

# Automating Vendor Bills

## Solving Six Major Pain Points for Small Businesses





## Small business owners are looking to reduce manual work and the risk of losing trained staff.

Finance administrators spend a lot of time manually keying in vendor bill data, chasing team members for vendor bill approvals, keeping track of everything on spreadsheets and cutting manual checks.

All of which is an inefficient way to work every day. Helping clients leverage technology to make the accounts payable process less stressful and more productive is a great way to add value.

Finding people to fill essential roles in small businesses is becoming a challenge, and the last thing a small business needs is to have all that internal knowledge walk out the door when a finance administrator retires or quits.

Automation software that is easy to use helps when onboarding that new person.

## Pain Point #1

Capturing invoice information

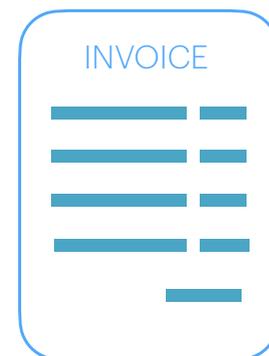
Once a business receives a vendor invoice, they have to enter it into their accounting system. Usually manually!

### HARDER



Administrators manually key in each invoice. They keep track of invoices on a spreadsheet.

### EASIER



Software captures the invoice information from both email and mail invoices and populates a central dashboard.



## Pain Point #2

Getting vendor invoices approved

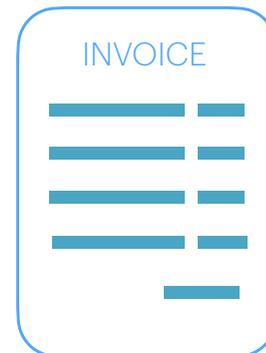
Administrators have to send invoices out for approval, and they need to be paid on time.

### HARDER



Administrators send invoices out by email. They keep track of invoice approval status on spreadsheets.

### EASIER



Software sends invoices out for approval. Approvers can approve their invoice on smartphone, tablet or desktop.



## Pain Point #3

Searching for current and paid invoices

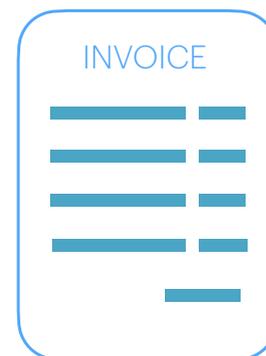
Administrator wants to search for data on an invoice, for an outside audit or internal investigation.

