

The logo for Apex Analytix, featuring the word "apex" in a light blue color and "analytix" in white, with a registered trademark symbol. The background of the entire slide is a dark, starry night sky with a silhouette of a jagged mountain range in the lower half.

apexanalytix®

2026 Global Overpayment Report

Insights from our analysis of **\$3.25 trillion** in spend and over **400 million invoices** from a cross-section of the world's largest companies.

SPEND ANALYZED

\$3.25T

INVOICES REVIEWED

400M+



The world's largest provider of commercial AP Recovery Audits.

apexanalytix returns cash to the world's largest companies, year after year. The proof is in the recoveries. The recoveries are in the billions.

Almost 40 years of recoveries.

Every audit we have delivered lives in the institutional memory we bring to yours. Few problems are new to us.

Records on 280 million suppliers.

Over 80% of our recoveries benefit from our proprietary intelligence database. The right supplier, the right person, the right language, the right approach.

Trillions in spend, billions in recoveries.

Trained on millions of claims and billions of dollars in recoveries. AI guides the identification and recovery of overpayments, millions of dollars per audit.

Duplicate payments. Cancelled contracts. Pricing discrepancies. Returned goods. Unclaimed rebates. Money that slips through the gaps in P2P controls. We correct the errors that compound where nobody can see them.

We only get paid on what we deliver.

See what you're missing. Visit apexanalytix.com.

The leading causes of overpayments.

The common causes of errors were highly consistent across a broad range of global enterprises and major industries.

CAUSE		SHARE OF LOST PROFIT
01	Duplicate payments	18% OF LOST PROFIT
02	Cancelled invoices, contracts or services	14% OF LOST PROFIT
03	Pricing discrepancies	13% OF LOST PROFIT
04	Returned goods	13% OF LOST PROFIT
05	Unclaimed rebates	10% OF LOST PROFIT

A small number of common issues account for the vast majority of lost profit identified in our analysis.

The defining feature of the data is not the range of error types, but how strongly value leakage concentrates in a small number of predictable scenarios. The top five causes account for the great majority of lost profit identified across the dataset, and the rankings hold remarkably steady across industries and regions.

A consistent feature of the root causes identified in this report is that they are rarely the result of simple AP processing mistakes. They emerge where commercial complexity, exceptions, and fragmented process ownership intersect, surfacing later rather than being detected in real time.

A reasonable question follows. AP functions are well-controlled. Three-way matching, duplicate detection, and exception handling are standard, and significant investment has gone into AP automation, e-invoicing, and continuous controls platforms. So why do these losses persist at this scale?

The answer is structural. Standard controls work on what they were designed to see, which is the integrity of individual transactions. The losses concentrated in this report sit between transactions, between systems, between functions, and between the moment of agreement and the moment of payment.

Recovery audits operate in exactly that space: reviewing activity in aggregate, across systems and across time, to recover what prevention controls were never positioned to catch.

Duplicate payments for the same goods or services account for 18% of lost profit.

Payments made more than once for the same underlying obligation.

In the global enterprises represented in this dataset, invoices are routinely processed across multiple divisions, ERPs, ingestion channels and supplier records. The complexity is the operating reality of running a business at scale.

Duplicate payments rarely announce themselves as duplicates. A supplier chasing payment may resubmit an invoice through a different channel, with a changed reference or date. Capture errors, supplier-record differences and local workarounds can further separate the second payment from the first. Controls catch many of these cases, but once an exception is routed back into the business, a second approval, coding change or PO adjustment can make the obligation appear valid.

A second source of duplication sits in the vendor master itself. The same supplier may appear under multiple records, related legal entities or separate remit-to sites. When activity routes through different records, the controls on the second payment are not aware of the first.

Recovery audits uncover duplicate payments that were not detectable through routine invoice checks or by standalone duplicate detection tools. By reviewing supplier activity in aggregate and applying AI trained on decades of recovery audit outcomes, they surface patterns that only become visible when payments are analyzed across systems, business units, and time.

