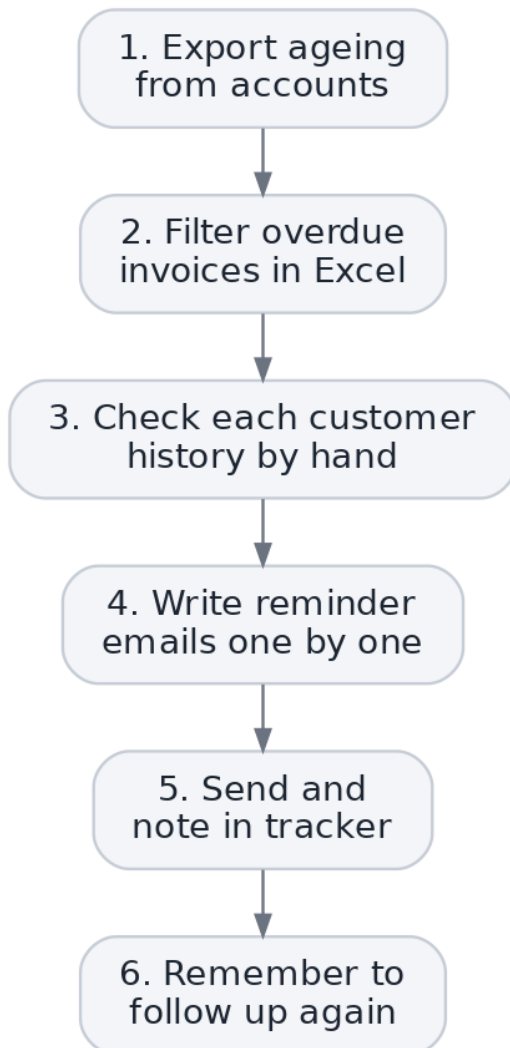


AI Workflow | Manual Process to Automated Process

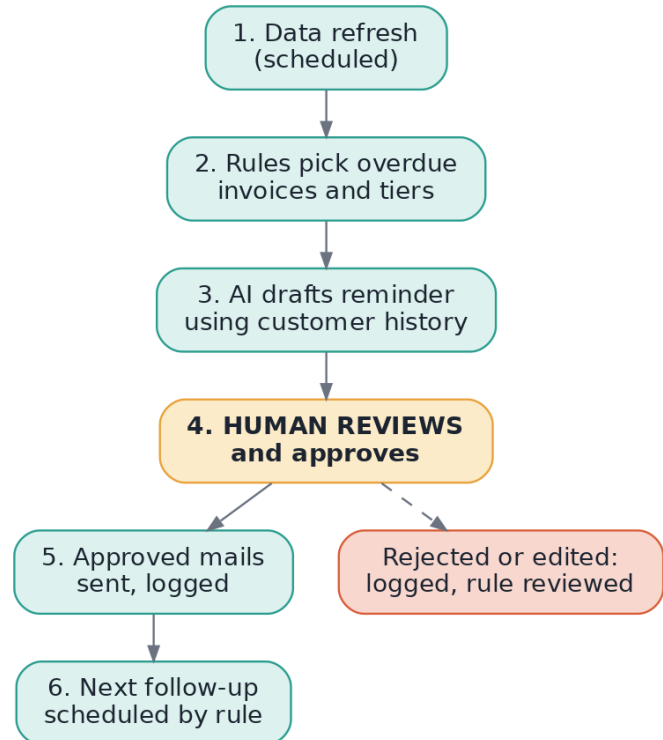
Worked example: overdue-invoice follow-up. The same pattern applies to month-end checks, vendor queries and report distribution. Fictional sample data.

Before and after

Before: manual



After: automated, with a human decision point



Before: depends on one person's memory, reminders are inconsistent, no record of why a customer was or was not chased.

After: the AI step only drafts. A person approves before anything is sent. Rules decide who is chased and when, so the process is the same every month.

What each step does

Step	Owner	Output
Data refresh	System (scheduled)	Latest invoice and payment data loaded and checked for blanks and duplicates
Rules	System	Overdue list with tier: 1-30 days friendly, 31-60 firm, 60+ escalate to finance lead
AI draft	AI assistant	Draft email per customer using invoice details and past payment pattern
Review	Finance executive	Approve, edit or reject each draft. Nothing leaves without approval
Send and log	System	Approved mails sent, tracker updated with date, tier and approver
Follow-up	System	Next reminder date set by rule. Rejections reviewed monthly to improve the rules

Controls built into the design

- **Human approval** before any external message. The AI never sends on its own.
- **Data check first:** duplicates, missing customers and impossible dates stop the run.
- **Audit trail:** who approved what, when, and what the AI drafted versus what was sent.
- **Limits:** the AI sees invoice facts only. Bank details, passwords and personal data are not shared with it.
- **Escalation:** disputed invoices and large balances go to the finance lead, not to an automatic template.

How the improvement would be measured

Figures below are measured on the real process before and after go-live. They are left blank here on purpose, because this page uses sample data.

Measure	Before	After
Time spent on follow-up per month		
Share of overdue invoices chased on time		
Average days to payment (DSO)		
Drafts edited or rejected by reviewer	n/a	

Fictional example created only to demonstrate the approach. No real company information is shown.