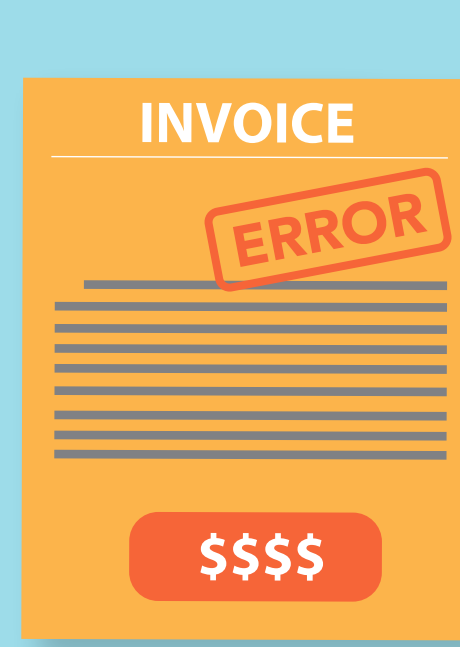


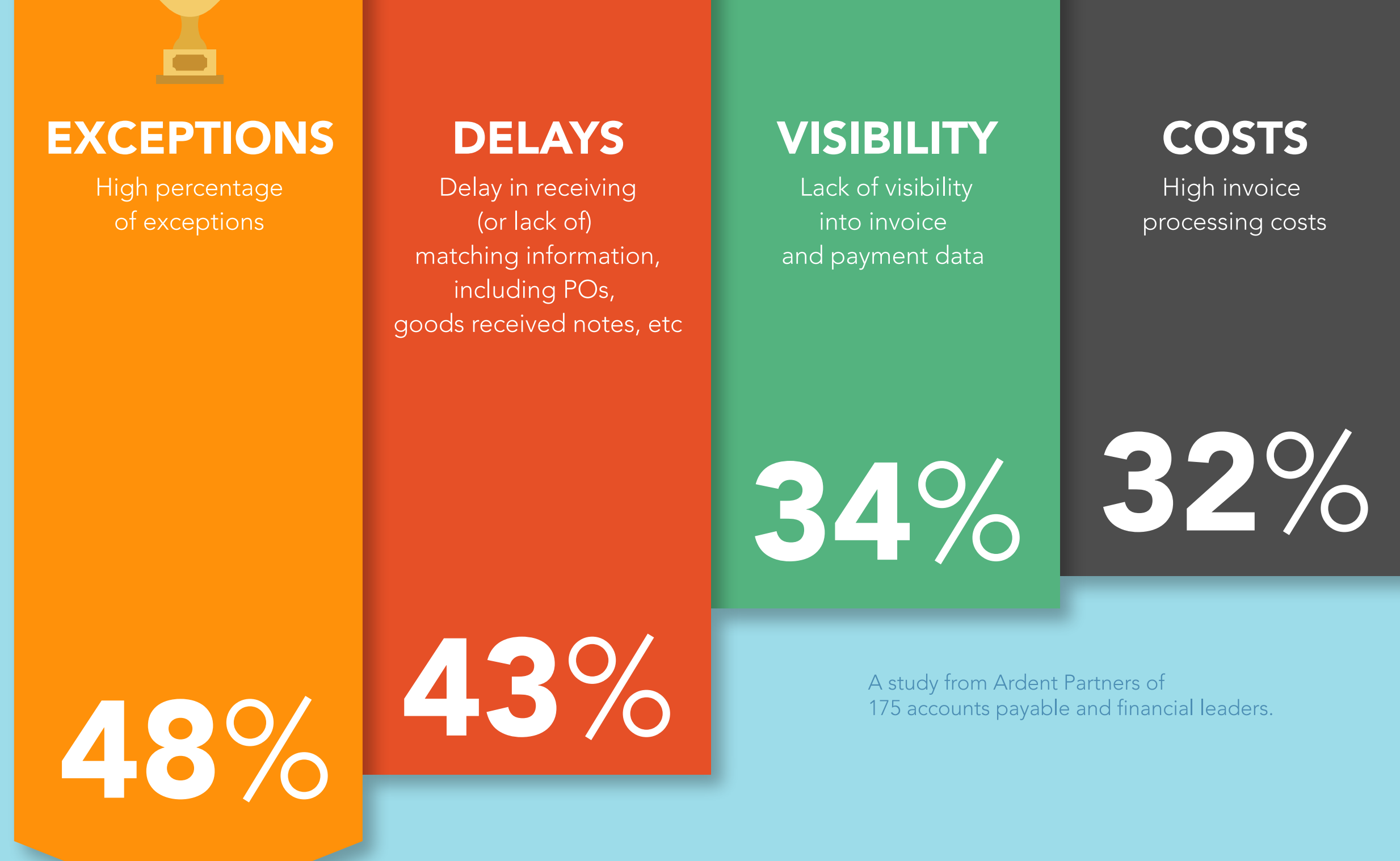
EXCEPTION HANDLING:



The accounts payable process is designed to operate smoothly from the receipt and processing of invoices to the timely payment and archiving of those invoices.

