

# onePAY Success Story

## Operationally Efficient Accounts Payable via Digital Transformation

### Company Overview

Wendy's of Bowling Green is a premier franchisee of the Wendy's family, operating 98 stores across four different states with an additional six in the process of building and remodeling to bring onboard. Incorporated in 1975, they employ more than 1,000 team members. They process an average of 2,200 invoices per month.

### Challenge

The accounts payable (AP) group at Wendy's of Bowling Green sought greater efficiency, accuracy, and visibility, but found they were limited by their legacy electronic filing system.

The older system made it difficult to access the information they needed at a moments notice. Instead, when vendors or stores came to their team with questions, the AP team was delayed in their response. Additionally, it required a long ramp time for employees new or unfamiliar with the clunky system.

Linda Keene, senior accounting manager at Wendy's of Bowling Green, recognizes the role the AP team plays in helping business leaders make financial decisions using accurate data. However, working within an older system didn't allow the AP team to operate with speed or provide visibility to the field. "If you don't get your P&L out in about three business days, you're not working with real-time data," shared Linda.

Finally, Wendy's of Bowling Green was challenged with maintaining a lean staff while scaling the business. With a single AP manager covering nearly 100 stores, the volume of invoices coming through their system at that scale made efficiency difficult to attain.



### Wendy's of Bowling Green

#### Industry

Accommodation and Food Services

#### Solution

onePAY

**"[onePAY] helped us address efficiency, accuracy, and visibility. In addition to that, it's helped us with communication and turnaround speed."**

#### Linda Keene

Senior Accounting Manager  
Wendy's of Bowling Green

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### Solution

With a growing number of stores, Wendy's of Bowling Green needed a solution that could make their AP process as streamlined and effective as possible. They chose onePAY to deliver operational efficiencies and expense management visibility.

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 this modern technology at its foundation, the AP team at Wendy's of Bowling Green can run an operationally excellent AP function.

For example, getting a clear picture into their P&L is now streamlined and efficient. Using robust reporting tools within onePAY, Linda and team provide weekly cost overviews to general managers and owners. Those leaders can drill down into their reports and communicate any questions or changes. "The functionality we have with onePAY's reporting and those leaders' ability to review invoices helps us produce a P&L that's complete with the proper three-day turnaround."

Implementing in 2019 set the Wendy's of Bowling Green AP team up to weather pandemic uncertainty. With work from home conditions, Linda and team can access onePAY anytime and from anywhere, allowing them to keep data flowing, approvals on target, and payments to vendors timely. Linda and team strive to establish and maintain good vendor relationships, acknowledging that "any vendor that's facing supply chain issues would much rather do business with a client that pays them on time and accurately."

Being in an industry that's dependent on good customer service, the Wendy's AP team knows the value of it in their technology partner. "The customer service with OneDataSource and onePAY is outstanding," shared Linda. "The team is highly responsive and if they know of something that might be beneficial to us, they let us know."

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