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**Avalara**

EY

7 Ways to Stop Your First Time Match Rates Plummeting Under E-Mandates.

Dec 10th 2025

The Future is Touchless

Customers
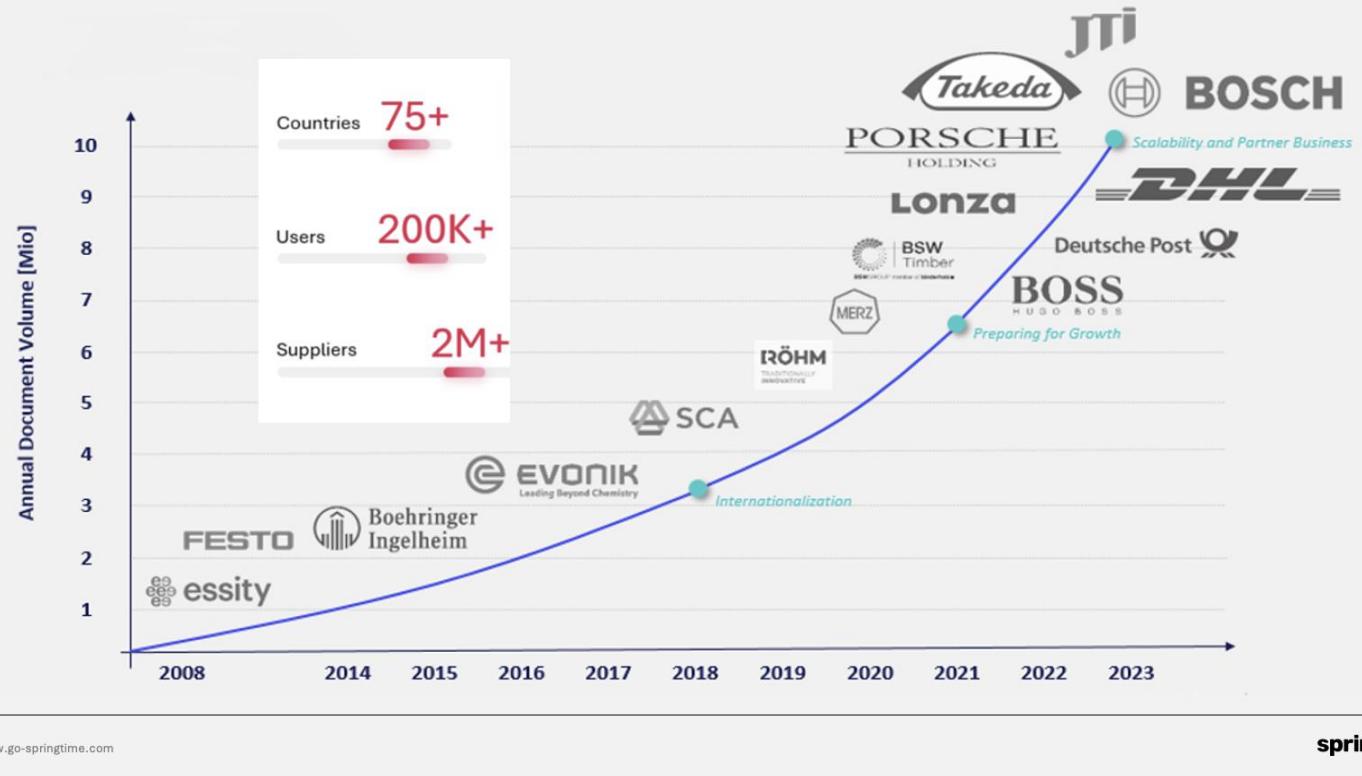
Imagine if you could get to **90% touchless** today and total automation in the future at no extra cost.

Welcome….

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Agenda

Stop Your First Time Match Rates Plummeting Under E-Mandates.

