

**FSC** Finance  
Service  
Centre  
accommodation & destinations



 **TUI** Travel PLC  
Accommodation &  
Destinations

**hotelbeds**   
accommodation & destination services



Finance Service Centre de Hotelbeds accommodation and destination services  
**WORLDWIDE INTEGRATION OF THE ELECTRONIC INVOICE**



Finance Service Centre de Hotelbeds accommodation and destination services

## WORLDWIDE INTEGRATION OF THE ELECTRONIC INVOICE

Hotelbeds is a leading incoming receptive company in the travel services sector that provides all kinds of services for travel organisers around the world. Hotelbeds is one of TUI Travel's major Accommodation & Destinations (A&D) brands, as well as its Finance Service Centre (FSC), providing it with central administrative and financial services.

Hotelbeds covers over 2,500 destinations in 100 countries, and over 1,200 travel organisers place their trust in us to serve their more than 10 million annual customers.

Hotelbeds is present in Europe, America, Africa, Asia-Pacific and the Middle East. Our products for travel trade professionals take in everything from accommodation and tour programmes to group trips, excursions, entrance tickets, transfers, car rental, airport assistance and ground support.

The headquarters of the TUI Travel Accommodation & Destinations Finance Service Centre (FSC) is located in Palma de Mallorca, Spain.



## >> The situation up to now

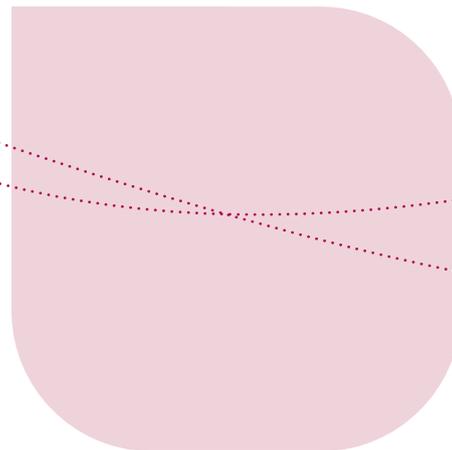
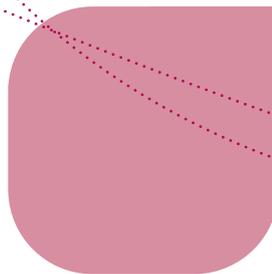
The FSC handles around 2 million invoices per year for Hotelbeds, which come from over 15,000 suppliers distributed across more than 100 countries. Inversely, over 1,800,000 invoices are issued to customers in over 97 countries every year.

Physically receiving suppliers' invoices entails logical delays as do opening, classifying, scanning and registering the same. Likewise, and due to a lack of interaction with the supplier, a large number of problems arise due to errors in the booking references, in the registration process or, in a high percentage of cases, due to loss or misplacement.

With regard to the issuing of invoices, the problem was very similar: the invoices had to be printed, classified, put into envelopes and stamped. The chances of invoices being lost, considering the wide range of destinations involved, made the cost of handling the invoices rise significantly.

Thus, we could say that the common denominator in the situations described above is the manual handling of invoices, which had the following negative effects on FSC's processes and costs:

- A prolonged time period for the corresponding registering of invoices, both when issued and when received, with the ensuing personnel costs for the staff required to carry out these processes.
- The loss of invoices sent and presumably received. The former entailed an extension of the collection period established by FSC for its clients, with the financial cost that this brings with it.
- A high number of problems recorded for invoices received, due to a lack of interaction with suppliers, with the ensuing costs relating to all aspects of inspection, misunderstandings and the correction of errors.



## >> Why did we choose Voxel Group?

Because Voxel Group, with its baVel system, is a world leader in the hotel and travel sectors, as well as being the reference e-billing platform used by the Hotelbeds FSC. Over a period of two years Voxel Group in conjunction with the FSC have been able to increase the community considerably.

This was possible thanks to the fact that the baVel Manager is quick and easy to implement, allowing the FSC to continue using its current ERP system without the need for technical adaptations and without having to train its staff.

