

# Go Auto Shifting Accounts Payable Automation into High Gear with Yooz



**Industry:** Automotive  
**Location:** Alberta, CA  
**Dealerships:** 40  
**Invoices:** 17,000/month  
**ERP:** CDK

*“Closing the month used to take five days, and in a business like ours that relies on immediate information, it was five days too long. Now our month-end takes a half day, we’re meeting our targets, the information is correct, and we can move right into the accruals stage.”*

Shelley Duggins, Accounts Payable Manager

## ⊗ Previous Pain Points

## ✓ The Yooz Solution

**Paper invoice & manual data entry**



**Multi-channel** electronic invoice scanning with AI-powered recognition and verification

**Approval Bottlenecks**



**Highly flexible,** easily scalable platform with unlimited users and locations.

**Coding errors**



**More concise coding;** easier for approvers and reduced room for error

**ERP automatic data transfer**



**Seamless platform integration** with over 250 platforms including CDK

Go Auto—headquartered in Edmonton, Alberta, Canada, and representing 21 auto brands—is comprised of more than 40 dealerships, multiple repair and service centers, several reconditioning facilities, in-house finance and insurance departments, and a loyalty and rewards program.

Offering 12,000+ vehicles on GoAuto.ca, Go Auto offers one of the largest vehicle inventory in Canada. And a 24/7 team of personal shoppers promises an easy, stress-free car-buying experience as they help customers compare vehicles, find the best deals, book appointments, secure financing and more.

## ⊗ The Challenge

The sheer volume of inventory and all of the parts and services that go along with it resulted in a payable process that was daunting and simply unmanageable. The accounts payable (AP) group of 12 processes more than 17,000 documents/month, and that volume is growing exponentially across the group. *"We had a wildfire accounting process,"* lamented Shelley Duggins, accounts payable manager for Go Auto. *"Most of our work came from Parts and Service and we had no efficient way of providing managers reports that made sense, were current, or were even accurate."*

In 2016 the company began researching a solution to automate its AP workflow with the goal of *"getting a divorce from paper."* Go Auto realized very early on that Yooz was the only cloud-based solution that offered:

Seamless integration with CDK

Complete and transparent visibility into the invoice approval process

Customization and scalability as business grows

Easy adoption process for new & experienced members

*"We were very fortunate to have readily available support from Yooz. The dedicated support team was integral in a smooth and seamless conversion process. Together with our internal team and executive leadership we had all pistons firing in the same direction, which was why we were able to roll out Yooz to our group with such success."*

Sherry Wang, Group Controller

## ✓ The Solution

To ensure a smooth transition to AP automation, the company emphasized the importance of first understanding and documenting its workflow to identify inefficiencies and areas for improvement. Strong executive support was also crucial, with leadership providing clear communication and guidance throughout the process.

By starting digital data analysis early and defining concrete goals, the team laid the foundation for a successful transformation. Embracing Yooz brought greater transparency across the system, a shift that was mirrored in their management style. Finally, maintaining open communication with staff, managers, and suppliers proved essential in fostering collaboration and securing long-term success.



## The Impact

Key to success, the Go Auto accounting and finance leaders gained buy-in and support from the executive team right from the start. Sherry Wang, Go Auto's group controller reflects, *"We're fortunate to have a very forward-thinking and progressive executive team. From the group controller level, we are able to easily present ideas to our CFO and make strategic decisions quickly."*

Duggins anticipated some resistance to the change. *"The AP staff quickly changed their outlook from 'Why do we have to convert to Yooz?' to 'We LOVE Yooz!'"* she said.