Invoice Automation

Improve AP performance with increased automation

The Vizient eCommerce Exchange electronically connects providers to suppliers to enable automated transfer of key supply chain transactions, including purchase orders (POs), PO acknowledgments, advanced shipment notices, invoices, and price catalogs.

Vizient research and analysis shows that highly effective organizations can achieve between 55-70% invoice automation by connecting suppliers with electronic capabilities. However, that still leaves a large quantity of invoices being processed manually. On average, most providers process less than 50% of their invoices electronically.

Manual invoice processing produces multiple challenges:

- **Time-Consuming Workflows**: Manual invoices can take 12 minutes per invoice to process, diverting staff from more strategic tasks.

- **High Error Rates**: Manual data entry leads to higher error rates, resulting in payment delays and potential vendor dissatisfaction. Studies show that correcting errors in invoices can cost an organization an added $50 per invoice.

- **Resource Intensity**: Managing paper invoices can take four times longer than electronic versions. These inefficiencies lead to increased time and money being spent on activities that do not bring added value to the organization.

- **Delayed Payments**: Most healthcare providers report delinquent payments due to manual processes, which affect vendor relationships, supply chain performance, and potential prompt-pay discounts.

Invoice Automation increases operational efficiencies

Vizient Invoice Automation allows providers who use the Vizient eCommerce Exchange the ability to automate up to 100% of their invoices by converting manual PDF invoices into electronic. PDF invoices are emailed to a unique client specific Vizient email address which delivers the invoice through OCR (optical character recognition) technology to scan, recognize, and convert the invoice to an electronic format.

All invoices are loaded within the eCommerce Exchange web-based portal where users can review, make changes, add or edit fields, approve, and process. Upon processing, the invoice is converted into the agreed-upon electronic format and delivered to the provider's ERP like traditional electronic invoices.

Based on user preference, configurations can be made within the user interface to further automate the conversion from PDF to electronic based on recognition confidence which further streamlines the process.

Choose Your Service Level

Invoice Automation comes in two unique service offerings: Self-Service or Managed Service. Providers who prefer to review the invoices uploaded via OCR manually, make necessary adjustments, and send the invoices back to their ERP system can do so using the self-service model.

The Managed Service offering allows an AP user to stay out of the process entirely and relies on Vizient specialists to review invoices, adjust, and send invoices on their behalf. The Managed Service offering will remove any manual work needed to process invoices and shift that responsibility to Vizient. The time spent on manual review is removed entirely using this service.

Invoice Automation Features & Benefits	Self-Service	Managed Service
Automation of invoices for non-electronic suppliers	X	X
Decreased time spent keying in manual paper invoices	X	X
Reduced error rates	X	X
Realigned resources towards more strategic initiatives	X	X
Consistent format and delivery of electronic invoices	X	X
Review OCR output, adjust, approve, and send invoice	X	
Vizient specialist reviews OCR output, adjusts, approves, and sends invoice		X
Targeted go-live with most impactful suppliers		X
Guaranteed accuracy of 99%+ on processed invoices*		X

*Invoices processed via Invoice Automation only

Improve Your Bottom Line Using Vizient Invoice Automation

Evaluate your existing accounts payable landscape and decide where pain points exist. If your organization spends too much time processing manual invoices, struggles with high error rates, or wants to refocus resources on more strategic initiatives, partner with Vizient to help you with Invoice Automation.

Contact us for a demo of Invoice Automation and help answering any questions.

For more information, contact (800) 842-5146 or supplychain@vizientinc.com.

Vizient, Inc. provides solutions and services that improve the delivery of high-value care by aligning cost, quality and market performance for more than half of the nation's healthcare providers. Vizient provides expertise, analytics, advisory services, and a contract portfolio representing more than $130 billion in annual member purchasing volume, to improve patient outcomes and lower costs.