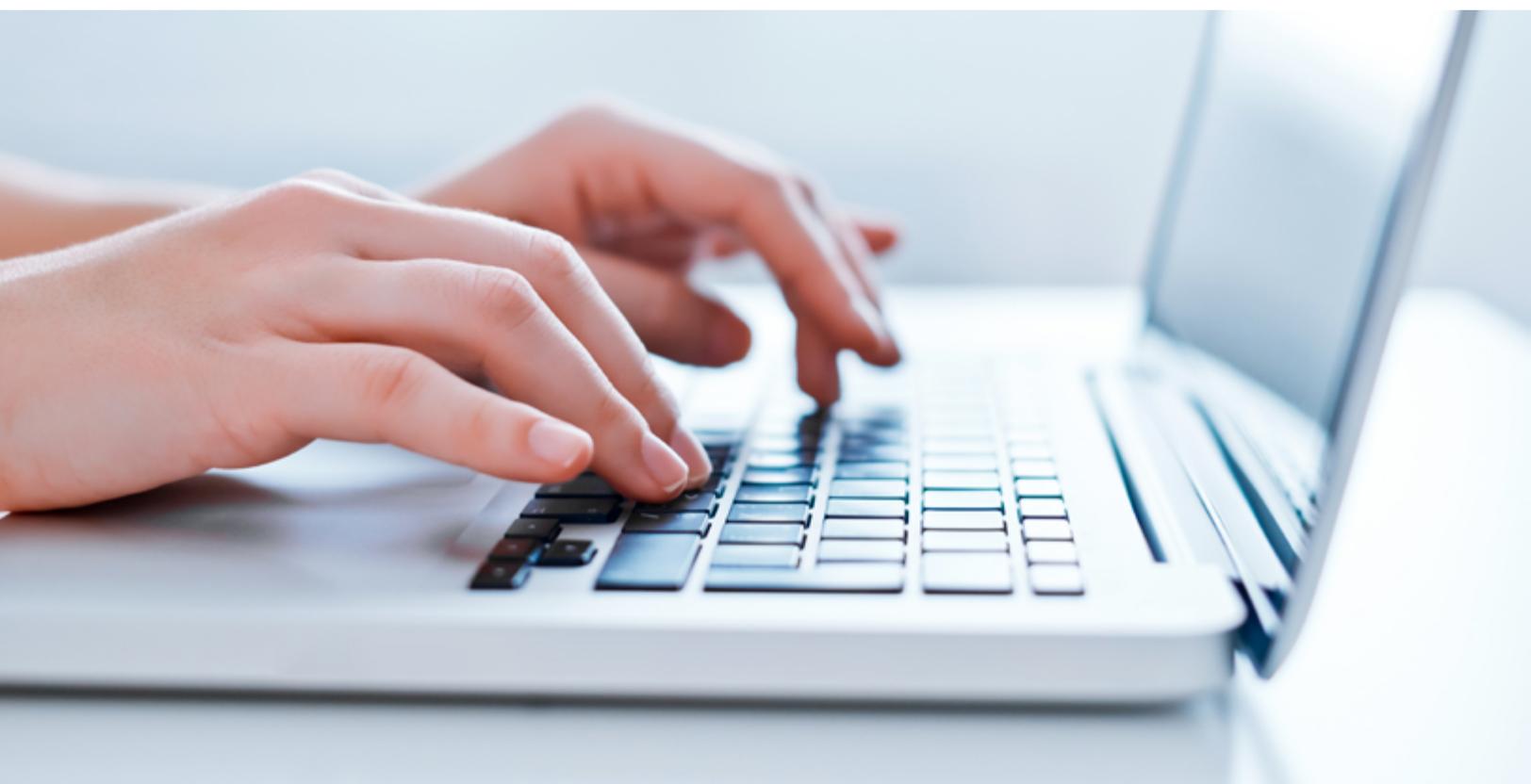




Automating AP: How a Regional Credit Union Halved its Invoice Processing Costs

With BerkOne's help, one regional credit union rose above the competition with a strategic focus on cost control and efficiency achieved through streamlined operational procedures and workflows.

