Scoot Flies High with Automated Invoice Processing

Industry	**Solution Deployed**	**Process Automated**
Transportation & Logistics	Cognitive Machine Reading	Invoice Processing

+85%
Increase in accuracy rates and hundreds of hours saved on exception handling

-50%
Less effort creating a bill into its financial system

-33%
Reduction on overall invoice processing time

Reducing processing times from **3 hours** to **30 minutes** on certain types of invoices.

Client Profile

Scoot, a subsidiary of Singapore Airlines, is a low-cost airline for medium and long-haul routes. Scoot is passionate about making travel attainable for all and enabling customers to embrace the full potential of travelling and seeking new experiences.
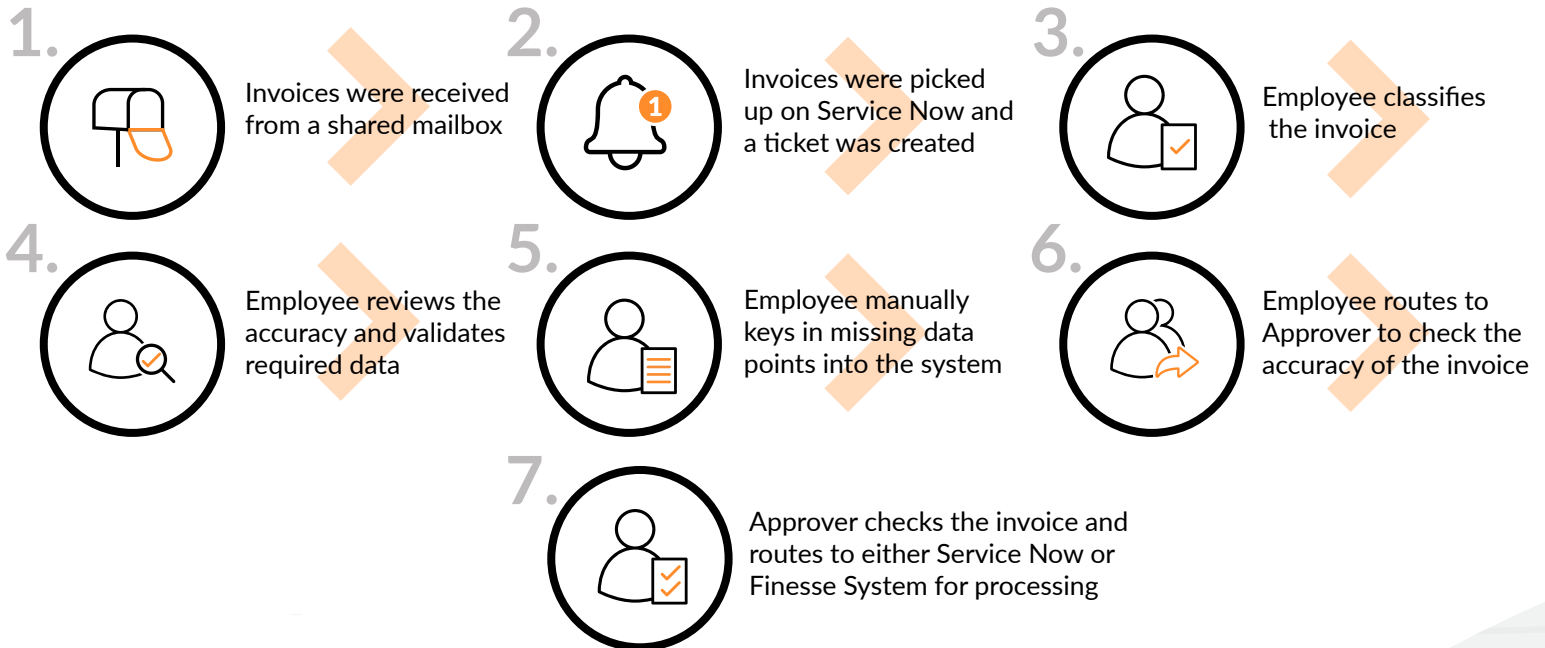
Challenges

Scoot receives approximately 2,000 invoices each month and each invoice ranges from 100 to 200 pages in length. With over a thousand suppliers, these invoices would arrive in various formats. Every time Scoot adds another destination, the volume of the suppliers and invoices to be processed increased and considerable time is spent manually extracting data from each invoice.

The work of extracting data from each invoice and processing data into its BPM system is repetitive. Their existing OCR platform struggled with the variability of the formats which required constant intervention. The frequency of these changes to these documents makes a template-based automation approach even more difficult and Scoot needed an AI-based solution without requiring data science expertise.
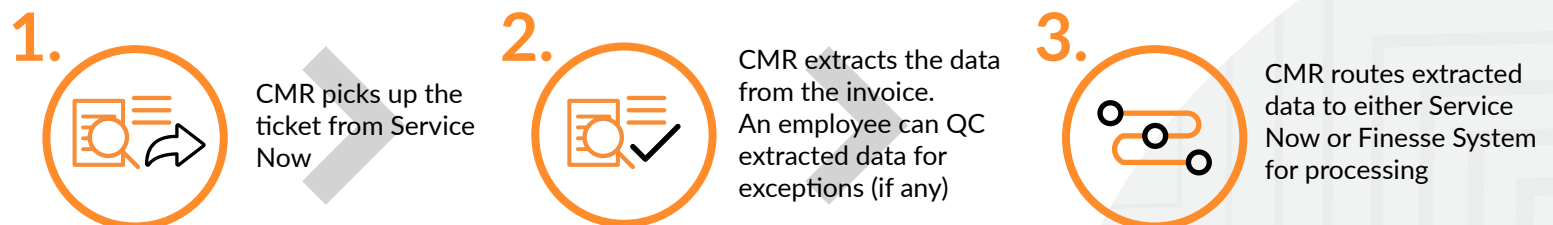
The AntWorks Solution

Cognitive Machine Reading (CMR), a combination of AI, Machine Learning and pattern recognition captures invoices from Service Now, a service ticketing tool. Its human-like method extracts key data elements, categorises invoices and provides curated data for downstream systems. Built-in workflows route data to designated systems based on business rules. CMR automatically flags missing or unreadable information as exceptions and routes tasks to the right person. Each manual intervention improves the accuracy and multiple reports are available for further analysis.

Before

1. Invoices were received from a shared mailbox

2. Invoices were picked up on Service Now and a ticket was created

3. Employee classifies the invoice

4. Employee reviews the accuracy and validates required data

5. Employee manually keys in missing data points into the system

6. Employee routes to Approver to check the accuracy of the invoice

7. Approver checks the invoice and routes to either Service Now or Finesse System for processing

After

1. CMR picks up the ticket from Service Now

2. CMR extracts the data from the invoice. An employee can QC extracted data for exceptions (if any)

3. CMR routes extracted data to either Service Now or Finesse System for processing

Benefits

After CMR was implemented, Scoot experienced at least 85% increase in their accuracy rate of conversion, leading to fewer hours for exception handling and scaled their workforce productivity ensuring correct payments are made. CMR reduced overall invoice processing time by 33%. The total effort to create a bill into Scoot's financial system is reduced by 50% and ensures on-time payments were made, leading to an increase in business processing efficiency.

The financial transformation project allows Scoot to be sustainable as it continues to provide a service standard to process invoices more effectively and more efficiently as the company grows. Scoot continues to leverage on AntWorks' technology to create a highly collaborative, efficient and integrated enterprise.