

Invoicing Submission Automation at Soho Boutique Hotels

 **46 hotels**

 **Urban Hotels**

 **International presence**

The starting point

Soho Boutique Hotels is a hotel chain founded in 2014 that opts for urban hotels, with premium locations as a key strength. Since its foundation, **each hotel manages its own invoices and the front-desk department is responsible for sending them** to the clients and correcting them if discrepancies or errors arise. Between 15 to 20 people take part in the invoicing process from the administrative, credit and front-desk department of each hotel.

During the national and international expansion, the corporate team at Soho realises that they need to redefine the invoicing process to address the new invoicing volume. **The control of documents is limited** and the period since the client receives the invoice can reach 20 days, **delaying payments in most cases**.

At this point, Soho develops a strategy based on its growth rhythm to **scale and optimize processes** in order to keep offering a quality service to the clients. To implement the strategy, which centralises the invoicing process, the hotel chain decides to get the support of a technology partner.

“ **Between 15 to 20 people take part in the invoicing process** ”

The solution

“ **Soho decides to digitalise the emission of B2B invoices via Bavel eBilling** ”

Soho Boutique Hotels decides to **digitalise the emission of B2B invoices via Bavel eBilling**. Initially, the electronic invoicing platform connects with Ofi, Soho's PMS. Bavel also develops a connection with all the hotel chain's B2B clients that are not already working with Bavel.



After Bavel's implementation, the invoicing process is 100% automated, eliminating the responsibility to the front-office workers. **Manual intervention is no longer needed** in most of the cases. Bavel is capable of identifying invoice errors and, consequently, Soho Boutique Hotel's team can respond in real-time and solve discrepancies without delays.

The outcome

At present, and after an accelerated growth, Soho Boutique Hotels have more than 46 hotels located in Spain, The United States and Mexico. More than 70% of its hotels use the Bavel platform complying with the current legislation of each country. **Soho issues more than 10,000 invoices automatically per year to 90% of its B2B clients.**

On this matter, Soho's team has identified a drastic reduction of invoice errors and, consequently, has eliminated the manual work of this process. With the automated invoicing system, only 5 people are involved in the control process, 75% less than before. Furthermore, **Soho is able to deliver the invoice in less than 24 hours and error-free** to any B2B client. This process lasted 20 days before, so now they have accelerated the average collection period.

“ After Bavel's implementation, the invoicing process is 100% automated.



33 hotels integrated into Bavel's network



Connection with 90% of B2B clients



+10k issued invoices automatically



Reduction of the average collection period



5 people managing invoices.
Reduction 75%.



Invoice delivery in less than 24 hours and error-free.



Compliance in Spain, Mexico and the United States