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## MTR Corporation Ltd and bigboXX.com e-Invoicing System with Hermes and B2B Connector

– *Hermes and B2B Connector Streamlines Invoicing and Reconciliation Process*

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**I**n this e-invoicing system project, CECID collaborated with MTR Corporation, the operator of Hong Kong's urban metro railway and bigboXX.com, an e-commerce portal providing a wide range of office supplies and business services to corporate customers in Hong Kong. The project involved the deployment of our B2B Connector, at MTR and the deployment of Hermes to bigboXX.com's existing procurement portal. This B2B e-commerce solution saves resources for manual processing, reduces re-keying errors and gives MTR control over its procurement data.

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### ◀ **The Business Challenges** – *No Systematic Storage of Transaction Records and Manual Reconciliation of Invoices and Statements*

At MTR, there are about 200 offices in different locations that purchase office supplies through e-invoicing services offered by its office supplies vendor. MTR used to receive paper invoices and statements from its office supplier and reconcile these procurement records manually. In an effort to improve efficient management of the procurement process, MTR replicated the deployment of ebXML technology to automate the invoicing transactions of the procurement process with its previous office supplies vendor to its new vendor, bigboXX.com.

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### ◀ **The Business Solution** – *Deployment of B2B Connector and Hermes to existing procurement portal*

CECID set up and delivered a B2B Connector, which is a stand-alone internet appliance powered by Hermes, for MTR to receive electronic invoices and statements from bigboXX.com. Hermes is a



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Business-to-Business (B2B) Messaging Server that provides a standardized, reliable and secure infrastructure for enterprises to exchange business data on the Internet. On bigboXX.com's side, CECID provided consultancy services in setting up, testing and integrating Hermes to its backend system. The benefit of using the B2B Connector lies in the ease of integration with MTR's existing Electronic Goods Receiving System. With the web-based procurement system, MTR can send their orders to bigboXX.com online and all the orders are sent directly to the backend system of bigboXX.com. As soon as the goods are delivered to MTR, an electronic invoice is sent from bigboXX.com through Hermes to MTR reliably and securely. When the invoice reaches the B2B Connector in MTR, it is put into MTR's own intranet application and hence reconciliation can be automatically performed. Statements from bigboXX.com to MTR are sent on a monthly basis following the same mechanism.





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◀ **The Business Results – Saves Resources and Reduces Re-keying Errors from Automatic Reconciliation**

The e-Invoicing system has been rolled out in January 2005 after the completion of testing on the business system at both MTR and bigboXX.com. To-date, 70+ sections/units with over 300 users at MTR are using this system. Now through the new system, bigboXX.com sends invoices, delivery notes and monthly statements electronically to MTR. bigboXX.com saves not only trees but also costs related to paper document preparation, such as paper and administrative costs. More important, it has enhanced customer relationship through the use of technology without investing additional resources. For MTR, the statement reconciliation process can now be conducted electronically with no data re-entry efforts required, and users can monitor and analyze office supplies procurement activities with the captured data. Hence, it reduces errors from manual reconciliation and enhances staff productivity.