

# CITROËN PROCESSES ALL INVOICES ELECTRONICALLY USING AN EDI SOLUTION FROM TRUECOMMERCE



## Citroën – One of Denmark's Best-selling Car Manufacturers

C1, C3, C4 and C5 are just a few of the many car models that Danes think of when hearing the name of car manufacturer Citroën. For many years, these French cars and their characteristically designed exteriors have been at the top of the sales charts in Denmark. Citroën sells cars all over the country and the company's logo with the double angles is a common sight on the streets.

"When a Citroën customer, for example, wants to have snow tires mounted, an oil change or a trailer hitch mounted, the order is processed through our special central invoicing solution. Our supplier then generates an invoice that is automatically sent through EDI to Citroën Denmark. To make life easier for our dealers, we keep the invoices for a week before forwarding them to them," says Alexandre Vellieux, IT Manager at Citroën Denmark.

In this way, Citroën Denmark helps all dealers process their invoices.

"With the help of TrueCommerce, we have literally added power to our invoices. TrueCommerce's solution means that we can now receive supplier invoices digitally, which gives us greater flexibility and a better overview than previously," says Alexandre Vellieux.

## All is Well that Ends Well

The road to digitisation of the invoice flow was not without obstacles.

"We originally hired another EDI supplier to help us, but after a while and many disagreements, we had to recognise that it was not the best match," says Alexandre Vellieux.

Therefore, Citroën decided to shelve the plans for electronic processing of all invoices and continue to manually receive and type the many invoices.

"But after a while, we had to admit that we simply could not handle all the invoices manually, so we searched the market for a recognised EDI solution supplier," says Alexandre Vellieux.

"We chose TrueCommerce, who is clearly the market's leading EDI solution supplier. Our core competence is producing and selling cars, while TrueCommerce's core competence is professional integration of business communication," says Alexandre Vellieux.

After having previously experienced what the implementation of an EDI solution could lead to, the account department staff at Citroën had very concrete expectations for what the new EDI solution should be able to handle.

## BENEFITS

- ▶ Automatised invoice processing
- ▶ Less manual typing and fewer errors
- ▶ More time to focus on other business tasks
- ▶ Improved customer service

## Dreams and Hopes Became Reality

The cooperation between Citroën and TrueCommerce is still relatively new, but for Alexandre Vellieux, the first experiences are very positive.

"From the very beginning, the communication with TrueCommerce has been characterised by great openness and honesty. From the start, we experienced that TrueCommerce's employees were competent and quick at completing the tasks. They exhibited dedication to the work and desire to understand our business," says Alexandre Vellieux.

"TrueCommerce has succeeded in turning our hopes and dreams into reality, so now we have an invoicing process that is much more simple and smooth, and, not least, we have a reliable basis for preparing our financial reports," he continues.

The return on the investment in the EDI solution is relatively quickly earned because invoice processing is now administered electronically. Alexandre Vellieux also points to data security as one of the most significant benefits of the new EDI solution.

"Electronic invoicing means that when the supplier has generated its invoice, no manual typing takes place. This means that we experience fewer errors from the source, which is a very significant part of the effort to achieve the best possible quality and the highest level of customer satisfaction. At the same time, we also reduce the time spent by staff on typing, which gives them more time to handle other tasks," he concludes.



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– **Alexandre Vellieux**

IT Manager  
Citroën Denmark

## ABOUT TRUECOMMERCE

TrueCommerce gives organisations the competitive edge with a flexible and cost effective solution that harnesses the scale of our global commerce network underpinned by our best of breed managed service, delivered by locally based service consultants. With TrueCommerce, organisations of any size can easily connect with any trading partner while enjoying the peace of mind of a proven platform that reliably handles tens of millions of transactions annually.

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