Duplicate payments reflect the limits of controls that operate within one system, supplier record or payment event. apexanalytix maps the vendor master, analyzes payments across disparate AP systems in a single dataset, and uses proprietary AI to score potential duplicates by likelihood, recoverability and financial impact. The strongest claims are advanced into apexanalytix's recovery process, which is managed on the client's behalf to return cash to the business.

Payments for cancelled invoices, contracts or services account for 14% of lost profit.

Payments made against invoices linked to contracts or services that were cancelled or amended.

In large organizations, cancellations rarely happen cleanly. They often involve changes to scope, timing, or service levels agreed between business owners and suppliers, sometimes across multiple systems and geographies.

A service contract is wound down by the business owner without the corresponding purchase order being closed. A statement of work is amended in email between procurement and the supplier but never reflected in the ERP. A facility is vacated and the cleaning contract auto-pay continues for nine more months. When these decisions are not reflected across the business, payments continue to flow despite the underlying obligation having changed.

Recovery audits frequently identify cancellation-related overpayments that were not visible to Accounts Payable at the time of payment. In many cases, the information existed elsewhere in the business, but was fragmented, informal, or delayed. The cancellation lived in an email thread, a procurement memo, or a ticketing system.

Without a mechanism to review activity in aggregate over an extended period, these amounts would typically remain undiscovered and unrecovered. The exposure tends to surface when supplier accounts are examined as a whole and against the full payment history, where trailing invoices for a service that quietly ended become visible against the rhythm of activity that preceded them.

The prominence of cancellations in this list highlights a structural reality rather than a processing failure. It illustrates how value leakage can arise when commercial change is managed locally while financial settlement operates centrally, and why recovery audits remain necessary even in mature, well-controlled AP environments.

apexanalytix audits analyze the full supplier population rather than relying on sampling, applying AI-powered scores based on decades of prior recoveries to identify the patterns that flag a cancelled obligation still being invoiced. The findings are then validated directly with the supplier by audit teams whose job is to recover the value, not just report it.

Pricing discrepancies account for 13% of lost profit.

Invoiced amounts that diverge from the price agreed in the underlying contract or pricing schedule.

Pricing discrepancies arise where contracted terms, ERP master data, and supplier invoicing drift apart over time. Volume tier transitions, periodic price changes, currency fluctuations, and renegotiated agreements that are slow to reach the master data layer all contribute. The exposure is particularly pronounced in long-running supplier relationships and multi-currency operations, where small monthly differences accumulate into substantial annual exposure.

The errors are rarely visible at the level of a single invoice. Each transaction looks plausible in isolation. The discrepancy only becomes apparent when invoiced amounts are tested systematically against contracted terms across hundreds or thousands of transactions, an exercise that few AP functions are resourced to conduct routinely.

This is where AP teams working alone hit a structural ceiling. Without access to the resolution history of similar pricing patterns across thousands of prior audits, the only available test is a manual one, and manual review at this scale is not feasible.

Recovery audits use AI models trained on decades of pricing-recovery outcomes to score variance patterns by the likelihood they will result in a recoverable claim, then surface them for expert review. The scoring is the part AP teams cannot replicate alone, because the data it depends on is the cumulative outcome of every pricing claim apexanalytix has ever closed.

Pricing discrepancies illustrate the gap between commercial intent and financial settlement. The contract may be correct, the invoice may look plausible, and the payment may pass standard controls. The error sits in the middle, between the negotiation and the transaction, where standard controls were never designed to look.

Contract Compliance Audits work through the clauses, conditions, and fine print of supplier agreements to find variances. apexanalytix combines that contract-level review with AI variance detection across the full transaction history, then validates the findings supplier by supplier to confirm what was lost and then return it to the business.

Returned goods account for 13% of lost profit.

Credits owed for goods returned to suppliers.

