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CASE STUDY:

Invoicing with Ricoh IDX

OKV

COMPANY & CHALLENGE

OKV (Ostdeutsche Kommunalversicherung auf Gegenseitigkeit) is a specialized insurance service. OKV insures municipalities, local authorities and companies in Berlin, Saxony, Brandenburg, Thuringia, Saxony-Anhalt and Mecklenburg-Western Pomerania.

The company has an extensive portfolio of different insurance offerings, from building services to forest fires and from minor damage to total disaster or burglary/theft and robbery/vandalism.

OKV's services include consulting, risk management and programs specially tailored to specific insurance needs.

Prior to the partnership with Ricoh, four OKV staff members devoted four weeks to issuing 50,000 invoices each November. Depending upon the insurance product, OKV invoices consist of multiple pages covering the complete insurance policy, including the annual invoice.

The printing, enveloping and logistics involved with the invoicing process fully occupied four employees for four weeks. These tasks also required stocking a sufficient amount of paper, toner and envelopes.

Many OKV clients require / prefer intermittent electronic invoices. For example, the city of Dresden needs to receive its invoice in the complex XRechnung format, that can be inputted directly into the municipalities' ERP system.

> The intelligent Ricoh IDX solution provides a simple and rapid means of sending invoices electronically, and doesn't require any hardware or software investment.

SOLUTIONS

At the outset, OKV introduced the Ricoh PostageOnly Service. This option involves printing and sending paper invoices each day via overnight service. In this way, OKV could simply use a secure transmission interface to send Ricoh PDF copies of the invoices created in its ERP system. Its Brackenheim facility directly produced, printed and sent out the multiple-page insurance policies. A further efficiency involved using the recipient address and client number fields to assemble multiple policies required to be directed to the same recipient and send these in a single envelope. This enhancement resulted in an immediate savings of postage costs.

Due to its large mail volume, the Claims Department continues to use PostageOnly for its daily mailing needs. This also facilitates part-time work from home offices. In this way, PostageOnly ensures this department's business continuity.

Over time, the PostageOnly invoicing option was converted into the intelligent Ricoh IDX solution. This gives Ricoh a simple and rapid means of sending invoices electronically. And it required no hardware or software investment. By connecting to the Ricoh IDX platform, OKV was able to send digital invoices as a qualified data set.

The Ricoh IDX portal can individually configure the delivery mode (SFTP, email, regular mail, etc.) and data format (PDF, ZUGFeRD, XRechnung) for each OKV invoice recipient. In this way, each customer receives its documents in the format it prefers. Ricoh IDX converts the documents to match these preferences. It is possible to select from over 400 data formats.

Fully electronic documents or emails with PDF attachments require no printing at all, thus resulting in a savings of printing and postage costs. Where the recipient requires paper documents, this poses no problem. Ricoh can also use Ricoh IDX to continue to print out such policies, insert them in envelopes and send them out in daily mailings.

OKV files the invoices using its existing Doxis document management system, which files the original invoices and credit memos as PDF documents.

RESULTS

Following implementation of Ricoh IDX, the company surveyed all policyholders to determine the format in which each wished to receive future invoices. The result was very promising. Around 80% continue to receive invoices in PDF format, with only a small portion of clients continuing to rely on paper invoices. It was possible to convert almost 20% to receive electronic invoices as a data set. For this purpose, an XML interface was programmed that can process all information in this special multi-page XRechnung document.

Once each client's individual format has been determined, OKV has no further processing needs. An OKV IT staff member independently oversees the desired adjustments to the portal. All invoices are processed overnight using Ricoh IDX. Ricoh takes over the entire service.
Ricoh takes advantage of the technology of the TRAFFIQX® network.

This independent provider networks over 350,000 companies generating 30 million transactions per year. This large community offers many advantages, providing the necessary flexibility, stability and secure processes.

SUMMARY

Requirements

• Paper invoices reduced to as few as possible

• XRechnung for clients in public administration
(municipalities and municipal institutions)
• Minimizes manual effort

Solution

• Simple solution with no IT project
• Daily printing and sending using PostageOnly
• Electronic invoicing with Ricoh IDX
• Invoicing format determined just one time with the client
• Ricoh assumes the service and the responsibility
• Security – in the portal, the entire communication chain is transparent and securely encrypted

Client networks

• Meets requirements to supply electronic invoices
• No investment in creating the client's own XRechnung
• Savings of costs and time
• Makes mobile working easier
• Environmental aspect: sending data instead of paper conserves resources

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere.

With cultivated knowledge and organizational capabilities nurtured over its 85-years history, Ricoh is a leading provider of digital services and information management, and print and imaging solutions designed to support digital transformation and optimize business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

For further information, please visit www.ricoh-europe.com

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