

Vendor Management Without the Headaches

A quick self-check for legal ops teams





If vendor management feels harder than it should, your process might be sending the wrong signals. Use this quick checklist to see where hidden friction is costing you time, money, and trust.

1. Invoices & Approvals

Ask yourself:

- Do invoices come in through more than one channel (email, portal, shared drive)?
- Is there a clear owner for approving or rejecting invoices?
- Can you see where every invoice stands without emailing someone for an update?
 - **If you answered “no” more than once:** You’re losing visibility and likely paying late or twice.

2. Billing Accuracy

Ask yourself:

- Are billing guidelines enforced automatically or manually?
- How often do you find billing errors after payment?
- Do outside counsel know your billing expectations upfront?
 - **If you answered “no” here:** Manual review is catching problems too late. Automation can prevent them before they hit your budget.

3. Payment & Relationship Management

Ask yourself:

- Do vendors ever follow up asking when they'll be paid?
- Are payment delays tied to approval bottlenecks?
- Do you have consistent cycle time data to share with finance?
 - **If you said "yes" more than once:** Late payments aren't just an operational issue, they hurt your credibility with firms and finance alike.

4. Data & Reporting

Ask yourself:

- Can you pull vendor performance or spend reports in minutes?
- Do your reports match what finance has in their system?
- Is your data consistent across matters, firms, and regions?
 - **If you hesitated on any of these:** That's a data integrity problem. Inconsistent reporting makes it harder to forecast spend or prove ROI.

When vendor management runs smoothly, relationships strengthen, trust builds, and the numbers stay clean.

If your team is still chasing invoices or managing payments by spreadsheet, it's time to see what automation can do.



See how Onit's enterprise legal management keeps vendors aligned and invoices on time.

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