

# Pros and Cons of AP Automation

Honest Insights on AP Automation for  
Real Estate Leaders





## PROS:

- You can scale your business without adding AP headcount
- You can centralize AP across every location
- You reduce manual work and human error

## CONS:

- You feel like you're losing control
- You worry AP automation will hurt vendor relationships
- You don't have time to automate

## Introduction

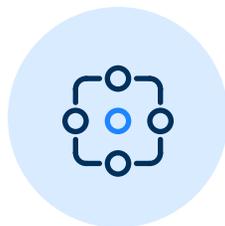
### A Realistic Look at AP Automation for Real Estate

Managing accounts payable in real estate isn't easy. You're juggling high invoice volumes, tight vendor relationships, and teams spread across multiple locations. Maybe your current process works, but it's far from efficient. Or maybe your AP team is overwhelmed, and you're wondering if automation is the next right move.

If that sounds familiar, this eBook is for you.

At AvidXchange, we've spent nearly 20 years helping real estate companies modernize the way they manage payments. So yes, we're biased—we believe in AP automation because we've seen the difference it makes. But we also know it's not a fit for everyone, and the switch can come with growing pains.

This eBook lays out the **pros and cons of AP automation**, specifically for real estate companies. Each page includes stories from other real estate companies, plus honest reflections on what to expect. You'll learn how to overcome common hurdles if you decide to move forward.



Pros of AP Automation



Cons of AP Automation



Are You Ready for AP Automation?

## PRO: You can scale your business without adding AP headcount

Growth is the goal for any real estate company, but many teams don't realize accounts payable is holding them back. More properties mean more invoices, more vendors, and more internal approvals.

Most real estate companies hire more people. **But that just increases your overhead with each acquisition.**

AP automation helps you expand your property portfolio without expanding your team. Instead of licking and stuffing envelopes all day, your AP team can focus on budget oversight, vendor relationships, and financial strategy (things that actually grow your business).

For example, **Security Properties Residential** is an AvidXchange customer that recently went from managing 30 properties to more than 100 across the country. Their accounting supervisor, Hannah Scherer, estimates the company would have needed to hire at least three additional AP staff members to keep up with its growth — had they not automated their AP with AvidXchange.

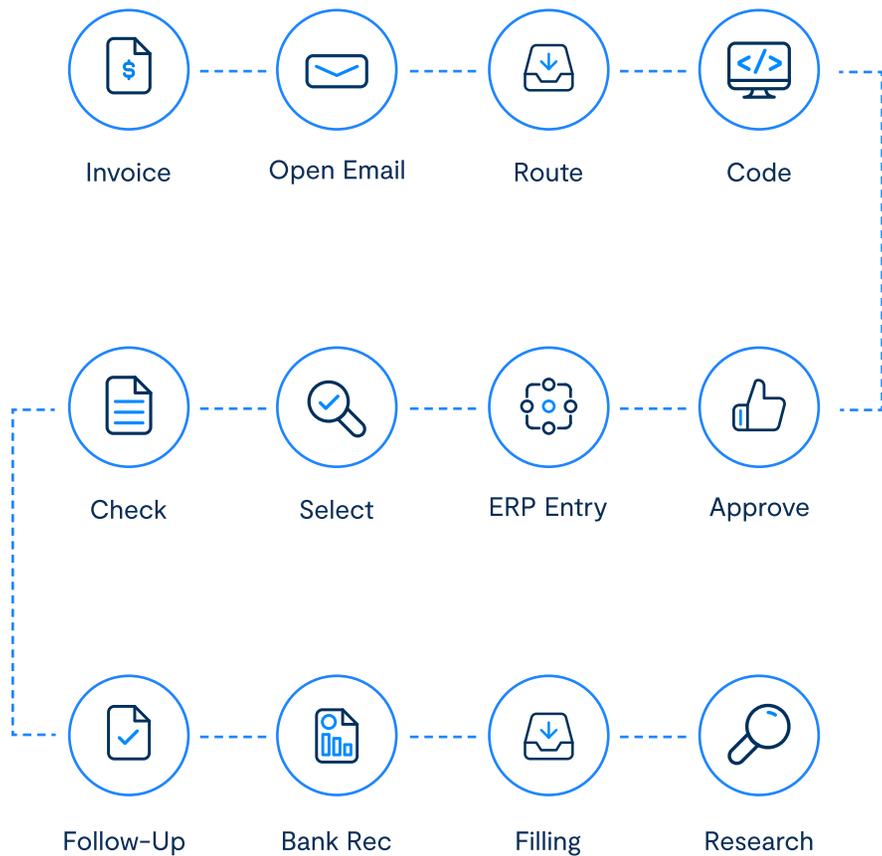


“I would recommend businesses move to AP automation as soon as the company is starting to grow, especially if you're going to be more than doubling in size like we did. You'll be able to onboard additional properties with ease while keeping up with existing payables.”

