

Accounts Payable Cheat Sheet



Bloomstudy Themes Guide

- Follow Your Gut → **Instinct**
- Own Your Strength → **Power**
- Save The Day → **Sunshine**

Bloomstudy Principles

Instinct:

Confidence is Key - Ask questions and ask for help until you feel confident in any given task. If you do not feel confident, it's probably something that is just new OR your gut telling you to investigate.

ABP (Always Be Paranoid) - Follow your gut and investigate until you feel confident.

Trust but Verify - When someone asks for help on an issue. Listen to the issue, then verify all the facts by review the details with your own eyes before providing an answer. Half of the time what they are telling you is wrong and they just didn't understand what they were looking at.

Power:

AP is the Final Boss - You are the last gatekeepers, the final obstacle standing in the way between vendors and their money as well as fraudsters and YOUR money. Remember your power and don't let people rush you when something isn't right.

Make Mistakes - Mistakes are 100% guaranteed. Payment mistakes are part of the game. Don't beat yourself up or judge others for making mistakes, learn how to fix them instead. Most of the time you will be able to fix mistakes before anyone else sees them, which is a skill, not a weakness. Making mistakes is also how you learn how the systems and processes work together, which makes you more valuable in your role.

Accept Growth with Grace - Don't hide your errors when you need help fixing them. Take accountability, don't be defensive and role with it. Take notes and do whatever you need to do to not make the same mistakes and be accountable for your own growth. This is a key way of gaining respect and being seen as a high performer.



Sunshine:

Wink at Your Customers - You have the power to save the day. This is a metaphorical wink, to let them know you are on the same team. Your customers need to know you are here to help them get their money, not block them from it. Say things like "I got you" and "Don't worry, we will figure it out and make it right". This will bring their anxiety down and give you the time and space to investigate.

Steer the Ship - Other people are going to make mistakes, including your customers. No matter what the issue is, don't let your customer feel anxious or shame. Treat them with respect, show them you are on the same team and they are safe now because you know what you're doing. Taking control of the situation makes people feel safe when they are helpless.

Calm - Money can be stressful. You will have people stressed or freaking out that they haven't received their payment yet. You are the source of calm because you do this every day. You aren't scared of money or big numbers. When their anxiety goes high, your anxiety stays low. Whatever the problem is, it can't be solved instantly, you'll need to take your time to understand the issue before you can remedy it.

Bloomstudy Method

Crack The Code to AP Excellence

1. **FINGERPRINT ANALYSIS** – 3-WAY MATCH
2. **SECURITY BADGE** – CHECKS & BALANCES / INTERNAL CONTROLS
3. **KEYS** – BARRIER BALANCE
4. **FOOTPRINTS** – DOCUMENTATION
5. **MAGNIFYING GLASS** – ACCURACY & FOCUS



Emergency AP Hotline:

Email Hello@BloomstudyPayments.com

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