

Hennessy Automobile Companies

AI invoice processing and workflow automation across a 10-store dealership group

THE PROBLEM

Paper invoices, manual entry, and two to three people per store touching accounts payable. As the group grew, Hennessy leadership faced a straightforward choice: hire more people to keep pace, or automate the process.

WHAT MILNER BUILT

- **AI invoice processing** on Milner's pre-configured DocuWare solution. It reads each invoice, validates the data, checks for duplicates, performs the calculations, and matches against open purchase orders.
- **Approval routing** through cost-center groups, so every invoice reaches the right manager automatically with no manual hand-offs.
- **A secure, compliant booking file** that posts finished invoices directly into Reynolds & Reynolds. No retyping, and no impact on their R&R agreement.
- **Electronic web forms** replacing paper for check requests, dealer trades, product cancellations, and vehicle purchases. Each one kicks off its own approval chain the moment someone hits submit.
- **A FedEx integration** centralizing shipping management across all 10 stores.

THEN IT SPREAD BEYOND ACCOUNTING

Once AP ran itself, the team spent less time on data entry and more time reviewing invoices. They now catch billing errors, work vendor relationships, and close the books faster than before. Late fees are gone, and early-payment discounts that used to slip by are being captured.

IN THEIR WORDS

"Milner's AP solution is a valuable tool allowing the Hennessy AP department to work efficiently and effectively. This has created a scalable environment making it easier for the company to grow."

Amie Gribbins

Controller, Hennessy Automobile Companies

AT A GLANCE

Metro Atlanta dealership group

10 stores at the time of deployment

Runs on Reynolds & Reynolds

Milner client since 2020

RESULTS

8,000

invoices processed per month

45%

post to Reynolds & Reynolds with zero human touches

52%

of non-PO invoices flow through automated coding, approval and completion

\$0

in late fees, with early-payment discounts of 1 to 2% now captured from many vendors

Figures reflect Hennessy's operations during the project period.

What this could look like for you

This story is automotive, but the technology fits any organization processing a high volume of invoices. If your accounting team is buried, or you are about to hire another clerk just to keep up, the math usually favors automation. For Hennessy, it cost less than adding staff, and it runs around the clock.

Talk to your Milner representative or visit milner.com to find out what this would look like for your team.