



Removing Supplier Friction with Touchless Invoice Processing

"Relish is a true partner, they're curious about what we need and committed to our success. Our weekly meetings are all about using technology to work smart, not hard."

Todd Bowman, Vice President - Continuous Improvement at Aunt Millie's Bakeries



Challenges

Aunt Millie's, a Midwest bakery, had rolled out a solution to strengthen its internal accounts payable operations, and the platform delivered real value for the AP team. But that benefit came at the suppliers' expense, many struggled with the effort required to create accounts and learn to navigate the network just to submit an invoice.

Compounding the problem, a large share of the company's indirect spend was non-PO, which made it difficult to obtain invoices in a structured, trackable way. Processes for capturing details like asset numbers and costs were largely manual and inconsistent from one transaction to the next, adding friction throughout the invoice-to-pay cycle.

Solution

Aunt Millie's brought in Relish Invoice AI to lighten the burden on suppliers, making it far easier for them to submit and process invoices. The team began establishing purchase orders and used Relish Invoice AI to match invoices against those POs and route them through automatically.

A rules engine, paired with hands-on training, moved a large portion of invoices from manual handling to fully touchless processing. Relish also brought uniformity to previously inconsistent workflows, capturing data like asset numbers and costs the same way every time and connecting invoices cleanly to the POs.

Outcome

Shifting indirect spend onto POs and routing invoices through Relish Invoice AI drove a significant increase in invoice processing rates, turning a previously slow, manual bottleneck into a streamlined flow.

With many invoices now processed touchlessly, manual keystrokes dropped substantially, freeing team members from repetitive data entry so they could focus on new initiatives instead.

This standardized, uniform process gives Aunt Millie's cleaner, more consistent data and a smoother connection between invoices and POs, backed by an ongoing partnership with Relish built around a collaborative partnership with the goal to work smarter, not harder.



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