

## Partner Success Story ExcluServ & ApprovalMax

# Approval Automation for AP and AR

#XeroGoldChampionPartner

#Multi-Entity

#NotForProfit

#Education

#AutomatedAudits

#PO

#BillAutomation

#Advisory

#UK

#SA

“As system consultants, finding ways to improve efficiency is always at the forefront of our minds. So we’re truly impressed that ApprovalMax enables us to define complex authorisation levels, delegate authorities and set approval routing rules with such ease.

ApprovalMax makes it simple to efficiently capture the correct financial coding. The complete history of each and every transaction is provided in the form of detailed approval logs, and audit-ready reports solve the approval workflow issues we used to experience in Xero.

The results are overwhelming. Which is why, having successfully trialled ApprovalMax with a few clients first, we’ve started rolling it out to all of our clients”.



RICHARD BRITTEN-KELLY  
Technical Director



### Partner company

ExcluServ is a Xero-certified accounting partner and development partner. Its team includes qualified accountants, data processing staff, system specialists and software developers. ExcluServ aims to enable clients to get more from their financial function by helping clients select and implement various systems, streamline and enhance processes and improve reporting.

### Industries

Finance, marketing, advertising and consulting, professional services, software development and consulting, NFP and education.

### Location

UK and South Africa

## The need for approval automation

In 2012, ExcluServ started using Xero and it immediately became their core accounting platform and ultimate point of truth. Xero also delivered the critical tracking code functionality, which is an essential requirement for most of ExcluServ's clients.

Complex approval levels are very important to ExcluServ clients who have delegated authorities and need to capture approval decisions for each transaction. The Xero core application alone cannot deliver this.

A lot of ExcluServ clients are multi-entity and multi-site – or widely distributed – organisations, which means a paper-based system isn't going to work; particularly not for the finance department approvals regularly required for transactions above a certain specified amount.

Another issue ExcluServ had to deal with was about audit trails. Relevant information tended to get lost because it was scattered across emails, which usually were manually converted into PDFs and saved with the bills – a very time-consuming and error-prone procedure.

“In ApprovalMax we found a tool that is focused on getting the documentation out to the client in a flexible, rule-based manner at a cost that we can absorb in a fixed price costing. As a result we have moved away from clients signing – or authorising – paper documents and let ApprovalMax take care of it,” – **says Richard Britten-Kelly, Technical Director.**

## Select example: spend control solution for schools

Specifically for schools, several spend control layers are put in place by ApprovalMax. First, purchase order workflows are set up based on tracking categories, and they restrict requesters in terms of amounts and tracking codes. Depending on what's being ordered for which department, purchase orders will pass through a particular pre-defined authorisation workflow.

School materials, for example, can be ordered by the academic staff. Their requests get routed to the relevant manager for that section of the school first before being moved on to collect the headmaster's approval. Requests with an order value exceeding a certain amount can be directed to the CFO for approval.

Purchase orders are converted into bills in Xero, retaining the original coding. Later, the related invoices will be uploaded and attached to the respective Xero bills.

Submitting those bills for approval initiates a second workflow, which is geared around the confirmation that the goods have arrived and/or the services have been rendered. This way, incoming invoices, too, are routed based on their tracking codes to the relevant manager for their final approval – just like the purchase orders before.

To ensure constant audit readiness, ApprovalMax automatically creates audit reports with all the relevant information; such as the approver's names and comments, and the date of approval or rejection. The approval workflow is kept on the surface at all times and, therefore, completely transparent for auditors.

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