Port of Newcastle halves its AP workload and strengthens invoice controls

See how Port of Newcastle replaced manual invoice handling with RapidP2P Accounts Payable Automation integrated with TechnologyOne — removing double handling, improving controls and giving Finance more time for analysis and higher-value work.



EFFICIENCY Leaders

CUSTOMER
Port of Newcastle Pty Ltd

INDUSTRY
Shipping & Logistics

LOCATION
Newcastle, NSW, Australia

ERP
TechnologyOne

WEBSITE
pon.com.au

SCOPE OF WORK

- RapidP2P Accounts Payable Automation
- Integration with ERP (TechnologyOne)
- Real-time Data Validation
- System-driven Internal Controls
- End-to-end AP Workflow Automation

OVERVIEW

About Port of Newcastle

Port of Newcastle is one of Australia's largest deep-water ports and a critical gateway for trade in New South Wales. The Port supports cargo and freight movement, port operations, infrastructure development and ongoing investment in trade diversification.

To support its finance team with a more efficient and controlled accounts payable process, Port of Newcastle implemented RapidP2P Accounts Payable Automation integrated with TechnologyOne.

THE CHALLENGE

Manual invoice handling created double work and relied heavily on individual checks

Before automation, Port of Newcastle's accounts payable process involved extensive manual handling. Finance staff spent time printing, scanning and marking invoices, chasing purchase orders and approvals, and checking information manually before invoices could progress.

With limited system-driven validation, issues such as duplicate invoices or incorrect bank details required individual review. The Port needed a process that could integrate with TechnologyOne, reduce reliance on key staff and provide stronger controls across the invoice lifecycle.

Double handling
Invoices moved through repeated manual steps across Finance.

Manual checking
Finance staff manually reviewed invoice and payment information before processing.

Approval chasing
Staff spent time following up purchase orders, paperwork and approvals.

Reliance on staff
The process depended heavily on staff knowledge and manual intervention.

> “RapidP2P has reduced our workload significantly. We are no longer double handling or checking everything manually. The controls are much stronger, and everyone across the business has said how much easier the process is. It lets us focus more on analysis and adds real value.”
>
> — Ben Reece, Financial Controller

THE SOLUTION

RapidP2P Accounts Payable Automation integrated with TechnologyOne

Port of Newcastle implemented RapidP2P Accounts Payable Automation to move from manual invoice processing to a more automated workflow for invoice capture, validation and approval.

The integration with TechnologyOne allowed the Port to retain its existing ERP while adding automation and system-driven controls around the AP process. Validation rules automatically identify issues such as duplicate invoices or mismatched bank details, reducing the need for time-consuming manual checks.

The transition was delivered on time and to specification, with the finance team reporting that the system was easy to adopt and that support requests were handled quickly and responsively.

01 **Capture invoices digitally**
Invoice information enters a structured digital process rather than relying on printing, scanning and manual marking.

02 **Validate invoice information**
System-driven controls check key invoice and payment information before invoices progress.

03 **Flag duplicates and bank-detail mismatches**
Potential issues are identified automatically, reducing reliance on manual checking.

04 **Route approvals**
Invoices move through a more consistent approval workflow with less paperwork chasing.

05 **Integrate with TechnologyOne**
Validated invoice information connects with Port of Newcastle’s existing finance environment.

THE RESULTS

Half the AP workload, stronger controls and more time for analysis

Port of Newcastle reports that RapidP2P Accounts Payable Automation has halved the finance team's AP workload. Manual tasks such as double handling, rekeying data, scanning, marking and checking invoices have been substantially reduced or removed.

The impact extends beyond time savings. System-driven validation has strengthened internal controls, the process is easier for teams across the business to use, and Finance can spend more time reviewing and analysing payments rather than completing repetitive administration.

AP WORKLOAD REDUCED

50%

What changed

The Port moved from manual invoice processing to an automated workflow with built-in validation, approvals and stronger financial controls.

50% less work

AP workload halved
Automation significantly reduced manual processing, freeing up Finance team capacity.

No double handling

Streamlined invoice processing
Invoices no longer pass through repetitive manual steps, reducing unnecessary administration.

Automated checks

Stronger internal controls
System-driven validation reduces manual checking of invoice details, duplicates and payment information.

More time for analysis

Greater focus on higher-value work
Finance can spend less time on data entry and more time reviewing payments and analysing financial information.

Easier processes across the business. Staff found the new system straightforward to adopt, with a smooth transition from manual processing, on-time implementation and responsive ongoing support.

> RapidAP has saved a considerable amount of time and has halved our workload. The transition from manual processes was smooth, and it has honestly been a blessing in disguise. The support team were fantastic and helped us every step of the way.

George Sephiris
Accounts Payable Officer, Port of Newcastle

Could RapidP2P reduce the manual workload in your AP team?

See how RapidP2P Accounts Payable Automation can reduce double handling, strengthen invoice controls and give Finance more time for higher-value work.

Book A Demo

