



# Best Buy Modernizes Invoice Processing to Improve Accuracy and Efficiency

"With Relish, we found more than just a technology solution—we found a partner that understands the complexity of our business. Their AI-driven platform, flexible configuration, and exceptional support allowed us to modernize invoice processing while staying agile and in control."

**Russ Hunt, Finance Director, Retail & Operations Accounting & Reporting at Best Buy**

Best Buy relied on an outdated OCR-based invoice processing solution that operated independently of its invoicing portal. This legacy system handled \$1.6 billion in annual invoice volume but lacked essential business and validation rules, leading to significant operational and compliance risks.

## Challenges

While Best Buy utilizes a best-in-class source-to-pay (S2P) platform, it quickly identified several critical limitations. Not all suppliers were connected to the Network, and the tool lacked the agility needed to handle diverse, high-volume PDF invoices and the complexity of non-PO transactions. Best Buy needed a forward-thinking, integrated solution that would not only fill these gaps but also scale with its evolving business needs. The challenges included:

### Poor OCR Performance

The incumbent OCR solution frequently mislabeled key invoice fields and dropped attachments altogether, leading to data integrity issues and manual corrections.

### Manual G/L Allocation and Line-Item Complexity

High-volume invoices, often exceeding 400 lines, were particularly problematic. While the tool offered an autofill function for G/L strings, it lacked the sophistication to handle such complex documents efficiently.

### Limited Workflow Capabilities

With only two levels of workflow approval, the system was ill-equipped for complex invoice routing. This forced teams to seek offline approvals, undermining automation efforts.

### Requester and PO Mismatch

The tool struggled to associate invoices with the correct requesters, and 45% of transactions were non-PO-based, further complicating automated processing.

### Vendor Management Limitations

Vendor data management was conducted separately via daily master data pushes from Oracle to the OCR platform, resulting in data synchronization issues.

### Outsourced OCR Operations

The OCR process itself was outsourced, limiting Best Buy's ability to make rapid improvements or customizations.

## Solution

Best Buy chose Relish to complement and enhance its invoicing platform investment, prioritizing speed, intelligence, and flexibility. Here's how Relish delivered:

### Strategic API & Master Data Integration

Relish's robust integration capabilities enabled seamless API-driven sync with Best Buy's master data systems. This ensured accurate and real-time updates to vendor and organizational data—crucial for effective invoice processing and compliance.

## **AI-Powered OCR with Vendor-Level Intelligence**

Not all invoices are created equal. Relish's OCR was trained to treat vendor invoices uniquely, allowing Best Buy to scan by vendor, boosting recognition accuracy and reducing manual intervention.

## **Flexible, In-House Configuration**

Relish provided front-end configurability—custom rule tables, validations, and workflows could all be managed by Best Buy's internal team without costly consultants or drawn-out change cycles.

## **Scalability and Future-Readiness**

With a focus on forward-facing AI capabilities, Best Buy found in Relish a partner with a transparent product roadmap and continuous investment in innovation—ensuring the solution could scale with the business.

## **Unified Platform with Fast Service**

Relish delivered an all-in-one platform where OCR, AI, and configuration coexisted—streamlining operations and reducing reliance on multiple vendors. Additionally, the responsive service team provided confidence and support throughout the deployment and ongoing optimization.

## **Speed & Agility in Processing**

Large PDFs and complex documents were handled efficiently, meeting Best Buy's need for a high-speed solution without compromising accuracy or compliance.

## **Outcome**

By integrating Relish, Best Buy achieved measurable improvements across its invoice processing operations:

### **Increased Invoice Throughput**

Invoices were processed significantly faster with greater accuracy, reducing the time from receipt to payment and improving cash flow visibility.

### **Reduced Operational Costs**

The ability to configure and manage the system in-house eliminated the need for costly third-party consultants, enabling more budget flexibility and faster change implementation.

### **Improved Supplier Experience**

With adaptable scanning and workflow support, Best Buy ensured a seamless experience for suppliers—whether or not they were part of the Ariba Network.

### **Enhanced Control & Visibility**

Best Buy's internal teams could define and manage rules, workflows, and configurations independently, increasing transparency and alignment between finance and IT strategies.



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