### HARDER

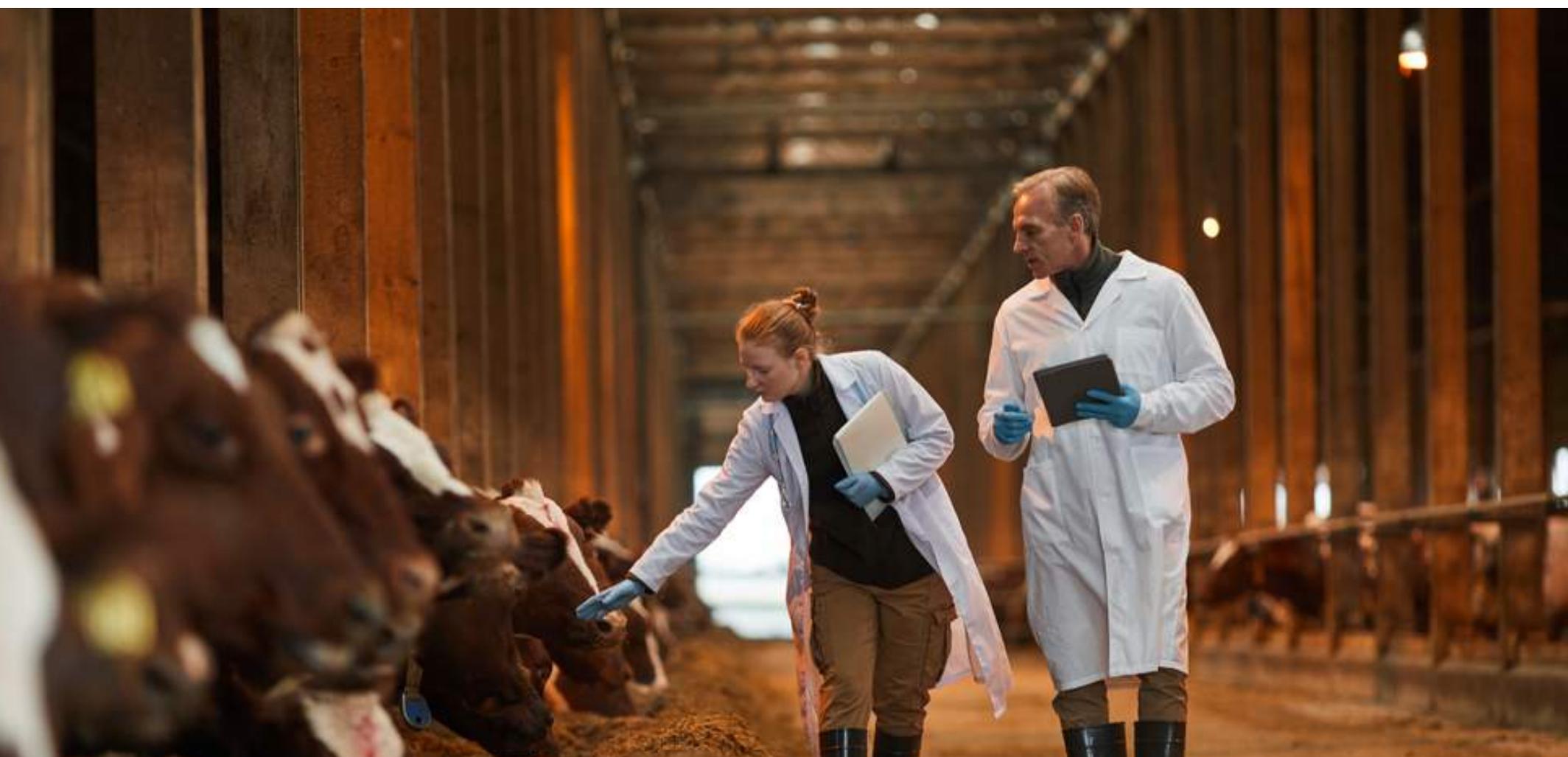


Open each and every invoice to find data. Hunt through project folders.

### EASIER



Search for any data on invoices through an invoice archive in the cloud.



## Pain Point #4

Communication back and forth

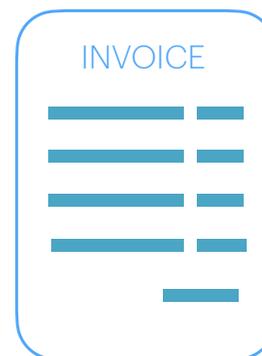
Administrators want to communicate about certain invoice items or amounts

