

# Manufacturing Company Streamlines AP Operations Through UMB and Bottomline AP Automation



## Eliminating the Risk of Paper Checks

Each week, the AP staff at this leading manufacturing company issued around 100 checks completely manually. This process was extremely labor-intensive, requiring each check to be approved, printed, signed, and mailed. Furthermore, once the checks were sent, the AP team lost all visibility into their status, with no way to know if they would be delayed, lost, or intercepted by fraudsters.

A senior finance leader at the company noted, "Replacing our manual AP activities with an automated process was paramount, as was moving as many of our customers as possible to electronic payment methods. We wanted to get away from checks as much as we could because of the time and the risks involved."

## Security, Efficiency, and More

The company turned to UMB Bank, its primary financial institution, for recommendations on improving its payments process. After evaluating several potential partners, they selected Bottomline's AP Automation through UMB.

Paymode offered end-to-end AP process automation with a user-friendly interface and the added benefit of earning cash-back rebates on every virtual card and premium ACH payment made to suppliers. But the deciding factor was the cutting-edge, multi-layered security and fraud prevention that Paymode provided. As the largest B2B electronic payment network, Paymode processes over \$500 billion annually with zero fraud across more than 600,000 suppliers.

Bottomline AP Automation enabled the company to fully automate their entire invoice-to-pay process. They eliminated checks and began paying suppliers via electronic methods like virtual card and Premium ACH, while earning rebates in the process.

### About the Company:

A global leader in food-based manufacturing for decades, this company is renowned for its commitment to innovation and pushing the boundaries of available technology to ensure excellence. With such a strong legacy, it was only natural for the team to challenge conventional practices within their own Accounts Payables (AP) department when operational frustrations surfaced.



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- Controller

## Advanced Fraud Prevention

The company appreciated the multi-layered fraud prevention capabilities of the Bottomline solution, which uses over 300 data points to validate suppliers before issuing payments. This approach ensures secure transactions without fraud.

"What really separated Bottomline and UMB from the other programs we looked at was the fact that our suppliers would be inputting all their data and bank account information into Paymode," said the finance leader. "Not only did we not have to shoulder the burden of data entry, but we would not have to retain any supplier banking information within our ERP system."

"From a security perspective, not having this sensitive data in our system was crucial. We won't be in the situation where we need to reach out to our vendors and tell them that their information had been compromised." – Controller

## Fast Implementation and Strong Support

"It took less than 60 days to implement Paymode through UMB. The Bottomline implementation team was very helpful," affirms the controller. "They interacted directly with our staff and built a custom export file for our ERP system. The QA testing and staff training was comprehensive, and they made sure that we fully understood and were comfortable with the new process. Additionally, Bottomline's ongoing support has been superb: their representatives and experts are excellent to work with and very responsive."

## Effortless Expansion

Bottomline and UMB exceeded expectations. Manual AP processing became a thing of the past. Automation gave valuable time back to the AP staff.

"We are able to upload one file to pay our vendors by check, ACH, or credit card... previously, we had to do separate check runs and enter ACH payments manually. Now, all payments are loaded within minutes and ready to be processed," said the executive.

Suppliers welcomed the change, opting for digital payment options that offer transparency and rich remittance data to support their Accounts Receivable functions. As a result, the company's cash-back dividends have far exceeded expectations.

Looking ahead, the company is implementing invoice automation to complement its payment automation. With a fully automated invoice-to-pay AP process, it is well-positioned to handle increased workload as the business continues to grow.

"With Paymode, we will now have a fully-automated invoice-to-pay AP process and are well-positioned to handle the anticipated increase in AP throughput as our business continues to expand."



### About UMB:

UMB Financial Corporation is a financial services company headquartered in Kansas City, Missouri. UMB offers commercial banking, which includes comprehensive deposit, lending, investment and retirement plan services; personal banking, and institutional banking. As the company's reach continues to grow, it also serves business clients nationwide and institutional clients in several countries.



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