We take care of billing customers for DHL Express so they can focus on their business. Resulting in 40,000 digital fiscal documents per month and up to 85% in cost reduction.

Background
DHL Express, a leading provider of logistics, courier and express parcel delivery services in Mexico and worldwide, generates large volumes of invoices sent to domestic and international customers. A main priority for the company is to offer its customers friendly and secure billing while streamlining its internal processes.

Challenges / Problems
DHL Express wanted to offer personalized attention to their customers. Anticipating regulatory changes by Mexico’s tax agency (SAT), they sought an innovative solution that would streamline the billing process for customers and help them reduce the costs of paper billing.

Solution
The team of Xerox consultants worked together with DHL Express to understand the specific needs of the company’s various departments, internal and external customers, and the general objectives they sought to address with a digital billing solution.

Based on this analysis, Xerox designed a customized solution that offers DHL Express the advantages of an efficient and secure Electronic Billing system, including advantages such as automatic e-mail distribution.

Furthermore, DHL Express now has a stable and solid tool capable of generating the large volumes of invoices required by DHL’s largest customers.

Results
Our electronic billing solution has achieved a DHL-Client integration process that allows them to reduce human handling of information and automate electronic invoice distribution for the ultimate benefit of their customers, without generating additional operating costs and delivering significant savings in physical courier costs.

This solution allows DHL Express to generate approximately 40,000 Digital Tax Receipts (DTRs) per month while cutting costs by up to 85%.

It allows DHL to efficiently meet its Service Level Agreements by enabling customers to access their bills online within a maximum of 48 hours.

Thanks to this solution, DHL Express has met fundamental company objectives, most importantly by providing an excellent level of service to its customers, while helping to care for the environment through its global “Go Green” program, which is focused on reducing CO2 emissions by 30% by the year 2020.

About Xerox. Xerox is the world’s leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces—from small businesses to global enterprises—to simplify the way work gets done so they operate more effectively.

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