



# PayPal is Revolutionizing Invoicing and Supplier Onboarding as a Relish Alliance Partner

“Partnering with Relish to further develop embedded solutions has placed PayPal at the forefront of AI-powered invoicing and supplier management. Relish is passionate about making our procurement software run at maximum efficiency while maintaining the highest quality standards.”

**Erin Daly, Director of Finance, Procure-to-Pay at PayPal**



## Challenges

PayPal's enterprise invoicing solution was challenged to meet the needs of their global, diverse supplier base. Only a subset of their invoices was efficiently submitted through their procurement software solution. The more complex invoices required manual effort by both their team and their suppliers.

The invoice digitization systems PayPal was leveraging required template upgrades and manual intervention.

The PayPal global landscape encompassed various invoice regulations and forms of submission which varied by country.

## Solution

Considering the varying formats, methods of submission, and government regulations of all the countries from which they were receiving invoices, Relish devised several solutions. A single email account was set up to collect invoices that would then be processed regardless of format, by Relish Invoice AI. Relish Invoice AI continues to learn over time to reduce manual intervention. Additionally, required government documents

could be included in invoice submission and validated prior to reaching their teams.

Suppliers are also receiving more automated and timely notifications to resolve invoice errors without any human intervention.

## Outcome

With the assistance of the Relish Invoice AI, PayPal was able to fill the gaps of their invoicing platform and enable a true, global Accounts Payable solution. Benefits originally only reserved for suppliers that could comply with their enterprise platform, are now extended to a larger set of the supply base, regardless of country or size. PayPal now easily receives government-validated invoices, reducing significant manual effort for their teams.

## Challenges

Like many global organizations, PayPal was manually processing supplier data validation during the supplier onboarding process. Supplier management resources were utilized tactically, rather than strategically.

Disparate data sources with no single repository forced inefficient manual data validation resulting in errors.

The lack of standard connectors for third-party validation forced PayPal to manually locate and manipulate the data wasting resources and opening the door to fraud risk.

## Solution

Utilizing Relish Data Assure, the connection has been made between the enterprise spend management application to the supplier object allowing automated flow and storage of data between USPS, IRS, OFAC, and other supporting lists.

Supplier information is automatically brought back to the user, allowing all the validation points to be made in parallel. This information can be leveraged to approve or reject suppliers who are going through the onboarding and qualification processes, or when deciding to deactivate a current vendor.

## Outcome

Relish Data Assure has replaced manual processes decreasing processing time by over 150% and enabling vendor management resources to become more strategic in their roles. With automated data flows and validations to the enterprise spend management application, user errors have been reduced to zero and a clean audit trail has been established. PayPal now has the ability to control which third-party data sources will be utilized to onboard, qualify, and vet new and existing suppliers.