01   **Evolving AP Landscape**

02   **Myth Busting: What Mandates Mean to Your AP Process**

03   **7 Ways to Stop Your First Time Match Rates from Plummeting Under Mandates**

04   **Action Points**

05   **E-Invoicing Readiness Report**

06   **Questions**

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The Evolving A/P Landscape

E-mandates are only part of the wider challenging landscape for AP

Mandates, Mandates, Mandates

Multiple Invoice Channels

Multiple ERPs
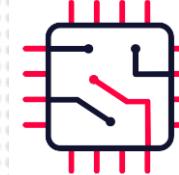
Complexity of Tech

Language

Efficiency Goals Whilst Still Growing

Automation is critical. But you still need to focus on processes.

Cost reduction targets whilst still growing

More complex tax and compliance

Talent and churn

The right automation is the only solution – even if you outsource

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60+ countries have e-invoicing mandates

And this is just the start!

Belgium
Will implement B2B e-invoicing from January 1, 2026

Croatia
B2B e-invoicing from January 2026

Poland
B2B e-invoicing postponed from July 2024 to February 2026

UAE
Will implement B2B e-invoicing from July 1, 2026 (pilot) January 27 full rollout

France
Postponed its e-invoicing mandate from July 2024 to September 2026

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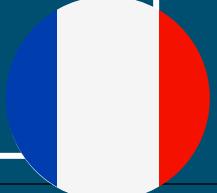
Mandates don't automatically provide business **benefits**

Buyer and supplier aren't using the same provider

Validations are tax focused

No augmentation. Invoices won't have your codes/UOMs

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Mandates: The Myth of Improved Efficiency

Many organizations assume that mandated e-invoicing will:

- Reduce manual work
- Improve data quality
- Increase automation
- Lower exception rates

But this is only true **if** AP systems are adapted to handle government-formatted invoices.

Without adaptation, mandates do the opposite.

Why the assumption is wrong.

Government e-invoice schemas are designed for **tax authorities**, not for **AP automation**.

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E-invoicing Mandates: Issues

GLOBAL E-INVOICING MANDATES

1. A sharp rise in invoice exceptions
2. Disruption of existing supplier automation flows (EDI, portals, PO flips)
3. Dual-invoice conflicts
4. Increased IT and integration complexity
5. Loss of process standardization and global templates
6. Multi-country compliance risk & governance overhead
7. Reduced AP productivity & increased cost-to-serve
8. Supplier enablement and change management challenges
9. ERP limitations and lack of mandate readiness
10. Exposure to audit risk & potential tax penalties

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Protecting STP & Touchless Rates in the Era of E-Invoicing Mandates

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#1. Build a Dual-Layer Architecture

Separate Compliance from AP Processing

Treat compliance and AP automation as **two distinct layers**

Ensure government-cleared invoices can be **transformed into AP-ready formats**

Avoid dependency on supplier formats or legacy EDI

Create resilience against sudden schema changes

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#2. Deploy AI for Normalization & Data Reconstruction

Make Mandated E-Invoices Processable
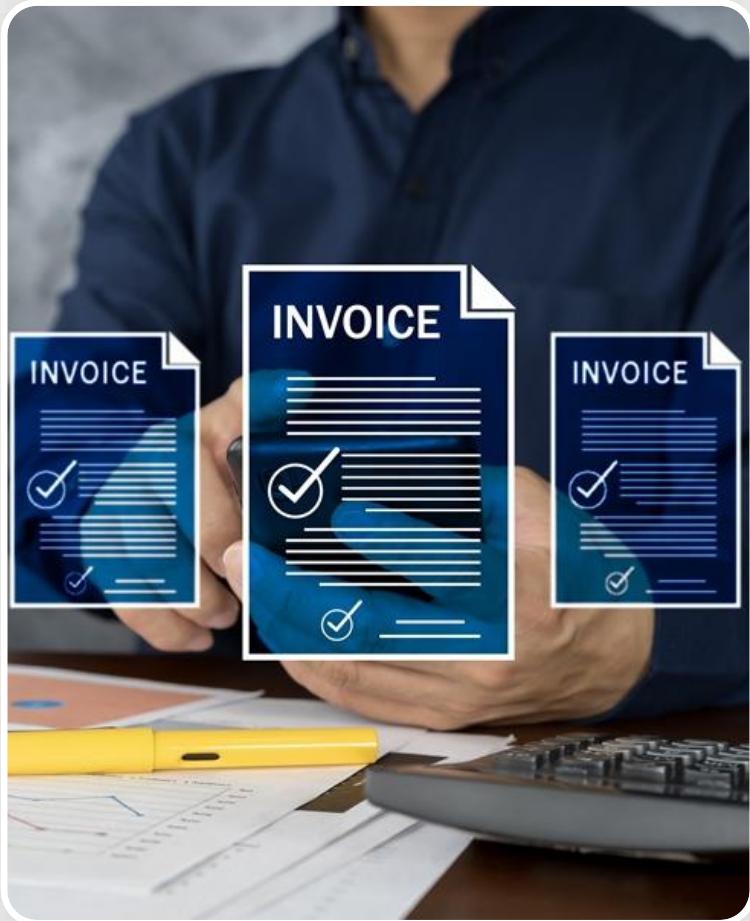
Normalize diverse XML formats into a consistent internal structure.