The main manufacturers of IT solutions already had baVel connectors installed as a default system. Also, Voxel Group already had baVel Portal, which allowed companies that did not have billing programmes that could export invoices in electronic format to generate these manually through the Internet, thereby ensuring that no customer or supplier of the FSC was excluded.

Furthermore, Voxel Group was the only Spanish company that could operate as an e-billing supplier in the 3 cases covered by the law: Articles 18.1.a (EDI), 18.1.b (digital signature) and 18.1.c (own platform).

In view of all of the above, the FSC reached a strategic agreement with Voxel Group in November 2007. Since then, both partners have been consolidating the project and, at the time of writing this document, have already achieved significant and strategic advantages for the clients and suppliers of the FSC.



## >> How baVel works

baVel is an international communications network built around the Internet that provides added value services that allow for “plug&play” interconnection between customer and supplier IT systems that “speak” different languages. Thanks to baVel, thousands of companies in the hotel and travel services sectors, as well as many from other fields, can electronically exchange documents directly through their systems (invoices, orders, etc.), without the need for human involvement.

The concept of an added value network consists of “injecting” intelligence into an existing communications network, like the Internet, allowing it to provide added value services that previously did not exist. The fact that the Internet is used as the bedrock for the network imbues the same with a global dimension.

baVel bases services such as document recovery, traceability, error management and online dispute resolution on baVilon, a centralised digital repository where all of the documents sent through baVel are stored for a minimum of 10 years. The existence of this repository is essential for complying with current legislation in most countries with regulations on e-billing.

## >> The implementation project

Voxel Group had developed its own methodology for implementing the e-billing system, led by a Rollout Manager and an Implementation Manager, which were used to create a tailored implementation plan for Hotelbeds that would allow it to be connected with practically all of its clients and suppliers in record time.

The integration of systems between client and supplier ERPs that “speak” different languages called for a format “translator”. This function is performed by the baVel communications Manager, which, in practice, acts as a branching out of the network.

The Manager is a piece of communications software that is installed in both the client and the supplier and which carries out the following functions:



### Issuing documents:

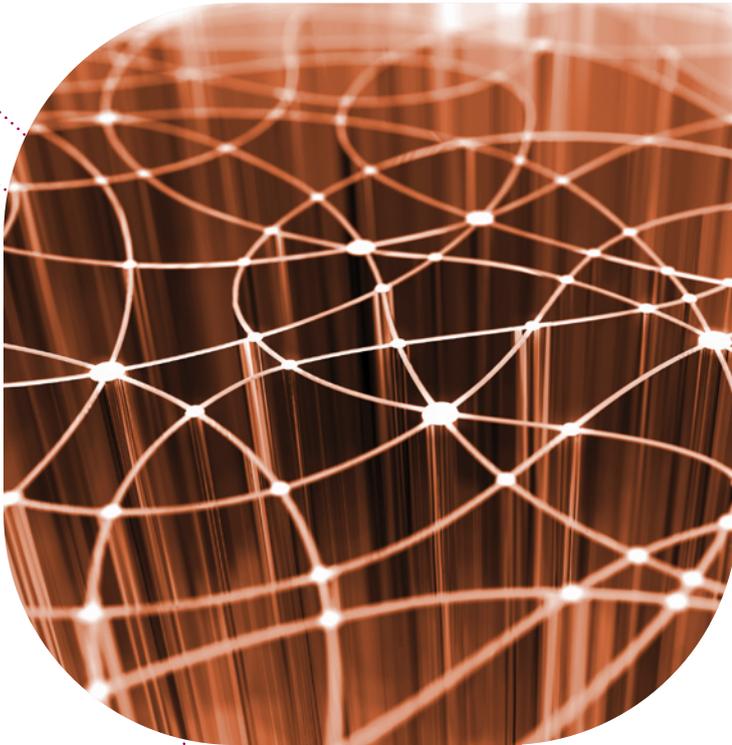
- Automatic interconnection with the management programme of a document issuer.
- Validation of a document’s contents and structure when issued, depending on the recipient’s requirements.
- Sending alerts to the issuer by e-mail whenever errors are detected.
- Digital signature for documents being sent.
- Automatic communications management and safe dispatch to the central baVel server.

