

CBRE

Headquarters: Dallas, Texas, United States

Date founded: 1906

Number of employees: 100,000+

Industry: Commercial Real Estate Services & Investment

Challenges

- Significant number of supplier invoices at risk for late payment in Japan
- Poor visibility and accountability for the payment cycle
- Considerable resources dealing with payment process and issues

Solutions

- Coupa Invoicing Management

Results

- Seamless and user-friendly supplier and accounts payable experience through the digital platform
- Payment fulfillment requirements improved nearly 90%
- Better visibility on the status of invoices

CBRE Japan digitally transforms supplier invoicing and payment experience with Coupa

CBRE is the largest commercial real estate services and investment firm in the world. Its supply chain function manages the largest third-party spend in the commercial real estate industry through hundreds of professionals. CBRE believes in building and maintaining strong supplier relationships across its 100,000+ suppliers globally.

In Japan, CBRE's Global Workplace Solutions team needed to make it easier for its 700+ supplier partners to process payments digitally. Under Japan subcontractor law, Small Medium Enterprise (SME) suppliers require 30-day payment, while other suppliers require 60-day payment under standard global terms. The team needed a more efficient and practical payment process to ensure the timely fulfillment of supplier transactions.

Empowering vendors by providing a seamless payment process

To provide a better invoicing and payment experience for CBRE's suppliers, approvers, and the accounts payable team, CBRE's supply chain and finance teams sought to digitally transform current processes using Coupa Invoicing Management. By moving a significant portion of CBRE's Global Workplace Solutions Japan suppliers to e-invoicing using the Coupa platform, the timely and efficient online and mobile review and approval of invoices was made possible. Online approvals also prompted automatic notifications to the accounts payable team.

"Coupa's Invoicing Management helps empower CBRE's suppliers through a user-friendly, online platform where they can submit their invoices correctly and promptly. This has ultimately resulted in consistently achieving timely payments to our suppliers," said Mat Langley, Vice President & Global Head of Enterprise Operations and Technology at CBRE. "Digitally transforming the entire process also increased visibility and accountability of each party in the total payment cycle, providing better transparency, even to the point of addressing potential backlogs."

The streamlined and digital electronic invoicing process was key to improving cash flow. "The results were almost immediate," Mat said. "When we implemented Coupa e-invoices and made changes to the payment cycle of Accounts Payables for one of the ERP systems, late payments dropped significantly in the first month."

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