

The Royal Air Force Museum: Automating Accounts Payable with PaperLess for Sage Integration

Prepared by: Amr Kamal & Lesley Hawkins

Submission Date: 30/07/2025

Meta Description: Discover how RAF Museum streamlined accounts payable, accelerated invoice processing, and improved Sage integration using PaperLess software. Learn how automation transformed their finance operations.

Initial Stage – The Need for Accounts Payable Automation

The RAF Museum was facing increasing pressure from a growing volume of supplier invoices that required processing. The Museum's old methods were making it difficult to keep up with the volume of invoices, making invoice processing slow and cumbersome.

Another catalyst was that support for the Sicon connector (which the museum's previous system relied on to integrate with Sage) was going to be discontinued. The imminent loss of integration support forced RAF Museum to look elsewhere for a new accounts payable automation solution that could ensure that the accounts payable team could continue carrying on their work while, at the same time, could improve efficiency.

When implementing PaperLess, the museum had a clear objective: adopt a more user-friendly platform that integrates directly with the museum's Sage 200 accounting software. At the same time, the goal was also to eliminate the clunky and indirect updates that had slowed workflows under the previous system and that the museum expected PaperLess could improve.

After looking at and evaluating several options, PaperLess stood out from all other accounts payable automation solutions due to the real-time integration with Sage 200 and Sicon Projects. This native integration ensures that there is no need for any intermediary steps, manual imports or third-party connectors, which was one of the main problems experienced with the previous system.

With PaperLess, the museum also benefited from the additional fact that invoices and purchase orders could be viewed directly within Sage, without switching between systems. The ability to drag and drop invoice emails into PaperLess further streamlined the workflow, saving time and reducing errors.

Implementation Stage – Smooth Transition and Added Functionality

According to the RAF Museum, the implementation of PaperLess was incredibly easy and well-organised, with the PaperLess implementation team working closely with the finance department to ensure that a clear plan and schedule were defined and that any questions related to the implementation were promptly addressed.

Another important factor for the ease of implementation was the fact that the museum's Accounts Team had an initial training session before the system went live. The training session held prior to the go-live date ensured that all staff members were comfortable using PaperLess right from the start. Furthermore, the hands-on training and video tutorials also made it easier to start using the software.

Because of the seamless integration with Sage 200 Professional, PaperLess was also able to import the Sage user list directly into the system, which made the setup of users much easier.

During implementation, PaperLess also introduced a new Purchase Order (PO) line-selection feature. This new feature made the PaperLess PO Matching module even more powerful since it gave staff the possibility to match and close specific PO lines when processing invoices.

PaperLess order lines for PO matching directly addressed a key pain point and made it possible for the museum to improve efficiency even further with multi-line PO management. The museum's representatives also highlight that this was an enhancement delivered by PaperLess that was not part of the museum's initial requirements.

Finally, the customer also mentioned the proactivity and responsiveness of the PaperLess team, which ensured that questions and minor issues were resolved promptly. This responsiveness, together with the intuitive design and ease of use of the PaperLess web platform and the quality of the training provided, ensured rapid user adoption, which in turn minimised any disruption to the museum's daily operations.

Results Achieved – Faster, More Efficient, and Scalable AP Processes

The introduction of PaperLess has transformed RAF Museum's accounts payable process:

- **Faster Invoice Processing:** PaperLess capability to post data directly to Sage eliminated intermediary steps, allowing staff to process invoices more quickly. The museum estimates an increase in productivity by 25%, which means that the museum's accounts payable teams can now handle more invoices without additional resources.
- **Cost and Time Savings:** The automation levels delivered by PaperLess – namely Automatic Invoice Recognition for Sage 200 – reduced the time spent on manual data entry, while digital approval workflows minimised delays and late payment penalties. With PaperLess, the museum's finance team can now process larger volumes of invoices without hiring extra staff.
- **Improved Accuracy and Compliance:** PaperLess links every invoice to its transaction in Sage. By being able to look-up invoices directly from within Sage

Sage 200 the accounts team have enhanced audit readiness and reduced errors. PO matching - including line-selection functionality - ensures complex invoices are reconciled accurately and efficiently.

- **Scalable Operations:** PaperLess gives the museum a more streamlined workflow which allows the museum to grow without back-office bottlenecks. By implementing PaperLess this customer is now experiencing a better cash flow and financial governance.

Key Features Driving Success

PaperLess offers a wide range of Accounts Payable Automation features for Sage 200 Professional. However, from these features the ones that have been especially impactful for the The Royal Air Force Museum are:

- **Automatic Invoice Recognition (OCR):** PaperLess offers a powerful AI-Powered Data Capture Software that automatically extracts invoice data, reducing manual input and errors. This enables the Accounts Teams to no longer have to spend time on manually keying in data into Sage 200.
- **Purchase Order Matching:** PaperLess PO Matching for Sage 200 automatically matches invoices to the corresponding purchase orders in Sage. With Order lines, PaperLess is able to match line-by-line purchase orders.
- **Invoice Approval Workflow:** PaperLess Invoice Approval for Sage 200 makes it possible for the museum to send invoice for approval digitally, ensuring faster approvals and clear visibility.
- **Integrated Document Access:** Links invoices directly to Sage transactions for instant retrieval so that the accounts team no longer have to spend time filing or searching for invoices.
- **Editable Accounting Codes:** PaperLess gives users the possibility to adjust coding before posting, ensuring accurate financial data.

Strategic Value – Supporting Digital Transformation

Since the museum started using PaperLess, the accounts payable department has become more efficient, with the Accounts Team now being able to cope with the increasing number of documents requiring processing. This means that thanks to PaperLess, the accounts payable department now has the necessary tools to grow with the museum.

For The Royal Air Force Museum, PaperLess is more than just an accounts payable automation software; it's a strategic asset that helps the museum to keep costs down, remain flexible, and keep finances in order.

PaperLess aligns with the museum's strategic goals of cost control, agility, and strong financial governance, making it more than just software — it's a strategic asset.

Ongoing Support – A Long-Term Partnership

When implementing an accounts payable automation software, the support services provided are as important – if not more – than the implementation process of installing the software and training users. This is why it is so important to know that, according to the museum's representatives, the post-implementation services provided have been great and the support from PaperLess has been excellent, with queries addressed promptly and with regular updates, which include significant improvements like PO line-matching functionality.

By continuously improving the software, PaperLess enables the museum to maximise the value of the software while reinforcing a long-term partnership.

Client Feedback

“Our team found PaperLess far more user-friendly than our previous system. The automation and Sage integration have made our workflow faster and more accurate.” –
RAF Museum Accounts Payable Team

Conclusion

The accounts payable operations at The Royal Air Force Museum have changed thanks to PaperLess. Since it was implemented, PaperLess has become an important aspect of the museum's finance operations because of how it allows the museum to speed up invoice processing, benefit from a scalable workflow, while ensuring a seamless and strong integration with Sage 200 Professional.

Currently, the RAF Museum sees PaperLess's powerful automation features, solid support and regular software updates, as a strategic tool for managing growth, efficiency, and compliance.