

Accelerating the Accounts Payable Process for BOC Australia

BOC Australia removing data entry for customers and accelerating their own invoice payments.



THE CHALLENGE

As Australia's leading gas and welding equipment specialists, BOC Australia sends a large volume of invoices to their extensive customer base. Sending thousands of invoices means that thousands of individual interactions and transactions are undertaken with just an invoice as the point of contact between BOC and their customers.

Daniel Whittle, the Online Channel Manager at BOC Australia, identified how hard receiving an invoice can be for their customers.

When you receive an invoice it sits in an inbox or in-tray before someone eventually sorts through the invoices, identifies them and then re-enters this information. It is no question that this is inconvenient for a customer. If an invoice is already in a cloud accounting system, it is much easier.

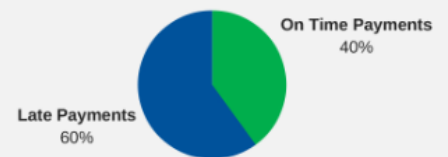
Daniel wanted to make this interaction as easy and useful as possible for both BOC and their customers. This ultimately led to BOC beginning an eight-week project in November 2017 to test Link4's digital invoicing solution with their customers.

THE SOLUTION: e-Invoicing

Making this supplier to buyer relationship as easy as possible through e-Invoicing was a major selling point for BOC. Daniel could see how being able to directly exchange information and streamline this experience for their customers would create a mutually beneficial relationship.

BEFORE e-Invoicing

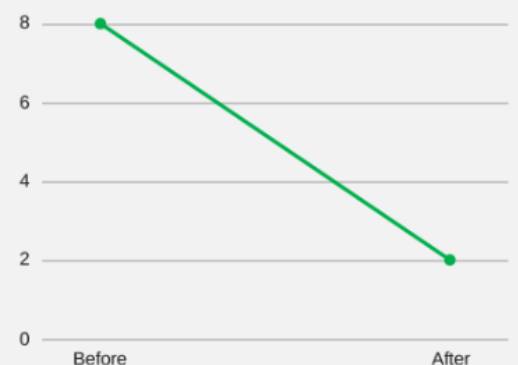
BOC were sending their invoices as PDFs in emails or printing invoices and mailing them to their customers.



AFTER e-Invoicing



Invoices Paid After the Due Date (Days)



850+ BOC CUSTOMERS RECEIVING e-Invoices