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The Heating Company streamlines its invoicing process with Certipost’s multi-channel solution

The Heating Company, based at Dilsen in the province of Limburg, saves on its invoicing costs. As an international top supplier of decorative and panel radiators, underfloor heating and ventilation solutions, the company sends out over 160,000 invoices a year. The entire invoicing flow is processed quickly and efficiently via CertiONE, the Certipost platform for secure electronic document exchange. All invoices for The Heating Company are created in a fully automated way and delivered to the customers through their channel of choice — paper or electronic.

motivation

“Our primary aim in digitising our invoicing process was to make it more transparent and efficient, and to cut back on our operational costs,” says Hans Steenbreker, IT Director at The Heating Company. The company decided to outsource the creation, sending and archiving of its invoices to ICT service provider Certipost, which has extensive experience in this field.

With Certipost Outbound Invoicing, The Heating Company obtained a flexible total solution for delivering its invoices to its customers – either on paper or electronically. “We think it is important that our customers can select the delivery method that best suits them. The multi-channel solution offered by Certipost fits perfectly within this vision,” Steenbreker continues.

electronic sorting centre

The entire invoicing process runs fully automatically via the CertiONE platform, which serves as an electronic sorting centre. From within The Heating Company’s back-office system, all invoices are generated in XML format and sent to the platform via a secure connection. Certipost then converts this structured information into the correct format according to the delivery channel.



ABOUT THE HEATING COMPANY

The Heating Company is one of the major European heating solution companies, offering strong brands of decorative and panel radiators, underfloor heating and ventilation solutions (incl. Brugman, Dura, Superia, Thermic, Thor and Vasco). The company has achieved this prominent position through its flexible anticipation of market developments, its technical innovation and high-quality services. The organisation – headquartered in Dilsen – employs around 900 staff, spread out over 4 production plants (Zedelgem and Dilsen in Belgium, Tubbergen in the Netherlands and Legnica in Poland), and 7 sales offices.

Larger companies having their own e-invoicing system receive the invoices directly into their back-office application, thus allowing fully automated processing. Additionally, some eighty customers receive their invoices via Web-EDI in PDF format as well as in structured format. They simply log in to the Certipost portal where they can view and store the invoices they have received in their secure mailbox. For end customers wishing to receive paper invoices, the XML files are converted into PDF invoices and sent to printing partner eXbo — which, like Certipost, is a subsidiary of The Belgian Post Group.

Multi-channel solution

Olivier Sepulchre, Captain of Industry at bpost: “Besides Certipost and eXbo, we also have Speos under our umbrella, which provides high-volume printing services. These three companies are the pillars of our Expert Centre Document Management. Each one of them is highly experienced in its own document management subdomain. So, whichever delivery channel the end customer prefers: we can provide the right solution for every situation.”

All invoices sent out by The Heating Company are electronically stored on the CertiONE platform. It allows the company to cut costs for archiving space, paper, office materials and expensive man hours. Moreover, all authorised staff can easily access the archive from behind their desks. Certipost e-Archiving fully complies with all legal requirements for electronic invoicing and archiving.

Certipost as e-invoicing partner

On the collaboration with Certipost, Hans Steenbreker comments: “Certipost’s approach is customer-oriented. The staff are not only technically well-versed, but also actively help redefine and optimise our business processes. We can warmly recommend Certipost as an e-invoicing partner.”



Certipost NV/SA

Ninovesteenweg 196
9320 Erembodegem - Belgium
phone: +32 53 60 11 11
sales@certipost.com
www.certipost.com

Certipost BV

Kajuit 67
3863 VW Nijkerk - The Netherlands
phone: +31 33 246 41 92
sales@certipost.com
www.certipost.nl