> "eDocs has improved our workflow and is definitely been a change for the better."
>
> Rebecca Payne,
> Accounts Payable,
> Ryman Healthcare

Ryman Healthcare tame AP approval workflow to save time and cost and improve visibility.

Using MYOB Greentree eDocs, powered by Xtracta's data capture technology, has removed the need for manual data entry in Ryman Healthcare's invoice processing and given them greater visibility and control of their approval workflow - tracking invoices from the moment they are received, approved and paid.

Ryman Healthcare is a leading builder and operator of retirement villages in New Zealand and Australia, and is one of the New Zealand Stock Exchange's top performers. Ryman generally has half a dozen building projects on the go at any one time, along with a regular refurbishment programme. It receives thousands of invoices every week as a result which can cause a large burden on staff in terms of manual invoice processing and the management of physical invoices through the approval workflow process.

Freeing up staff – no more manual processing

Ryman's previous invoice capture system was not well integrated into their accounting software. "We spent too much time printing and scanning paper invoices," says Rebecca Payne, who manages Ryman's Accounts Payable department. By replacing the old capture system with MYOB Greentree eDocs - data extraction software embedded with Xtracta's technology - Ryman can now electronically extract and process invoice information into their accounting system.

Relevant information such as supplier details, line items, totals, GST and bank account numbers is transferred into their accounting software seamlessly with no data entry required. The information is then dispatched electronically to the relevant managers for approval, with the original invoice automatically attached as a PDF for reference.

"We process on average 15,000 invoices every month," says Payne. "eDocs is saving us hours of work each week and since the company is continuing its rapid growth, we're confident that the system will comfortably handle the extra workload."

Real-time tracking of the approval workflow

Prior to using eDocs, invoices were sent by courier to the individual retirement villages for approval. As a result, getting approval from managers in different locations was a time-consuming process involving costly couriers and requiring multiple phone calls.

"If there was a problem with an invoice it would generally sit in someone's drawer until payment day approached, then we'd have to call people and ask them where the invoice was or if there was something that needed chasing up. Invoices could sit around for days or weeks and then there was always a last-minute rush to get them approved," explains Payne.

Paperwork slashed and greater visibility

As well as reducing paperwork dramatically, eDocs enables its customers to save time, save money and minimise errors. The Accounts Payable team also now have live visibility of the invoices in the system as well as the number of invoices being handled every day.

"Previously we could never really keep up with how many invoices they would have at the villages," says Payne. "Now each day I can check up on how many invoices are with which person and I can let my staff know who to chase up if they're having any problems with approving or if they need any help.

"eDocs with Xtracta has improved our workflow from the moment the invoice is received, to the time the supplier is approved, to paid. It's definitely been a change for the better."

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