



## Electronic invoice delivery at Poulten & Graf Ltd

“At the simplest level, sending an invoice electronically with OB10 costs us less than sending invoices by post - but other benefits are more compelling. Our invoices get guaranteed and speedy delivery and queries are registered more swiftly, which has the knock-on effect that we get paid without delay.”

Jason Robson  
Financial Controller  
Poulton & Graf

### Introduction

Poulten & Graf are an international supplier of laboratory glassware and related products. The company's biggest customer is Fisher Scientific UK, the UK's largest laboratory product supplier, and recipient of over 2,000 invoices from Poulten & Graf every year.

In order to improve the efficiency of its accounts payable process and reduce costs, Fisher adopted electronic invoicing using the OB10 electronic invoice delivery service. Using OB10 Fisher receive electronic invoices directly into their accounts payable systems from all suppliers subscribed to the network. For Fisher, the benefits of using OB10 include time savings, error free data processing, greater visibility and control of its purchasing commitments and improved relationships with suppliers.

### Benefits

With assistance from OB10, Fisher embarked on a supplier enrolment programme where OB10 met key suppliers (often at Fisher's offices) to talk through the benefits of joining the network.

"When we were introduced to OB10 we were quickly taken with the idea," says Jason Robson, Financial controller at Poulten & Graf. "Obviously Fisher are a big customer of ours, so we had an incentive to look closely at the idea. We soon formed the opinion however that OB10, while benefiting our customers, would also be good for us."

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### About OB10

OB10's ([www.OB10.com](http://www.OB10.com)) standard-setting global B2B e-Invoicing solution simplifies and streamlines the complex invoice-to-pay processes between companies and their suppliers, while reducing the cost to manually process invoices by as much as 80 percent, and delivering ROI in less than six months. Operational in Europe, North America and Asia, web-based OB10 is compliant with each region's regulatory requirements, such as Sarbanes-Oxley and VAT. To ensure unrivaled supplier adoption, each new customer's suppliers are supported by an implementation services team responsible for getting them up and running on the OB10 network. Customers include: Hewlett-Packard, GlaxoSmith-Kline, Agilent Technologies, General Motors, Crown Holdings, BAT, Cargill, Mohawk Industries, TUI, Readers Digest, Eaton, Medas (BBC), Fisher Scientific, and Xansa (BT), Kellogg's and LogicaCMG.

"OB10 has also reduced the time spent on the mundane chore of folding invoices and packing them into envelopes - a job that nobody likes. We are a family owned private company with limited staff, so anything that reduces time consuming and repetitive tasks is welcomed."

### Subscription

Poulten & Graf found joining the OB10 network trouble free. OB10's supplier implementation team worked with the company - taking the output from Poulten & Graf's manufacturing and accounting systems, performing test transfers to OB10 and ensuring compliance with Fisher's invoice data format. "The subscription was handled well by OB10 and could not have been much easier," says Robson. "OB10 take data produced by our existing software without any modifications. The fact that we did not have to change any software or hardware was comforting. It meant no expenditure, or dependence on new and unknown technology. Having delivered invoices using OB10 I have full confidence in both the service and OB10," says Robson.

### The future

Poulten & Graf are actively seeking to expand their use of OB10. "We've already told most of our customers that we'd like to submit invoices electronically and the response has been positive. We would like to be sending all domestic invoices electronically by the end of the year and once this is complete to move on to our European customers. OB10 allows us to do this because OB10 have obtained approval from the various tax authorities across Europe." With Fisher as a customer Poulten & Graf are already sending over 2,000 invoices a year via OB10 but hope to increase that number to all 12,000 invoices they send annually.