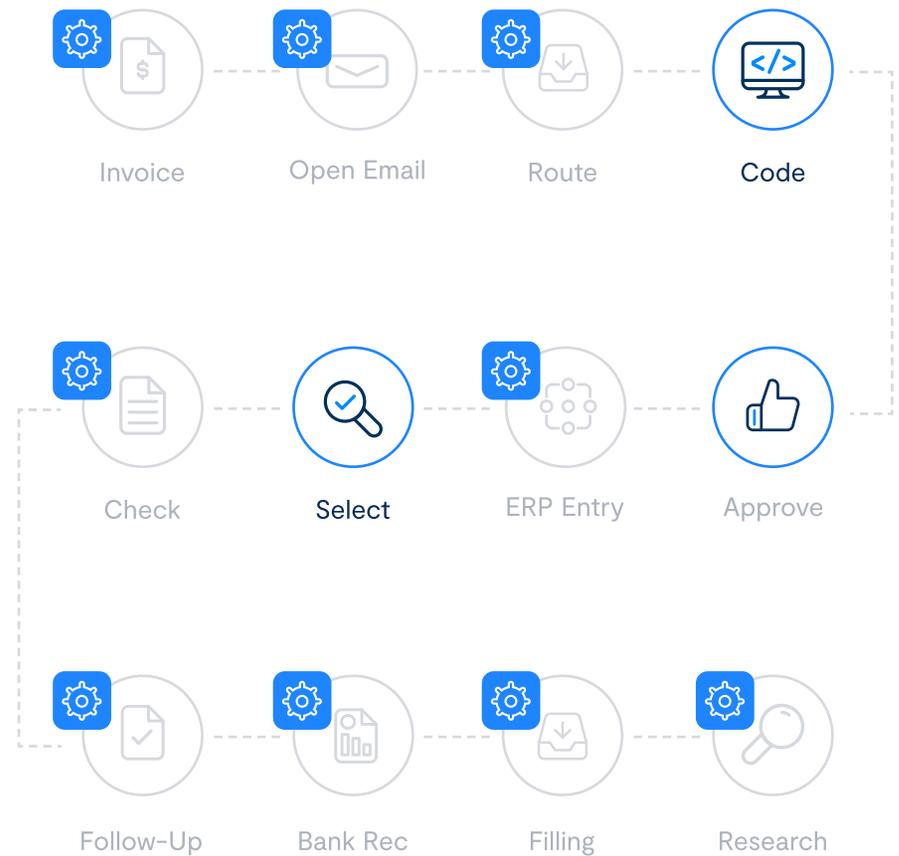
Hannah Scherer, Accounting Supervisor at Security Properties Residential

# Automation reduces the number of manual tasks in the AP process.

## Before AP Automation



## After AP Automation



## PRO: You can centralize AP across every location

Real estate is an inherently decentralized industry. You may own or manage properties across a city, state, or even region. **But when each property is mailing invoices or storing paper receipts locally, it's nearly impossible to centralize your accounting.** That leads to delays, errors, and incomplete visibility.

This is what Robbie Smith, property management controller at [NAI Earle Furman](#), experienced before automating AP with AvidXchange.

“You’re spinning your wheels when you have to find something that wasn’t filed in the right folder,” she said. “Or maybe you have to go through boxes in storage and you still don’t find the backup. Time management was the biggest challenge and frustration.”

AP automation brings everything into one digital workspace. That means **no more shuffling paper** between offices, no more waiting on mail, and no more digging through boxes for missing backup.

Because everything lives in one place, remote employees can stay fully in the loop. And team members can take time off without stalling the process. When someone’s out of office, others can easily find the invoices, approvals, and documentation they need to keep things moving.

It’s a simpler, more flexible way to keep AP running smoothly, especially for real estate teams spread across multiple locations.



“Everything we need is right there at our fingertips. In addition to cost benefits, AvidXchange eliminates the paper chase, which is beneficial to our organization.”

