

# FUTURE PAYABLES PROCESS SURVEY REPORT 2020



## ABOUT ACAPP

The Association of Certified Accounts Payable Professionals is a professional body, committed to education and the professional development of Accounts Payable and P2P professionals globally.

Based in the United Kingdom, with offices in Birmingham and Toronto, ACAPP serves as a global voice, acknowledged leader, and principal educator for people in financial operations, with a particular focus on accounts payable and procure-to-pay. ACAPP and its certification programmes have recently formed part of IFOL (Institute of Financial Operations and Leadership), [find out more here](#)

### Research Survey Sponsor



With over 48,000 customers in more than 150 countries, SAP® Concur® is the world's leading brand for integrated expense, travel, and invoice management solutions. We are relentless in our pursuit of developing new ways to automate spend management processes so businesses can run at their very best.

Our connected spend management solutions significantly increase your visibility and control over corporate spend, while providing near real-time business intelligence that will help you accelerate cash conversion, mitigate unseen risks, and build actionable contingency plans.

Concur Expense, Concur Invoice, and Concur Travel can each be implemented as a stand-alone solution; however, their true value is realized when you connect each solution together, along with our continually growing ecosystem of over 180 mobile app partners and 200+ software integrations.

We future proof your investment by providing a dedicated team of implementation, integration and product experts who will help you adapt to each new business challenge as you grow.

**Learn more about a better way to see and control spend. Visit us at [concur.ca](https://concur.ca)**

# RESEARCH PARTICIPANT ANALYSIS



## PURPOSE

To gain insight into how automation is helping Accounts Payable processes



## SAMPLE

The analysis contained here in is based only on respondents who completed all 10 questions in full; 160 respondents

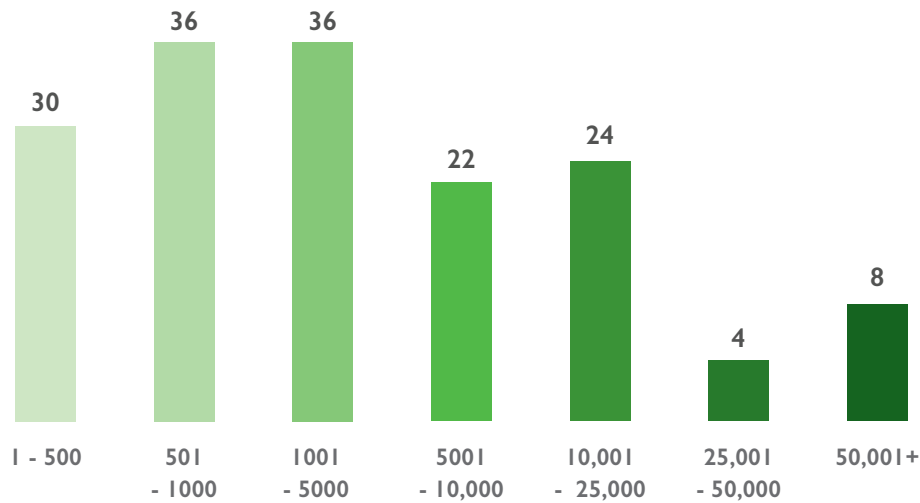
## A GLOBAL SURVEY WITH PARTICIPANTS FROM 12 COUNTRIES



**QUESTION 1**

What volume of invoices does your accounts payable team process on a monthly basis?

