

Fruit of the Loom automate controls for full ROI and faster AP processes

Challenge

Fruit of the Loom depended on a complete manual audit of each invoice prior to system release for payment to catch duplicate or erroneous entries.

Solution

FISCAL's software solution enabled them to automate that process, making them more effective at finding and solving errors before payment.

Results and Benefits

ROI, greatly improved controls over invoice errors and duplication, supplier file cleansing and fraud. Time savings which enabled resource reallocation and lowered costs.

Introduction.

Fruit of the Loom Inc (FOTL), a Berkshire Hathaway company, is a long-established global manufacturer of quality clothes. The company has over 32,500 employees worldwide.

The company's AP team of 30 employees used Oracle as their ERP platform. They processed 150,000 invoices per year with a 75% purchase order match rate, issuing payments weekly. Although the payments were centralised, invoice entry was decentralised.



FRUIT OF THE LOOM®

The challenge.

The company had five full-time employees who completed a manual audit of each invoice before system release for payment. This process was time-consuming and tiring, and despite their efforts payment errors were still a risk.

Several large, long-term finance projects were also in progress, requiring the team to stretch their efforts. The Treasury department owned the company's 7000-strong master supplier file and were responsible for yearly reviews. However, Fruit of the Loom wanted a way to cleanse the supplier file more often without it impacting too much staff time.

"FISCAL's software fits the bill perfectly for what we were trying to achieve. The automated checking of invoice entries meant our Accounts Payable team were released from manual audits and freed up to work on long-term projects. The ability to conduct a transactional review over three years of data has given us better oversight of our organisational spend than ever before."

Julie Kitchens, Corporate Senior Accounts Payable Manager, Fruit of the Loom



The challenge (cont)

They also brought in external auditors every three years, and Accounts Payable staff performed quarterly post-audits by analysing system dump data in Excel. This took several weeks due to the sheer volume of transactions, and human error meant there was a risk of mistakes or oversights. The review could also only look at three months of data at a time. The team knew they needed to extend this time range and make the process less labour-intensive.

As Julie Kitchens, Corporate Senior Accounts

Payable Manager, explained: *"We found the existing [process] very time-consuming, and it took employees away from other important tasks such as integration projects. We needed a more efficient, automated solution to help us reallocate resources while still maintaining internal controls. A post-recovery audit was not a viable option, so we were looking for another solution to make the process faster and more effective."*

The solution.

The company's US headquarters selected FISCAL's software to protect their accounts payable operations, then quickly decided to roll out the implementation internationally, incorporating their UK and European operations.

By choosing our software, the team could automate their controls and find exceptions, duplicate invoices and other risks before payment. This prevented erroneous payments before they occurred, rather than incurring the fees that come with audit and post-review. FISCAL also provided transactional review across a three-year span of data in an easy and efficient way.

Benefits.

With FISCAL's efficient implementation and customer support, it soon made a difference. Fruit of the Loom obtained return on their investment within the first several months of using the software. They also benefited from greatly improved security against duplicate or fraudulent invoices and were able to both reallocate valuable resources to work on other important company initiatives and reduce their payroll expense. The Treasury team could review for duplicate or erroneous supplier file entries monthly for vendors and quarterly for employees – far faster and more easily.

Summary.

ERP SYSTEM

Oracle

Number of Suppliers

7000

Number of invoices

150,000 per annum

Industry

Manufacturing

"Using FISCAL's software gives us peace of mind by ensuring we have full visibility of our scheduled payment runs and can take appropriate action so that they proceed error-free. We were looking for a proactive, preventative means to cut costs and reduce payment risks ourselves, which FISCAL has delivered."

Brian Bodenhamer, VP and Corporate Controller, Fruit of the Loom

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FISCAL Technologies provides forensic AI-powered software and services that empower finance teams to protect their organisational spend and eliminate supplier risk.

Our award-winning, cloud-based software is used to find duplicate payments, defend against fraud, automate manual processes such as statement reconciliation, optimise working capital and provide trusted reports. We check every invoice and every supplier, every day.

Leading private and public sector organisations have trusted us since 2007, and we now guard £340 billion in spend per year.

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