Returns are often initiated operationally, driven by quality, damage, or excess inventory, and executed at speed. Return activity may span logistics partners, receiving locations, and supplier portals, while credit issuance follows a separate cadence, creating timing gaps that are not visible within standard invoice workflows.

The return is logged in a warehouse management system. The credit memo arrives weeks later through a different channel, if at all. The two are never connected. When credits do arrive but go unapplied, they accumulate quietly as debit balances on supplier accounts. When they never arrive at all, the entitlement sits on the supplier's books rather than the buyer's, invisible to the buyer's systems entirely.

Recovery audits regularly identify return-related credits that were never issued or never applied. In many cases, evidence of the return exists elsewhere in the business in the form of dock receipts, RMA numbers, or carrier records, but without a mechanism to reconcile operational activity with supplier settlement, the credit remains outstanding.

The exposure typically surfaces during supplier statement review. Some credits are also absent from the statements suppliers provide. apexanalytix recovery audits use predictive analytics, refined across trillions of dollars audited each year, to identify suppliers most likely to hold credits not reflected on the statement.

The persistence of return-related overpayments highlights the structural separation between physical goods movement and financial settlement. It illustrates why retrospective recovery audits remain necessary to surface value lost between logistics and finance.

Statement reconciliation is where apexanalytix's depth shows. Internal teams attempting this work at scale rely on the supplier contact data their ERP happens to hold, much of which is generic remittance addresses rather than the right person to provide an AR statement. apexanalytix's 280 million golden records help identify the right contact for every supplier, multilingual outreach reaches them in their own language, and skilled auditors handle the exceptions and the negotiations that automation alone cannot close. Around 80% of recoveries from supplier statement audits depend on contact data apexanalytix supplemented or improved on what the client provided.

Unclaimed rebates within commercial agreements account for 10% of lost profit.

Credits owed under volume-based, spend-based, or performance-based commercial agreements, where entitlement exists but is not received.

Rebate arrangements are often multi-layered and settled periodically rather than per transaction. Entitlement may depend on supplier reporting, internal purchase aggregation, or interpretation of complex terms spanning multiple functions.

A rebate negotiated by procurement may be calculated by finance, measured against thresholds tracked by category management, and reconciled by a treasury function that has never seen the original contract. This dispersion makes rebate value difficult to monitor through standard AP processes, and impossible to recover without consolidating the picture across all four.

Recovery audits regularly identify rebate value that was contractually earned but never realized. Volume thresholds that are crossed without anyone in finance noticing. Performance bonuses that are owed but never invoiced. Annual true-ups that go uncalculated for years at a time.

In many cases, the data required to support recovery exists across the organization, but without a mechanism to consolidate activity and validate supplier reporting, entitlement remains uncollected.

The scale of rebate-related losses highlights a structural gap between commercial agreements and financial settlement. It illustrates how value can be lost even where every invoice is entirely accurate, and why Contract Compliance Audits are necessary to translate negotiated terms into realized benefit.

apexanalytix reconstructs entitlement from purchase data, contract terms, and supplier-side reporting, then works with the supplier directly to recover the credit that the buyer was always owed. The audit teams negotiate the substantiation and the settlement, so the value reaches the balance sheet rather than sitting indefinitely as a disputed entry.

Why these losses persist.

This analysis shows that many of the most material overpayments persist not because controls are absent, but because complexity, fragmentation, and timing obscure exposure until well after payment has occurred.

The data shows that lost profit concentrates in categories that rarely self-correct. Credits related to cancellations, pricing, returns, and rebates do not reliably offset over time. Without targeted intervention, these amounts tend to remain embedded in supplier accounts, disconnected from day-to-day transaction processing and invisible to standard control reporting.

The common thread across the five leading causes is that their root drivers sit beyond the visibility of AP controls. Commercial decisions, contract amendments, supplier relationships, vendor master data, ERP migrations, M&A activity, and operational logistics all generate financial exposure that invoice-level controls were never designed to see.

