



Source-to-Pay Invoice Capture Service definition document

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An introduction to the Invoice Capture module

Proactis Source-to-Pay solutions

Solution: scope and supporting services

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Proactis

Proactis is an established international business, headquartered in the UK. The company services many industries and about 50% of its total business comes from the UK public sector; it is an extremely important market.

Principle customers are across local government, central government, charities and not-for-profit, higher education, health services, and housing providers.

The solutions Proactis provide are designed, developed, implemented and supported by the company. Proactis has also developed partner network. These partners include resellers, as well as specialist referral businesses.

Proactis' public sector customers can engage with the company in planning the future direction of its solutions.

Overview of Source-to-Pay

Proactis Source-to-Pay is a cloud-based solution and has been designed from the ground up to be commercial off-the-shelf software (COTS). Source-to-Pay (S2P) is a modular, highly configurable platform and the underlying applications require minimal customisation.

Once implemented, users own and manage the system themselves without needing to rely on Proactis as their requirements change.

This diagram shows the full Source-to-Pay solution. It encourages collaboration across departments to streamline processes and bring greater procurement and spend control both internally and with external partners.

Workflow controls, transparency, accountability and auditability reduce risk and provide the added assurance of compliance with organisational processes and access to data for reporting purposes.

S2P helps align procurement and finance departments, as well as enhancing the collaboration with suppliers to better serve the needs of all parties.

Customers can choose to have all or some of the modules deployed together as part of a platform.



Continuous improvement

Proactis is investing substantially in the continued development and improvement of each module. This investment delivers regular product updates; and all customers receive these updates.

Updates may change the user interface and experience, often referred to as UI/UX. They will certainly change various features and functions and add new capabilities.

We will provide buyers, on request, with a history of the functional enhancements that have been implemented since this document was last amended.

The Invoice Capture module

This document concentrates on the Invoice Capture module. This can be implemented standalone or with other Proactis modules to fully meet defined requirements. It will also integrate with other third-party products as may be required to create the correct, complete working environment.

Overview

Proactis Invoice Capture (also known as AP Automation) is a solution designed to transform manual invoice management into automated, streamlined operations. It enables 100% of invoices to be converted into ready-to-process electronic transactions, significantly reducing costs and administrative overhead.



The module operates through several key functional and technical layers:

Advanced Capture Technology: The system utilises Intelligent Data Capture (IDC), an AI-driven engine that extracts data from electronic invoices (scanned images, .pdf, .doc, .docx, .xml, etc) without requiring specific templates for every supplier. This is supported by a latest-generation OCR engine for scanned paper documents and an XML gateway for uniform processing of electronic submissions.

Robust Validation and Accuracy: Upon capture, the system extracts header-level data such as supplier name, invoice numbers, dates and amounts & values. It applies validation rules to flag duplicate invoices, verify mathematical totals and ensure that any quoted Purchase Order number is open and valid within the ERP system or P2P module. To aid user verification, each extracted field is colour-coded in the interface.

Centralised Query Desk: Any invoice that fails validation (eg missing a PO number, incorrect supplier details or future dated) is routed to a Query Desk. This hub allows Invoice Capture users to resolve exceptions through customisable templates and automated reminders, facilitating collaboration with suppliers and/or internal stakeholders to support “No PO, No Pay” policies.

Flexible Service Options:

- *SaaS Solution:* Managed in-house by the organisation’s own Accounts Payable team using Proactis technology.
- *Managed Service:* A fully outsourced model where Proactis handles the initial data capture, validation and query initiation.
- *Hybrid:* A combined approach where the organisation handles the physical scanning of documents while Proactis performs the data extraction.

Seamless P2P Integration: While the module handles data capture, it does not handle coding or matching itself. Instead, it passes validated data directly into the Proactis P2P modules “invoice trays”, where it undergoes automated 2-way or 3-way matching before being posted to the finance system as “OK to Pay”.

Ultimately, the module provides a scalable framework that allows organisations to handle significant increases in invoice volumes without increasing headcount, while simultaneously reducing human error and enabling early payment discount opportunities through accelerated cycles.

