AP Invoice Processing in Higher Education

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Overview of Discussion Today

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Invoice Processing in Higher Education

- Introductions
- Issues Facing AP
- Concur Holistic Platform
- ROI
- Q&A
There is A LOT of Spend to Manage!

Direct PO  Indirect PO  Indirect non-PO  P-card  Expense reports
Spend is split into two categories:

- **Pre-approved spend**: Centralized, process-driven, and can be automated.
- **User-driven spend**: Decentralized and not pre-approved.
“Which of the following procurement policies are in place today?”

- Approval/authorization procedures: 76%
- Reimbursement policies: 57%
- Restrictions for buying outside procurement-approved channels: 47%
- Internal purchasing portals: 36%

Base: 1,580 end users
Source: Forrester Consulting on behalf of Internship, August 2014.
Rise of the Empowered Business User

“What are the most important factors prompting you to purchase products or services for work yourself?”

- More convenient/faster: 52%
- Understand what is needed: 33%
- Research better options: 30%
- Get lower prices/cut costs: 29%
- More choices: 26%

Base: 1,580 end users
Source: Forrester Consulting on behalf of Internship, August 2014.
Your AP challenges

- Manual data entry
- Approvals & Matching
- Cash flow management
- Lost invoices
- Insufficient controls
- Lack of visibility
- Too much paper
- Long cycle times
Innovating accounts payable.

Re-automate and re-engineer—improve the process for end users.
The Concur Higher Ed Approach

Assigned H.E. Deployment Team

Create a mobile experience.

User Conference & Vertical-Specific Groups

Client Executive Service Support

Create an efficient AP engine.
Capture All Employee Spend

- Risk and compliance
- Tax management
- Spend optimization
- Meetings and events
- Industry solutions
- User experience
Concur Invoice Management

**Procure**
- Purchase Request
- Approval
- Issue PO

**Capture**
- Invoice Capture Service
- Scan/OCR
- Check Requests
- E-Invoice

**Approve**
- Coding & Allocations
- Approvals
- PO Matching
- Receipt Confirmation
- Notifications
- Rules

**Pay**
- Extract to ERP
- Check/ACH
- Optimize Cash Flow

**Visibility**
- Reports & Dashboards
- Track Invoice Accruals
- Invoice Cycle Time and other KPI’s
- Top Vendors by Spend
- Vendor Portal

New Vendor Setup

Review Request

Add to Vendor Master List

Invoice Processing Updated
Concur Invoice Capture

• Concur handles fulfillment – globally 3 locations
• OCR is fully capable from day 1, no training required
• 2 OCR engines + Concur Validation = top accuracy
• Single ecosphere Concur employees, no third-party
• Futureproofing with SAP Leonardo
Concur Invoice Business Value

505% Five year ROI
5-month Payback period
$15,418 Average annual savings per 1,000 invoices
↓34% Time on invoice mngt tasks
51% Average vendor pay acceleration
↓45% # of questions to AP from vendors
↑11% LOB staff productivity from mobile

College of DuPage ROI Discussion

• Vendor Invoice Spend
  • Pay with Virtual Mastercard
  • Averaging 28% Attach Rate
  • COD Invoice Spend - $70mm
  • 20% conservative attach estimate - $14mm
  • Rebate of 1.5% - $210k
  • 18,000 annual invoices - $60k

• Other benefits
  • Back Office efficiency – eliminate all manual invoice entry
  • Employee Job enrichment
  • Check Requests - $1 per check
  • Online Requisitions
  • Vendor portal