

cambio Carsharing automates as many as 1,500 incoming invoices per month, maximizing efficiency without additional manual effort, as the company grows.



**Thomas Knauf, Process and Project Manager,
Janina Melzer, Procurist, cambio Carsharing,
Bremen,**

**have digitized invoice processing across all
locations with DocuWare:**

“With DocuWare, we’ve built a solid platform for the future. The DMS is ideal not only for processing incoming invoices, but also for optimizing all our other paper-based processes. That positions us efficiently for further growth without having to add administrative resources.”



- Location:** Germany
- Industry:** Mobility / Carsharing
- Deployment:** Cloud
- Department:** Accounting
- Integration:** DATEV, Outlook

cambio Carsharing is one of the largest independent carsharing providers in Germany and Belgium. To handle its approximately 1,500 incoming invoices per month, the company relies on DocuWare Cloud – mapping a multi-client and multi-site structure that has grown over many years into a single end-to-end digital process.

Before DocuWare, cambio handled invoice processing for all clients within its carsharing network, from its central accounting office in Bremen – entirely on paper. The 1,500 or so incoming invoices per month arrived at the local sites, where they were checked, annotated, and then mailed to Bremen. The postal route alone added one to three days to each transaction. In Bremen, coding, payment, and filing in paper folders took place. The current location of any given invoice was hard to determine reliably, so the accounting team began maintaining parallel lists and copies just to be able to respond to inquiries. On top of that came a structural problem: cambio Carsharing had grown significantly over the years through mergers and expansion, yet many of its workflows still dated back to its early days. Approval limits and access rights were nearly impossible to manage seamlessly on paper. What the company needed was a

document management system (DMS) with multi-client capability, a well-thought-out permissions concept, and an interface to its DATEV accounting software – flexible enough to handle additional processes later on. DocuWare was the only solution evaluated that met every requirement.

End-to-End Digital Invoice Processing

Today, DocuWare manages a central inbox for each client and imports incoming invoices automatically. Paper documents such as repair invoices or fines are scanned, while electronic invoices are pulled directly from Outlook. DocuWare automatically reads the index information from every invoice, adds fixed values such as the client, checks for duplicates, and stores the documents in audit-proof form in the digital archive. After accounting performs the central pre-coding, the DocuWare workflow takes over and routes invoices digitally to the responsible cost centers for approval. If a document sits untouched for more than three days, the workflow escalates it automatically to the next level. After the final review by accounting, invoice data is transferred to DATEV twice a day, where booking and payment are triggered. Re-entering data in DATEV is no longer necessary at all. Today, more than 90 users actively work with the solution.

“Working with DocuWare and our partner has been excellent. Unlike with other vendors, we didn’t have to adapt to the software – every one of our requirements was addressed down to the last detail.”

“DocuWare is easy to learn and perfect for remote work. We can build teams flexibly across locations and aren’t limited to local hires when filling new positions.”

Further Growth Without Expanding Administration

For staff, the introduction of DocuWare means noticeably less time spent searching: instead of digging through folders in the archive basement or maintaining parallel lists, a simple index or full-text search is enough to bring any document onto the screen within seconds – while strictly observing all permissions. At the process level, the clearly defined workflow and automatic escalation management ensure that invoices clear approval within a few days and suppliers are paid on time. Especially with official notices, this spares cambio the kind of trouble that late payments used to cause. At the same time, the company stays true to its own principle of dealing fairly with employees, customers, and suppliers alike. Above all, though, cambio has used DocuWare to successfully migrate its complex, organically grown business processes into a modern mid-sized structure – and in doing so

has created a solid foundation for the next stages of growth. Looking ahead, additional processes such as outgoing invoices, delivery notes, or contract management can now be digitized step by step, without administrative headcount having to grow in parallel.

“We’ve been encouraging our suppliers to send invoices in digital formats. The switch to e-invoicing was a breeze with DocuWare.”



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