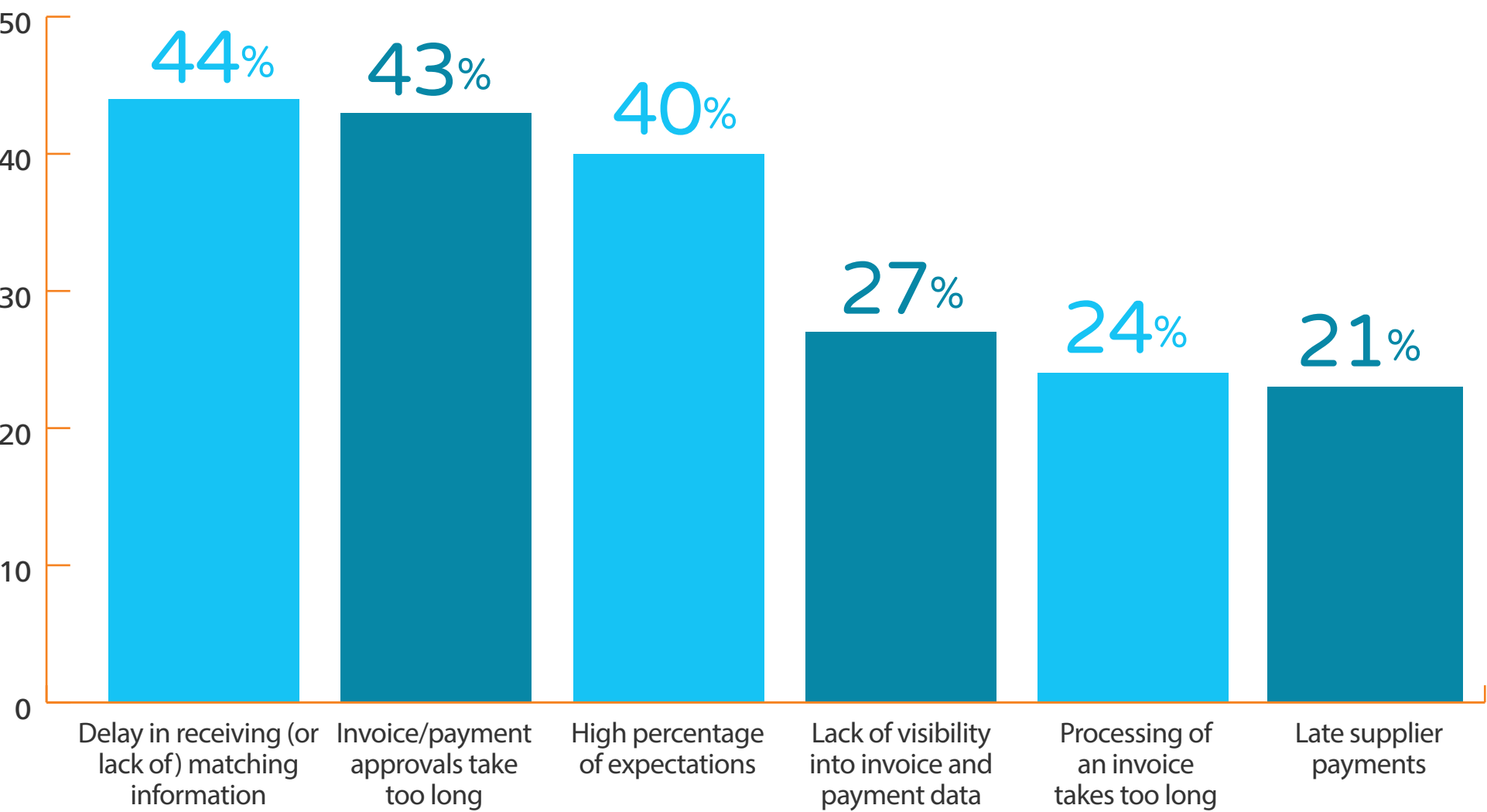


Secrets of World-Class Accounts Payable Departments

What the best-in-class AP departments do that make them stand out from their peers

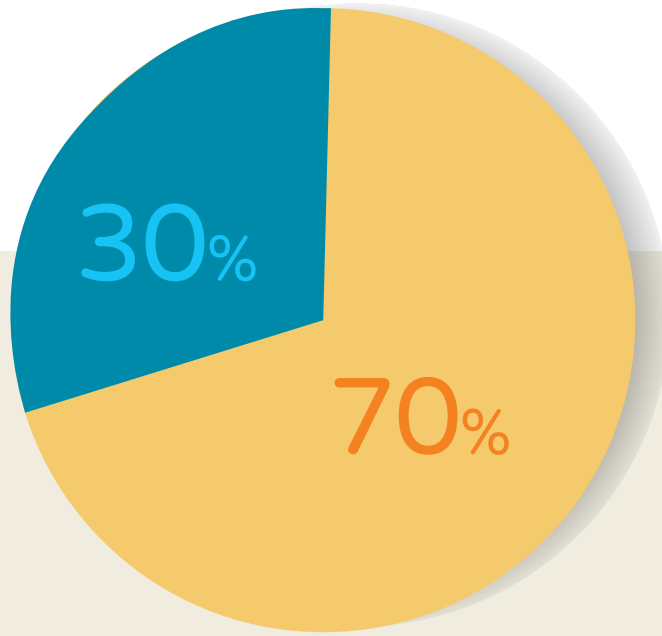
Ardent Partners conducted an independent research study in order to gain a comprehensive, industry-wide view of accounts payable (AP). The study draws on the experience of over 200 AP professionals.

Top Challenges for AP



How Persistent is Paper?

Manual Electronic



Four Key AP Indicators

1. Average cost per invoice

\$14.21 average cost to process a fully-loaded invoice
2. Average invoices per FTE

2,308 average number of invoices per month
3. Average invoice cycle time

12.4 days to process invoices through entire invoice cycle
4. Average invoice exception rate

13.1% average exception rate

Opportunities for World-Class AP Departments

- ▶ Shorten the invoice approval workflow
- ▶ Capture more early payment discounts
- ▶ Improve supplier relationships

Best-in-Class Cost Per Invoice (CPI) Is 86% Less Than All Other Organizations

Top performers are able to process seven invoices for every one invoice processed by all other companies.

Metrics	Best-in-Class	All Others
Cost per invoice	\$2.42	\$17.61
Invoices processed per FTE/month	4,814	1,408
Invoice processing cycle time	3.7 days	17.1 days
Invoice exception rate	8%	16.4%



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