

## Case Study



### Keeping American Airlines Light - Conquering the paper mountain

American Airlines had done a great deal of work to reduce paper in their Accounts Payable department.

In fact, **83%** of invoices were delivered electronically via EDI.

But the last **17%** proved too difficult to convert to EDI.



### Among the Challenges

- Some vendors were too small to implement a technical solution like EDI.
- EDI processes could not accommodate some internal business rules at American Airlines, such as special approvals or special invoice types, therefore, those invoices continued on paper.
- Although EDI and automated matching processes reduced overall work, it still created a large number of burdensome match exceptions.

Since American Airlines enlisted the services of InvoiceWorks®, they have **stopped** the expensive growth of their EDI support group, have dramatically reduced match exceptions through InvoiceWorks® Purchase Order/Invoice validations, and are quickly converting the remaining 17% of paper to InvoiceWorks® Internet Invoices. American Airlines' vendors, large and small, use the full range of InvoiceWorks® tools, from manual entry or file uploads, to fully automated file transfers from large vendors with SAP. A recently added benefit, all vendors can see the status of their invoices whether the invoice was sent via InvoiceWorks®, EDI, or paper.

InvoiceWorks® has allowed American Airlines to continue dramatically reducing costs through the elimination of data entry and filing, and a large reduction in vendor phone calls, dispute resolution, matching exceptions and other manual tasks.

For a more detailed analysis of the American Airlines Internet Invoicing initiative with InvoiceWorks®, including quantitative results, contact an [InvoiceWorks® representative](#).