### HARDER

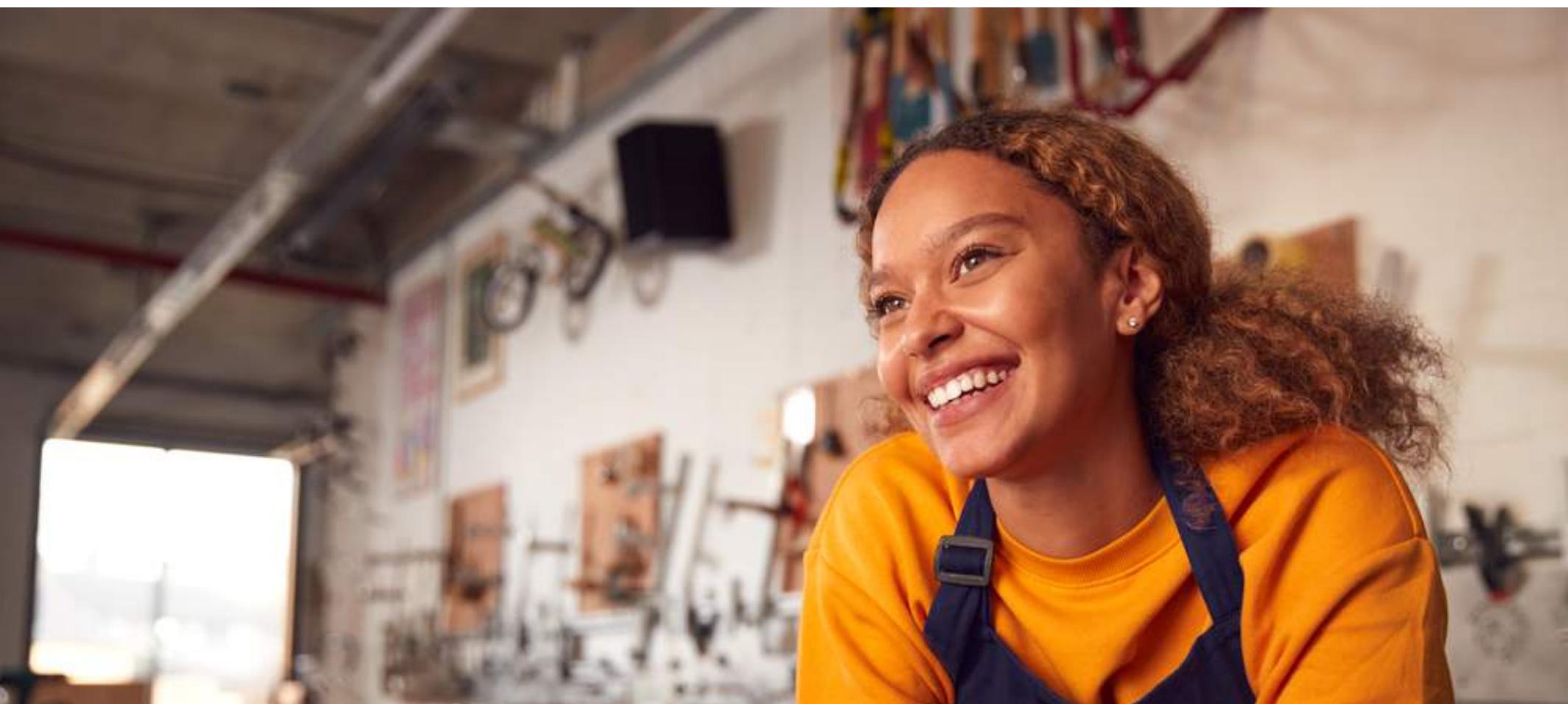


Send email and make phone calls, writing notes and separating invoices in desktop folders

### EASIER



Communicate to any team member instantly with invoice image and comments



## Pain Point #5

Staff and hiring when someone leaves

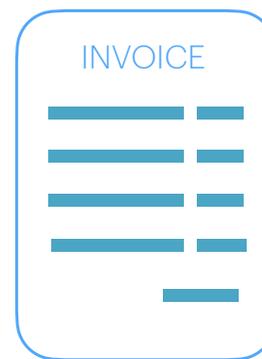
New hires take time to train and when people leave they take knowledge with them.

### HARDER



Have to train administrators after someone leaves.

### EASIER



Have software that automates the vendor bill process, making it easier to get staff up to speed.



## Pain Point #6

Paying vendor bills with checks

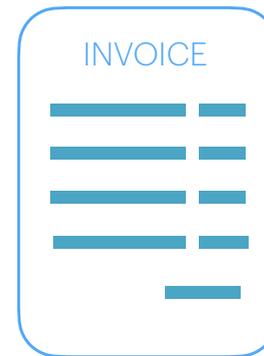
Manually cutting checks for every invoice is time consuming and costly.

### HARDER



Checks have to be printed, signed, and mailed.

### EASIER



Automated payment processing for virtual cards, ACH, eChecks and more.



