ServiceNow® Accounts Payable Operations

Transforming the Accounts Payable Experience

ServiceNow Accounts Payable Operations is a process automation solution that helps finance departments to simplify and coordinate the activities required to pay suppliers accurately. It is part of the ServiceNow Source-to-Pay Operations solution.

Now finance operations and accounts payable (AP) teams can eliminate mundane activities like entering emailed PDFs as invoices into backend systems, deflect low value status questions with self-service tools, and automate the most time-consuming processes, like manually matching invoices with purchase orders and goods receipts.

Identifying Friction in the Accounts Payable Process

Confidently paying suppliers accurately is more complicated and time consuming than it may initially seem. The accounts payable process is usually mired in a high volume of manual activities across a variety of systems, involving both internal and external contacts. The opportunity for data entry errors or fraudulent activity is high. Its not uncommon for organizations to receive half or more of their invoices as email attachments, all of which must be manually entered into ERP systems.

For many companies, the solution to invoice and payables processing is a shared service center – a consolidated and centralized team, usually in a lower-cost geography, that plows ahead with very manual processes and activities.

After submitting an invoice, suppliers have little visibility into the payment process. So, they initiate status requests through email and phone, adding to the workload of AP teams. These requests are time consuming but don't add value.

The manual nature of the accounts payable process creates multiple difficulties for the AP specialist. Data entry, such as manually digitizing paper invoices, is tedious.

Finance and Supply Chain solutions from ServiceNow, including Accounts Payable Operations, are designed to deliver three key customer outcomes:

**Unify**
the people, processes, data, and technology required to pay suppliers confidently and accurately, helping you take advantage of any early payment discounts.

**Simplify**
how work gets done with a single work environment for every team, activity, and stakeholder required across accounts payable.

**Accelerate**
transaction throughput and employee productivity so your people can accomplish more.

AI-based automation eliminates the routine and mundane tasks like invoice entry, allowing your accounts payable department to scale smoothly or reduce cost, without tasks that drain employee satisfaction.

Accounts Payable Operations utilizes the Procurement Workspace to provide a single entry point across the accounts payable process for AP specialists.
and soul-crushing work. The AP specialist must manually consolidate multiple data sources including sourcing systems, ERP systems, and warehouse or inventory systems, among others. For finance leaders, there’s little visibility and almost no way to scale without adding additional staff.

**The ServiceNow Answer: Key capabilities for transforming accounts payable**

Transforming the employee and supplier experience across the accounts payable process is the result of three key capabilities delivered by Accounts Payable Operations.

**Automated Invoice Ingestion**

Accounts Payable Operations ingests invoices using Document Intelligence, an AI-driven processing engine, to scan invoice documents and automatically enter them into the ServiceNow platform.

Instead of requiring AP specialists to manually key individual invoice documents or spend hours copying and pasting from one application to another, Accounts Payable Operations does the repetitive, time-consuming, and monotonous work of compiling invoices for processing. Now, accounts payable teams can focus on higher value activities.

**Accelerated Processing**

Accounts Payable Operations uses AI to automate the routine accounts payable activities that ensure process integrity, including duplication checks, PO matching, and approvals.

Companies have traditionally scaled their accounts payable function by adding people to centralized organizations such as centers of excellence or shared service centers. Now, they can easily utilize AI within the accounts payable process to reduce cost or quickly scale operations without corresponding headcount changes.

**Unified Workflows**

Accounts Payable Operations provides a single environment for the work of accounts payable with flexible and comprehensive workflow capabilities that enable simplified
cross-team collaboration, a single source of truth, and an easy-to-use UX – no matter what devices your team uses.

AP teams have traditionally performed the various tasks required to pay suppliers by manually combining information and activities from a variety of systems including sourcing (e.g., PO review), inventory (e.g., goods receipt), ERP (e.g., invoice, billing info), spreadsheets (e.g., tracking, analytics), and email (e.g., coordination and work assignment). Now, employees have a single environment for actually doing the work required — from 3-way match to payment release, including email-to-case inquiry intake and exception management.

**Taking Cost Out with Modernized Processes**

AP specialists can be dramatically more efficient and effective with a single, easy-to-use environment for getting work done, paired with AI- and RPA-based automation that eliminates manual data entry tasks. Suppliers have self-service tools to answer status inquiries and maintain payment information. When exceptions arise, AP specialists, other employees, and suppliers can work collaboratively to manage and resolve cases.

ServiceNow Accounts Payable Operations completes the ServiceNow Source-to-Pay Operations solution which also include Sourcing and Procurement Operations and Supplier Lifecycle Operations.

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**Learn more**

**Accounts Payable Operations**

**Sourcing and Procurement Operations**

**Supplier Lifecycle Operations**

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The ServiceNow Accounts Payable Operations vision.