



## IFCO SYSTEMS

EFFORTLESSLY DELIVERING & ARCHIVING  
INVOICES IN OVER 20 LANGUAGES THANKS  
TO AR AUTOMATION

### BACKGROUND

IFCO Systems, a German-based international logistics company specializing in producing Reusable Plastic Containers for transporting fresh products, was looking for a solution to reduce the time-consuming and expensive process of printing and mailing over 15,000 invoices, credit notes and collection letters each month around the world. IFCO required an international partner who would be able to quickly integrate a cloud-based accounts receivable (AR) solution with its SAP® system.

IFCO looked to a familiar partner it knew had experience solving these types of AR issues and one that was already automating its fax services in the cloud: Esker.

### SOLUTION

The project was implemented at IFCO's headquarters in Germany, and just five weeks after the initial meetings, solution delivery was already underway. Phase one was rolled-out with successful implementations in Spain, France, Portugal and the U.K. Six months later, another 10 European international subsidiaries, including Germany, Belgium, the Netherlands and Switzerland, were able to send out and archive their invoices on demand. The U.S. has also recently been integrated into the solution.

IFCO is now able to deliver invoices according to their customers' requirements: electronically, with or without a signature, published to a web portal, or via paper thanks to Esker's international network of production facilities.

Esker was able to meet all three of IFCO's key requirements, which included:

1. Fast implementation
2. Streamlined e-invoicing in over 20 countries (regardless of language, e-invoices had to be generated, sent out, and archived in line with the legal requirements of each country)
3. Assurance that the most stringent data protection standards and local data privacy legislation are observed



*“Until now, we had only used a manual process for generating and sending out invoices all around the world. Another subsidiary handled the delivery of a small number of e-invoices. Without having to invest in hardware or software, we now have a flexible and intelligent AR solution and we **get back to focusing on our core work.**”*

Patrick Klinger | Worldwide Director of IT

## HOW IT WORKS

Esker starts by interpreting the international subsidiary that sent the invoice (country, language) along with the country that's going to receive it. The originator is clearly established using a four-digit identification number coded in SAP.

*"This is how we work out where the invoice comes from and where it needs sending,"* said Patrick Klinger, Worldwide Director of IT at IFCO. *"The process ensures that the invoice has a signature, and, if required, that the right language is automatically selected for the automated accompanying email."*

Esker's portal enables authorized IFCO staff to securely access and track invoices at any time — both IFCO's and their customers' invoices. IFCO's customers can also electronically archive their invoices for the legally required period of time. The portal makes it easier for companies to switch to receiving electronic invoices and customers can even set invoice format preferences and how they want to receive their invoices.

## BENEFITS

The main benefits that IFCO has enjoyed thanks to AR automation include:



Cost savings



Reduced DSO



Invoice tracking & visibility



Increased e-invoice adoption rates  
thanks to Esker's portal



Electronic archiving



Full compliance with international  
e-invoicing regulations



*"Esker's portal facilitates our customer e-invoicing onboarding and gives them control of their invoices at all times, without burdening them with additional e-archiving work. Esker's Accounts Receivable solution has allowed us to **increase our e-invoice volumes, save costs and reduce payment times, thereby lowering our DSO.**"*

Patrick Klinger | Worldwide Director of IT

## ABOUT IFCO SYSTEMS

IFCO Systems is the leading global provider of reusable packaging solutions, operating a pool of over 225 million Reusable Plastic Containers (RPCs) in 37 countries. IFCO RPCs are used primarily to transport fresh products from producers to leading grocery retailers worldwide. IFCO's solutions help retailers and producers reduce costs and increase sales by maximizing efficiency, product protection, sustainability, and safety throughout their supply chains. IFCO is a member of the Brambles family of companies.

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