platform with which to integrate a variety of business applications and create a uniform IT environment.

With the aid of sophisticated add-on modules like the **ELO Business Logic Provider**, various applications (such as ERP and materials management systems) can be easily connected to ELO. This enables a flexible interchange of data between the applications. ELO acts as a central information platform in which all the documents come together. So, when processing supplier invoices, information can be exchanged and queried between applications. Taking an external order for a product 'X' as an example, we will illustrate the optimum process flow.

Useful to know:

The innovative concept behind the BLP of separating the integration logic from the business logic offers the customer a futureproof solution. Possible IT modifications (release updates, change of ERP system) can be implemented far more easily with the BLP, and the costs are plain to see. The module has already won many plaudits.

Rapid handling of the incoming invoice

A product is ordered by three customers in three different ways. Once by e-mail, once by fax, and finally by post. Right from the receipt of the order ELO's **DocXtractor II Order** provides a powerful tool for fast order processing. When the order is entered, the ELO system compares the details in the order with the existing data in the ERP or materials management system. The order



is assigned to an existing customer or a new customer is set up, as the case may be. If the customer is already present in the ERP system, **ELO** automatically copies the keyword information from this and files the order in the archive accordingly. At the same time, the **ELO DocXtractor Order** passes the orders to the appropriate administrator. The order then appears in the employee's inbox; where required, the system can send the employee an automatic e-mail to tell them that a document or workflow is awaiting processing.

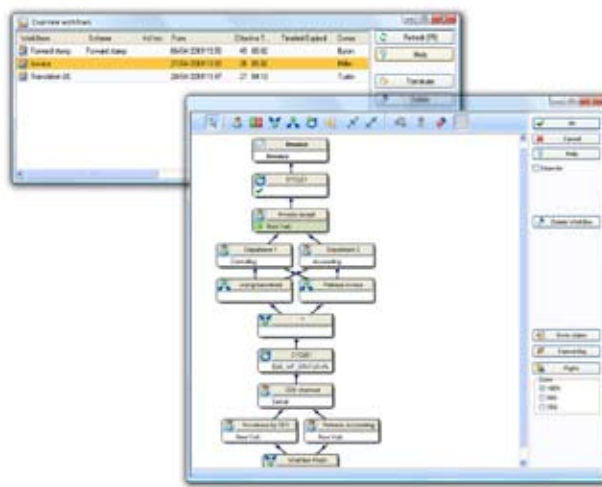
Useful to know:

The DocXtractor II Order can receive and process orders from any source - paper documents, faxes or e-mails with attachments. The documents are imported and recognised. Customer details like the name, delivery address, item numbers, prices and comments are read in.

Simple, automated handling of correspondence

With the aid of the Office plug-in in the **ELO BLP**, the subsequent correspondence can be handled quite easily. For this, any number of document templates can be stored in the BLP system using the Office plug-in.

Depending on the transaction, a customer letter or supplier note can then be produced. The document template is automatically completed in **ELO** with the necessary data from the materials management system. The employee can then generate e.g. the order confirmation the minute the order is received. The letter is already completely personalised and can be sent to the customer by e-mail or post. Here again, depending on the software, the e-mail or letter can of course be sent completely automatically without any manual intervention. In any case, **ELO** archives the customer letter in the right place in the customer file, with the automated keywording.



Screenshot shows: ELO workflow monitoring



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Secure and convenient operation

Processes covered end to end

When the order has been entered within the company and the customer has received his order confirmation, the **ELO Workflow** module manages the rest of the process. The **ELO Workflow** function, integrated as standard, enables the subsequent business processes to be handled across applications and departments, and monitors particular deadlines independently.

The employee in the warehouse generates the personalised delivery note via the materials management system and sends out the order. Depending on the business process, the employee can also retrieve the automatically created invoice and enclose it with the package.

The BLP connection means that the details are automatically exchanged between **ELO** and the ERP system. The order is then archived according to the cost centre. Documents can be linked together in the archive so although a given document is only saved once, it can be viewed and retrieved from many places. All documents within a process are then transparent and traceable. The whole process from the order through to payment can be handled with **ELO** to the nth level of complexity.



Full control of the finance process

When the invoice has been sent out, the **ELO** system continues to monitor the finance process and detects when a payment has been received or a deadline exceeded. In the latter case, a reminder letter to the customer can be generated automatically.

