



customer case

sector: **petrochemicals**

Certipost **e-Invoicing**



“It is a fact that environmental concerns are becoming an increasingly important part of our lives. By moving to electronic invoicing, we can decrease our annual paper usage by the equivalent of more than seven acres of forest”, declares Geert Haecx, Card Systems Co-ordinator at Q8 Benelux.

e-Invoicing for Q8: a total solution

At the beginning of 2006, Kuwait Petroleum Benelux took its first steps in electronic communication. Today, the initial project has developed into a comprehensive solution that encompasses several market segments.

Q8's business needs

In a first stage, Q8 needed a unique electronic solution for sending invoice proposals to its service stations. This procedure, known as “Self-Billing”, means that Q8 generates an invoice to itself on behalf of its service stations, indicating the quantities used and the prices applied. The invoice is then submitted to the service station manager for approval.

Additionally, Q8 wanted to send electronic invoices to Q8 Liberty Card holders, including both private and business users. The key words for this process: reduce costs and increase business process efficiency.

who is onboarding the electronic story?

In Belgium alone, the Q8 service station network comprises some 325 stations, since the take-over of the former BP and Aral networks. In the Benelux as a whole, the total number of Q8 stations adds up to approximately 550. About 75% of the station managers are now working electronically and are receiving self-bills on a regular basis via CertiONE, the electronic transaction platform of Certipost.

In April 2007, the second phase was started. Its objective: to send electronic invoices to private Q8 Liberty Card holders. Nearly 20,000 Q8 customers are currently using this electronic service.

At the end of 2007, Q8 addressed the B2B market. About 3,500 business customers in Belgium and Holland were activated between January and March 2008. This number will further increase in the near future.



ABOUT Q8

Kuwait Petroleum is active in many fields in the Benelux countries. The Kuwait Petroleum companies in the Netherlands, Belgium and Luxembourg are involved in research, refining, marketing, sales and logistics of the oil products coming by Kuwait Crude. That includes products which, since 1986, have been marketed under the Q8 brand to motorists, haulage companies, fisheries, aeronautics and industry. The parent company of the Benelux organisations is the Kuwait Petroleum Corporation, in Kuwait. In Belgium alone, the distribution network amounts to approximately 325 stations.

how it works

From Q8's back-end system, electronically-signed XML documents are sent to the Certipost platform. For business users, there are two ways to receive their documents. If they choose to work integratedly with Q8, the electronic invoice is delivered directly into the customer's ERP system. Business customers who are not ready for integrated document exchange receive their invoices in a webmail environment, called Bizmail ONEway. The invoices are delivered in their personal account in two formats: a human-readable PDF document as well as an XML document (the actual legal invoice). Private customers receive their invoices in their online account on myCertipost, the communication platform of Certipost for private users.

why Certipost

Certipost provides solutions for the delivery of electronic invoices and other business documents to the right person, company or organisation. These solutions allow companies to limit their costs, improve their customer service, help protect the environment and increase their efficiency. Certipost's CertiONE platform is an open platform that allows large numbers of users and companies to be connected very quickly and electronically exchange business documents. It can be integrated in any accounting software package or ERP system. Moreover, these solutions are in compliance with the national legislations of 27 European countries.



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