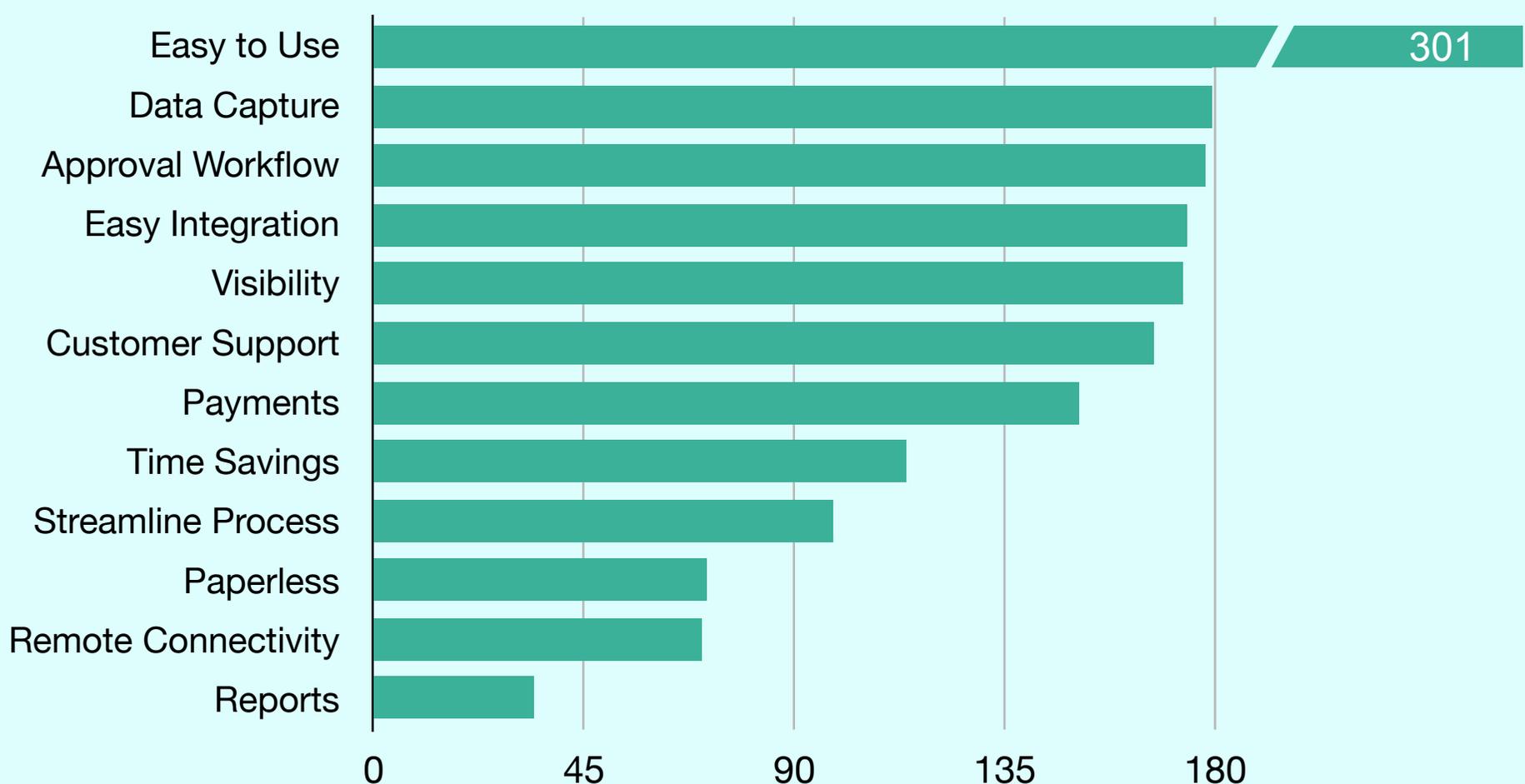
## What businesses that use AP automation and vendor bill software say they love and hate

We did a deep dive into G2 and Gartner (Capterra and Software Advice) to see what people were saying about accounts payable software. Here's what we found:

### POSITIVE

- People loved software that was **easy to use** – by far the most important feature for most users.
- The next thing they liked was how automation could **relieve them of keying in invoice data**.
- **Having an automated approval workflow** reduced the amount of time they spent sending emails and tracking approvals on spreadsheets.
- Naturally they were happy when the **integration process went smoothly**.
- Visibility made a big difference, **seeing where invoices were in the approval process** and getting a handle on what payments were outstanding.

