

# Save time and increase visibility into the AP process with Cobwebb Docstore Capture.

## THE BACKGROUND

A major supplier in the hospitality & retail sector based in Europe needed to streamline their Accounts Payable invoice processes.

## THE CHALLENGE

The Accounts Payable Department processed approximately 170,000 invoices a year and was struggling to keep pace due to their overreliance on manual processes, with invoice matching proving to be a particularly onerous task. The business needed to investigate ways to automate this process and increase the capacity of their AP team.

## THE SOLUTION

After reviewing a number of solutions, they chose to implement **COBWEBB'S DOCSTORE CAPTURE** for System21.

**DOCSTORE CAPTURE** reduced manual processes by helping automate the capture, archiving, validation and matching of Purchase Invoices, leaving AP teams to focus on the exceptions. Digital workflows for non-stock and

overhead/service invoices helped drive further efficiency and ensure that manual matching and validation tasks were carried out and approvals were sought in a timely manner (backed by SLA's).

Tight integration with System21 enabled data captured from the invoice, using Optical Character Recognition (OCR), to be enriched by retrieving and storing additional information, such as the Purchase Order number or the Ledger Reference Number, using live data from the ERP system. Storing this additional data with the archived document not only makes it easier to retrieve, but it also allows for in-context retrieval (via the press of a button) from within System21.

# 130

**HOURS A WEEK SAVED  
IN PHASE 1**

## INDUSTRY

Food & Beverage

## ERP SYSTEM

System21

## SOLUTION

Cobwebb Docstore Capture

**PROJECT SPOTLIGHT // ACCOUNTS PAYABLE AUTOMATION**

**APPROACH**

The implementation was delivered in three phases.

**PHASE 1 - DOCUMENT CAPTURE FOCUS**

This phase saw all purchase invoices start flowing through from an email inbox into System21. The invoices were captured, archived and posted to System21. Workflow for the approval of overhead type (non-PO) invoices and for 3-way match was enabled. Some manual validation steps were still in place while the AP team familiarised themselves with **DOCSTORE CAPTURE**.

**PHASE 2 - AUTOMATION ADOPTION**

The company was now comfortable with the new process, so automatic validation was enabled, removing this manual step from the AP process and enabling further automation.

**PHASE 3 - EFFICIENCY ACCELERATION**

Automatic 3-way matching was enabled, resulting in a high percentage (70%) of PO invoices being matched and logged in System21 for payment, without the need for manual intervention. The AP Team was now only dealing with the exceptions where validation or matching required attention. Finance had a greater visibility of all purchase invoices coming into the business and being processed.

**THE RESULT**

**DOCSTORE CAPTURE** has been proven to save time and increase visibility into the AP process for a number of Cobwebb customers. More than 70% of PO invoices received are now matched (3-way) and logged in System21 for payment without the need for manual intervention.

Access to archived documents, in context from within the ERP, has reduced the time it takes to resolve supplier enquiries and to complete audits.

Increased visibility into the AP process has helped identify additional processes to be streamlined and make further improvements with the ongoing support of Cobwebb.

**70%**

**OF PURCHASE INVOICES  
ARE MATCHED (3 WAY) AND  
LOGGED IN SYSTEM21 FOR  
PAYMENT WITHOUT MANUAL  
INTERVENTION**

**ABOUT COBWEBB COMMUNICATIONS**

Cobwebb Communications Ltd takes manual business processes and automates them using technology.

We have been providing document automation solutions since 1986 and in the more recent past we have expanded our portfolio to include:

- Finance Automation
- Workflow
- Application integration solutions

For further information and to see who we work with please visit our website [here](#).