AP GROVE | SUCCESS STORY

From retrospective processing to real-time payables visibility

A centralised, automated accounts payable operation giving Finance current data, stronger control and a lower cost to serve.

Problem statement

Accounts payable ran site by site: manual matching, unowned exceptions, reconciliation only at close. The payables position was known in arrears — not for want of effort, but because the operating model produced information too late to act on.

As travel and expense programmes evolve, turning spend data into timely, actionable insight is the differentiator for efficiency, control and growth.

Challenges

- **Manual three-way matching** — invoice by invoice, queries absorbed informally.
- **Unowned exceptions** — non-matches sitting in inboxes with no service level.
- **Uncontrolled non-PO spend** — inconsistent approval routes into the ledger.
- **Fragmented authorisation** — practice varying by site, audit trails rebuilt after the fact.
- **Sporadic aging review** — aged items ageing further, early-payment discounts missed.
- **Data quality and behaviour** — vendor master cleansing and requisition discipline had to be fixed first.

Value proposition

- **One standardised operating model** — a centralised processing office replacing site-by-site practice.
- **Automated validation and reconciliation** — invoice, PO and receipt matched on receipt.
- **Exception-based workflow** — every non-match with a named owner, escalation path and clock.
- **Controlled non-PO approval** — previously uncontrolled spend inside the control framework.
- **Payment authorisation to Finance** — clear segregation of duties, complete audit trail.
- **Real-time reporting** — reconciliations that stay current, governed by defined SLAs.

Benefits

100%	80%	3 days	100%
first-time match rate	touchless processing	average invoice cycle time	processed within SLA

Invoices processed within SLA **60% → 100%**	Aged payables **60 days → 15 days**
Approval workflow steps **complex → 2–3**	Reconciliations current **monthly → daily**

- **Control.** Every exception, approval and aged item has a named owner and a tracked follow-up action.
- **Efficiency.** Straight-through processing removes manual matching; approval routes cut to two or three steps.
- **Insight.** Finance sees the payables position as it stands, not as it stood at last close.