



CASE STUDY

Utilizing Fifth Third Expert AP for Increased Efficiency at Goodwill of North Georgia

About Goodwill

Goodwill of North Georgia is a non-profit with a mission to put people to work. They use funding generated through donations and stores to operate 14 career centers and a virtual career center. Last year, they helped connect more than 16,000 individuals with jobs.

Challenge

The accounts payable (AP) process at Goodwill of North Georgia relied on email for follow-up, a workflow that was not clearly defined, and invoices/correspondence that were retained in paper files by vendor. These conditions made the AP process more labor intensive and costly with limited visibility of the status of all items pending payment.

Solution: Fifth Third Expert AP

With Fifth Third's Expert AP, the Atlanta based Accounts Payable team with Goodwill of North Georgia was able to recognize opportunities to improve their internal invoicing, approval, storage and tracking processes. Since implementing the Expert AP Invoicing and Payments module in 2021, Goodwill of North Georgia reports an incredible increase in efficiency.

Expert AP created a digital system of record that eliminated the filing room of documentation and 90% of their manual paper and internal email invoice collection. This **increased visibility and organization allows the AP team to spend less time on manual processes** and more time being proactive and analytical. What once required four people, now requires just two or three, allowing their team to broaden their focus.

90% of Goodwill of North Georgia's manual paper and internal email invoice collection were eliminated by Expert AP's digital system.

Partner With Us

Electronic invoice capture and AP workflow automation technology integrates with your current accounting ERP systems, simplifying your AP process.

Contact your Relationship Manager or Treasury Management Officer today to learn more about Fifth Third's Expert AP.