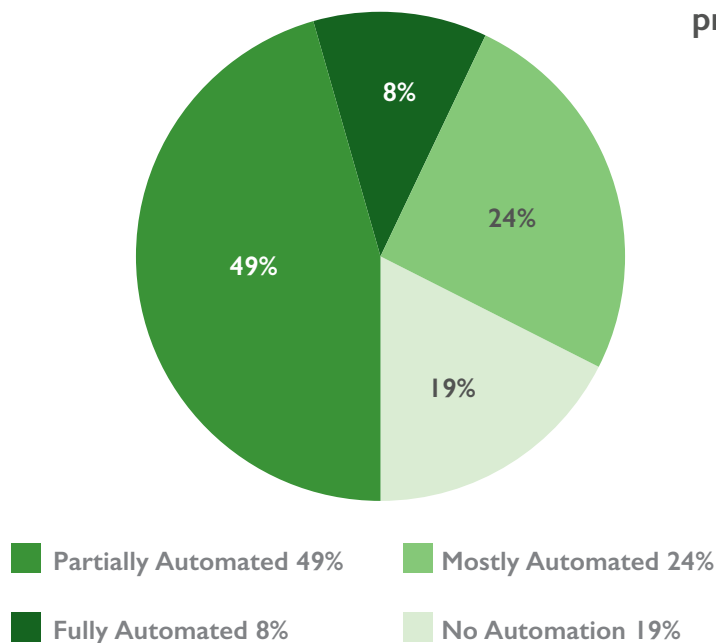
90% of survey participants process less than 25,000 invoices monthly.



**QUESTION 2**

How would you best describe the current state of the automation of processes in your Accounts Payable department?

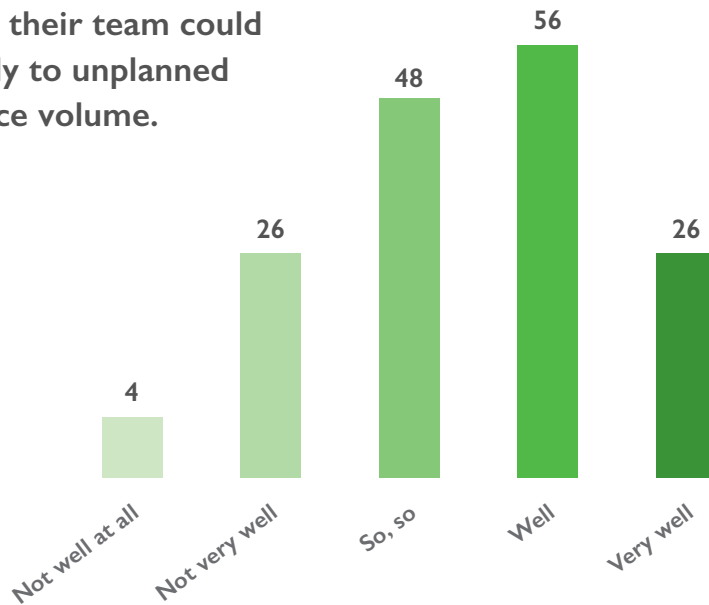
Only 8% of respondents report their processes as fully automated.



### QUESTION 3

How well equipped would you describe your AP team to handle a sudden increase in invoice volume?

