



TEAMS MAKE IT WORK™

# ACCOUNTS PAYABLE

## UTILITY BILLS PROCESSING

### HIGHLIGHTS

**Applications:** Yardi Voyager, Box, Salesforce

**Volumes:**

Approx. 300 - 350 Invoices per day across properties

**Issues:**

- In house staff misses to upload Invoices for processing so get charged late fee and penalties
- Unusual delay in uploading and processing invoices

**How did client benefit:**

- Achieving daily targets well before due time by processing 300+ Invoices
- Reduced processing time based on inputs and Best Practices shared with client to amend workflow
- Reach out to vendors to negotiate late fees & other discrepancies
- Utility Audit to ensure all stakeholders follow the process without bottlenecks

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.intellisistechnology.com](http://www.intellisistechnology.com)

**Nature & Portfolio of Client:**

SFR real estate Company based out of Ohio with over 17,000 plus homes across the east cost of USA

**Nature of Process:** Accounts Payable – Utility invoices Processing

**Nature of Transactions:** Water, Sewer, Gas, Trash & Electricity Utility invoices

**Purpose of the Process:** Perform Utility audit & process bills in order for client to pay them on-time without any disputes

**Challenges:**

- Invoices have previous balances
- Service period or Due date are missing, Vendor name mismatch
- Utility type not be available in Invoices
- Invoices processed in Salesforce are not reflected if they are searched with their case ID
- Duplicate Utility bill for the same billing period in addition to the initial bill

**Intellisys' Role:**

To mitigate challenges, Intellisys follows industry Best Practices. Intellisys has implemented a rigorous and proven process.

- If paid excess during previous month, we check in Yardi to ensure that the excess amount is booked
- If missed to pay during previous month, we process the current month's invoice in salesforce which is inclusive of previous month's due amount
- Utility type is identified by browsing on internet to find the type of service that's provided by the vendor
- While a case is created in Salesforce, if for the same amount a case has already been created in the past, then it reflects the case ID of the initial case to check
- All additionally received Utility bills, generally they are of nominal amount, are processed similar to the initial bills after due review
- We send query report to client to follow-up for missing invoice details or any sort of discrepancy