

# Duke Realty remodels accounts payable process with AnyDoc<sup>®</sup>INVOICE

## »Case Study

### Customer Profile

Duke Realty Corporation is America's largest publicly-traded office and industrial property owner, with over 115 million square feet of property.

### Business Situation

With 13 locations processing a total of 20,000 invoices each month, problems emerged. The company often could not determine where an invoice was in the payment process. Some invoices got lost or stalled, resulting in late payments.

### Solution

Duke Realty selected AnyDocINVOICE to capture and process its invoice data.

### Benefits

- » Duke reduced by 50% the staff dedicated to AP invoice processing.
- » Data extraction is now centralized and automatic. Instead of receiving invoices mailed from 13 disparate locations, the invoices now are scanned and processed centrally.
- » The company saved money by eliminating late payments.
- » Invoices are no longer lost in a paper-shuffling process.
- » Duke Realty can easily check the status of an invoice to get answers quickly.

Duke Realty Corporation is the nation's largest publicly-traded office and industrial property owner. With headquarters in Indianapolis, Ind., the company has branch offices in 13 markets throughout the Midwest and Southeastern U.S.

The property company's dispersed operations created a difficult situation when it came to processing accounts payable (A/P) invoices. Each office was responsible for gathering documents, doing some initial coding and then submitting its own invoices to headquarters. The system delayed payments, lost invoices and a reduced visibility into the payment process. Duke Realty needed to find a more organized and efficient way to process the nearly 20,000 A/P invoices the company handled each month.

Duke selected AnyDocINVOICE to capture and process invoice data. First, every invoice comes to corporate headquarters in Indianapolis, where each gets a project routing number and mail stop label for identification. AnyDocINVOICE captures the routing and mail stop data in addition to other key fields, such as invoice total, date and more. A staff of 13 (down from 26) then oversees the digital approval and payment process.

With AnyDocINVOICE, Duke Realty has created an invoice process that is faster, more visible and uses 50% less staff. In the realty business, they call that a successful "fixer-upper" opportunity.

## Business Situation

Duke Realty Corporation is the nation's largest publicly-traded office and industrial property owner, with headquarters in Indianapolis, Ind., and 13 branch offices throughout the Midwestern and Southeastern U.S.

Founded in 1972, Duke now owns more than 115 million square feet of property. About 75 percent of the company's revenues stem from property management; the remaining 25 percent is derived from construction services. The company has over 1,000 employees.

Each month, Duke processed 20,000 invoices as they streamed in from the various branch offices. The company used a decentralized, manual process to handle the invoices, which cost the company time and money—and created many headaches.

Vendors mailed invoices to the appropriate field office. When an invoice arrived, an employee at each location performed some initial coding and attached a voucher ticket to the invoice. Next, the invoice was sent to Duke headquarters for processing by an accounts payable employee responsible for ensuring the right person (or people) reviewed and approved the invoice as needed. Finally, the invoice was manually entered into the accounts payable system for payment.

Obviously, each invoice did a lot of traveling. And as a result, some were lost along the way. An invoice could land on someone's desk and stay there for too long, or simply be misplaced as it moved from person to person as part of the approval and payment procedures.

Because of its process, Duke faced a number of late payments—resulting in higher costs. And when a vendor called to check on the status of a particular invoice, the company didn't have the visibility into its accounts payables process to quickly discern where an invoice was in the approval and payment process.

"We wouldn't know who actually had (an invoice)," said David Becki, IT project manager at Duke Realty. "We had to make phone calls to determine where the invoice was. There were a lot of inefficiencies."

For Duke Realty, it was time to draw up a new blueprint for A/P invoice processing.

## Solution

Duke Realty took a hard look at the way it processed and paid A/P invoices and formulated two key goals. First, the company wanted to centralize and automate processing. Second, Duke wanted to reduce the total number of invoices it processed. Duke looked to AnyDoc Software's AnyDocINVOICE as a key component in its initiative.

Duke selected AnyDocINVOICE to automatically capture and process its invoice data. The company evaluated other software packages and a service bureau solution. The service bureau option, in which a third party would process documents and deliver data to Duke, was eliminated because the company wanted control of scanned documents—it didn't want to wait for images and data to be delivered by a third party. In addition, Duke concluded

"What we really loved about the AnyDoc (solution) was (the software's) self-learning ... and also the rubber-band techniques (for capturing data using only the mouse)."

– **David Becki**

**IT Project Manager**

**Duke Realty**

that a software option would provide the strongest return on investment in the long run. The company chose AnyDocINVOICE over other software solutions in part because of its QuickApp™ technology, which eliminates key-from-image processes when capturing data from exception invoices. Key-from-image processes involve a data operator keying information by reading an image on the screen—a procedure that can slow processing and invite data errors. As operators point-and-click to capture data, AnyDocINVOICE creates a profile that will help it recognize and automatically capture data when the invoice type appears again—a form of “in-line” training.

Through other changes in company procedures, Duke reduced its total invoices from 20,000 to 10,000 – 12,000 per month. AnyDocINVOICE currently captures and processes about 5,000 invoices per month, including invoices for the property management, legal, marketing, human resources and other departments. Eventually, Duke Realty will use AnyDocINVOICE for its construction invoices, too—adding another 7,000 invoices to the software’s monthly load.

Instead of first arriving at Duke’s various branch offices, all invoices now come to headquarters in Indianapolis. Each invoice is given a mail stop label, which includes a project routing number and a vendor ID. Then the invoices are scanned and data is automatically captured using AnyDocINVOICE, which, in addition to the vendor ID and project number, captures the invoice amount, invoice date and sales tax. This information is exported into the company’s workflow system, AutoManager® Meridian, where a specialist manages invoices for each department, doing some additional coding and routing for approvals.

Duke Realty previously had 26 staff members working on accounts payable invoices. Now, since the company streamlined processes, only 13 specialists are needed.

The installation was quick and smooth. The AnyDocINVOICE rollout took only one month, and was handled by AnyDoc and Van Ausdall & Farrar, Inc., an Indiana-based technology solution provider that has been in business since becoming a distributor for the Thomas Edison Company in 1914. “The AnyDoc solution didn’t take that long (to implement) at all. It was very straightforward,” said Becki.

With its streamlined A/P invoice process nearly complete, Duke Realty has additional plans for AnyDoc products. The company will use OCR for AnyDoc®, the leading automated document and data capture solution, to capture data from lease transmittals. The software will capture a variety of lease documents, including the lease itself, tenant correspondence, tenant financials and more. Fields including the lease ID, project ID, date and more will all be captured.

Given the company’s background, it’s no wonder that Duke Realty was able to construct a far more efficient A/P invoice processing solution. And with future plans for additional AnyDoc Software solutions, Duke Realty can look forward to even more savings across the company.

“The AnyDoc solution didn’t take that long (to implement) at all. It was very straightforward.”

– **David Becki**

## Benefits

- » Reduced the staff dedicated to A/P invoice processing by 50% (from 26 to 13).
- » Centralized and automated data extraction. Instead of receiving invoices mailed from 13 disparate locations, invoices are scanned and processed centrally, with fields for vendor ID and project number to ensure easy tracking.
- » Lowered costs by eliminating late payments. Data gets into the company's workflow system faster, speeding approvals and payment.
- » Eliminated lost invoices. Processing and approvals are routed correctly and accomplished digitally.
- » Increased visibility into its approval and payment processes. If a vendor calls to check on the status of an invoice, the company can quickly locate and review that information.
- » Nearly eliminated manual data entry.

## What can AnyDoc Software do for you?

Want to learn how AnyDoc Software can impact your organization? [Contact us today.](#)

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