However, with multiple steps along the way, including a mixture of manual and automated processes, sometimes exceptions occur which can delay the process or cause other problems.

TOP AP CHALLENGES IN 2015



A study from Ardent Partners of 175 accounts payable and financial leaders.

WHAT IS AN EXCEPTION?

An invoice exception occurs when the information on an invoice does not match the information on a purchase order. This could be something as small as a wrong zip code, or as large as incorrect pricing.

“Simply put, an exception is any situation where the numbers you receive do not match what you expect.”

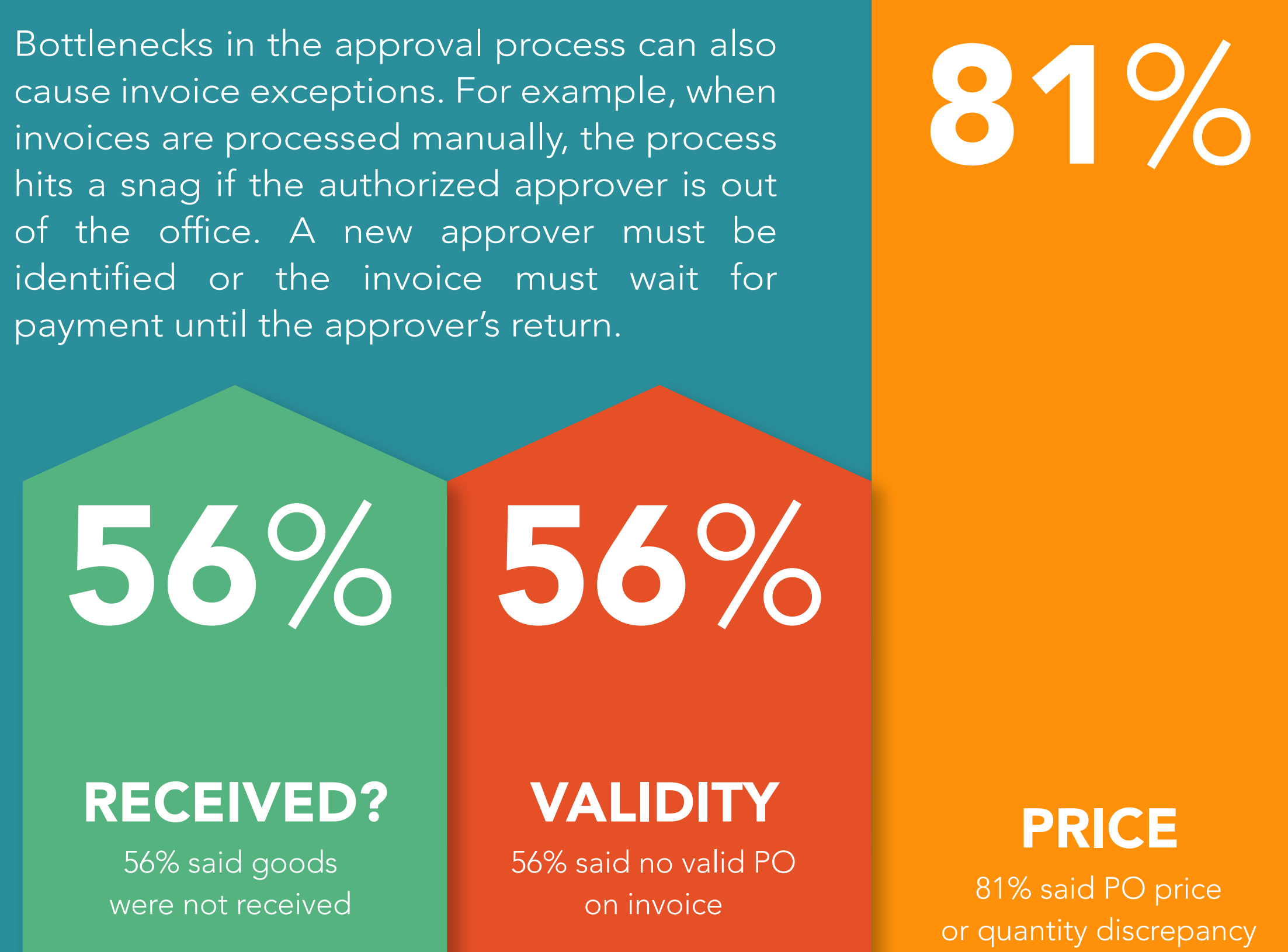
-Scott Pezza



WHAT CAUSES IT?

Exceptions can occur any number of ways, and be as simple as transposed digits or an incorrect zip code or be as complex as a purchase order not matching an invoice or good not being delivered.

Bottlenecks in the approval process can also cause invoice exceptions. For example, when invoices are processed manually, the process hits a snag if the authorized approver is out of the office. A new approver must be identified or the invoice must wait for payment until the approver's return.



