



# Self-service customer invoice request solution

Rossera: From system complexity to operational empowerment: We enable true Oracle ERP process transformation.

## Business Automation Challenges

Manual invoice requests are often filled out incorrectly, so don't comply with company legal policy and are time consuming.

### Four Critical Pain Points:

- ▲ **Process Bottlenecks:** Dependency on back-office finance teams to process transactions slows down approvals & delays customers invoicing.
- ▲ **Manual Workflows:** Users and approvers rely on spreadsheets, creating inefficiency, duplication, and risk of lost data.
- ▲ **Compliance Gaps:** Limited visibility and auditability of approvals increase operational and finance risks.
- ▲ **Data Quality Issues:** Frequent errors in invoice data entry leads to rejections, resubmissions, and delayed payments.

**The impact on the business:** Late payments, increased admin workload, high error rates, and a dependency on back-office teams or shared service centers.

## Introducing The Rossera Way

Our unique **Rossera Way** methodology combines structured processes with purpose-built tools such as **Rossera ProcessSense®** to create repeatable, scalable results that enhance your Oracle Fusion or E-Business Suite ecosystem.

**Rossera Accounts Receivable Accelerator (RARIRA):** The accelerator enables staff to raise invoices through a simple online form with pre-populating data, built-in validation, & automated approvals. It's fully integrated into Oracle with complete audit tracking.

### Key Features:

- ▲ Real-time ERP validation against master data at point of entry.
- ▲ Automated workflow routing with configurable approval hierarchies.
- ▲ Seamless Oracle integration with full audit trail creation.
- ▲ Self-service interface requiring no ERP training.

**User Experience:** Simple online forms with dropdown validation, status tracking and automated notifications - making complex Oracle processes accessible to any business user.



## Proven results that speak for themselves

UK Central Government Client: The AR Invoice Request Accelerator enabled accurate, timely invoice submissions that reduced delays caused by errors & resubmissions.

- ▲ Real-time integration for faster processing.
- ▲ Removal of spreadsheet and email-based processing, giving improved audit and management information.
- ▲ Validation to prevent submission during month end.
- ▲ Consistent look and feel for AR processes.

## Who it's for

Large organisations that are heavily reliant upon manual processes to raise invoices.

### HOW WILL THEY KNOW:

- ▲ Struggling with manual, spreadsheet-based invoice requests?
- ▲ Tired of delays caused by rejections and resubmissions?
- ▲ Dependent on Shared Service teams and external SLAs for critical processes?
- ▲ Experiencing late payments due to invoice delays?
- ▲ Lack of visibility, tracking, and compliance over customers invoice workflows?

## Summary

The Rossera Way Accelerators provide quick-win implementation, leveraging existing Oracle investment with minimal business disruption to empower teams to get the best out of their Oracle ERP systems.