Rebuild PO line detail, coding fields, and metadata

Auto-correct common validation issues before they hit AP

Reduce manual intervention and protect STP

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#3. Prepare for the Decline of EDI & PO Flips

## Shift from Supplier-Driven to Mandate-Driven Flows

Understand **where EDI will be bypassed** by government platforms

Map processes where PO flips will no longer be legally valid

Redesign matching logic to work with government-cleared invoices

Ensure the "legal invoice" and "operational invoice" remain **aligned**

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#4. Centralise All Invoice Types

One Platform, One Process

Consolidate e-invoices, PDFs, paper, portal invoices, and hybrid formats

Apply **one set of rules**, one matching engine, one exception framework

Reduce fragmentation that drives exception spikes

Maintain global standards across all regions

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Where Automation Has Got To — Platform Effect
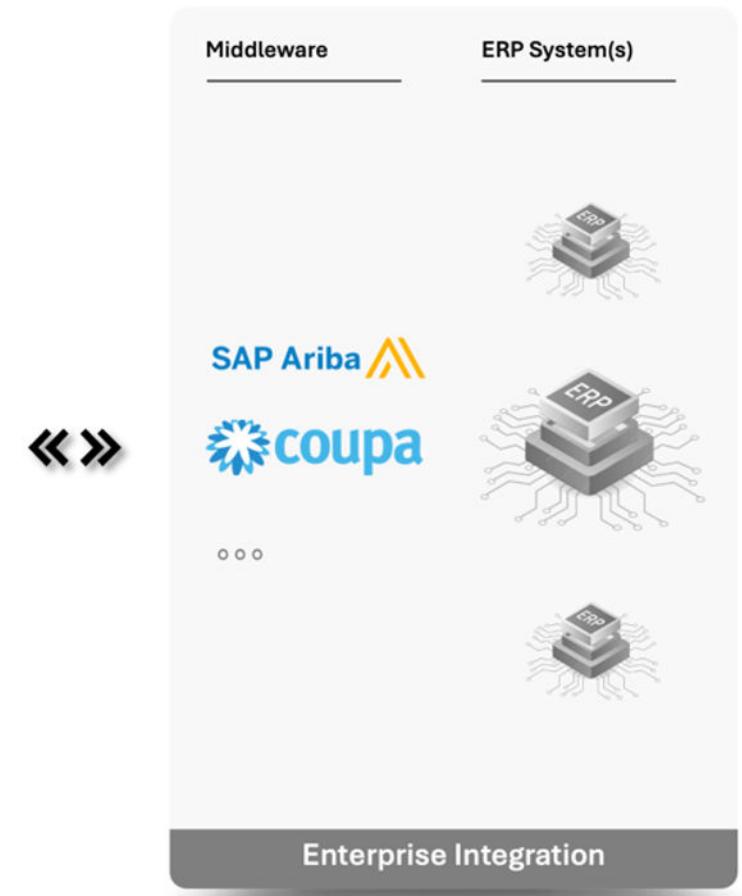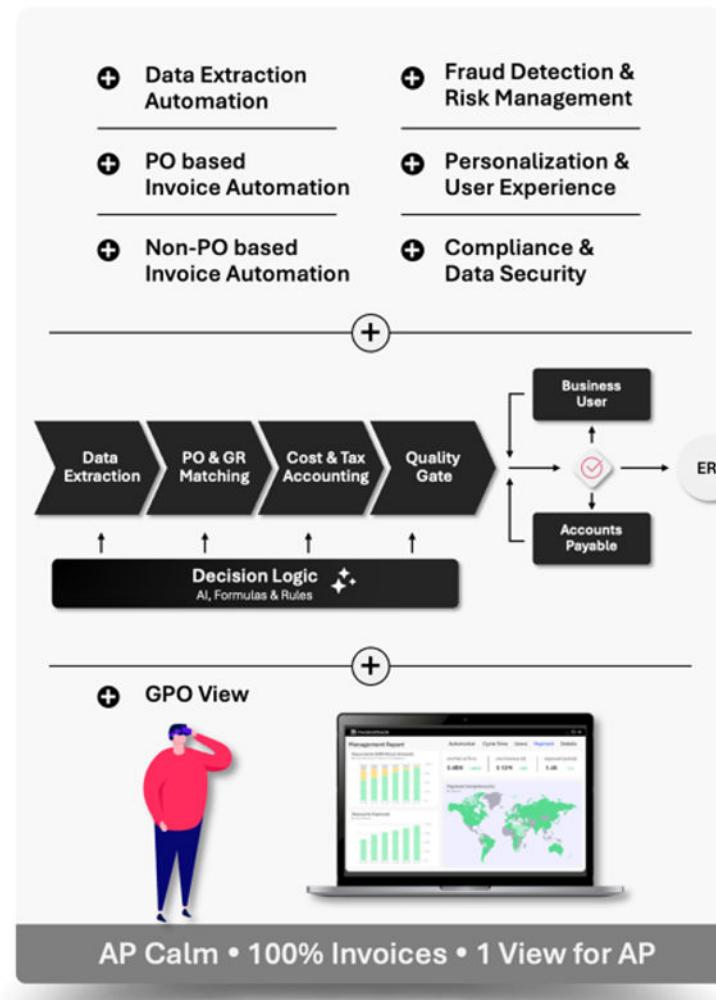
The Platform Effect

