

Siemens Corporation is a U.S. subsidiary of Siemens AG, a global technology powerhouse that has stood for engineering excellence, innovation, quality and reliability for more than 165 years.

## Business Challenge

Siemens Shared Services LLC (Siemens) provides centralized accounts payable processing for more than 26 distinct operating companies servicing over 90,000 suppliers and processing over 2.4 million invoices per year.

With this many suppliers and invoices, Siemens was dealing with 20,000 supplier inquiries per month. A sizeable call center was staffed to service the inquiry phone calls. Siemens' challenge was to find an innovative web self-service solution to significantly reduce supplier inquiries and related call center costs.

## Solution

Siemens conducted an extensive vendor analysis and selected Paybox's Accounts Payable Supplier Self-Service and eInvoice Automation Portal. Paybox provides a globally hosted suite of web-based accounts payable automation and procure-to-pay service modules which are incrementally deployed in a phased strategy.

A significant plus was that Paybox's Supplier Self-Service Portal was already integrated with common ERP platforms such as Oracle and SAP. SAP is the Accounts Payable ERP environment of Siemens.

## Phase #1 Benefits: First Six Months

Paybox implemented best practice adoption techniques and Siemens aggressively onboarded suppliers into the supplier portal. Siemens achieved 40% supplier adoption within six months, resulting in improved supplier relationships. Suppliers gained self-service visibility into their invoice and payment remittance information 24 hours a day, seven days a week, 365 days a year. Suppliers are also able to download their invoice/payment data and submit electronic inquiries online. Paybox automatically transmits and updates Siemens' centralized CRM, Remedy™.

## Phase #2: Successful Adoption!

Siemens' next goal was to achieve 90% supplier electronic invoice submission through Paybox's electronic invoicing service. Paybox's supplier onboarding and enablement services promoted awareness and training to Siemens' 90,000 suppliers, with the goal of converting all manual paper invoices to a form of electronic invoice submission.

Suppliers invoicing Siemens' many operating companies can submit electronic invoices through web form entry, copying a purchase order into an electronic invoice or uploading invoice data from within a spreadsheet. Suppliers can also submit electronic invoices directly from their billing system through EDI and XML industry standard formats. Paybox further provides 'rules-driven' invoice validation ensuring invoices are 100% compliant with purchase orders prior to posting to the ERP. Siemens has now reached and exceeded the 90% supplier electronic submission goal.

## Phase #3: Operational and Security Enhancements

Siemens added Two-Factor Authentication to enhance external access to the portal. This process involves text messaging and email authentication codes for access.

Single sign-on has been implemented to allow for additional security and ease of access for internal Siemens employees. This technology allows users to utilize their current Siemens network login.

"Paybox's e-invoice and AP Automation service is important for supplier invoice processing and self-service invoice/payment status lookup. With over two million invoices per year, we needed a solution provider who would work closely with our suppliers to adopt electronic invoicing and reduce paper invoice handling,"

David Hester, Vice President of Accounting and Finance  
for Siemens Shared Services, LLC

## Best Practice Supplier Adoption Strategies

### Siemens and Paybox implemented a multi-pronged 'best practice' supplier e-invoice adoption strategy which included:

- Multiple webinar training sessions to suppliers as well as Siemens procurement and accounts payable staff
- Training and awareness sessions to accounts payable call center resources
- Targeted e-invoice submission messaging within purchase orders
- Electronic invoice submission within procurement contracts
- Phone and email-based awareness campaigns to targeted suppliers

## About Paybox

Paybox delivers cloud-based e-invoicing solutions that automate AP, AR and payments processes to provide significant benefits across the financial supply chain. Paybox has built a successful track record of automating some of the most demanding financial environments. Today, more than 400,000 suppliers and customers use our network across 100 countries (representing more than 35 currencies and 17 languages). Paybox's Paaybox automates AP and AR processes such as: electronic invoice distribution/submission, invoice processing/validation, line-item matching, approval routing, invoice consolidation, dispute management, payment generation and processing, reporting and analysis, company profile management, and discount management.

For more information on Paybox, call 1-844-GO-PAYBOX or visit [www.gopaybox.com](http://www.gopaybox.com).