### Receiving documents:

- Automatic communications management and safe connection to the central baVel server.
- Checking the digital signature of documents received.
- Automatically sending an electronic acknowledgement of receipt to the issuer of a document.
- Sending alerts to the recipient by e-mail whenever errors are detected.
- Converting files into the format required by the recipient.
- Exporting the “translated” document to the recipient’s management system.
- Document management tools (searching for documents, exporting into multiple formats, statistical reports, etc.).

*“Prior to our integration with baVel, an important part of our efforts and expenses went towards tasks with no added value, such as the physical reception and opening of suppliers’ invoices, as well as issuing, printing and stamping of client invoices, classifying, scanning and recording, treating problems related to errors and losses, etc. Now, the FSC can focus its structure, costs and efforts towards those aspects that generate added value, thereby improving the quality of service for all of its collaborators and clients”.*

**Finance Service Centre Management.**



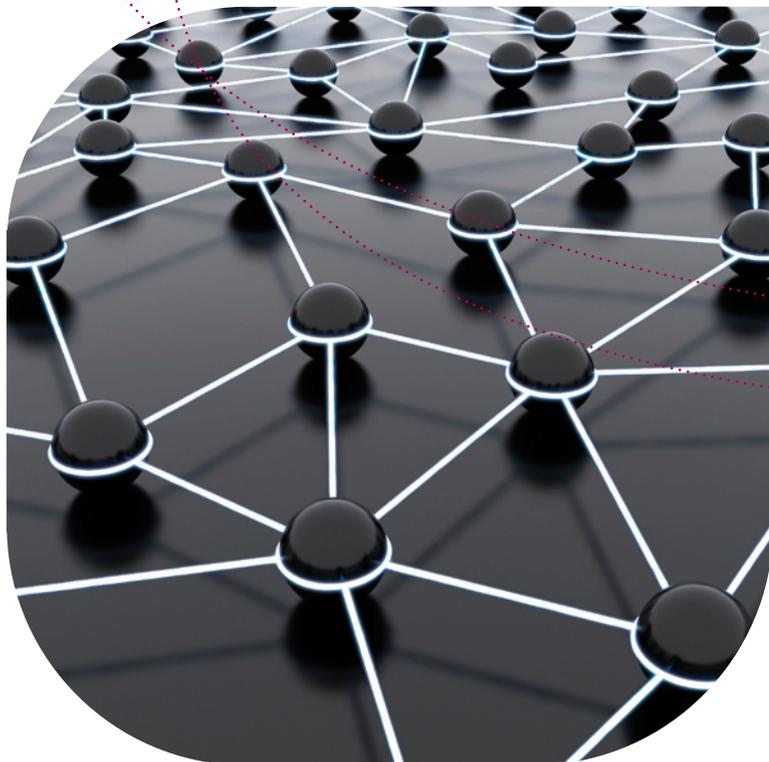
## >> Finance Service Centre Management.

### Challenges for the future

Having accomplished a reduction of 93% of the cost per invoice, a reduction of more than 60% of incidents, the removal of loss of invoices and, the reduction of mid-term registrations of invoices from 14 days to 1 with our primary suppliers, the next challenge consists on integrating the rest of the international suppliers that do not possess the means to adapt or incorporate their systems into the a baVels' net.

For these specific suppliers, we are working on expanding baVels' added value services, so that small suppliers without integration capacity can introduce their invoices through the webs interface. By this, the only requirement to send electronic invoices will be to own a PC with an internet connection.

Another important aspect that is being developed is the constant improvement of Client/Supplier interaction, providing through the web the status of invoices in transition.



[hotelbeds.com](https://www.hotelbeds.com)



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Go Paperless

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Medita sobre la conveniencia de imprimir este correo y sus anexos.