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omnidox

Increase Revenue Decrease Workload

Generating over fifty thousand delivery notes generated every week, this is a major operation for any organisation. However when those delivery notes relate to some of the finest ales, lagers and ciders in the country, the potential exists for a hangover of serious proportions.

"Omnidox is a valuable part of our integration process and has strengthened our ability to fulfil our supply contracts efficiently"

Financial Systems, Manager

Find out more

If you want to find out more or need any additional help in operating the Box-it system please do not hesitate to call us on

Freephone 0800 22 07 07

The integrated Heineken UK Ltd sales programme is run through 18 distribution sites, Heineken UK Ltd operation; the balance consists of brands such as John Smiths, Strongbow, Fosters, Bulmer's, and Kronenbourg 1664. A traditional factor of the beer trade is the assortment of Account settlement terms. Omnidox provides a robust approach to the reconciliation of accounts, whether they are same day, two week or monthly terms.

This mixture demands a transparent and accurate system to record and reconcile the 50,000 delivery notes that come in from 18 regions up and down the country, generated every day. Stage one of the programme was to secure all delivery notes onto Omnidox and, at the same time, code the documents so that National sales delivery notes could be easily identified from those Generated at a regional level. Fifty thousand invoices a week are also added to the system. Statements are processed and linked to the invoice and delivery note files held within Omnidox. Administrator controlled profiles allow credit controllers to view any delivery note, invoice, or related set of documents.

Thanks to Omnidox, Heineken UK Ltd now benefit from a state of the art fiscal control system. Omnidox has been deployed throughout the Organisation providing the following solution benefits:

- Automated credit control
- Flexible settlement terms integrated to back office systems
- Hosted document management - no in-house IT requirement
- Self-serve customer portal reducing inbound calls
- Streamlined processes
- Departmental costs savings
- Full reporting and audit

Improved Revenue

The final stage of implementation was to establish a customer facing portal to Omnidox, thus providing a self-serve facility, reducing call and query handling in both the credit control and customer services areas. Omnidox enables swift verification of delivery notes and weekly reports identify persistent offenders who fail to sign delivery notes.

This is historically the biggest trigger of customer credit disputes. Omnidox solves this problem and streamlines the process, with the beneficial results of improved revenue receipts and a reduction in write-offs.

- The solution has enabled debtor days to be halved.
- Payment queries are down by 75%.