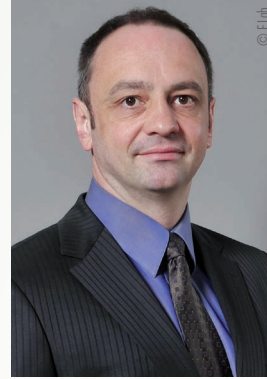


Cost and time savings: Go even further with the dematerialised invoice!

Since 2014, the DiagDirect.com platform offers its customers the opportunity to move to dematerialised invoicing, with new cost and time savings, as well as improved tracking and data reliability.



Denis Ragu,
permanent
consultant of
DiaGDirect



Hervé Accart,
Commercial Director of
the F.Lab cooperative



Aurélia Delaine, Head of
Sales Administration at
Fumouze Diagnostics and
member of the DiaGDirect
executive board

DiagDirect customers already appreciate the advantages of dematerialised orders managed by the platform (see box). The portal is taking a new step forward with dematerialised invoicing. "For the supplier, invoice processing is expensive and for the customer it takes up time and storage space" sums up Denis Ragu, DiagDirect's permanent consultant.

This additional stage of dematerialisation brings new benefits for all: the use of paper is reduced; data is directly consolidated between invoice and dispatch, and can be directly imported into an accounting software. By avoiding re-entry, this automation limits errors and saves time.

"Large companies (e.g. EDF, telephone operators, Sanofi or Merck in health...) are launching the dematerialisation of the invoices because there are important productivity gains in return", says the specialist. And to comply with the legal obligations that require customers to keep their commercial data for a decade, DiagDirect combines

with its dematerialised invoice a secure archiving system guaranteed for 10 years. "In order to comply with the regulations, we use an approved database platform, which is part of the "Trusted third parties" approved at "Tax authorities", emphasizes Denis Ragu.

> Compliant with tax requirements

"We were requesting such a feature because without approved archiving, we are required to print electronic invoices and store them, which does not make much sense. And to electronically record and store a file in a way that complies with the requirements of the tax law, many constraints have to be respected", explains Hervé Accart, commercial director of the F.Lab cooperative.

This structure of more than 500 laboratories throughout France was one of the first DiagDirect customers to implement dematerialised invoicing. Let's not forget that the company has a turnover of 50 million euros with about 50 suppliers! This choice enables them to save time in mail management, particularly in the processing of invoices without having to re-enter them unnecessarily, while saving on storage space. In addition, a search engine makes it easier to find a document on the request of a customer or of the tax authorities.

The Hervé Accart's involvement goes back to the very development of the service itself: "We collaborated with DiagDirect for a long time to develop the invoice format. The first tests took

Dematerialisation significantly reduces the number of invoice processing tasks (buyer's view).

Paper invoice

Reception → Entry → Validation → Payment → Disputes → Archivings

Electronic invoice

Reception → Entry → Validation → Payment → Disputes → Archivings

place between 2013 and early 2014, with the companies BD, BioMérieux and Fumouze. Today, these suppliers no longer send us paper invoices."

Since then, F.Lab is working to extend dematerialisation to the invoice sent to its members. "We have developed the appropriate format, containing both legal and useful information, which can be directly imported into the client's softwares. The customer must now set the necessary parameters." assures Hervé Accart. This process is currently in progress in a first pioneering laboratory.

> Cost reduction and time saving

On the suppliers' side, the interest of invoice dematerialisation is well understood. Among the three members of the group to have already taken the step, Fumouze Diagnostics, the specialist in the automation of rapid and emergency tests, boasts a company philosophy that is aware of the benefits of dematerialisation and flow automation.

"We aim to reduce costs, save time and limit errors, summarizes Aurélie Delaine, sales administration director. When customers place their orders on the DiagDirect platform, everything is done automatically. We no longer need to print or send invoices."

It took eight months to set up the dematerialised invoice, but the company recalls that it was one of the first to make the move. "It should be faster for the next ones." The manager believes that after the tuning and testing phases, "the cost and time savings catch up with the time spent on the project". She even wants to set up a dematerialised payment system. "This would be the last step to complete the dematerialisation chain", concludes Aurélie Delaine.

