

Lush Retail Case Study

Lush is one of the UK's most successful retailers, specialising in handmade cosmetics such as soaps, bath bombs and shampoos. The company was founded by Mark Constantine and Elizabeth Weir to promote hand-made and ethically sourced products made from natural ingredients. Lush has grown rapidly and now has over 100 stores in the UK and more than 900 worldwide.



THE TASK

The company recognised that their highly manual process of scanning paper invoices and sending to approvers by email was just not fit for purpose. Suppliers would call asking for payment, but the AP team had no visibility of where invoices were or when they would be paid. As a result, key suppliers became increasingly frustrated with poor excuses and late payments.

Lush needed a cloud-based invoice approvals solution capable of streamlining thousands of purchase invoices per month, with minimal manual intervention.



THE SOLUTION

Zahara easily coped with the large number of retail branches, Lush's purchase ledgers and approvals workflow.

Suppliers, branch managers and departmental heads can now collaborate in Zahara to efficiently capture, process, code and approve supplier invoices, with minimal manual intervention.

Zahara was integrated into Sage 200 synchronising supplier details, eliminating re-keying and time-consuming errors. To streamline processing of over 2,000 supplier invoices per month, Lush implemented ABBYY FlexiCapture OCR, that feeds Zahara.



THE BENEFITS

Since adopting Zahara, Lush have improved their on-time supplier payments from 80% to 95%. As a result, they have been accredited by HMRC as a Prompt Payer.

Zahara has enabled Lush retail to transform an inefficient and error prone accounts payable process into a fully optimised, fast and compliant paperless workflow.

As a result, Lush have tighter control over their spending, improved cashflow, reduced costs and fewer errors. In a sector as competitive as retail, Zahara is a key factor in Lush's ongoing success.

“I can 100% recommend Zahara. The beauty of it is you can set the coding and workflow and Zahara takes care of all authorisations. As a result, we're now paying 95% of suppliers on time.”

Ryan Burke, Financial Controller at Lush Retail

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