

Twin Towns Clubs and Resorts

Twin Towns Clubs and Resorts is the largest Services Club in Australia.

Employing 450 staff, Twin Towns provides entertainment, accommodation, dining, conference, meeting and event facilities across three sites to international and local members and visitors to the Gold Coast and Northern NSW region. Approximately 15,000 invoices pass through its Accounts Payable (AP) system each month.

The Challenge

As with any hospitality and tourism based company, the amount of paperwork processed daily at Twin Towns is tremendous, particularly in terms of accounts processing.

Prior to investing in the Efficiency Leaders Automation Platform (ELAP™), Twin Towns implemented inventory management and financial software (MICROS-FIDELIO Materials Control and TechnologyOne FinanceOne systems) in a bid to increase business efficiency.

MICROS was implemented to streamline inventory management processes and assist the company in electronic purchasing and stock management. Whilst MICROS was a great system for the Twin Towns group, it still required manual inputting of data for the AP team. This process was time consuming, inefficient and in most instances required staff to manually enter basic invoice information a minimum of twice. Purchase Orders were manually raised and approved. Stock was ordered manually and once it arrived, the AP process required a second approval from management on the invoice to ensure the company had been invoiced correctly against what had been ordered. There was an incredible amount of time spent verifying that the invoices reflected what had been approved for purchase on the initial Purchase Order (PO).

“Some Managers were spending a minimum of fifteen hours a week checking what goods were ordered, what had been received, what was invoiced and discrepancies between the three and then manually entering the data” says Kim Collins, Executive Manager Finance for Twin Towns.

There was also a lot of paper chasing between the Food and Beverage and Administration departments to confirm these details. Once management in Food and Beverage and Purchasing had approved the invoice and its details, the information was entered manually into MICROS. The invoice was then sent (via internal mail) to the AP team who manually entered the invoice information all over again into their accounting system, FinanceOne.

The costs associated with managing invoice processing, as well as the human labour required to catch and fix any errors along the way, was growing quickly.

“We had a total of four AP staff employed full time just following up, manually inputting and checking invoices. In the last couple of days of every ‘end of month’, our accounts staff would be incredibly busy processing as a significant number of invoices for the company would land on their desk in that last week” says Collins.

Twin Towns had not leveraged from its investment in software systems and the IT infrastructure. With the number of ‘touch points’ an invoice needed to go through in order to be processed, what the company needed was a powerful and tailored technology solution to efficiently manage and automate the inflow and outflow of information and data.