This is not a controls problem in the conventional sense. The controls work. They check what they were built to check. The losses concentrated in this report sit in the spaces between controls, between systems, and between functions. They accumulate quietly, in places no single team owns and no single report reveals.

Recovering these losses requires more than a simple statement reconciliation. The deeper and often more costly errors are rarely visible in a single supplier statement or invoice record. They emerge when payments are analyzed across suppliers, systems, regions and business units, then interpreted with the depth and experience needed to identify which patterns are recoverable.

A recovery audit is built to surface what controls and simple statement reconciliations were not designed to see, turning dispersed exposure into recovered cash. The pages that follow examine how apexanalytix performs this work at scale.

Detection alone does not recover money. apexanalytix is built to close the loop.

Many platforms can identify anomalies or reconcile a supplier statement. But supplier statements are not always complete. Credits may be absent, buried deep in transaction history, or not surfaced by the supplier at all. The harder problem is knowing what the record omits, then converting a possible credit into recovered cash. That requires the right insight, supplier contact, credible documentation, informed negotiation, and the experience to know which claims will stand up.

AI trained on decades of recovery outcomes

apexanalytix's proprietary AI is informed by almost 40 years of recovery audit outcomes, not transaction patterns alone. Based on real-world data from \$10T protected and \$10B recovered each year, it scores suppliers and transactions by the likelihood that an overpayment is real, recoverable, and worth pursuing, then helps document and route the claim for resolution.

A non-disruptive, AP-friendly process

With apexanalytix, supporting recovery audits does not become a second workload for your AP team. apexanalytix handles everything: supplier outreach, investigation, documentation, and resolution, converting claims into cash returned to the business. Your key stakeholders are informed, not overwhelmed.

Supplier intelligence that drives recoveries

Beyond identifying overpayments, effective recovery depends on supplier intelligence and the ability to apply it. apexanalytix draws on records of 280 million suppliers to identify the right entity, contact, channel, and language. Where automated outreach stops at an inbox or a supplier statement, apexanalytix tests what the record omits, pursuing credits suppliers have not surfaced and working claims through to conclusion.

Success measured in recovered cash

The result is not a queue of alerts for you to work but a log of recovered cash supported by expert review, supplier confirmation, and root-cause insight. That combination produces non-response rates that are 6x lower than automated solutions which rely on a client's own data, and a 98% claim stick rate, recovering value at a scale that standard controls, prior providers, and standalone detection tools have all let pass.

Recovery and prevention: the complete picture

Two layers of protection. The same expertise behind both.

Recovery audits look back.

They surface and return value that has already left the business, often years of accumulated exposure that standard controls and prior providers have missed. They quantify the problem and deliver immediate cash to the bottom line.

When provided by apexanalytix, recovery audits are delivered on a contingency basis, meaning clients only pay a percentage of the money recovered, after it has been received. In this way, mature AP environments still benefit from recovery audits as a risk-free assessment of the effectiveness of the controls they have in place.

