

How Automating Invoice Management Can Help Your Business Thrive

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The Association of
Accountants and
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in Business



Webinar Features and CPE Credit

Q&A

Asking Questions



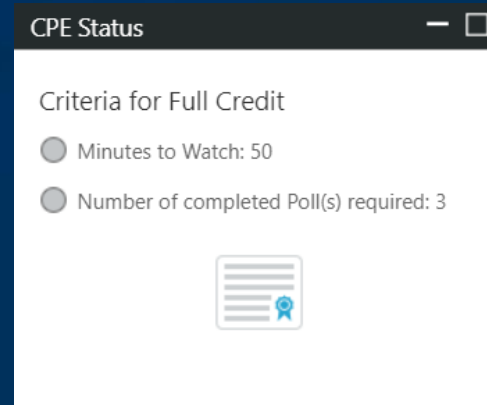
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Help



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Moderator

Steve Shannon

**Director of Partnership Marketing,
Business Development**

IMA



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Featured Presenters



Natalie Jones
Six Sigma Green Belt
Senior Invoice Business Consultant
SAP Concur



Brian Carbin-Koenig
Sr. Product & Solution GTM
Strategy Manager
SAP Concur

Carbin-Koenig's Biography

- Brian Carbin-Koenig has been part of the SAP Concur Invoice Consulting team for 3.5 years. With more than a decade of marketing, communications, and product marketing experience, Brian manages the go-to-market strategy for SAP Concur Invoice Management solutions in the SMB market. As a go-to-market leader, Brian has a deep understanding of customers and serves as an advocate for them as he helps deliver solutions that resonate within the market.

Natalie Jones's Biography

- Natalie Jones has been part of the SAP Concur Invoice Consulting team for 4 years. Natalie brings 29 years of experience in AP Management and is Green Belt Six Sigma Certified. She is a thought leader in helping move teams through change management to bring efficiencies and streamlined processes; which led to productivity gains in fast-paced environments.
- Natalie was a previous client of Concur Invoice and has successfully implemented it on two occasions with previous companies.

Learning Objectives

1. Recognize trends impacting the acceleration of digital transformation.
2. Explain the costs of manual invoice processing and the benefits of automating it.
3. List the foundational steps for evaluating the level of automation within a business.
4. Identify the steps of building consensus for automation within their business.
5. Describe how to select a solution and vendor to automate invoice processes.



About SAP Concur

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly-rated SAP® Concur® mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated.

By integrating near real-time data and using AI to analyze transactions, businesses can see what they're spending, improve compliance, and avoid possible blind spots in the budget. SAP

Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best. Learn more at concur.com or the SAP Concur blog.



Agenda

1. Introduction
2. Business leader mindset, goals, and challenges – and evaluating your current position
3. The benefits of AP automation
4. Taking the next step in your invoice automation journey
5. Conclusion



Transformation is a journey

What's the next step?

US Business Leader Challenges & Goals

Top Challenges

1. **Investment** in technology to support growth
2. **Protection** against cyber security threats

Top Goals

- 1 **COST CONTAINMENT GOALS**
64% want to increase operational efficiency
57% want to be able to do more and grow without additional finance employees
- 2 **BUSINESS OPERATIONS GOALS**
63% plan to improve employee satisfaction
56% want to free employees from mundane tasks
- 3 **IT PRIORITIES**
57% are ensuring all IT can be remotely managed from the cloud
72% of IT leaders agree that digital transformation is a high priority

Costs of manual invoice processes



252 vendor
invoices per
month



13 hours per
finance
employee per
week



11 days to get
sign-off per
invoice

Poll Question 1:

What percent of your company's payments are made using paper checks?

- a. 76-100%
- b. 51-75%
- c. 26-50%
- d. Less than 25%

Poll Question 1 Results: (Placeholder)

Pain points of manual invoice management



Fraud risk



Lack of visibility



**Inaccuracies and
errors**



**Cumbersome
processes**

Value of automation

8 months: Average time to positive ROI by automating with invoice solutions

\$44k: Estimated annual savings by adopting invoice automation

12-13 estimated weekly hours:
Saved for each accounting staff member by automating with invoice solutions