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MAJOR DIAGNOSTICS COMPANIES ARE JOINING FORCES TO FACILITATE ORDERING

DiagDirect is an Economic Interest Grouping (GIE) created in the early 2000s, following a reflexion conducted by the laboratory reagent suppliers' syndicate (SFRL, now Sidiv). With the emerging deployment of the Internet and stock management softwares, the idea was to develop a service based on new information technologies to limit suppliers' administrative burdens and to make it easier for customers to place orders.

The group, through its IT service provider Cegedim, is responsible for creating interfaces adapted to the specific needs of clients, relieving suppliers of this task. The very first orders were placed in December 2002 on the DiagDirect.com platform. By 2015, the GIE includes 20 major diagnostics companies* and three software publishers**. Nearly 3,500 customers regularly use the platform, which processes approximately 180,000 orders per year.

*Abbott, Alere, Beckman Coulter, BD, BioMérieux, Bio-Rad, DiaSorin, Elvetec, ElitechGroup, Fumouze Diagnostics, Horiba, i2a, Ortho Clinical Diagnostics, Oxoid, Sebia, Siemens, Stago, Sysmex, Subra, Werfen.
** DL Santé, Inlog, Netika

DEMATERIALIZED ORDER

Today, 20% of DiagDirect orders are submitted over the Internet and 80% are received via electronic data interchange (EDI). The purpose of EDI is to automate data processing. In equipped laboratories, it is sufficient to validate an automatically generated replenishment proposal in the purchasing and stock management software. The order is then relayed by DiagDirect to the supplier, who proceeds with processing and delivery. The delivery note reaches the customer electronically, without any "manual" exchange between the customer and the supplier during the entire process. EDIs save time and avoid input errors and the risk of disputes. In addition, the customer has all the tracking elements required for accreditation.

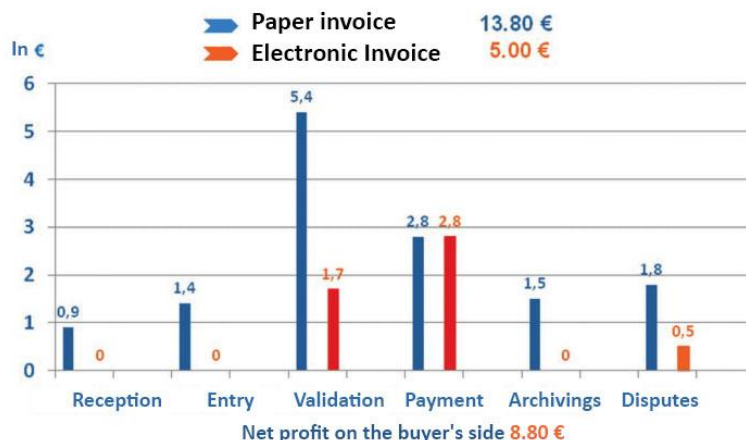
As a member of the GIE, the software company Netika offers KaliLab, a quality management software for companies with a strong presence in private laboratories. "We have developed interfaces to allow users to send their orders on DiagDirect and to automatically retrieve electronic delivery notes in their software, without going through an Internet portal", says Aysun Caya, KaliLab product manager. In 2012, the implementation of a webservice ensuring an instantaneous flow of information has increased the speed of exchanges. "Customers are warned of possible problems as soon as the order is sent, instead of waiting several hours as before. It's a gain in reactivity and confidentiality", the manager describes.



Aysun Caya, KaliLab Product Manager at Netika

Magali Corbez, technician in charge of orders at the Guery laboratory in Hyères (Var), confirms: "Using DiagDirect via our KaliLab software allows us to place an order easily, in two to three clicks, without fax or telephone. There are fewer errors and better tracking."

Comparison of the cost of processing an invoice on the buyer's side
Source Arthur D. Little



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The dematerialised invoice allows significant savings for the buyer.

(Chart provided by DiagDirect)