Robbie Smith,  
Property Manager  
Controller, NAI Earle Furman

“[Before AvidXchange,] it was a massive manual process and a constant battle to get our invoices and all the backup documentation on them in a timely manner. We were always reaching out for invoices and info and waiting for it to be sent before we could process a payment.”

-Tammy Busbin, Account Manager at Mansermar

## PRO: You reduce manual work and human error

Real estate is a competitive industry. If your company gets a reputation for making mistakes—like late payments or billing errors—it’s easy for vendors, tenants, and even owners to move on to someone more reliable.

The truth is, **if you’re relying on manual work, human error is inevitable.**

Someone types the wrong number, forgets to attach backup, or enters the same invoice twice. It happens. But when it happens often, it starts to cost you time, money, and trust.

A property management firm in Florida, called **Mansermar, Inc.**, saw this firsthand before switching to automation. Even the tiniest mistake, such as an apostrophe in the description line of the distribution tab, could cause an entire batch of invoices to error out and delay payments.

“If there was any little thing that could go wrong in the payments process, it would,” said Cyndi Busbin, VP of Operations at Mansermar.

By automating AP, your team can stop fixing inevitable human errors. Invoices sync automatically with accounting systems, and approvals flow through one unified process. This consistency helps keep things on track and avoids the mistakes that can hurt vendor trust.



## CON: You feel like you're losing control

Let's be real: AP professionals are numbers people, and numbers people like to feel in control. If you're used to seeing paper invoices, signing checks, and filing documents by hand, it can feel uncomfortable to hand that control over to a system. You want to know exactly who's getting paid, when, and how.

But relying on paper doesn't actually protect you. Once a check is in the mail, it's out of your hands. If it's stolen, intercepted, or delayed, you're not in control, you're reacting to problems. Sticking with manual processes might feel safer, but the risk of **check fraud**, errors, and delays is actually higher.

That's exactly what **Wheeler Real Estate Investment Trust** experienced. Before automating, one of their checks was intercepted by fraudsters. It forced the team to shut down a bank account and rebuild payment infrastructure across their systems. **It was a costly event they never wanted to repeat.**

"I used to feel like I was constantly having to research things, fix things, and push things," said Samantha Day, Accounting Systems Administrator at Wheeler. "Now, I have that time back to focus on bigger projects."

Control isn't about keeping things manual; it's about knowing things are handled, tracked, and protected every step of the way.

Instead of relying on paperwork, you get real-time visibility, searchable records, and a full digital audit trail. Everything's tracked, and everything's accessible. For many AP teams, that shift leads to even more peace of mind.



## 79% of organizations said they were victims of payments fraud attacks/ attempts in 2024

(Source: Association for Financial Professionals)





“I like to keep all my paperwork in order. If I can get something off my plate, that’s what I want to do.... The pressure that comes off of me when I take a job off my books is worth the acceleration fee.”

–David Rothenberg,  
Owner at A Plus  
Handyman Services

## CON: You worry AP automation will hurt vendor relationships

In real estate, your vendors are your lifeline. You rely on electricians, painters, landscapers, and contractors to keep properties operating—and they rely on you to pay them reliably and fairly. Many AP teams worry automation will create friction. Will payments be delayed? Will vendors get hit with surprise fees? Will they stop trusting us? But automation done right actually improves your vendor relationships.

Full disclosure: if you choose AvidXchange for your AP automation solution, your vendors will be offered the opportunity to move away from paper checks and choose a faster digital payment method, like [virtual credit card or direct deposit](#).

These digital payments come with a fee: typically around 1% for direct deposit, while virtual card fees are negotiated directly between vendors and their merchant services provider. If that fee structure raises concerns, you can choose to cover the cost on their behalf through our Sponsored ePayment option. In other words, you stay in control—and your vendors get flexibility, faster payments, and the ability to decide what works best for them.

So is it worth it? For our client [HH Red Stone](#), the switch to AvidXchange dramatically improved vendor relationships. Before automating, manual payment processing for this property management business was slow and error-prone, leading to supplier dissatisfaction and \$45,000 in annual late fees. The switch improved supplier satisfaction by 30%.

With AvidXchange, vendors have the choice to get paid when and how they want. Using our [Payment Accelerator option](#), **AvidXchange can actually advance the money on an outstanding invoice. This means your vendors can turn unpaid invoices into reliable cash flow.**

When vendors have more visibility and flexible payment options, they’re more satisfied—and more likely to keep working with you.