Adopting a dedicated software platform for AP automation will lead to more effective management of processes, increased operational efficiency, and ultimately better financial performance.

1 Improved Data Consistency

2 Streamlined Processes

3 Enhanced User Experience

4 Faster Implementation of New Features

5 Cost Savings

6 Centralized Compliance and Security

7 Scalability

8 Better Collaboration

9 Holistic Insights

10 Simplified Vendor Management

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A powerful Tech Stack to streamline efficiency within I2P

INTELLIGENT OPTICAL CHARACTER RECOGNITION (iOCR)

- Low to no rule maintenance effort & auto-correction of parameters
- Better data interpretation with each additional invoice batch
- Document classification

Document **Classification**   Text **extraction**

MACHINE-LEARNING ALGORITHMS

- Pattern Recognition
- Structured vs unstructured data
- Relational Pattern Recognition
- Self-learning
- Employment of decision trees

Booking **Suggestion**   Touchless **Processing**

GENERATIVE AI

- Smart extraction & summarization of input
- Content generation supported by data coming from multiple sources
- Complex problem-solving
- Ensemble learning (e.g. combine predictions)
- Fuzzy PO matching

Query **Triaging**   Complex query **Resolution**   Vendor **Chatbot**   Complex PO matching & **VAT coding**

DEEP LEARNING (NEURONAL NETWORKS)

- High accuracy rates for text recognition (1 vs i; 0 vs O, etc.)
- Language agnostic
- Outlier detection
- Using all available data points in the end-2-end process to increase the accuracy of prediction modelling, confidence and results

Invoice **Validation & Coding**   Fraud **Detection**   Language agnostic **character recognition**

Invoice-to-Pay

EY

Client productivity benchmarks after implementing Gen2 I2P solution

Invoice-to-Pay

#5. Build an AI-Driven Exception Prevention Model

Move from Exception Handling to Exception Avoidance

Use **predictive logic** to identify recurring issues

Provide recommendations for complex exceptions

Auto-resolve common mismatches and coding gaps

**Continuously reduce exception** volume over time

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Automation and AI

- 25 years of units of measure
- Line items different
- Master vendor data

- AI evolution over the last 10 years

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The Quantifiable Impact of AI