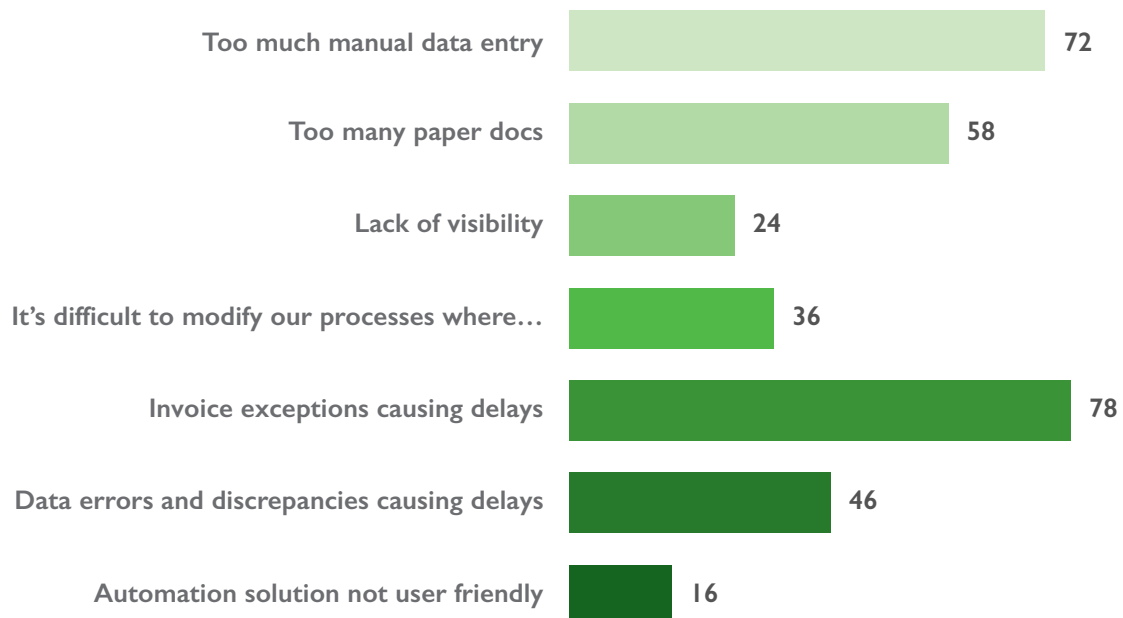
Around one-half of survey participants think their team could respond effectively to unplanned increases of invoice volume.



### QUESTION 4

What would you say are the top AP process challenges within your organisation?

Participants were asked to select all responses that applied.

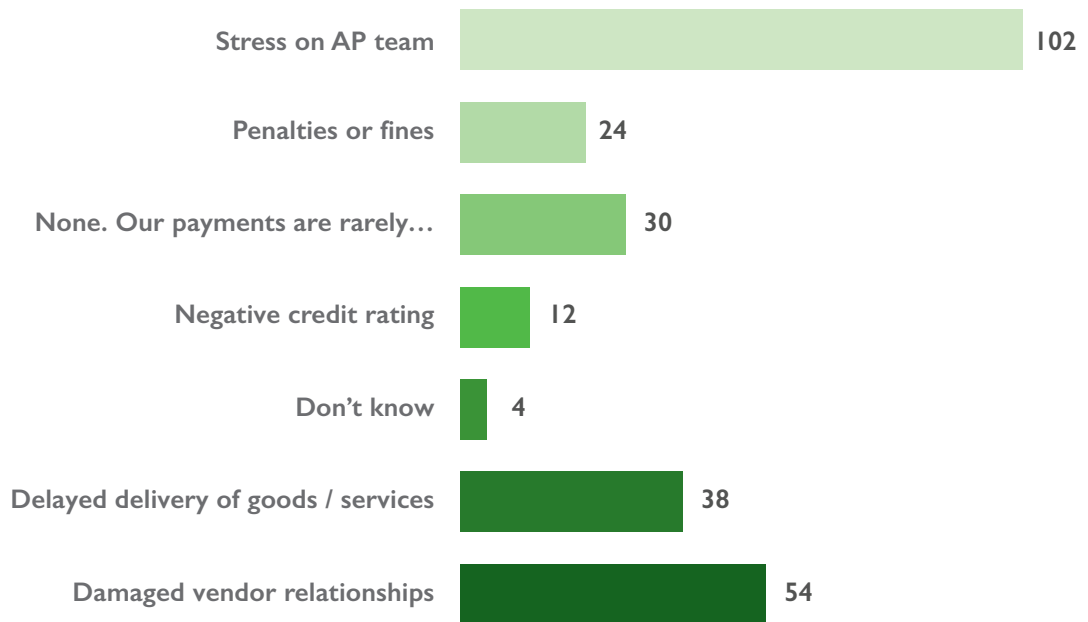


The key process challenges – manual processes, paperwork and other associated issues - could be overcome by digital transformation.