TOP THREE CAUSES FOR EXCEPTIONS

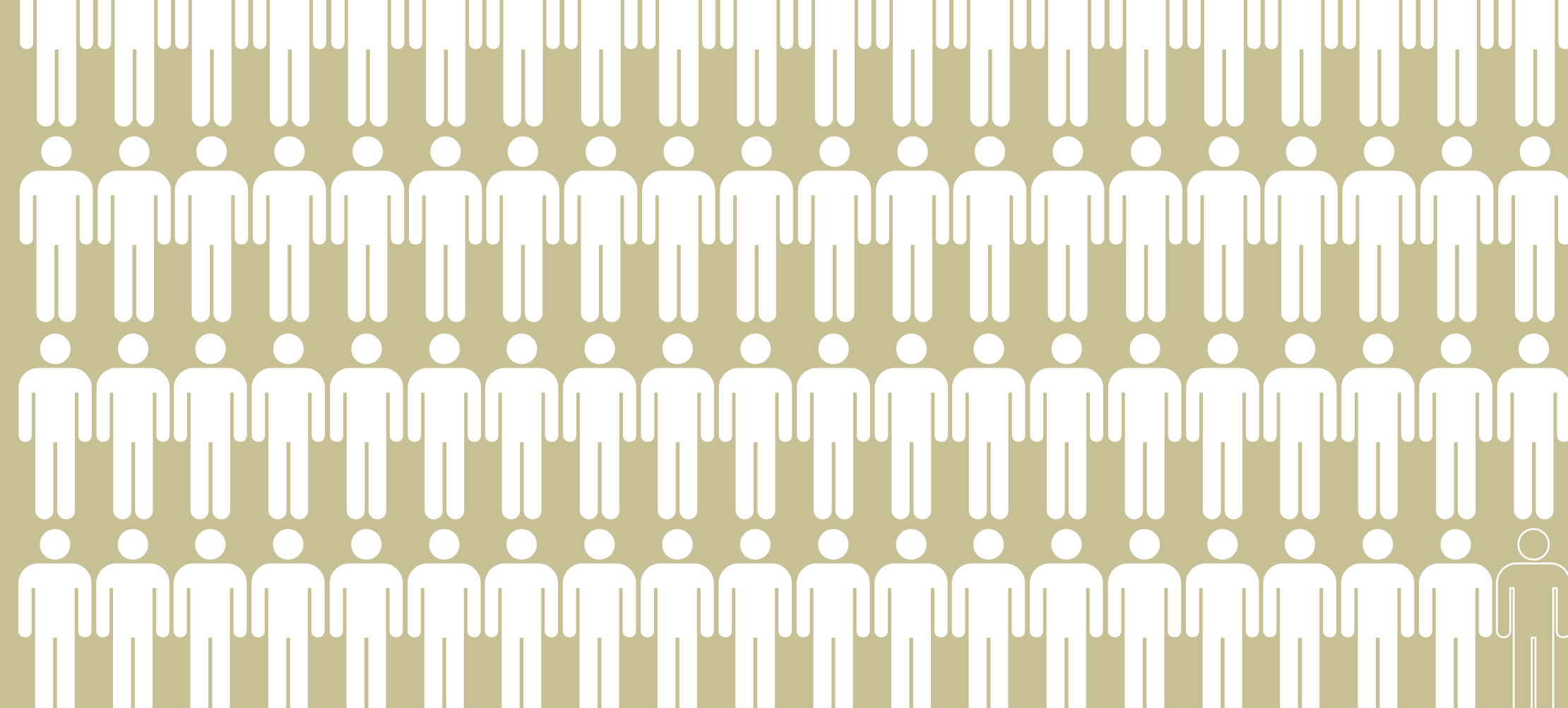
ACCORDING TO A SURVEY BY SHAREDLINKSERVICES.COM

WHAT PROBLEMS DO THEY CAUSE?



Exception handling can cause a host of problems, most of which impact a company's time and money. The actual impact often depends on how long it takes to identify a problem and how long it takes to correct it. The impact is also determined by how a company chooses to handle the exceptions.

EXCEPTIONS REQUIRE **160,000 MAN HOURS** A YEAR TO RESOLVE, OR THE EQUIVALENT OF 79 FULL-TIME EMPLOYEES



WHAT'S THE SOLUTION?

Fortunately, there are viable ways to reduce and prevent exceptions from the start, saving companies time and money and preserving valuable vendor relationships.

Automating accounts payable using technology is one solution growing in popularity among companies of all sizes. Accounts payable automation can lessen the impact of exception handling in several ways:



Making it easier to retrieve documents to identify errors, compared to physical storage on-site or off-site. Digital storage saves time and money.



Accelerating the payment process, allowing companies to take advantage of early payment discounts and avoiding late payment penalties.



Speeding up retrieval time, reducing the time needed to identify and correct errors.



SOURCES
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