When the order has been paid and posted in the ERP system, the **“Order to Invoice”** process is complete and can be archived. The whole process is transparent and clear to the company.

In the event of queries from the customer, the transactions can be quickly retrieved and prompt information given. The company can also run extensive statistical analyses on things like ordering behaviour, volumes, etc.: key information to gain competitive advantage in sales and advertising.

No electronic invoices sent out without a digital signature



The optimum electronic ordering process also includes the digital dispatch of the invoice. Right at this point, companies can save a lot of money. Many companies still send out paper invoices.

This involves a number of unnecessary cost factors: printing, folding, franking, paper, envelopes, postage and transport to the post office. Even with around 100 invoices a month, that takes up a lot of time and money. Quite apart from the fact that digital transfer can also lead to a faster turnaround at the receiving end, and hence to earlier payment to the company.

The twofold manual interface at the sending and receiving ends generates unnecessary costs that can be very easily avoided.

Useful to know:

The whole internal and external ordering process can be controlled and monitored via the ELO Workflow function. The requisition, sign-offs, signature limits and the automated mapping of the request to order items are passed to the ERP system; the same is true of the automated dispatch of an electronically signed order. There are then no manual interfaces.



The proxy function in the **ELO Workflow** module also ensures that, in the event of illness or other absence, the document is forwarded to the nearest authorised employee and the order is processed.



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Reducing effort and costs

Rationalisation with electronic invoicing

The link between ERP and ECM enables a great deal of rationalisation and companies are happy to implement it. But they often hesitate about sending and receiving electronic invoices. The recipient of an electronic invoice has to check the digital signature before archiving it and save the validation log with the invoice. The process is not clear to everybody, and they are not used to the necessary agreements with the recipients.

Those responsible do not always understand how to obtain the necessary components, including a legally recognised and qualified signature card.

However, the potential savings are huge. With very efficient paper processes within an ECM solution, costs of EUR 1.50-2.50 are the norm to produce and send out each invoice. With electronic invoices, one can think in terms of 20-30 cents per invoice. With 30 invoices a day, that amounts to a saving of EUR 10,000 in the first year alone. Based on this, the break-even time for an electronic invoicing project is generally around 6-10 months.



Controllable electronic invoices

The **ELO** signature component enables the whole billing process to be digitised. The electronic invoices from the ERP system are signed in accordance with the German Digital Signature Act and e-mailed to their respective recipients. According to your requirements, a whole batch of invoices can be filed automatically in the **ELO** archive, from where it can be retrieved or re-presented at any time.

Useful to know:

The digital signature on an incoming invoice can be checked at a click of the mouse and filed with the prescribed validation log. The invoice is then immediately eligible for the deduction of input tax. This function is also available as a bulk import, and if any signatures cannot be validated, they are passed on for clarification in a separate workflow.

Success factors

- High data quality with minimal post-processing
- Consistent data (ERP data reconciled with inventory management systems)
- Process streamlining and automation
- Timeliness (adherence to delivery dates, etc.)
- Processing of orders for every kind of customer
- No adaptation costs for new customers
- Flexibility as regards fields to be read

Advantages:

of order processing with the **ELO DocXtractor II Order**

- Complete capture of all items on the order (recipient, new/established customer, invoice recipient, goods recipient)
- Comprehensive extraction of order contents incl. comparison with materials master, availability data, blocking codes, quantities, units of measure, etc.
- Retrieval of order terms and conditions, particularly delivery dates and special terms
- Capture of any hand-written comments on documents (e.g. "URGENT", "NB NEW ADDRESS", etc.)
- Self-learning and self-optimising system with auto-adaptive, intuitive and visual administration and configuration support
- Extensive statistical analyses and reports



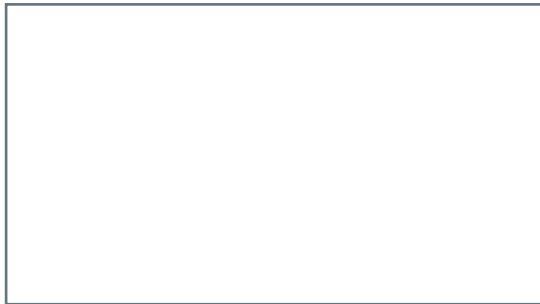
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ELO is available through:



ELO Digital Office GmbH · Stuttgart (Germany) · www.elo.com · info@elo.com
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