



ACCOUNTS PAYABLE AUTOMATION CASE STUDY

Heineken China accelerates invoice processing by **40%** at a shared services center using **Esker Accounts Payable**.

OVERVIEW

HEINEKEN China, a subsidiary of the Dutch brewing company, faced challenges with manual invoice processing for 12,000 invoices from six subsidiaries. The complexity of communication and inefficiencies prompted them to seek an automated accounts payable (AP) solution. This decision aimed to expedite invoice processing, enhance workflow and traceability, cut costs, ensure compliance, and gain expense control.

Following the success of a first project with Asia Pacific Brewery (APB), acquired by HEINEKEN in 2014, for automating purchase requisition workflow and document printing, HEINEKEN China selected Esker's cloud-based Accounts Payable solution to automate its supplier invoicing process at its SSC.



Our AP process has significantly improved in the past eight months since implementing Esker. Our procurement operation business no longer worries about payment delays, reduced efficiency or supplier complaints

Liu Yang, Purchasing Manager, Heineken China



SOLUTION
ESKER



SECTOR
FOOD & BEVERAGE



ERP
ORACLE JD EDWARDS

FUJIFILM
Value from Innovation

**Process
Automation**

SOLUTION

To address the challenges of working with multiple offices, invoice formats and languages, HEINEKEN China leveraged Esker's multi-language capabilities, template-free technology and external ERP workflow — eliminating the headache of processing diverse invoices from different systems and bringing new levels of efficiency to its SSC.

GOVERNMENT REGULATION COMPLIANCE

Strict government regulations require that a printed copy of each Fapiao (a legal receipt that serves as proof of purchase for goods and services) be supplied for every invoice.

In order to meet these requirements, HEINEKEN China spent significant amounts of time pulling all documents together. As Esker is compliant with Fapiao, HEINEKEN China is able to process their invoices in Esker based on government regulations.

HEINEKEN China is also leveraging Esker's collaborative and customizable dashboards, which provide them with real-time data for monitoring purposes. HEINEKEN China managers particularly appreciate Esker's mobile application, Esker Anywhere™, which has further enhanced invoice processing efficiency with on-the-go approval.

RESULTS

Reduced invoice processing time by approx

40%



Enhanced visibility on important invoice information with Esker's customizable dashboards



Web-based AP workflow outside the ERP system delivers simplified setup of SSC and ability to work with multiple ERP applications



Increased efficiency with manual data entry eliminated



On-the-go invoice review and approval capabilities, thanks to the mobile application Esker Anywhere™



Improved communication with different entities and suppliers

“Esker has greatly improved our daily work — invoices and information are **easily accessible** and well **organized**. We never have to worry about inquiries from within our organization, or externally, from customers or suppliers. Esker dashboards enable us to see pending invoices, **monitor operations** and check any outstanding invoices.”

Lilliam Jiang, Senior Purchase-to-Pay Administrator, Heineken China