

# INTER-COMPANY PAPERLESS INVOICING

## Enterprise Case Study



## SCENARIO

A National Transportation Association serves as their respective industry's single ticket processing agent, facilitating the processing of payables, receivables and associated services. There are approximately 70 individual companies under the association umbrella, which interact with one another by sharing schedules and billing each other based on previously-defined terms and conditions.

Not surprisingly, this invoicing process was time consuming, laborious and generally inefficient. The legacy process dictated that each company manually sort through each ticket associated with travel (grouped together by origin and destination), manually key up to 17 required fields, create billing worksheets, and physically send invoices to the partnering companies along with all associated tickets.



## OVERVIEW

This project challenged Circulus with developing a method in which disparate paper-based data sources could be consolidated, digitized and published to a range of intra-company personnel.

This led to the creation of a data extraction and publishing workflow, complete with robust quality assurance processes and role-based web portal access.

## Key Elements

- Automated batch uploads of client documents to Circulus ftp servers
- Comprehensive extraction and data entry services provided by Circulus
- Data and documents accessible 24/7 via role-based web portal
- Simple 1-step billing worksheet and invoice creation process

## This cross-functional team was responsible for driving the vision, functional requirements and implementation of the proposed solution.

In addition to the inefficiencies inherent to the manual processing, a host of related issues were common to all participating companies:

- The process, due to its manual nature, was cost-ineffective and error-prone
- Payment and billing disputes were immensely difficult to manage
- The rising cost of postage was straining departmental budgets
- Paper-based workflow required physical copies and storage of all invoices and support documentation

The identification of the business needs at hand was a joint effort of multiple stakeholder companies, formalizing these needs into project form. Included within this quorum was a cross-functional representation of departmental leadership, including IT, project management, accounting and development personnel. Circulus proposed the automation of the entire process by incorporating a hosted technology solution, including a common and accessible user-facing web portal available to all participating companies. This solution would be designed to increase transparency and access across companies, in addition to facilitating the transition from paper-based to digital process management.



### Project Assumptions

In order for the project to be successful, assumptions were agreed upon by Circulus and the client. These assumptions detail that the client provide:

- Internet access at all scanning stations
- A defined list of fields to be extracted
- A dedicated point of contact at each scanning station



### Project Goals

The goals requested by each of the participating companies were discussed, with the following being identified as the project consensus:

- Short project ramp-up period
- Minimal initial and ongoing demand on internal IT resources
- Immediate increase in productivity
- and efficiency of existing workforce

# THE SOLUTION



Circulus's proprietary scanning software is installed on each of the company's scanning stations across all physical locations. Tickets scanned are then batched daily and automatically transferred via secure FTP into the Circulus image repository, housed and secured at a Level Three Data Center. Circulus also owns SAS 70 Type II attestation, providing heightened controls over process and auditing requirements.



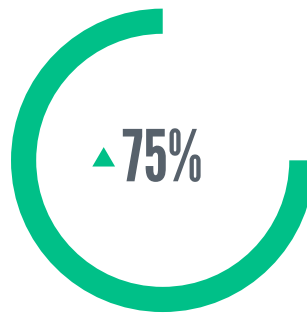
Ticket data is then extracted using Circulus's proprietary software, where QA and 3-way matching provide 99+% data accuracy across both hand-written and printed ticket data. This includes detailed exception handling capabilities. The data is then loaded into the online interface with a side-by-side view next to the original ticket image for reference.



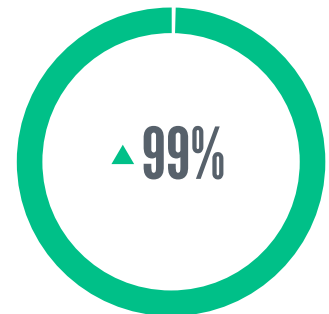
Role-based security allows company personnel to access their instance of the web portal to view ticket data for reference, editing and approval. Users can then create billing worksheets and invoices with a simple one-step process and send the invoice, including all supporting notes and documentation, to the partnering company's inbox for review and payment. Partnering companies can access the portal to review invoices, approve for payment, decline payment or create a billing dispute.

# THE RESULTS

Upon project completion, the participating companies realized a 75% time savings benefit, and were provided with over 99% data accuracy across invoice data entry, all with minimal client IT bandwidth and support.



**Time-Saving Benefit**



**Data Accuracy**

Through a concentrated commitment to quality, efficiency and service, Circulus is proud to provide end-to-end technology solutions for companies large and small. Streamline AP and document processing workflows with our customized automation solutions. Reduce overhead and operational inefficiencies with our extensive business process outsourcing (BPO) services. Staff technical resources and projects with our IT staffing services, and leverage our roster of experienced developers to serve your custom technology needs. Enhance productivity, minimize process bottlenecks and right-size your technical resources, all while realizing dramatic cost savings to your organization.



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