

Industry

Higher Education

Modules

Digital Mailroom

Products Implemented

-  JAGGAER One Platform
-  eProcurement
-  Invoicing

Value Achieved Using JAGGAER

Estimated 30-40% reduction in invoice rejections by their ERP.

[Access All Success Stories](#)

Utilizing Match to PO Line Setting

Business Challenge

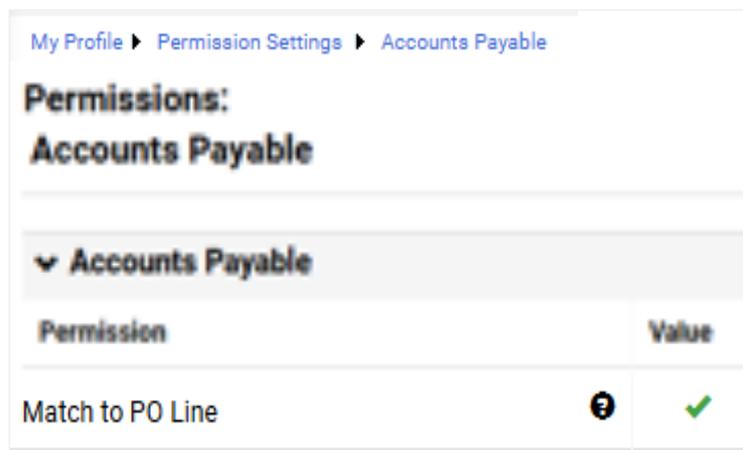
The Customer’s goal was to reduce the number of invoice rejections that were occurring in their ERP due to purchase order discrepancies. Fixing the rejections was a time-consuming process as their ERP has limitations on the changes that can be made and due to the work arounds required by the Payment Processing Team. They wanted to also be able to fix issues within the payment processing team without returning invoices

Approach to Solve

Working with their CSM, the customer reviewed the full scope of the situation and impact. The CSM collaborated with JAGGAER’s product team and identified a JAGGAER setting that could be enabled to allow the payment processing team to make invoice/PO corrections.

Solution

Settings for “Match to PO Line” was enabled and the payment processing team trained to use it.



“It has saved immense time for our team as well as the departments since we are able to make the correction and not need to return the invoice to the department to fix or push to [ERP] and then fix... we have for the most part eliminated the number of Invalid Quantity rejections, Duplicate Line rejections [from ERP]...”

“The general level of daily Invoice Rejections being reduced over the last few months”

– Payment Processing Team Members