“I don’t even know how we were functioning without AvidXchange,”  
Said Ja’net Penn,  
Accounting Manager  
at Peak Properties.



## CON: You don’t have time to automate

The idea of implementing new software might sound overwhelming—especially when your AP team is already stretched thin. **The irony is your team doesn’t have time to automate because you’re still doing everything manually.**

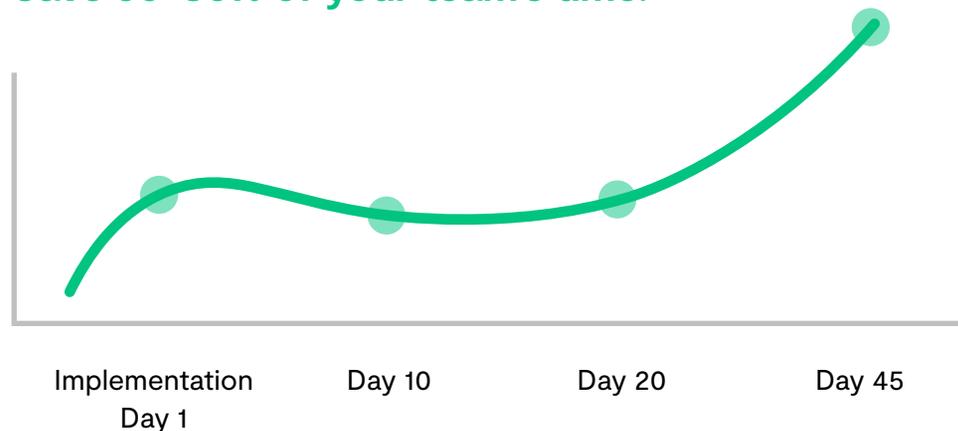
What if, instead of chasing approvals or stuffing envelopes, your team could get 60–80% of that time back?

That’s exactly what happened at **Peak Properties**. Their finance team processed up to 1,600 invoices each month, spending nearly 40 hours a week manually managing approvals.

AP automation helped Peak Properties cut invoice processing from 40 hours a week to just 10. Automation also saves the company approximately \$79,000 annually in labor and administrative costs.

And don’t get us wrong: implementation does take time, but most real estate companies are up and running within 45 days. New software takes time to learn. The setup takes effort, but most teams say the time savings are worth it.

**Save 60–80% of your team’s time.**



## Are You Ready for AP Automation?

AP automation isn't the right move for every company—or maybe just not right now. You need to make the best decision for your business. This checklist may help to see if you check the boxes for moving forward with AP automation.

### Do you process at least 100 invoices a month?

If you're below this volume, your current team may still be able to manage the workload manually. Automation pays off most when you're spending significant time on repetitive, high-volume tasks.

### Will AP automation work with your current accounting system?

Not all solutions integrate with every ERP or accounting platform. Look for a provider that can **connect directly**—via API or file-based exchange—with your existing systems to avoid workflow disruption.

### Is this the right season to implement?

Implementation typically takes 45 days for real estate companies. If you're heading into a busy period—like spring and summer when you might experience high tenant turnover and maintenance requests—it may be best to plan for your slower months.

### Do you have buy-in from your accounting team?

New software needs adoption to succeed. If your AP team isn't on board, even the best system can fail to launch. Include them in the conversation early. And emphasize that this isn't about replacing their job—it's about improving it.

### Is senior leadership aligned?

Getting buy-in from controllers, CFOs, and other leaders helps secure budget, clear blockers, and drive momentum. Building a business case with **ROI projections** can help make your case.



If you checked at least four of these boxes, it's time to explore AP automation.

Your next step is to Book Your Demo with **AvidXchange**.



# About AvidXchange®

AvidXchange (Nasdaq: AVDX) is a leading provider in accounts payable (AP) automation, offering intelligent AP software and payment solutions specifically designed for mid-market businesses and their suppliers. With 25 years of industry experience, AvidXchange modernizes the way businesses manage their expenses and payments by offering AI-enhanced software coupled with support from experts. Empowering over 8,500 growth-driven businesses, AvidXchange increases efficiency, control, and visibility in financial operations and has securely processed payments to more than 1.3 million suppliers through its proprietary payment network over the past five years. For more information, visit [www.AvidXchange.com](http://www.AvidXchange.com)

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