

The Buhck Group keeps Northern Germany clean with its network of container services, landfills, recycling facilities, and environmental services across 21 locations. By leveraging DocuWare, the company implemented mandatory e-invoicing on schedule without investing in additional software



Marcel Ehlert, Project Manager, Buhck Group, Reinbek,
automates the sending of electronic invoices using DocuWare:

"An electronic invoice alone provides limited value to our customers. They also need visibility into what was weighed, transported, and processed. With DocuWare, we automatically compile the complete document package and send it together with the invoice. This allows us not only to meet regulatory requirements, but also to deliver real added value to our customers."



- Location:** Germany
- Industry:** Waste Management, Recycling and Environmental Services
- Deployment:** On-Premises
- Department:** Accounting, Sales Operations, Dispatching
- Integration:** CONWIN (Waste Management System), Customer Portal

The Buhck Group has relied on DocuWare since 2019. What began as a secure, compliant repository for weight tickets and transport documents has evolved into the backbone of the company's electronic invoicing process.

In the waste management industry, an invoice typically includes more than just billing information. Customers often require supporting documentation such as weight tickets, shipping documents, and material declarations to verify the services provided. In the past, these paper records were mailed together with invoices. To streamline operations, the Buhck Group digitised these documents early on, storing them centrally and securely in DocuWare, where they were automatically linked to the appropriate transactions. At the time, invoice distribution itself was handled through a separate solution that automatically bundled invoices and supporting documents before sending them to customers.

This setup reached its limits when Germany's mandatory e-invoicing requirements were introduced. Although the company's ERP system could generate electronic invoices, the existing delivery solution was no longer able to process them automatically. At that point, the company's DocuWare partner proposed a different approach:

handling invoice delivery directly through DocuWare. It quickly became clear that the existing workflows within the platform could be expanded and adapted to support the entire electronic invoicing process.

Fully Automated Electronic Invoice Delivery

To achieve this, the waste management system CONWIN was connected directly to DocuWare using the partner's standardised connector. ZUGFeRD-compliant invoices generated by the ERP system are automatically recognised, processed, and stored with complete indexing. Every 90 minutes, a workflow checks whether new electronic invoices are ready for delivery. When they are, DocuWare automatically retrieves the corresponding weight tickets, transport documents, and material declarations, then sends the complete document package to customers through the company's email server. At the same time, the documents are made available through the customer portal for digital access.

Customer Service That Stands Out

Today, around 250 employees across sales operations, dispatching, weighing stations, and billing departments work with DocuWare, processing more than one million documents

"A key advantage was that our DocuWare partner could build on an existing connector for the integration. Together, we further developed and adapted it to support our specific processes and requirements."

"DocuWare provides the foundation for tailoring document delivery even more closely to individual customer requirements in the future. For example, we plan to automatically send weight tickets in advance whenever customers request them."

each year. Supporting documents no longer need to be searched for or manually assembled. Everything associated with a transaction is readily available and automatically delivered to the customer.

For the Buhck Group, one of the greatest benefits was the speed of implementation. With 40 companies, 21 locations, and a variety of operational workflows, rapid deployment was critical to success. The flexibility of the existing DocuWare environment made it possible to meet regulatory requirements quickly and efficiently, without introducing another software solution.

The benefits extend well beyond compliance. The solution provides the foundation for highly personalised document delivery in the future, including the automated pre-delivery of weight tickets and other transaction documents. As a result, the company is continuously enhancing the customer experience while maintaining operational efficiency.

"Having to search the market for a new electronic invoicing solution would have cost us valuable time. With our current approach, we were able to get started much faster."



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