



Hyundai España

Popular automotive importer and distributor uses Adobe® solutions to streamline creating and delivering legally compliant electronic invoices

HYUNDAI ESPAÑA DISTRIBUCIÓN AUTOMÓVILES, S.A.

www.hyundai.es/



INDUSTRY

Automotive

CHALLENGES

- Deploy a fully integrated electronic invoicing system that produces legally compliant invoices
- Adopt a solution that requires no technology investment by customers
- Ensure invoices look the same, whether delivered on paper or electronically

SOLUTION

- Document Generation
- Electronic Invoicing

Hyundai España integrated Adobe solutions with its existing technology infrastructure to automatically generate legally compliant invoices for customers.

RESULTS

- Streamlined generating and delivering 45,000 electronic invoices annually in the new vehicle unit
- Anticipated full ROI in less than 16 months
- Improved customer service with fast, convenient access to invoices in Adobe PDF
- Reduced time for customers to receive invoices from days to seconds

Invoicing made easy

The Finance Department at Hyundai España Distribución Automóviles sounded the alarm. It was just not productive for one employee to spend so much time on repetitive tasks—making copies, filing, stuffing envelopes, and mailing materials—to deliver almost 300 invoices daily to car dealers and rental car companies. Also, the invoices on paper were on the verge of overflowing the filing area. Hyundai's IT Director Ángela García Lumbreras and Systems' Analyst Ignacio González were tasked with finding a more automated solution to improve invoicing processes which supported company sales of more than 650 million euros in 2005.

The two contacted the consulting firm Seidor, a company they had worked with on other successful projects. Both García Lumbreras and González wanted to make the most of an existing online customer portal to send invoices to car dealers and rental car companies offering Hyundai vehicles. "They suggested Adobe Output Server and Adobe Output Designer software," says García Lumbreras. "Adobe solutions for electronic invoicing were ideal because we didn't want the new implementation to require our customers to incur any extra technology expense. The fact that the Adobe solution generates Adobe PDF files put our minds at rest."

Publication on the customer portal

With Adobe Portable Document Format (PDF), Hyundai España easily solved the issue of publishing electronic invoices to its customer portal because Adobe PDF is a universal format that can be viewed with free Adobe Reader® software. Now, customers can download invoices easily whenever they like. Also, the electronic invoices and the ones that are sent by mail look exactly alike.

Adobe Output Designer enables customization of invoice design by using different templates and even several languages. "We used this as an opportunity to introduce a little color and change the background of our invoices," says González, who handled the technical development with someone from Seidor.

Another benefit of delivering invoices in Adobe PDF is how little memory the files require, which is always relevant when publishing to a web environment. "Each invoice takes up less than 100 KB," says González. "Although our portal is an intranet, speed is not usually an issue. There have been times when many customers have tried to download at the same time of day, but because the files take up so little memory, we avoid problems."

Adds García Lumbreras, "We liked the way the solution fully integrated into our technology infrastructure. We have different platforms that do invoicing—one is an IBM® iSeries and the other is on a SQL database server. What's great is that our invoices now look the same regardless of where the data comes from. Previously, each platform produced a different kind of invoice."

Perhaps the most pressing issue that Hyundai España faced was ensuring that electronic invoices would be legal. To ensure this was the case, the managers attended various seminars organized by Adobe in cooperation with Seidor. "The question we had was if a dealer wanted to file this electronic invoice that we had been sending in hard copy, would it need to have a two-dimensional barcode to be legal? The barcode carries all the invoice's information, the company's certificate, who signed it, when, and if the certificate used is valid, out of date, etc. We had to make sure that the Adobe solution would make this easy for us, and it has."

