



## Centreviews' Payables Solution Improves AP Efficiency at Oliver Companies

### AT A GLANCE

Oliver Companies, LLC had a capable AP department, however much of their time was being spent handling and managing paper invoices.

By utilizing Centreviews' Business Intelligence Suite, their AP manager and department had more time to allocate to other tasks.

By automating their processes and centralizing records, Oliver Companies made a good AP department more efficient, benefitting both their employees and the organization.

### CHALLENGE

Oliver Companies had a well-run AP department, however their process was very paper intensive. One person handled each invoice first to record it, then scan or mail to the general manager for approval and return tracking. Next they would schedule payment and finally cut and mail the checks. Additional time was spent manually retrieving stored information from boxes or file cabinets every time a manager or vendor had a question about a payable invoice.

*" Anytime I find affordable technology solution that can save us time, I'm open to exploring it. In this case if we could relieve our AP Manager of many of the mundane tasks she was performing we could free up her time for responsibilities that paid more dividends to the company. The costs of an AP technology solution was well worth consideration. "*

Christopher Hedblom, Controller, Oliver Companies



### COMPANY OVERVIEW

Oliver Companies, LLC develops and manages multiple commercial properties throughout the U.S. including 16 hotels with brands such as Embassy Suites, Hampton Inn & Suites, Holiday Inn Express and Country Inn & Suites. They focus on providing customers with a comfortable place to stay and excellent service while visiting any of their hotels.

These diverse hotel properties generate more than 2,000 accounts payable (AP) invoices each month and each invoice is sent for processing to Oliver Companies' centralized accounts payable department in their Duluth, MN headquarters.

### PRODUCTS USED



Payables Solution



Receivables Solution



Document Management Solution

These time consuming manual processes took up a large percentage of the AP Manager's day and often extended their work week well past 40 hours. The controller knew that these long hours were not good for morale and the talented manager wasn't being utilized to the best of their abilities.

## ▲ SOLUTION: How Centreviews is Used

The idea of automating the AP process was appealing because it would enhance morale, free staff for other responsibilities and increase management's access to information. Oliver Companies carefully evaluated and selected API Outsourcing's (API) Centreviews Payables Solution to automate and streamline their paper-intensive manual processes.

Centreviews' Payables Solution enables the elimination of Oliver Companies' paper invoices, facilitates manager approvals, schedules and makes payments, and stores documents electronically. The Centreviews' Payables Solution is configured to Oliver Companies' business rules and processes and they have quick access to reliable information at any point in time. The Centreviews' Payable Solution they use includes:

1. **Input:** eliminates paper invoices and supporting documentation.
2. **Workflow:** records and routes invoice tasks based on Oliver Companies' Business Rules.
3. **Payments:** disperses payments for each hotel property.
4. **Document Management:** stores all documents on secure API servers for mobile access.

The integrated Centreviews' Payable Solution helps Oliver Companies increase management visibility to payable invoices, streamline and ensures compliance with the AP approval processes, and provide documentation and audit trails.

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## ▲ RESULTS

In less than six weeks Oliver Companies rolled out the Centreviews' Payables Solution to the initial group of properties and all hotel properties were successfully implemented soon after.

The results have been very positive. The property managers welcome the ability to approve invoices and check payables information from their laptops. The AP Manager now works a normal work week and has been able to better utilize her abilities with more responsibilities in cash management and generating financial statements.

An unplanned benefit was the elimination of archival storage, which used to take up a huge basement full of boxes. With a recent office move Oliver Companies was able to shred old invoices and eliminate storage space knowing the information was securely stored in Centreviews' Document Management Solution.

*" The Centreviews Business Intelligence Suite saves us time and effort every day. Time savings and data retrieval far outweigh cost of implementation and servicing. "*

Christopher Hedblom, Controller, Oliver Companies