Journey To Autonomous Accounts Payable

Autonomous AP

- **Procure to Pay Software**
  - Jaggaer
    - Implemented in 2010
      - E-procurement
      - Accounts Payable
      - Contracts
      - Sourcing
    - Invested in new modules in 2017
      - Supplier Manager
      - Contracts +
      - Business Analytics

Autonomous AP

- **Procure to Pay Software**
  - Jaggaer
    - Invoice Ingestion Automation
      - Digital Mail Room in 2020
      - AppZen AI Inbox Management and Autonomous invoice ingestion in 2024
    - Supplier Onboarding and Maintenance
      - Suppliers self register and maintain their own profiles using Supplier Manager starting in 2023

Autonomous AP

- **Procure to Pay Software**
  - Jaggaer
    - JaggaerPay
      - Implemented in May of 2023
    - Advise Adopt and Assist
      - To be fully implemented in 2025
    - Research Material Management/Inventory Management
      - Currently under evaluation

Autonomous AP

- **Travel to Pay Expense Management Software**
  - Concur
    - Implemented in 2012
  - Chrome River
    - To be fully implemented in 2025

Autonomous AP

- **Transaction Risk Analysis and Audit Software**
  - Oversight
    - Implemented in 2019

- **Customer Service Solution**
  - Customer Service Portal/Help Desk
    - Implemented in 2014

Autonomous AP

- **Procure to Pay Software Benefits**
  - Initial Jaggaer Implementation
    - Eliminated paper based processes
    - Easy to use interface
    - Risk and rule based workflow allows for low risk invoices to auto approve
    - Automated
      - Workflow approvals
      - 3-Way match
      - 2-Way match
      - Electronic Invoices (cXML, CSV or supplier portal initiated invoices)
      - Fully integrated into ERP

Autonomous AP

- **Procure to Pay Software Benefits**
  - Initial Jaggaer Implementation
    - Improved tracking
    - Improved turnaround time
    - Reduced prompt payment
    - Increased early payment discount taken
    - Easier to train users
    - Centralized processes
    - Shared services
    - Analytics to track metrics

Autonomous AP

- **Procure to Pay Software Benefits**
  - Invoice Ingestion
    - Digital Mail Room
      - Helped to reduce volume of manual entry
      - Ingested within 48 hours of receipt
      - Allowed staff to focus more on audit, compliance feedback and approvals
      - Negatives – invoice entry of data was inconsistent and required duplicative manual review of DMR work.

Autonomous AP

- **Procure to Pay Software Benefits**
  - Invoice Ingestion
    - AppZen
      - Solution provides high live of AI and RPA along with the OCR
      - Predictive coding for non-po based invoices
      - Allows for centralization of non-po based invoices
      - Instant ingestion of invoice into Jaggaer that has high level of confidence
      - The AP team trains the ai while they rectify invoices where the system lacks confidence
      - AI based email inbox management
      - One email address for vendors
      - Further improve prompt payment, discounts taken and turnaround times

Autonomous AP

- **Procure to Pay Software Benefits**
  - Supplier Onboarding and Maintenance
    - Supplier Manager
      - Reduces Risk of Fraud (ACH and tax id)
      - Supplier managed profile
      - Reduces data entry and allows for focus on compliance
      - Visual compliance check
      - Automated IRS check
      - Improves accuracy

Autonomous AP

- **Procure to Pay Software Benefits**
  - Supplier Onboarding and Maintenance
    - Supplier Manager
      - Integration into ERP vendor master
      - Dual Factor Authentication
      - Improves turnaround times/efficiency
      - Visibility to PO, invoice status, payment information
      - Improves vendor communication and satisfaction
      - State hold integration
      - State HUB integration

Autonomous AP

- **Procure to Pay Software Benefits**
  - JaggaerPay
    - Reduces fraud liability and risk of fraud
    - Decreases costs
      - Check printing
      - Envelope printing
      - Postage
      - Inserter
      - Staff time
      - Banking fees
    - Increases revenue via rebate

Autonomous AP

- **Procure to Pay Software Benefits**
  - JaggaerPay
    - Increased visibility of payment information
      - Payment and settlement dates
      - Image of distributed and settled check
      - Future release - image of payment remittances
    - Supplier can view payment information on invoices in supplier portal
    - Reduced payment inquiries
    - Enhanced search capabilities on payment information

Autonomous AP

- **Procure to Pay Software Benefits**
  - Jaggaer Advise, Adopt and Assist
    - Expectations
      - Improve user satisfaction
      - In product assistance for first time or infrequent users
        - » User guided walkthroughs
        - » Virtual Assistant
        - » Other customized resources
      - Use of AI capabilities being developed
        - » Commodity code recommendations
        - » Eventually will be able to select commodity code

Autonomous AP

- **Travel to Pay Software Benefits**
  - Concur
    - Eliminated paper based processes
    - Easier to use interface
    - Business rules imbedded in the workflow helps to reduce risk and drive compliance
    - Automated
      - Workflow approvals
      - Expense type assignment
      - Itemization
      - Receipt capture

Autonomous AP

- **Travel to Pay Software Benefits**
  - Concur
    - Travel booking module
      - Display contracted rates
      - Drive spend to contract vendors
      - Improves compliance
    - Data analytics module
      - Spend analysis helps to obtain better pricing and rewards from travel vendors
      - Tracks outstanding expenses and expense reports
      - Overall spend analysis

Autonomous AP

- **Travel to Pay Software Benefits**
  - Chrome River
    - Currently implementing
    - Expect all benefits received from Concur with the below improvements
      - Lower costs
      - Unlimited expense reports
      - Improved user interface
      - More intuitive and efficient
      - Approve by email
      - Delegate can submit on behalf of traveler
      - Mobile app same look and feel as desktop version

Autonomous AP

- **Travel to Pay Software Benefits**
  - Chrome River
    - Expect all benefits received from Concur with the below improvements
      - More flexible and configurable
      - Workflow routing is line item based
        - » Allows for partial approval
        - » Presents approver with just those lines in the expense report the approver is responsible for
        - » Risk based approval
      - Facilitates a one card solution
      - Improved visibility
      - Drillable Dashboards

Autonomous AP

- **Transaction Risk Analysis and Audit Software Benefits**
  - Oversight
    - Analyzes every disbursement transaction for risk, compliance and duplicates
      - Card
      - Out of pocket
      - AP Invoices
    - Validates receipt attached and using OCR that it matches card transaction
    - Allows for expense report auto approvals in Concur/Chrome River
    - The analysis will produce findings for auditors to assign and review

Autonomous AP

- **Transaction Risk Analysis and Audit Software Benefits**
  - Oversight
    - Template responses by finding type
    - Tracks communication to expense owner
    - Evaluates historical findings by expense owner
    - Improves feedback and compliance
    - Improves auditor consistency
    - Allows auditors to focus on higher risk and out of compliance items
    - The audit process is much more efficient
    - Data analytics - items out of compliance, expense owner out of compliance and auditor work volume

Autonomous AP

- **Customer Service Solution**
  - Customer Service Portal/HelpDesk
    - Improves response times
    - Template responses
    - Allows for more accurate and consistent communication by agents
    - Tracking of tickets
    - Volume of tickets worked by agent
    - Workload balance
    - Managers can monitor responses by agents
    - Single point of contact email/phone for our customer base

Autonomous AP

- **Questions?**