- ▶ **A critical turning point? The adoption of BerkOne's AP Connected solution for accounts payable automation.**





THE CHALLENGE

A regional credit union was struggling with an inefficient manual accounts payable process that was time-consuming and resulted in approval and reporting bottlenecks. In a typical month, the credit union processed 400 invoices using cumbersome, manual data entry procedures. This paper-based workflow required review and approvals from department to department prior to an invoice getting fully approved for payment. In addition to the time lost waiting for paper copies of invoices to physically reach their destinations, human error was rampant, which delayed approval even further. And the intensive manual workloads required a bloated AP department meaning high labor costs.

As a result, the credit union was saddled with late payment fees and payment discrepancies, and early discounts were practically unheard of. The lack of transparency between departments meant that decision-making was fragmented instead of cohesive. Finally, the cost to process invoices was approximately \$25 per invoice jeopardizing the credit union's ability to maintain competitively-priced loan products aimed at cost-conscious borrowers. They decided to engage BerkOne and its expertise at streamlining business processes for leading companies around the world.



**RAMPANT
INEFFICIENCY**



**WEEKS TO
PROCESS INVOICES**



**LITTLE VISIBILITY
INTO AP**



THE BERKONE SOLUTION

BerkOne proved to be a perfect business partner, working closely with the credit union to fully understand its AP challenges so they could tailor a solution that was easy to implement and cost-effective. BerkOne also offered both on-premise and hosted deployment options for its industry-leading automation platform, AP Connected.

The credit union opted for application hosting, leveraging BerkOne's AP automation know-how to improve its process without having to hire trained IT personnel or make large capital investments in software. BerkOne handled the entire end-to-end rollout and ongoing management for a reasonable implementation fee that covered initial programming of the solution to the credit union's specifications.

The new solution accepts scanned invoice files and a vendor master feed from the credit union for improved data accuracy, checks for data integrity and verification into key index fields, and integrates the information feed into their ERP system.

Easy-to-configure reporting, real-time dashboards, preset approval alerts for authorized users and intuitive exception identification and adjustment have virtually eliminated the manual processes typically performed by AP staff. Multiple, unique invoice types no longer require manual reconciliation – the system recognizes and processes them intelligently, and handles credit memos and adjustments with dynamic business rule functionality.





EXPENSE REPORTS

In addition to AP automation, the credit union asked BerkOne to automate their expense reporting. By logging on to BerkOne's Client Connected Online Portal, credit union employees can fill in their expense forms, attach receipts, and upload them into the existing AP workflow. From there, the assets are automatically routed for approval and integrated into their ERP system. To ease the system adoption by employees, BerkOne redesigned the Expense Report form to emulate the credit union's existing form, while adding auto coding and GL mapping. The portal allows the client to modify/add/delete aspects of the expense reports process, upload credit card expense files, run reports, and research past expense reports. Easy access to reporting metrics, such as "missing expense reports" allows for easy follow up with minimal research.

Since expense reports are a specialized subset of accounts payable, i.e. accounts payable to employees and corporate credit card issuers, the credit union leveraged the benefits of AP automation by applying the AP approval workflow to expense reports. This removed the need for a separate review of multiple expense reports—and multiple signatures—over the course of a month. Their employees now conveniently use the portal to update their individual, monthly expense report as expenses are incurred, decreasing end-of-month administrative time and increasing compliance with credit card reconciliation deadlines.



THE RESULTS

With BerkOne's AP Connected automation solution, the credit union shortened the paper-based process from nearly a month to a few days, significantly reduced the opportunity for human error and cut the cost to process an invoice by more than 50%. The automated process also allowed the credit union to earn early discounts, avoid late fees and slash labor costs dramatically. This improved cash flow position enabled them to re-shift their strategic focus into other areas such as portfolio and customer service innovation, which further enhanced their market position and allowed them to offer competitively-priced products coupled with ample credit limits for borrowers.



**50% LOWER
INVOICE COST**



**DRAMATIC
EFFICIENCY GAINS**



**IMPROVED
COLLABORATION**



Meet BerkOne

Headquartered in Bethlehem, Pennsylvania, BerkOne delivers business process automation, IT and security solutions and services that empower organizations of all sizes to focus on what makes them great.

BerkOne's document and data solutions are crafted from a variety of related service offerings, including business process consulting; software development, deployment and integration; enterprise-class scanning and data capture; printing and mailing; forms design; accounts receivable automation; secure document storage; IT consulting; and managed IT services. We are authorized resellers, integrators and end users of Kofax Capture products, IBM® FileNet, Microsoft® SharePoint, FileBound, Medius AP automation products, OnBase AnyDoc software and Formatta forms management.

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have trusted BerkOne since 1936?**

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