**QUESTION 5**

**What are the core issues faced within your team as a result of delayed processes?**

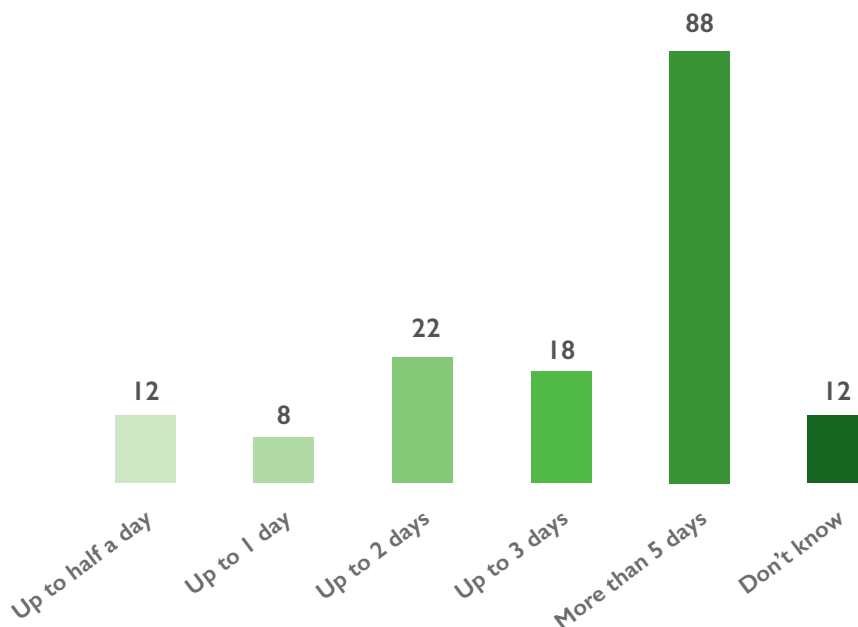
Participants were asked to select all responses that applied.



The most reported issue is stress on AP teams – which can lead to retention issues and have businesswide impacts.

**QUESTION 6**

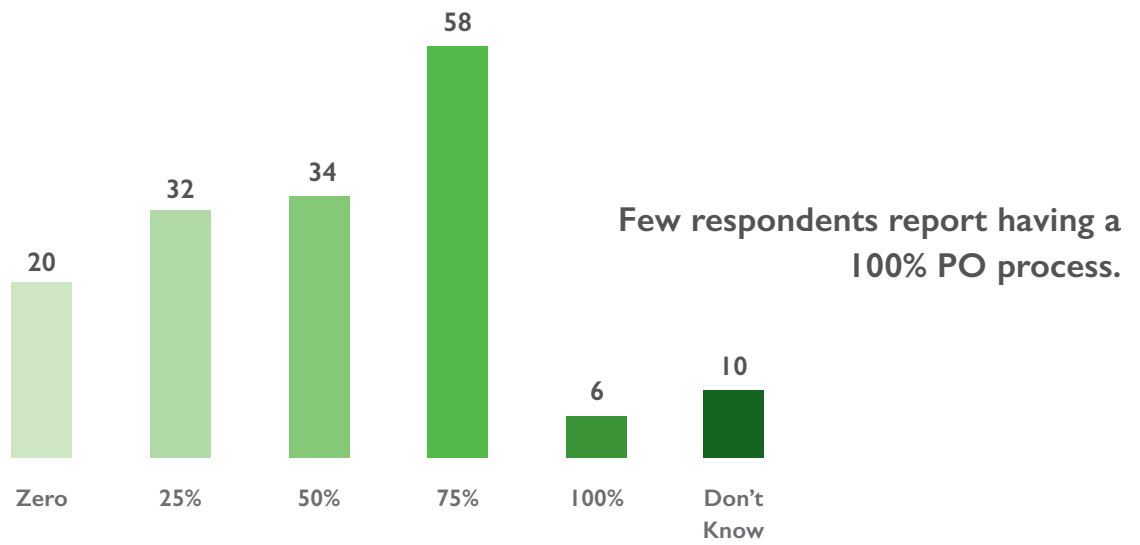
**How much time do you spend on a monthly basis processing invoices?**



Over half of respondents spend more than 5 days per month processing invoices – could technology help people use their time more effectively?

