

# Digitization of invoice reception in Kuoni Tumlare by JTB



## Starting point

After noticing some inefficiencies in the invoicing process and trying different solutions, Kuoni Tumlare by JTB realises that they need to **streamline its invoicing reception process**. The Land Operator receives thousands of invoices annually from distinct providers from around the globe (hotels, restaurants, touristic guides, etc.). The inefficiencies of the process are related to the revision of each individual error in an invoice and the manual reconciliation. The most common discrepancies come from the service amount, each country's tax to deduct VAT, the company's Tax Number... Furthermore, the **diversity of suppliers makes it difficult to standardize processes**.

Kuoni Tumlare by JTB decides to digitize and automate the reception of invoices using baVel eBilling.

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MICHAEL VUILLE  
Director of Central Services in Asia at Kuoni Tumlare by JTB.

## The solution

The main objective of the Land Operator is to electronically receive invoices of its suppliers with contractual relationship, which represent 75% of the company's annual revenue.

To achieve it, baVel connects with Kuoni Tumlare by JTB management system and afterwards with each supplier's system. Depending on the size, baVel connects with the supplier through a direct integration or via the website solution.

**baVel and Kuoni work together to set filters and constraints for each supplier, avoiding any discrepancies during the process.** “It is essential for us to receive invoices filtered to avoid common errors and manual revision”, explains Michael Vuille, Director of Central Services in Asia at Kuoni Tumlare by JTB.

At present, **Kuoni Tumlare by JTB automatically receives electronic invoices from 50% of its suppliers with a contractual relationship.** baVel and Kuoni's teams keep working together to integrate 100% of suppliers with a contract in the following months.

## The outcome

In a year, Kuoni has doubled the received invoicing volume through baVel without having to enlarge the management team. In fact, the Land Operator has received 128,000 invoices in 2019, with no manual intervention needed. “Thanks to baVel, we could scale our business. We can grow exponentially without increasing our resources to manage invoices”, explains Michael Vuille. In addition to streamlining and automating processes, since baVel's implementation, Kuoni Tumlare by JTB has reduced at least 25% of invoice discrepancies and has improved the average payment period to suppliers, complying with the set terms for each one.



**+128k received invoices** automatically



**x2 management capacity** without enlarging the team



**Increase of the scalability** of the business



**+25% reduction** of discrepancies