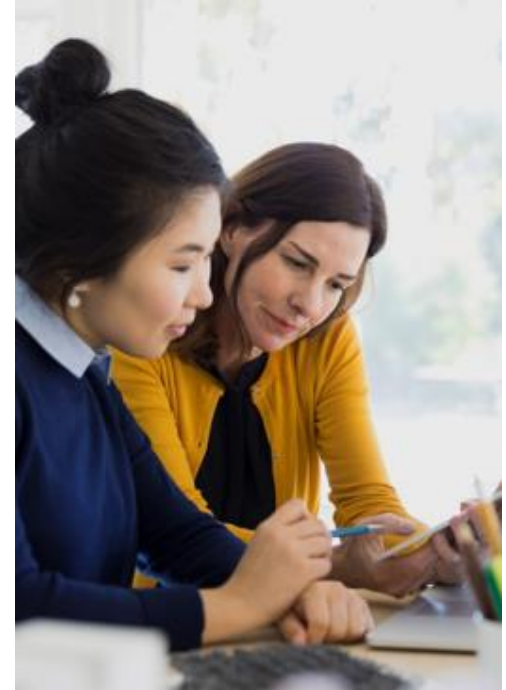




Next steps

Evaluate your current level of automation

- Fully automated processes are purely paperless (scanning and emailing doesn't count as automation)
- Little or no manual input should be needed for routing, matching and paying invoices
- You should be able to conduct your spend management remotely
- You should have broad visibility into company and employee spend
- If you're using ERP add-on solutions to manage invoices, be sure they offer features like vendor portals for invoice management and mobile access



Poll Question 2:

What is your company's current level of AP automation?

- a. Mostly automated
- b. Partially automated
- c. Slightly automated
- d. Not automated

Poll Question 2 Results: (Placeholder)

Conduct an audit to determine what can be automated

1. Payments and reimbursements to suppliers and employees
2. Receipt and invoice capture and categorizations
3. Invoice processing workflows



Make a plan for your finance automation

1. Gather templates and support materials
2. Bring stakeholders in early
3. Anticipate objections
4. Select the right solution



Gather templates and support materials

1. Is your invoice policy up-to-date?
2. Are you familiar with how to build a business case?



Bring stakeholders in early

Stakeholders likely include:

- AP team
- CFO
- IT
- Procurement
- Anyone else interested in the financial health of the company



Anticipate objections

1. We don't have the budget to automate
2. System will be difficult to learn and train people, people like what they know
3. What we are doing now works fine
4. We don't have the IT staff to roll out the system
5. AP automation only makes sense for large companies



Select the right solution

1. Automated Invoice Capture
2. Scalability
3. Workflow optimization and customization
4. Reporting capabilities
5. Mobile apps
6. Flexible options
7. Extended capabilities
8. Ease of use



Questions to ask solution providers

1. Do you supplement optical character recognition (OCR) with human validation and AI/machine learning technology?
2. Do you have a partner ecosystem that offers me flexibility in payment options?
3. What preconfigured reporting and dashboards are available to see invoice and vendor status?
4. How long will it take to implement the solution and get users fully onboarded?
5. If I'm confused and have a question about the solution, how do I get help?
6. What other systems do you integrate with?
7. Do you have a mobile app, and what can users do with it?
8. Will I have control of and access to my invoices at all times?
9. How will I get my AP data into my ERP or financial system?
10. How is my invoice data protected and secured?

Upsides with AP automation

Analysys Mason conducted a study of small and midsize business users of Concur® Invoice and found that automating AP processes contributed substantially to value creation.

From monetary savings, the average annual benefits were **\$44,000** per organization*.

AP automation significantly reduces the time it takes AP personnel to process and pay expense reports and vendor invoices, simplifying these workflows from receipt to payment.



Save
time



Save
money



Cut
costs



Employee
experience



Happy employees and a healthier bottom line

Remove paper and eliminate manual processes
to increase speed

Especially in today's work environment, when
spending channels are more fragmented,
innovative technology solutions and disciplined
spend governance are essential to business
health and gaining competitive advantage

Poll Question 3:

Which aspects of your business would benefit most from an automated, digital AP process? (Please select all that apply)

- a. More efficiency
- b. More security
- c. Cost reduction
- d. Better supplier relationships
- e. More predictable ROI
- f. Preparing for the future
- g. All of the above

Poll Question 3 Results: (Placeholder)



Savings and Benefits with Automation

\$44K savings annually from vendor invoice automation

\$15 savings per vendor invoice

“Even though we’ve grown by leaps and bounds over the past 18 months, we haven’t had to add headcount, and we haven’t pushed work off to our users. So, everyone is more efficient.”

– Dan Bonnyman
AP Operations Supervisor, Plymouth Rock Assurance

Additional Resources

[How to Build a Business Case for AP Automation](#)

[7 Steps to Optimize Expense and Invoice Management](#)

[You Have an ERP System. Do You Really Need AP Automation?](#)

[Learn more about SAP Concur Invoice Management](#)

[Learn more about SAP Concur Partners](#)



Poll Question 4:

How motivated do you feel to pursue AP automation for your company?

- a. Very motivated
- b. Quite motivated
- c. Slightly motivated
- d. Not motivated

Poll Question 4 Results: (Placeholder)

Questions and Answers



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Thank You to Our Featured Presenters!



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Final Reminders

► **Complete the Evaluation poll** – 2 options

- On your screen
- Evaluation Survey icon at the bottom of your console

► **Access to your CPE Certificate** – 2 options

- Click the “CPE” icon at the bottom of your console
or
- Click the link in your post-event e-mail

► Please print a copy of the CPE certificate for your records.

► Your CPE credit will be automatically recorded in your transcript.

Thank you!

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