10 years ago
30% mis matches were trivial

Today: **80-90%** touchless
50% STP

The future:
99.9% AP automation

User Agent

Task Input

AP TASK
Invoicetrack

Task Result

AI Agents

DATA

ERP Data

Invoice Archive

KNOWLEDGE

AP Policies

Business Rules

Match Engine

TOOLS

Calc Engine

TOOLS

Tax Engine
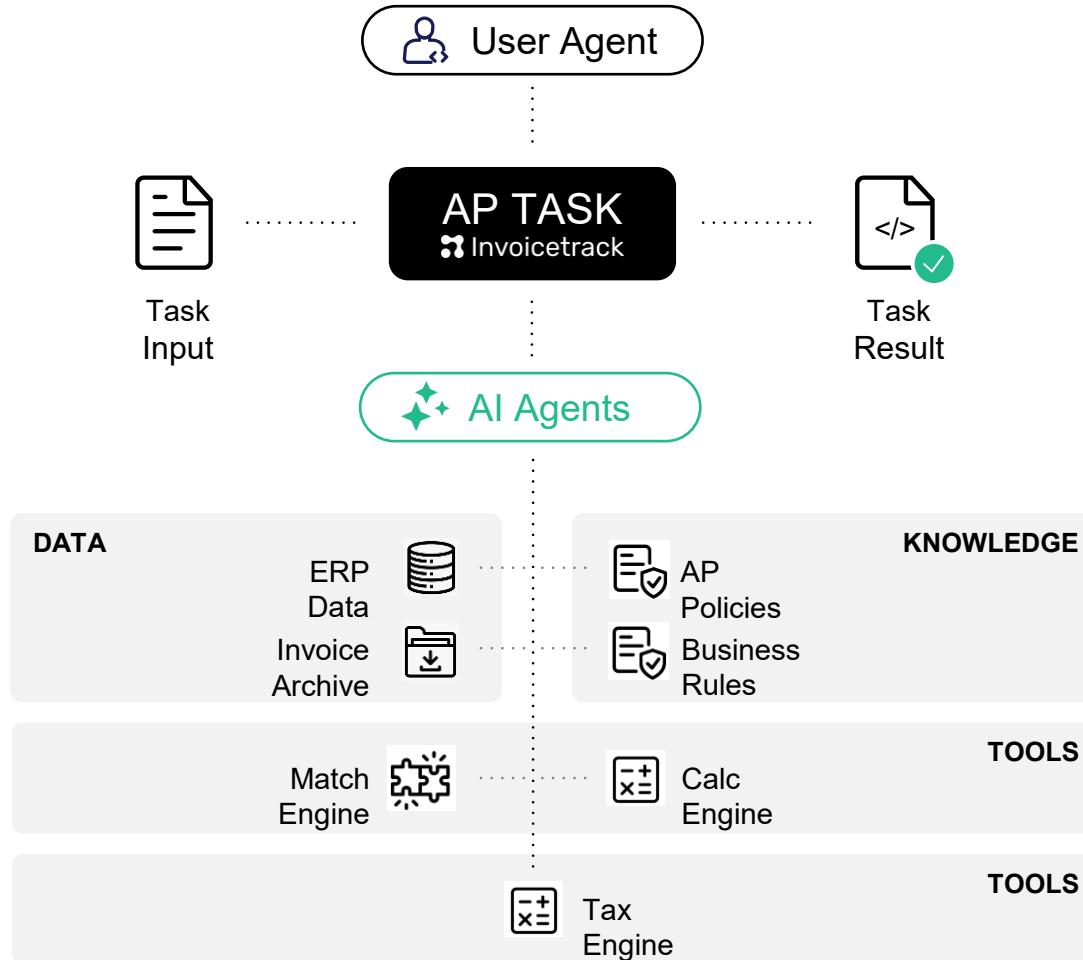
Automated Invoice Coding: .