Principle features and functions

- **Freeform Intelligent Data Capture:** Proactis Invoice Capture utilises AI and machine learning to automatically locate and extract data from electronic invoices without requiring specific templates for every supplier or invoice format
- **Multi-Channel Input Support:** The module handles various invoice sources, including direct email (PDF and Word attachments), XML feeds and scanned documents (images)
- **Advanced Validation Engine:** Captured data is automatically verified to ensure correct suppliers are identified, values total correctly and duplicate invoices are flagged
- **Purchase Order Verification:** The system enhances “No PO, No Pay” policies by validating that a quoted PO number is open and valid within the ERP or P2P system before registration
- **Centralised Query Desk:** AP users can manage validation errors through a dedicated hub featuring customisable templates and automated reminders for collaborating with suppliers
- **Smart User Interface:** Each extracted data field is colour-coded, allowing users to easily verify captured information against the digital image of the invoice
- **Direct P2P and ERP Integration:** Validated data is passed seamlessly into client ERP/Finance systems or Proactis P2P invoice trays for automated matching and posting
- **Flexible Delivery Models:** Organisations can choose between a fully SaaS solution for in-house management, a Managed Service for full outsourcing of capture and validation or a hybrid mode combining both

Benefits and outcomes

- **Process Efficiency and Time Savings:** Automating data extraction allows AP staff to move away from manual keying and focus on higher-value activities
- **Scalability for Growth:** The system enables organisations to handle significantly higher transactional volumes without a corresponding increase in AP headcount
- **Enforcement of Procurement Discipline:** By acting as a gatekeeper, Invoice Capture flags and rejects invoices without valid POs, ensuring strict adherence to corporate policies
- **Significant Reduction in Human Error:** Digitising the capture of header-level data eliminates the risks and discrepancies typically associated with manual entry

- **Mitigation of Financial Risk:** The Invoice Capture validation engine automatically prevents redundant or incorrect payments by checking for duplicate invoices and verifying mathematical totals
- **Accelerated Payment Cycles:** Approved and matched transactions are posted directly as “OK to Pay,” helping organisations avoid late fees and capture early payment discounts
- **Enhanced Visibility and Insights:** Real-time dashboards provide actionable data on AP performance, such as straight-through processing rates and exception trends
- **Strengthened Supplier Collaboration:** Tools like the Query Desk and Proactis Supplier Network allow vendors to track their invoice status in real time, reducing enquiries to the AP department
- **Reduced Document Storage Requirements:** The shift to electronic management significantly lowers the costs associated with physical on-site and off-site document storage
- **Lower Procurement Costs:** Faster, more accurate payment cycles can lead to lower future supplier prices as the organisation becomes “easy to do business with”

Implementation

The solution is implemented by an experienced Proactis project team. The team will typically include a project manager, a solution consultant and a technical consultant.

Proactis works with the customer to define and agree the deliverables and will then configure the solution and get it ready for user acceptance testing. Proactis follows best practice implementation processes to ensure that the configured solution reflects the customers' requirements.

Proactis can evidence a track record of delivering its solutions on time and to budget.



Training

Comprehensive training is always provided. This is tailored to meet the customers' needs. There are a range of standard facilities and how these are used is determined during implementation planning. The key components are:

- Train-the-trainer sessions
- E-learning via the Proactis online Training Academy
- Bespoke courses
- Long-term access to continuation learning

Support

Proactis provides comprehensive support services. Core performance measures are:

- Service availability
- Response to service calls



These are covered by our global service standards.

The services are provided on a fully maintained basis which means that the customer will automatically receive all updates to the applications. It is also means that the service infrastructure is adjusted to meet increasing demand for the services. All updates and upgrades occur outside of normal working hours.

All customers are provided with a named account manager.

The Service Desk

Customers contact the service desk using the service portal or by email. Services are provided to Proactis customers and to their suppliers. The service portal is open 24x7 and normal working hours are 0900 to 1730, Monday to Friday.

Calls are allocated priorities from P1 to P4, consistent with standard industry practice. There are defined timelines for each call priority and there is a clearly signposted escalation path, should this be necessary.

The Application Managed Service

Our optional Application Managed Service (AMS) has three levels of activity intended to align with different customer requirements. Our experienced professionals work alongside the customer to manage, monitor and optimise the solutions.

AMS packages include a range of enhanced services including access to a monthly bank of consultancy hours which customers can use in different ways. The principal aim is to increase the capacity of the customer's own team.

Service Assurance

Continuity and security of service are extremely important. All software is developed in a highly secure environment. This is audited as part of our company's accreditations.

For production/live running, essential tests are completed annually. These include:

- Application penetration tests
- Disaster recovery testing
- Testing of the business continuity plan

Proactis can issue customer-facing versions of these test outcomes upon request.

Proactis provides appropriate RTO and RPO measures. These are currently 6 hours and 30 minutes respectively.

Policies and Procedures

Proactis maintains fully up-to-date policies and procedures that address software development, information security, privacy, data protection, system access, quality and so on. These policies are available to customers to examine. Customers can also request access to HR related policies including equality, health and safety, confidentiality, etc.