### What Users Love About AP Automation Software



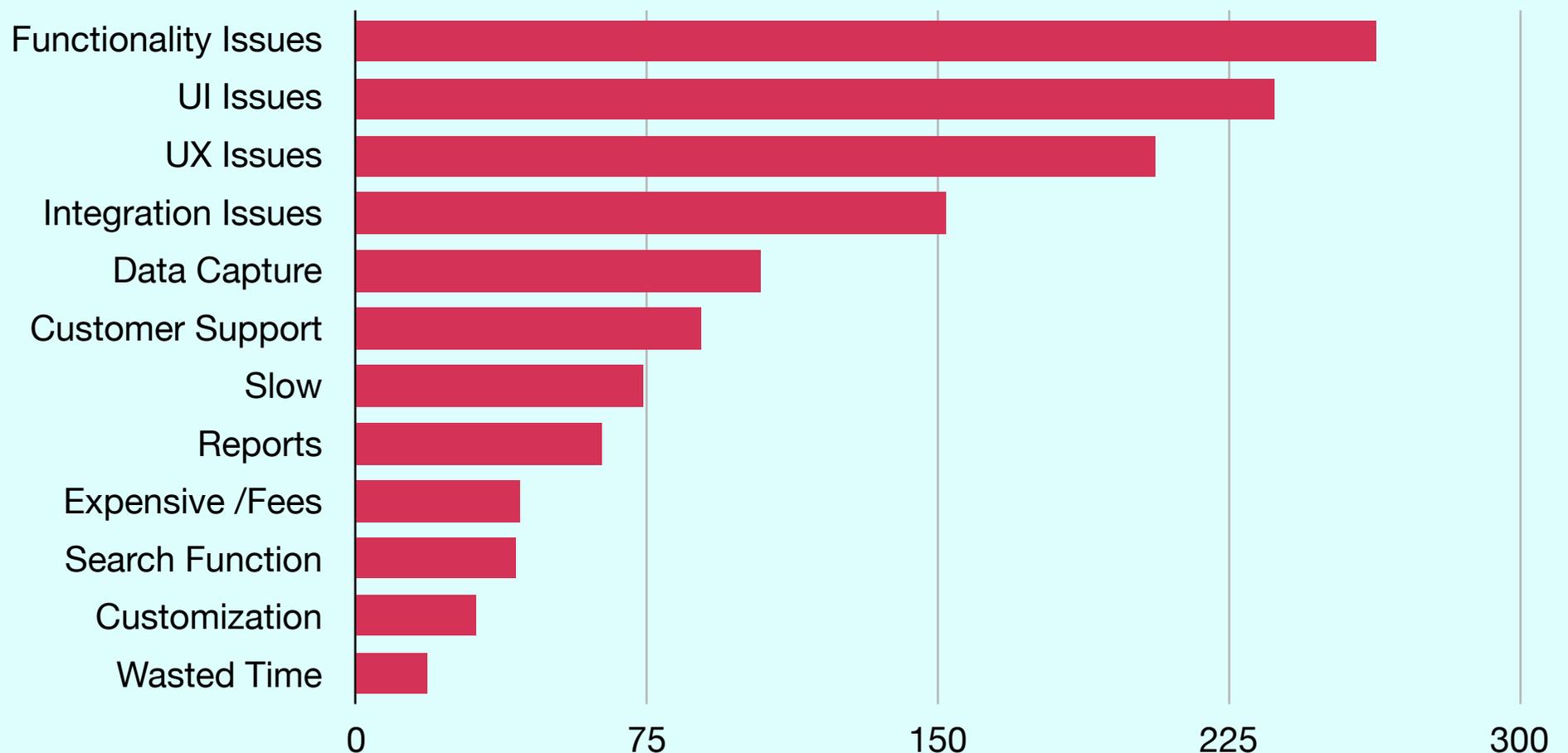
*Based on 2,000 comments/data points in G2 and Gartner  
Data is current up to the end of July, 2022  
Users are all registered LinkedIn accounts.*

## What businesses that use AP automation and vendor bill software say they love and hate (cont'd)

### NEGATIVE

- People were disgruntled the most by functionality issues (including UI and UX), and who wouldn't be if it gets in the way of smoothing out your day?
- Naturally if there were integration issues, a big sore point
- If the data capture software was not working properly capture was an issue
- Poor customer support was another area users complained about when it was not sufficient

## What Users Complained About AP Automation Software



*Based on 2,000 comments/data points in G2 and Gartner  
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Users are all registered LinkedIn accounts.*



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- AI assistant makes coding suggestions
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★★★★★ 4.5 for “Ease of Use” in Capterra & G2

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