Automated GL account

Automated Cost Center

Automated Internal Order

Automated Invoice Coding using attachments (structured or partially structured):

Handling Withholding Tax:

Additional Agentic capabilities:

- o **Data Analysis and Validation:** Each **Creation of New Business Rules:**
- o **Access Limitation (Whitelisting):** .
- o **Invoice Tag Management:**
- o **Multi-Language Support:**
- o **Fully Automated Agents** running in the background: Facilitating a complete end-to-end automated process,
- o **Dedicated Operations for PO Invoices:**
- o **Enhanced Auditability and Traceability:**
- o **SOX Compliance Solution:**

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The Platform Effect

The need for visibility - process mining, analytics, dashboards

- Process mining and continuous improvement
- Visibility of everything
- KPI management

90%	**60%**	**3 days**	**$2**	**>10%**	**99%**	**2 mins**
Touchless %	STP%	Cycle time	Cost per invoice	Productivity trend	Payment on time	AV manual time-invoice

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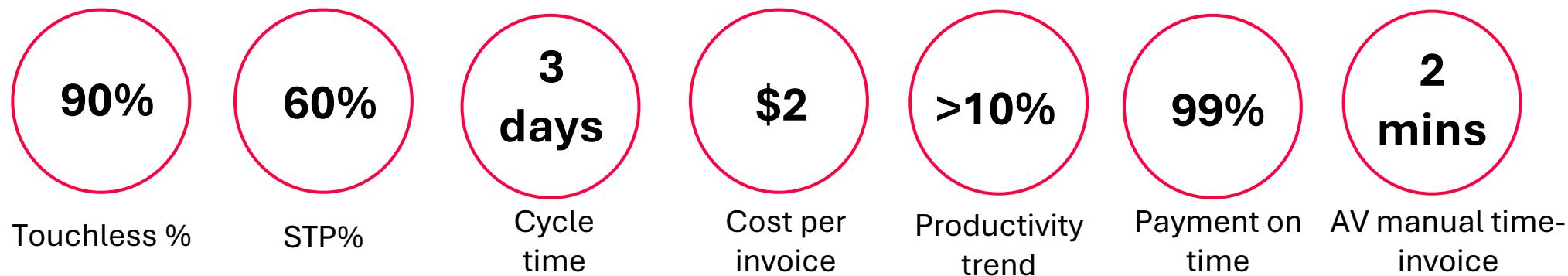
#6. Strengthen Workforce Readiness

We have entered the most profound workforce shift since the industrial revolution.

The
DIGITAL WORKER
is not just
AUTOMATION

It is a
NEW CATEGORY OF WORKERS
that blends seamlessly
with your **HUMAN WORKFORCE**

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Modern Workforce Components

The modern workforce model will assist in steering clear of "AI experimentation" pitfalls by focusing on workforce transformation that have a direct effect on the P&L.