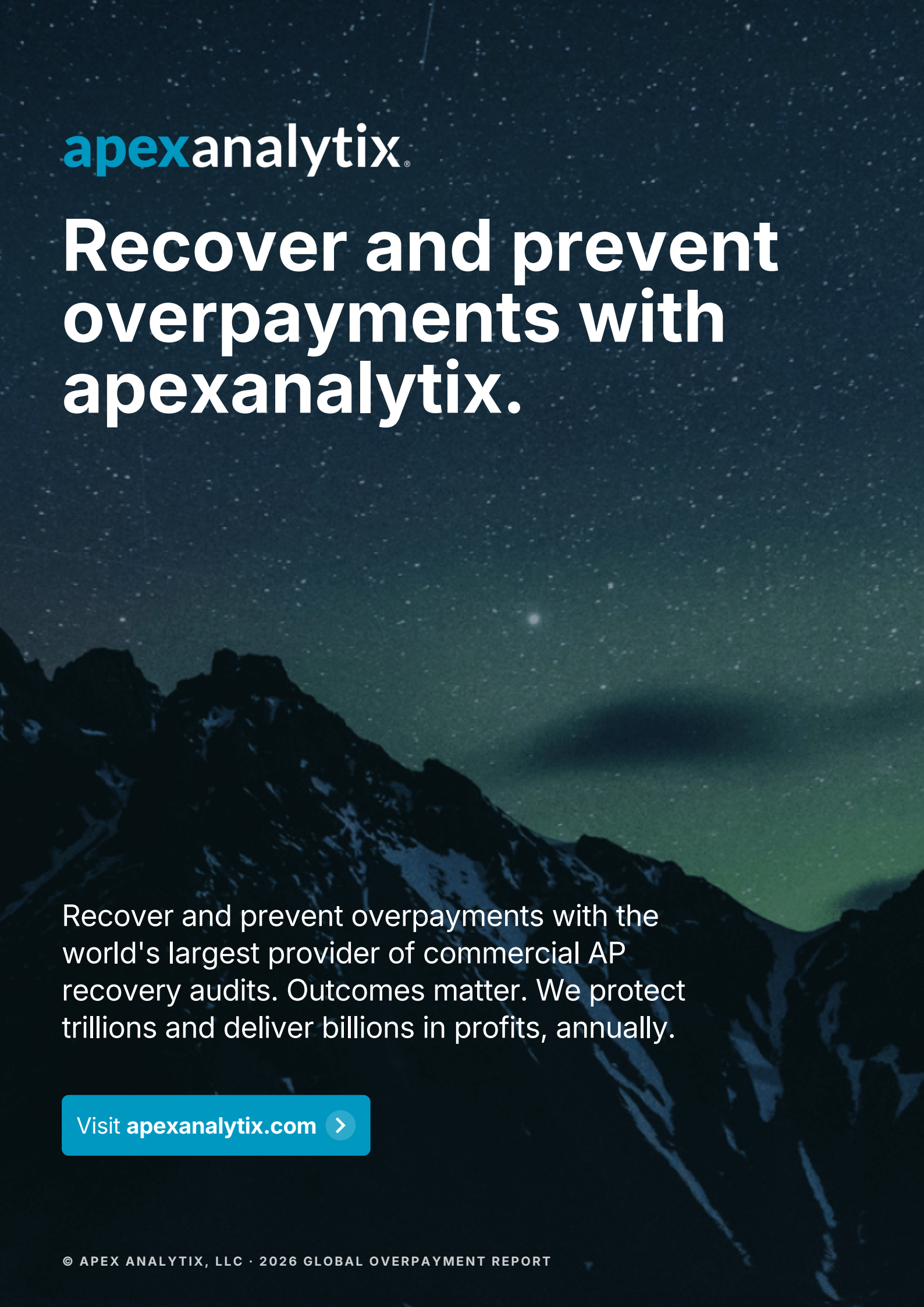
Every audit produces a Management Assessment Report: a consolidated view of the leading causes of overpayment within that client's operations, the patterns and root causes behind them, and recommended best practice to prevent future occurrences. This is how clients turn a recovery exercise into continuous improvement, closing the gaps that generated yesterday's losses before they generate tomorrow's.

Overpayment Prevention looks at the present.

It uses the same AI, the same supplier intelligence, and is fine-tuned on our decades of expertise to identify and stop erroneous payments before they leave the organization. The Likelihood Scores used in recovery audits are further fine-tuned to drive real-time prevention, blocking the next million from leaving even as the audit recovers the last.

Both look forward.

The Management Assessment Report output from the recovery audit, and the in-app analytics from Overpayment Prevention both identify root causes and provide recommended improvements to **prevent future occurrences** based on proven best practice.



apexanalytix®

Recover and prevent overpayments with apexanalytix.

Recover and prevent overpayments with the world's largest provider of commercial AP recovery audits. Outcomes matter. We protect trillions and deliver billions in profits, annually.

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