

## CASE STUDY:

STAPLES ADVANTAGE

# STAPLES SENDS

# 1 OUT OF 2

# INVOICES ELECTRONICALLY

OFFICE PRODUCTS SUPPLIER STAPLES ADVANTAGE CONSTANTLY STRIVES TO MAKE ITS CUSTOMERS' LIVES EASIER IN EVERY WAY. IN ADDITION TO ITS USER-FRIENDLY WEBSHOP, STAPLES OFFERS COMPANIES THE OPTION TO RECEIVE THEIR INVOICES ELECTRONICALLY, WHICH ENABLES THEM TO SIMPLIFY AND AUTOMATE THEIR PURCHASING PROCESSES.

**"TODAY, WE ARE ALREADY SENDING OUT 48% OF OUR INVOICES ELECTRONICALLY,"**

explains Rutger Frissaer, eConsultant at Staples Advantage.

"Customers can choose between an interactive or an automated way of working, depending on their profile and the number of invoices they receive."



### AUTOMATED SENDING

Staples has fully automated its customer invoice sending from

SAP. "Our staff no longer has to waste valuable time creating invoices manually, printing them, putting them in envelopes and mailing them," Rutger Frissaer explains. "They can, therefore, focus on more productive tasks. In addition, our cash-flow position has improved thanks to a shorter DSO cycle (Days of Sales Outstanding). Finally, we have greatly reduced our paper consumption."

### WIN-WIN SOLUTION

Electronic invoicing provides many benefits to the recipient. Sixty-three of Staples Advantage's customers - large organizations such as BNP Paribas Fortis, KBC, Agfa Gevaert and Fabricom - have opted for the automated, integrated method.

#### CUSTOMER:

**STAPLES Advantage**

#### INDUSTRY:

Office supplies

#### LOCATION:

Belgium

#### BASWARE SOLUTION:

- e-Invoicing

**basware**

Simplify Operations, Spend Smarter.

For these customers, e-invoices are delivered directly to their back-office systems, eliminating the need to manually key in the invoice data. This results in significant time savings and error reduction. The many advantages of automation ensure that customers see a quick return on investment.

For smaller enterprises, Staples offers a simpler alternative. Customers access a secure web application using a login and password. The e-invoices are delivered as XML and PDF files to the customer's personal account. About 250 of Staples Advantage's customers are receiving their invoices electronically using this delivery channel.



"Investing in innovation does deliver results," Rutger Frissaer concludes.

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**"BY WORKING WITH A CERTIFIED PROFESSIONAL PARTNER, WE CREATE VALUE, NOT ONLY FOR OUR CUSTOMERS, BUT ALSO FOR OUR OWN ORGANIZATION. ELECTRONIC INVOICING MEANS WORKING MORE INTELLIGENTLY, REDUCING OPERATIONAL COSTS AND HELPING TO PRESERVE THE ENVIRONMENT."**

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## **STAPLES** Advantage

### **ABOUT: STAPLES ADVANTAGE**

Staples is the world's largest office products company and second largest internet retailer. For 26 years, Staples has served the needs of business customers and its vision is to provide every product businesses need to succeed. Staples operates throughout North and South America, Europe, Asia, Australia and New Zealand. The company is headquartered outside Boston.

## **ABOUT BASWARE**

Basware is the global leader in providing purchase-to-pay solutions, e-invoicing and innovative financing services. Basware's commerce and financing network connects businesses around the globe. As the largest open business network in the world, Basware provides scale and reach for organizations of all sizes, enabling them to grow their business and unlock value across their operations by simplifying and streamlining financial processes. Small and large companies around the world achieve significant cost savings, more flexible payment terms, greater efficiencies and closer relationships with their suppliers.

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