



## INVOICE APPROVAL SYSTEM SAVES OVER £60,000 PER YEAR

### CUSTOMER

Mail Solutions are a rapidly growing mailing and security print provider. They provide over a billion documents a year for their customers.

### CHALLENGE

With many thousands of orders a year they needed a way to easily control and approve purchase invoices across multiple locations. Paper invoices were received and manually sent out across the business meaning, not only were they difficult to track and control, but they occasionally got lost and this would impact upon key supplier relationships.

### SOLUTION

Twofold delivered a scanning and software solution, TWOapprove. This routes images of invoices electronically to be approved in multiple locations.

### KEY BENEFITS

- Complete visibility of all invoices in approval process
- Dramatic improvement in efficiency
- Prompt payment discounts saved over £60,000 last year alone
- Simple to use



**"The TWOapprove system from Twofold has given us tremendous benefits, we now have a controlled accounts payable function that allows us to save money, has complete visibility on unapproved purchase invoices and improves relationships with our suppliers"**

Phil Reid, Group FD, Mail Solutions.

Based in Telford, Staffordshire, Mail Solutions produce around 150 million envelopes per month to thousands of customers throughout the UK and are the largest printer of tickets for major music and sporting events. With thousands of orders made and received every year, their business requires complete accuracy and attention to detail.

"Our previous system had significant failings" recalls Phil Reid. Purchase invoices used to arrive in the post with the accounts payable team who would then log them and send them out for approval. This manual process involved sending documents to multiple approvers in multiple locations taking several hours to complete every day.

In addition, some approvers were either slow to respond, out of the office for long periods of time or invoices would be lost in transit delaying the process further. This led to payment issues with the AP team continually chasing approvers and fending off agitated suppliers who in extreme circumstances put their account on stop.

This led them to looking at the TWOapprove solution from Twofold. Now all invoices are received into the AP department and scanned directly

into the TWOapprove system. From here, they are electronically routed to the correct approver who is conveniently notified by email. Approvers can easily review the invoice and choose to approve, part approve, route to another approver or put it on hold pending further actions.

At all times the AP department can see exactly where the invoice is in the approval process. If a credit controller calls from a supplier chasing payment, the AP team can see in real time where the invoice is and communicate any outstanding issues to the supplier.

**"TWOapprove gives us more control than I ever had in previous companies including multi-million pound Plc's"**

The result of implementing TWOapprove has meant that Mail Solutions can now rapidly approve invoices with minimal cost or business disruption. In fact, they can pay up to 30 days quicker than standard terms and use this to negotiate prompt payment discounts from their suppliers.

Phil Reid went on to say "Without TWOapprove we simply wouldn't be able to achieve these savings", adding "I would recommend it to everyone".

# TWOFOLD®

DOCUMENT MANAGEMENT SYSTEMS: SALES & SUPPORT

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