



## OpenText Vendor Invoice Management for SAP® Solutions

Accelerate invoice processing, exceptions, and approvals

*"The VIM application has led to significant gains in AP process efficiency, resulting in a reduction of five FTEs in AP. Our processing efficiency within the Accounts Payable group went up 40%. Our backlog of invoice processing went from five days to one day and our parked invoice value decreased by \$1 million. Invoice approval cycle time, meaning the time it takes from receiving the invoice in our mail room to approving the invoice, was reduced from fifteen days to two days. Invoices that were parked over 45 days decreased by 95%, meaning that we are resolving issues much more quickly."*

- Randall Peterson, VP of Information Technology at World Kitchen

OpenText Vendor Invoice Management for SAP Solutions (VIM) works with SAP® ERP to streamline accounts payable (AP) operations. VIM optimizes and simplifies the process of receiving, managing, and monitoring invoices for AP personnel and vendors.

With VIM, invoices are processed more efficiently and quickly; problem invoices are automatically routed for problem resolution, approval, and payment. VIM lets you manage invoices through a secure, browser-based interface where AP employees and other stakeholders can collaborate to resolve problems, obtain invoice status, route for approval and more.

Invoice processing generally follows the 80/20 rule—eighty percent of problems come from 20 percent of the invoices processed. These problem invoices require substantial enterprise effort from Accounts Payable, Procurement and Receiving to resolve. Where invoices without purchase orders are excessive, the approval process often requires multiple human touch points as well as frequent rework. Examples of invoice problems include incorrect or incomplete meta data; errors with coding of cost center / general ledger account for non-PO invoices; insufficient approvals; duplicates; discrepancies in quantity, price, or date; freight mismatch; special tax conditions; and PO allocation errors. All of these conditions lead to invoice management problems that require time and resources to remedy.

For most companies, invoice processing requires too much manual effort, causing a drain on resources internally and for the vendor involved. One of the most labor-intensive manual processing steps is the manual keying of data from paper invoices into SAP ERP. Other manual processing and resolution efforts involve initial filing of paper invoices and time-consuming historical research, communication with the vendor, process documentation, requests for additional information from multiple parties, manual routing, and the labor-intensive process of monitoring and providing update reports on the status of unpaid invoices. AP staff resources can spend most of their time addressing these problems, while vendors and buyers experience a wide range of disincentives and disadvantages.

### Minimize invoice processing time, optimize efficiency

VIM reduces the time required to process invoices, through rapid invoice data capture, business rule driven problem detection and automated invoice routing. With the available OpenText Invoice Capture Center for SAP Solutions (ICC) option, the invoice data capture part of the process can be fully automated with advanced optical character recognition (OCR). The combined solution of VIM and ICC enables you to significantly reduce the time required for invoice processing, streamlining your AP management processes by handling complex business rules and invoices with minimum human interaction.



## Vendor Invoice Management Features

<b>Automate invoice data extraction with OCR</b>	The Invoice Capture Center option extracts the vast majority of invoice header and line item data quickly, reliably, and automatically based on a knowledge base of thousands of invoice samples from all over the world.
<b>Manage the review and approval process</b>	VIM offers controlled and automated exceptions handling, aging, escalation, and reporting, resulting in reduced cost per transaction.
<b>Leverage designated workflows</b>	VIM provides predefined workflow templates with robust and extensible baseline functionality, shortening your implementation time, and reducing deployment costs.
<b>Automate invoice routing and sorting</b>	Designate workflow steps to sort and route invoices based on user roles, authorization rules, and predefined timelines.
<b>Generate reports</b>	Generate reports based on region, business unit, exception type, liability, and more. Capture predefined exception data with which you can produce cause and effect process diagrams.
<b>Drill down to invoice information</b>	Access applications, content, and history using an intuitive, graphical dashboard with buttons that drill down into the original invoice image, purchase order, goods receipt, and invoice information.
<b>Enter invoices from any location</b>	Enter invoices from any location directly into the ERP system. Where multiple production instances are utilized, VIM is designed to provide the AP Processor one centralized access to worldwide invoices.
<b>Classify invoices automatically</b>	Classify problem invoices automatically for further action as blocked or parked. Classification determines next steps in the processing cycle and various degrees of escalation notices are sent.
<b>Route invoices</b>	Depending on classification, invoice exceptions are routed according to established business rules and policies. Workflow policies determine where invoices are routed and what approvals or next steps are required.
<b>Monitor status and notification</b>	Monitor where invoices stand in the payment process and reply instantly to vendor inquiries.
<b>Make all invoices electronic</b>	Include invoices in electronic form, whether email, scanned, faxed, delivered via XML, or entered by the vendor using an online self-service portal. VIM supports arbitrary input channels and provides reports to track the invoice volume by channel.
<b>View invoice history</b>	Receive information about past invoices, including detailed invoice history and past payment information
<b>Resolve disputes</b>	When dealing with invoice disputes, AP personnel can utilize VIM to request additional information, receive status of orders and receipts, send notification of cancelled or short paid invoices, and collaborate with other AP staff.
<b>Collaborate</b>	Initiate and respond to questions and issues related to problem invoices, payment histories and approvals.

### Increase ROI and save money

Your most significant potential for savings is in the reduction of labor requirements, increased capture of early payment discounts, elimination of late fees, and elimination of duplicates. Significant reduction in cost per transaction (CPT), improved cash management through AP liability reporting capabilities, and virtually eliminated data entry labor costs through data pre-population using OCR and rapid data entry all combine to ensure significant savings across your AP department.

### Reduced cycle times

Invoices exceptions are processed much more quickly. Automated classification and routing plus online collaboration speed the process of resolving problems and issuing payment. Optimal use of time is enhanced through the use of mobile invoice approvals.

### Increased productivity

Purchasers and vendors can focus efforts on activities that are productive—research, manual keying, problem querying, and manual routing are eliminated. Direct integration with the SAP Shared Service FrameWork enables seamless problem resolution with Shared Service Centers. VIM is localized in selected countries to ensure all of the data required to process an invoice in a specific country is included during processing.

### Lower costs

Companies can take advantage of discounts for on-time or early payment. Investments in enterprise resource planning (ERP) systems are preserved and leveraged to provide additional services at minimal expense.

### Scalable foundation

When integrated with existing enterprise applications, VIM provides a foundation for secure and scalable growth. Companies can grow their business, providing high levels of internal and external service to AP employees and vendors. SAP systems are leveraged to support higher volumes without the need for adding extra resources.

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