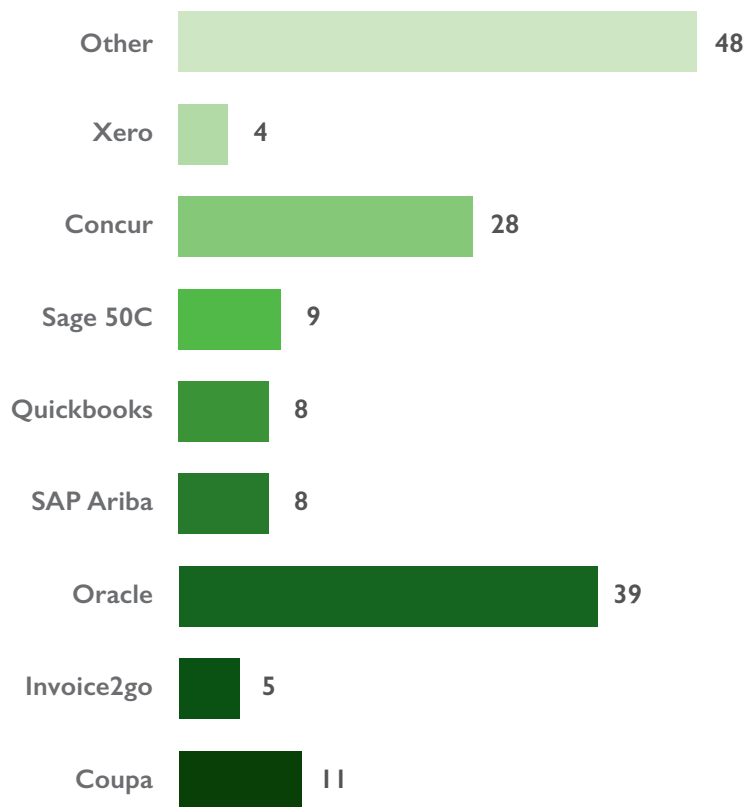
### QUESTION 7

What percentage of your monthly invoices go through a purchase order process?



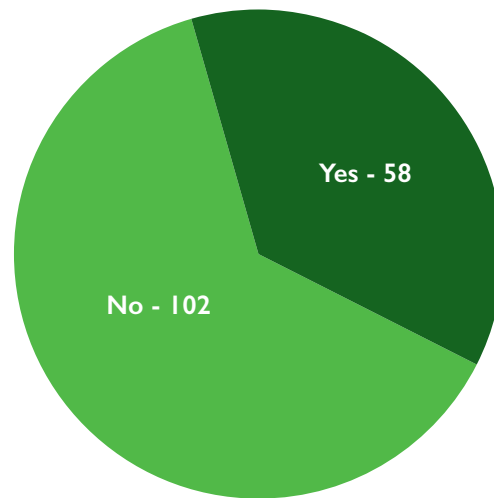
### QUESTION 8

If automated, which automated invoice management solution is your company currently using?



