

CASE STUDY:

Electronic invoicing Submission in Pestana Hotel Group



Portugal's
**LARGEST
TOURIST
GROUP**

 **+100
hotels**

 **+12.000
hotel rooms**

 **16
countries**

Starting point

In 2013, Pestana Hotel Group is expanding both domestically and internationally. **Each hotel is responsible for issuing invoices independently and disputes and inefficiencies start to arise with the management:** invoices take time to reach their recipient. Pestana also identifies invoice errors and customer disputes that are often dealt with up to 3 weeks after invoices are issued. All of these cases **delay the payment of customers**, often doubling the period established by contract with each of them.

Faced with this situation, Pestana Hotel Group decided to turn to a technological partner to digitalise its invoicing process.

“**Invoice errors are dealt with up to 3 weeks after the invoice has been issued.**

The solution

“**Bavel meets our requirements and is able to adapt to the reality of our business**

Marta Carolino
Accounts Receivable Manager
at Pestana Hotel Group

Pestana Hotel Group digitises the **issuing of its B2B invoices with Bavel eBilling**. For the implementation of the service, Bavel is integrated with the hotel chain's PMS, Opera.

In the first phase of the implementation, the e-invoicing platform automatically connects with customers who are already part of the Bavel network. For the rest, an onboarding plan is designed, and they are gradually integrated into the system. **Training is also carried out in all hotels where Bavel is implemented.**

“Bavel meets our requirements and is able to adapt to the reality of our business”, explains Marta Carolino, Accounts Receivable Manager at Pestana Hotel Group.

Currently, Pestana connects with its **main B2B customers** through Bavel.

The outcome

Following the implementation of Bavel in 66 Pestana Hotel Group hotels, the hotel chain **has doubled the number of invoices processed by the platform without the need to expand resources for invoice management**. In 2019, Pestana issues more than 80,400 invoices without the need for manual intervention through the e-invoicing platform.

The biggest benefit that Pestana Hotel Group has obtained thanks to Bavel is **the reduction in the average collection cycle**: there are no longer delays in issuing invoices and, consequently, collections are made within the period agreed with each client, thus improving the relationship between them. With one of its most important B2B customers, Pestana has further accelerated collection time: **from 60 days to 45 days thanks to the automation of the process.**

“Hotel teams no longer have to worry about the invoices we send through Bavel,” Carolino explains. Saving time and reducing manual work is another of the benefits that Pestana highlights after the implementation of Bavel.



**66 hotels
integrated
with Bavel**



**Time
saving**



**Reduction
of average
collection
period:
+15 days**



**+80k
invoices
issued
automatically**