Core Talent
Creativity, strategy, leadership, and interpretation of analysis

Partner Ecosystem
Partners support capacity and provide specialized expertise

Digital Workers
Automation (AI, RPA, Robotics, others) help save time by automating repeatable tasks
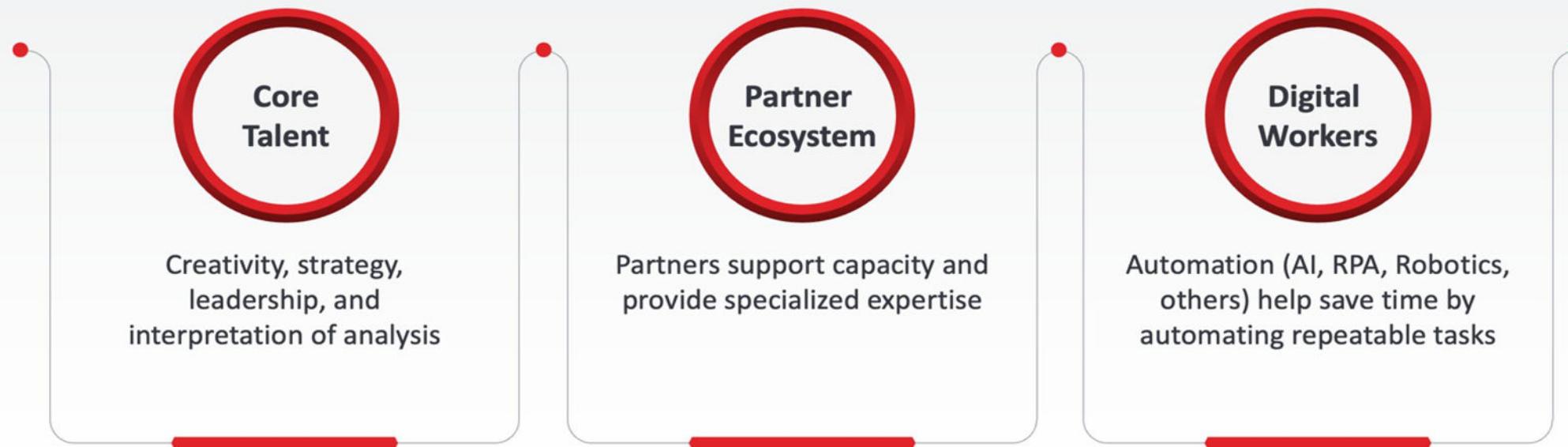
The workforce of the future is a complementary model, where people, partners and digital tools each play a distinct but well-integrated role.

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Trends: AI-Driven Workforce Transformation

Beyond task automation, AI agents are increasingly being embedded into enterprise workflows to reshape how enterprises operate and deliver value

70%
of CXOs say AI agents are transforming automation, allowing teams to focus on strategic work

39%
of the executives report their company has already launched more than 10 AI agents

50%
of enterprise apps already use AI assistants, with 20% also leveraging autonomous AI agents — signalling AI's rapid growth in enterprise workflows

13%
of executives, identified as 'early adopters' of AI agents, said they plan to dedicate ~50% of future AI budget to AI agents

75%
of professionals (across levels) say AI agents will improve growth, work-life balance, and job satisfaction

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#7. Establish Global Mandate Governance

Create a Predictable, Controlled Operating Rhythm
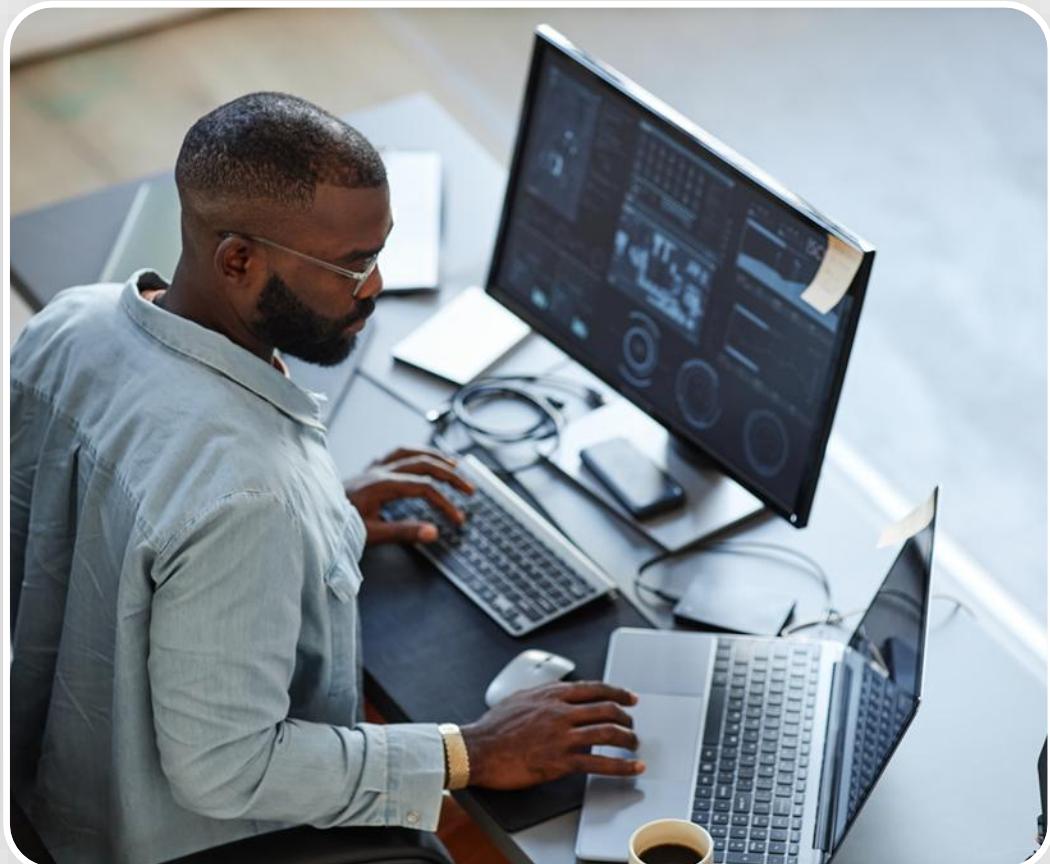
- Track upcoming mandates and assess operational impact

