Apoteksgruppen is a voluntary chain where each pharmacy is 99 percent owned by a self-employed owner. One percent of the pharmacy is owned by state-owned Apoteksgruppen i Sverige Holding AB. Each pharmacy owner in Apoteksgruppen has a membership agreement with the state-owned Apoteksgruppen i Sverige AB service organization. The accounting for all member pharmacies is outsourced.

Switching to an innovative system for the pharmacies’ invoice management

“In May 2014 we replaced an old system with the new OpusCapita Invoices, OCI, an innovative system that makes it easy for the pharmacies to scan, assign account codes, verify and approve their supplier invoices. Each year, 320 users handle a total of up to 130,000 supplier invoices. OCI is now also available as a mobile app.”

Apoteksgruppen has 177 franchisee-operated pharmacies that are separate legal entities with their own procedures and needs. For two years, the pharmacies have been using OpusCapita Invoices, OCI, an innovative system that makes it easy for the pharmacies to scan, assign account codes, verify and approve their supplier invoices. Each year, 320 users handle a total of up to 130,000 supplier invoices. OCI is now also available as a mobile app.

“It took six months to implement the new system, check the limitations and options, and create rules for an invoice management system that can guarantee a good invoice flow and take into consideration the various requirements of the pharmacy business regarding authorization, certification and assigning account codes. But since then, it has worked well”, continues Simona Muntean.

In total around 130,000 supplier invoices are handled in the system each year. E-mail invoices and scanned paper invoices are transferred into the system at night and the next day, each pharmacy can view their invoices in PDF format on screen for assigning account codes, verification and approval. Currently, there are 320 users in 177 pharmacies. In addition, OCI is used centrally by the three state-owned companies.
in Apoteksgruppen. The pharmacy companies’ outsourced accounting department uses OCI to check the pharmacies’ supplier invoice management.

**Very few questions mean satisfied system users**

“The system works really well for us centrally and for the outsourced accounting department. And above all, the users in the pharmacies, who assign account codes, verify and approve their invoices, must be very satisfied because Apoteksgruppen’s dedicated support has not received many questions. They must be even more satisfied now that OpusCapita Invoices is also available as a mobile app.”

**Good case management, support and reporting function**

Simona Muntean believes that the case management and contacts with support at OpusCapita work very well. Receipt of a reported case is confirmed immediately with a response in the portal and by e-mail. There is no need to monitor the case as a notification is provided in both the portal and in an e-mail when a response has been received. Simona uses e-mail a lot, as users often send her screenshots which need to be interpreted by support.

“The cases are dealt with very rapidly and the responses are usually very helpful. Support works brilliantly. Support is conducted in Swedish, which makes communication much easier. This minimizes the risk of misunderstanding.”

Simona Muntean also likes the option that makes it possible to generate various types of reports and statistics. These may involve who has used which accounts, how many invoices have been received in a day, the number of reminder invoices, and who is responsible for this.