**QUESTION 9**

**Do you plan to change your current invoice management solution in the next 12 months?**

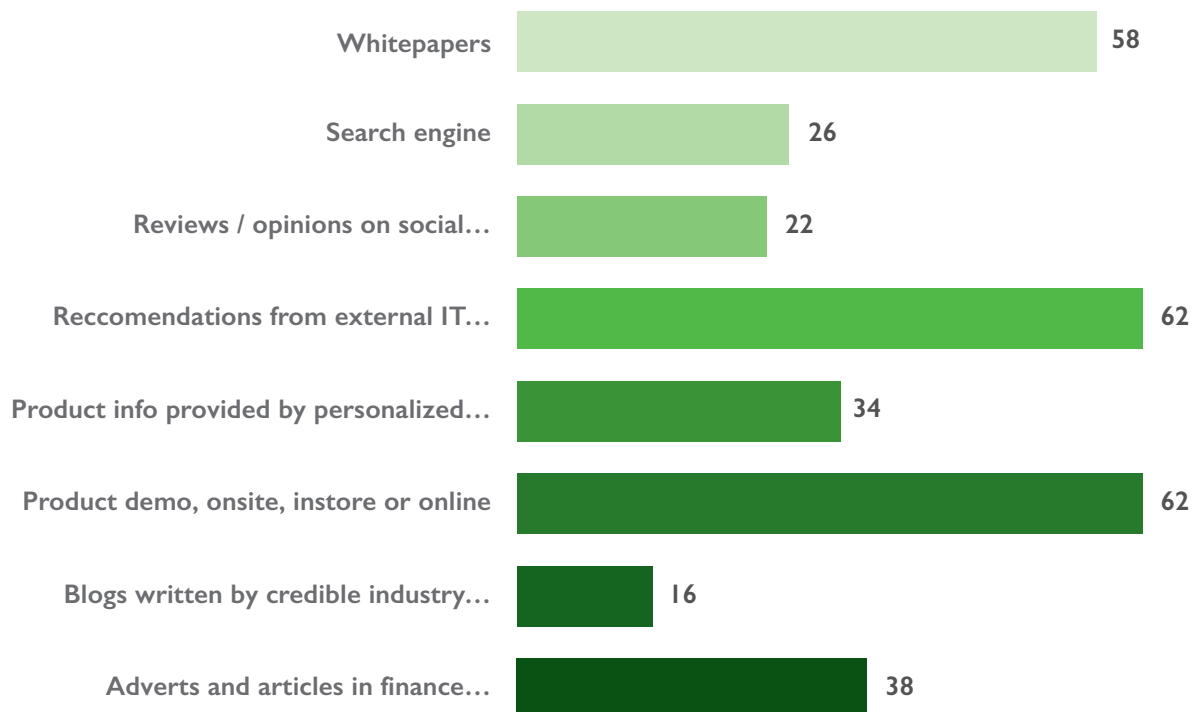


Over one-third of respondent's plan to change solutions in the next year.

**QUESTION 10**

**In your research, which of the following sources have you been using to gather information about invoicing solutions?**

Participants were asked to select all responses that applied.



Companies are clearly carrying out a variety of research and independent analysis to source technology solutions.



## SUMMARY OF RESEARCH FINDINGS

We can see there is a long way to go for businesses to be fully automated; we are still in the early stages of digital transformation. The process challenges facing AP are starting to shift, but many of the common challenges remain.

The manual processes, paperwork and other associated issues could perhaps be helped by digital transformation. Stress on the AP team and relationships with suppliers are key improvements needed. There are lots of areas in which automating can help businesses – certainly, mitigating risk and the time manual processes take. There is potential the time spent on processing invoices could be cut down through use of technology.

Few companies have a 100% PO process. We can assume therefore it is unlikely they operate a 'no PO no pay' policy – and the associated risks this brings.

It is important to understand there are lots of other factors and challenges that digital transformation cannot solve. Are companies utilizing solutions effectively, and are software vendors providing solutions which can grow with businesses? It can also be seen there is a drive for optimization from businesses who are looking to improve performance.

**With thanks to our survey sponsor;**



Find out more at [concur.ca](https://concur.ca)

Original research conducted by ACAPP

**LEARN, DEVELOP AND PROGRESS TOGETHER**

Developed and Administered by Association of Certified Accounts Payable Professionals (ACAPP) Part of  
IFOL (Institute of Financial Operations and Leadership)

OPERATING IN - UNITED KINGDOM | USA | CANADA | AUSTRALIA | UAE

CONTACT US

UK (+44) 0203 4769358 | USA & CANADA (+1) 403 910 5556

[INFO@ACCOUNTS-PAYABLE.ORG](mailto:INFO@ACCOUNTS-PAYABLE.ORG)