From Sowing to Growing: Cultivating Efficient Accounts Payable

ESKER

G's Group

🏞️ **Fresh produce supplier**

💰📈 **$488M in annual revenue**

🧾 **70,000 invoices processed annually**

👥 **8,000 employees worldwide**

⚙️ **Oracle JDE ERP**

🌐 **HQ near Ely, U.K., with other locations in Spain, Poland, Czech Republic, Senegal, U.S.**

Challenges

Manual, labor-intensive processes needed an overhaul

G's Group, a family-owned business established in 1952, has grown to become one of Europe's largest fresh produce suppliers. Originally based in the UK, G's expanded into Spain in 1985 to meet the demand for year-round fresh produce from supermarkets. Today, their operations span multiple countries, which resulted in complex invoicing processes that include various formats and currencies.

For years, G's accounts payable process involved manual handling of invoices, including paper-based approvals, which slowed down processing and posed significant challenges.

The process involved receiving invoices by mail or email, printing them and manually routing them for approval across different departments. Invoices were often delayed as they sat in suspense accounts, causing significant cashflow forecasting challenges. At one point, a staggering £2.6 million in invoices was stuck in suspense.

Another critical issue was VAT accuracy, as G's needed to ensure payments and claims were made in the correct periods, while visibility into the status of invoices was limited.

Objectives

📄⚙️ **Automate invoice processing to reduce manual input**

⏱️ **Speed up invoice approval processes**

📊 **Improve cashflow forecasting**

💲 **Ensure accurate VAT payments and claims**

⏳💲 **Increase on-time payments to suppliers**

Solution
Sowing control, reaping transparency

G's implemented Esker Accounts Payable to streamline their invoice processing. Initially, around 50,000 invoices were processed through Esker, which has since increased to nearly 70,000. With an AP team of just 10, the need for automation was clear.

As Melissa Hutchinson, Purchase Ledger Team Leader, recalls, "It was a tough transition at first to change the way we always did things, but after thoroughly testing everything with Gamze, our Transaction Lead, we made the switch!"

Esker allowed G's to reduce manual handling and approval time. Melissa explains, "The training we received from the Esker team has helped 100%. I have been able to understand the system and teach the team, so now we're able to process more invoices automatically, reducing manual input every time."

The company implemented a "No-PO, No-pay" methodology to further increase visibility and accountability in their invoice processing. Despite some remaining challenges with certain vendors sending invoices in different formats, Esker's automated system was customized to suit G's complex needs.

Results

The Radish Effect: fast, fresh and fully automated invoice processing

The results have been impressive: Invoice processing time has dramatically improved, dropping from 17 days to just 5 days now – saving two and a half working weeks. G's has also increased its incoming invoices from 50,000 to nearly 70,000 annually without adding additional staff. Approval times have been reduced from 5 days to 3 days.

Melissa shares, "What's amazing is that sometimes we are processing an invoice that is dated the same day! We were always 20 days behind before!"

The business also benefits from significant sustainability improvements, including the elimination of paper invoices. Errors related to lost or misplaced invoices have been reduced to zero.

Highlights

Reduced invoice processing time by 13 days per month

Invoices are now processed the same day they are dated

Average approval times reduced by 2 days per month

Increased team satisfaction and efficiency

Improved cashflow forecasting

"It's amazing that sometimes we are processing an invoice that is dated the same day! We were always 20 days behind before!"

Melissa Hutchinson
Purchase Ledger Team Leader, G's Group

Would you like to transform your invoice processing like G's Group?

Our team is at your service.

About Esker

Esker is the global authority in AI-powered business solutions for the Office of the CFO. Leveraging the latest in automation technologies, Esker's Source-to-Pay and Order-to-Cash solutions optimize working capital and cashflow, enhance decision-making, and drive better collaboration and human-to-human relationships with customers, suppliers and employees. Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin.

info@esker.com • www.esker.com

ESKER®

CS-S2P-US-001-A