



TEAMS MAKE IT WORK™

# ACCOUNTS PAYABLE

## INVOICE PROCESSING

### HIGHLIGHTS

#### Application:

Yardi - PayScan

#### Volumes:

Invoices across 82 properties

#### Issues

- Client had serious staff turnover problems
- The AP Team not motivated
- Excessive time to process the invoices

#### How did client benefit:

- Reduced the processing time from 12 minutes per invoices to 8 minutes per invoice
- Reduced the team size from 6 to 4
- Reduced the costs by 45%
- No staff turnover for the last three years

Intellisys Technology LLC is a BPO consulting company headquartered in Oak Brook, IL, USA. For more information on our service offerings please contact us at:

**Intellisys Technology, LLC**  
**700 Commerce Drive, Suite 500, Oak Brook, Illinois 60523**

☎: (630) 928 1111

[www.intellisys technology.com](http://www.intellisys technology.com)

### Nature & Portfolio of Client:

Real Estate Company based out of Georgia with multiple regional offices spread across USA. They own and manage mixed-use assets - over 60,000 units.

**Nature of Process:** Accounts Payable – Invoice Processing.

**Nature of Transactions:** Utilities, 3rd Party Vendors, Maintenance and Improvements of assets

**Purpose of the Process:** To ensure invoices are validated for accuracy, all expenses are accounted and paid on-time, no duplicate payments, ensure vendor supply is not interrupted

### Challenges:

- Abnormally long time to process invoices as a result the invoices were not recorded in the accounting system on time
- As a result processing the Invoices or cutting the checks got delayed which resulted in Late Fees
- Lack of Vendor names / Property IDs made invoice(s) unidentifiable to account
- Bulk invoices had several duplicate invoice(s)
- Invoices were clubbed together as a result many duplicate charges
- Invoices had multiple errors such as incorrect address, amounts Due date,
- Cash Acct and AP Acct which get auto populated upon scanning the invoice were sometimes incorrect

### Intellisys' Role:

To mitigate or overcome challenges, Intellisys follows industry's best practices such as

- Download and index files before uploading them
- Audit invoices for accuracy and entirety
- Capture Invoice number, Date and Amount from original invoice scanned copy that's sent by client as opposed to scanned images of PayScan
- Check with Client for the unidentified Vendors or Property ID & maintain Master list
- Scheduled Downtime shall be informed to Client so that any delay in process is communicated well in-advance
- Multiple people review & sample audit the process