- Align tax, IT, procurement, and AP on readiness plans

- Maintain a global playbook for mandate adoption

- Use dashboards and KPIs to monitor compliance and STP performance

- Ensure rapid adaptation as new rules emerge

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A Unified, Future-Proof Compliance + AP Automation Platform

To protect STP and touchless rates as mandates roll out, organisations need:

- **End-to-end compliance** with government platforms

- **Smart invoice normalisation** that restores PO structure and metadata

- **AI-driven automation** that prevents exceptions before they occur

- **One global platform** for all invoice types

- **Continuous improvement** through visibility and adaptive AI

- **Real-time visibility** for GPOs and finance leaders

This is the combined power of Springtime, Avalara and EY delivers.

A single, mandate-ready solution that keeps AP compliant, automated, and resilient — no matter how fast

regulations evolve.

Action Points

Stop Your First Time Match Rates Plummeting Under E-Mandates.

01 Plan for these e-mandates as part of an overall AP automation strategy

02 Understand be the impact on your current AP process?

03 Automation: Know how much do you need to change your existing solution to efficiently cope with e-mandates.

04 Understand the quantifiable impact of agentic AI.

05 Plan your workplace for the future and pick your right partners.

06 Improve your visibility: KPIs and process management.

07 E-invoice readiness Health Check

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E-invoicing Readiness Report

Benchmarking

Global Invoice Volumes	FTE's in AP
#####	#####

Outsourced AP	Invoices per FTE
FA | Invoice Ingestion | None	#####

Workflow **PO System** **BI** **e-invoicing** **RPA** **OCR**

Touchless (%)

- Target
- Industry Average
- Current State
- Post-Mandate State

Invoices per FTE

Current State

Country	Channel	Volume	Touchless (%)	PO vs Non-PO
Country 1	EDI			
	Digital PDF			
	Paper PDF			
	Electronic			
Country 2	EDI			
	Digital PDF			
	Paper PDF			
	Electronic			
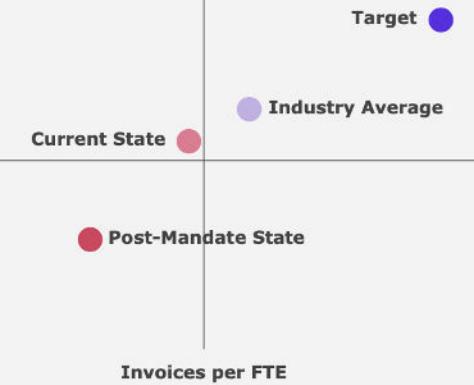
Post Mandates

Volume	Touchless (%)	PO vs Non-PO	Risk
			Low
			Medium
			High
			High
			Low
			Medium
			High
			High

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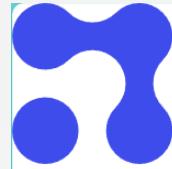
Invoicetrack

AI automation giving visibility and
control to drive AP excellence.

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Expertise

- AI Pioneers: Leading the future with smart, self-learning automation.

- AP Experts: We live and breathe AP - 100% focused.

- AP Automation Touchless invoice processing with real-time control.

- E-Invoicing: Fast, compliant, error-free digital invoicing.

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