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Invoice cycle time reduced from 1.30 days to 0.69 days.

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Reduced AP Invoice Cycle Times Through Process Optimization

Business Challenge

Though the customer’s invoice approval cycle time was already efficient, but they looked at ways to effectively manage invoices falling into an error queue due to missing user information or missing receipts.

Approach to Solve

After discussions with their CSM, the customer made two process changes, shifting from a “receipt to invoice” configuration to having the invoice team catch errors and approve documents more efficiently.

Solution

- The customer disabled the “Require Receiving” logic and added two new workflow steps: “Invoice Owner Approval” and “Inactive PO Approver.”
- These changes replaced the receipt-dependent process and shifted the responsibility of verifying missing invoice data to the invoice owner.

“We made a switch from using receipts to invoice approval. That initiative has been successful. We have seen a reduction in outstanding invoices and invoices landing in the error queue. We created new workflow steps and rules as a part of this initiative including the Invoice Owner Approval step and an Inactive PO Owner step to catch invoices without an Invoice Owner.

Moving to invoice approval also came with the added benefit of eliminating the thirty-day notification limit for outstanding invoices, which is a current limitation in the current receipt notification process.”

Procurement Systems Business Analyst

Value Dashboard of Invoice Approvals

You can see here that approval times in FY2025 have dropped to an average of 0.69 days comparative to 1.30 days they in FY2024. This is less than half the time our “top performer” clients approve their invoices.

