

onePAY Success Story

Efficiency via Automation Leads to Accounts Payable Success

Company Overview

Pizza Hut of Fort Wayne opened their first store in 1972. In the past 40+ years, they've grown to 45+ stores in Indiana and are committed to breakthrough innovation and the success of their more than 1,000 employees. They process an average of 2,900 invoices per month.

Challenge

Pizza Hut of Fort Wayne's accounting department was challenged with the following:

- Manual data entry of a large volume of invoices often resulting in duplicate invoice payments
- Keeping the accounts payable workload manageable while scaling the business
- Refocusing administrative personnel to more strategic, large-scale projects

With a single accounts payable (AP) specialist covering nearly 50 Pizza Hut stores, the sheer volume of invoices coming in was unmanageable.

Their manual system meant delays in invoice processing, lack of clarity around approvals, and – worst of all – duplicate invoices resulting in over- or under-payment issues.

They wanted a more efficient way to handle invoices and for the workload to be manageable for one person. Victoria Gardner, accounts payable specialist at Pizza Hut of Fort Wayne, recognized that it boiled down to one thing. “We needed a better solution than to have to manually enter all the data from every invoice,” she stated.



Pizza Hut of Fort Wayne

Industry

Accommodation and Food Services

Solution

onePAY

“[onePAY] has allowed us to focus on other projects within our company and given us more time back in our day.”

Victoria Gardner

Accounts Payable Specialist
Pizza Hut of Fort Wayne

www.onedatasource.com/onepay/



onePAY Success Story

Efficiency via Automation Leads to Accounts Payable Success

Solution

Pizza Hut of Fort Wayne sought a solution that would help them gain efficiency, accuracy, and the ability to be more strategic around their AP function. They chose onePAY to help them meet their business initiatives.

onePAY combines the power of a dynamic data capture system with the unique capabilities of its flexible business rules engine, while layering in automation and machine learning.

With onePAY in place, Pizza Hut of Fort Wayne realized greater efficiency. They were able to immediately get more than 50% of all their invoices to auto-approval. Automatic routing and approvals meant they could keep invoices moving, while threshold limits flagged the ones they needed to touch. That workflow efficiency is cyclical, breeding greater efficiency at each turn. Victoria was able to experience this firsthand. "With onePAY auto-approving invoices, I was able to spend more time looking into other vendors that were not at auto-approval level yet and decide what they needed to get to auto-approval."

It's also meant greater accuracy by cutting down on duplicate invoices and late fees. Rather, they can rely on clean and organized records that they can access in a matter of seconds. Victoria notes, "that translates to a lot of time savings and reduced headaches as we don't have to keep a record on where we've overpaid, underpaid, or who we are expecting refund checks from."

onePAY not only helped Pizza Hut of Fort Wayne's accounting department with day-to-day operations, but it has also helped with larger scale projects. For example, they're required to complete a utility sales tax audit each year. Previously, it was incredibly time-consuming and labor-intensive. Now, they have a more efficient and streamlined way to complete it. "onePAY is an amazing resource for this audit, as we are required to submit copies of all the utility bills," noted Victoria. onePAY's data capture engine means that they can quickly access the ones they need to send to auditors in a timely manner.

Now, even as Pizza Hut of Fort Wayne scales their business, they can manage a mass amount of invoice processing with a lean staff. "The goal was to make accounts payable manageable for one person to handle," said Victoria. "onePAY has helped us achieve that."

“The goal was to make accounts payable manageable for one person to handle,” said Victoria. “onePAY has helped us achieve that.”

