

**P.F. Chang's Satisfies Its Appetite for Flexibility
and Streamlined Invoice Processing with Miria Systems**
Managed\$Pay™ Solution Keeps Business Running



P.F. CHANG'S



Situation:

P.F. Chang's is a growing organization, with revenues in excess of \$1 billion, comprised of two restaurant chains, P.F. Chang's China Bistro and Pei Wei Asian Diner. For their Accounts Payable, the restaurants operate via a distributed model whereby each location is responsible for its own purchases and approving its own invoices. This model allows the restaurants to "own" more of the procure to pay process.

Prior to working with Miria Systems, each of the chain's restaurants entered their own invoices into a Microsoft Access database and then sent the physical invoices plus the electronic files to its home office in Scottsdale, Arizona via Federal Express, for processing and payment. Not only was there a time delay, but also the expenses associated with overnight mailing costs.

Value to the Business:

- Maximum flexibility aligns with P.F. Chang's distributed business model
- Fully integrates with P.F. Chang's accounting system:
 - A single point of entry for each transaction
 - High level of data integrity
 - Reduced invoice processing cycle time
 - More timely information for home office and restaurants
- Eliminated shipping costs related to inter-office documents
- Automated approval processing with online routing to 300+ managers reduces errors and streamlines exceptions



At the time, there were duplicate processes at the store level and in the home office. In addition, the invoice processing procedures didn't work well for the business. There were delays paying local vendors, who many times required weekly payments for timely deliveries. In order to resolve this pain point and gain greater processing efficiencies, they selected Managed\$Pay.

Managed\$Pay is a working solution that has become an integral part of P.F. Chang's business workflow. Now, each of the 300+ locations faxes its own invoices which are "imaged" directly into Managed\$Pay and posted to the General Ledger instantaneously—making the process as automatic as possible. Home office involvement is limited to reviewing invoices based on customized business rules.

"We knew our existing processes were not scalable for our growth, so we selected Miria Systems and Managed\$Pay to help automate our receipt-to-pay processes and better align them with our business. Of all the options we researched, Managed\$Pay was the best match for our accounts payable workflow."

Tammy Waleski, Director
Financial Operations

P.F. Changs currently processes about 150,000 invoices per year from over 300+ locations and growing, using Miria Systems' Managed\$Pay Receipt to Pay solution.

Requirements:

P.F. Chang's was looking for an Enterprise Content Management (ECM) solution that was flexible enough to match their distributed business model and could scale and grow with them. Their goals were to fully integrate with the accounting system and gain efficiencies, reduce costs, and eliminate interoffice postage fees. Furthermore, they wanted to improve visibility. The most important aspect was the ability to customize the solution to meet the business requirements and workflow of P.F. Chang's distributed operating model.

Solution:

Using Miria Systems and Managed\$Pay, P.F. Chang's was in a position to streamline their workflow and automate their accounts payable system—all while interfacing with their existing ERP system. Invoices are now captured immediately via inbound fax, which then comes into Managed\$Pay automatically as a stored, electronic image. The validation occurs behind the scenes and exceptions are then routed electronically for additional review. The system centrally collects all of the invoices that have been approved and directly posts them to the general ledger.

"If the invoice doesn't trigger an audit rule, it automatically posts into our ERP system in real time. The manager can see when a check has been cut and a payment made, so they know first hand what has occurred. This gives each restaurant manager visibility into their purchases, which is essential for the smooth running of our business," according to Tammy Waleski.

About Managed\$Pay™

Managed\$Pay is a Receipt to Pay software solution for companies that need to accurately handle and process large amounts of Accounts Payable (AP) information—including invoices in multiple formats and supporting vendor documentation. Even though companies may already use ERP systems to track invoices once they are entered, those with multiple ERP vendors or smaller ERP systems most likely experience inefficient workflows, redundancies and costly processes that can be significantly improved with Managed\$Pay.

Managed\$Pay™ is based on the IBM ECM FileNet platform and provides complete functionality to automate the invoice management and accounts payable process, including:

- Document capture/scanning
- Configurable workflow & validations
- Automation of pre-match & reviews/approval
- Email notifications & exception routing
- Built-in tracking and search
- Content management
- ERP integration
- Management reports
- Analytics
- Audit trail

By automating your AP process with Managed\$Pay™, including invoices and supporting documentation, the Receipt to Pay process can become more efficient and timely with fewer resources and better oversight. Finance professionals will have greater visibility and access to real-time information resulting in better-informed decision making.

Contact us for more information about Managed\$Pay and Miria Systems.

Office: (484) 446-3300
URL: www.miriasystems.com
Boulevard of the Generals, Suite 222
Norristown, PA 19403



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