



> **A Pennsylvania municipality achieves greater efficiency as a direct result of automating its invoice and payment workflows.** <

About the Township of Upper St. Clair, Pennsylvania

The Township of Upper St. Clair is a primarily residential community of about 20,000 residents located 10 miles southwest of Pittsburgh, Pennsylvania.

This family-oriented community boasts an award-winning school district, and provides a full range of services and programs for residents and businesses within its boundaries, including: public safety, public works, planning and community development, recreation, library services, and general administration.

The Township also operates a Community & Recreation Center that features an outdoor and indoor aquatic center, a gymnasium with two full-sized basketball courts, a fully-equipped fitness area, an indoor running track, and meeting spaces for community events.

Upper St. Clair has been named one of the "Top Ten Best Places to Live" by U.S. News and World Report.



Upper St. Clair's AP Challenges and the Yooz Solution Fit

The township's entire finance department consists of only four full-time employees. The invoice processing (AP) function is only part of all the other finance responsibilities, yet staff processes approximately 700 invoices per month. The previous, completely manual invoice processing workflow cost time and human resources that were needed for other, more value-added tasks, and resulted in numerous additional pain points:

- The visibility of pending invoices was limited to whose desk the paper was sitting on, not to mention the stacks of paper that any particular document would be hidden in.
- Nobody in the Township was ever quite sure of the number of invoices that were in process or where in the process they were.

All resulting in lost invoices and costly late payments.



"When searching for AP automation providers we considered several things; three of the most important were cost, simplicity, and functionality. Yooz was the best combination of all three AND included P.O. matching. It made the choice easy." Mark Romito, director of finance

Implementation

Romito took two months onboarding his own finance department so they could work through any setup oversights before engaging other departments. This process allowed the leadership team to identify some additional needed tweaks to the customization of the Yooz solution based on their workflow and develop some other internal user "experts" in the organization.

Because of the simplicity of the Yooz AP automation platform, the team created some short step-by-step user guides that were e-mailed to new users, eliminating the need to provide hands-on training. "Yooz's intuitiveness makes training simple!" said Romito.

Full implementation took five months. While the Yooz solution can be implemented in as little as 2 weeks, the organization took additional time to make sure the Township's leaders and the platform's users had a complete understanding of the functionality, settings, and impact of each. "As a result, we are better today at process-mapping."



➤ It's all About the Results ◀

In government, it's very difficult to add positions. The finance department had to make the most with a very lean staff of four. The time that was freed up allowed the finance department—and other departments as well—to direct resources to other important initiatives, like improving the ROI of the Township's investment program.

Savings on material costs frees taxpayer money for things that add value to the community

Actual visibility into the invoice processing workflow

No more searching for lost documents, figuring out invoice status, paper filing

Auditors have access to documents for a pain-free audit

Words of Wisdom from Upper St. Clair's Mark Romito

Know that complete end-to-end invoice and payment processing (AP) solutions like Yooz exist. We started with a search for a payment processing solution only. We discovered the front-end (invoice approval) solution with Yooz and were thrilled about its seamless integration with Nvoicepay payment processing.

Get references early. And call them. Then find some other references on your own other than the ones your prospective vendors provide.

It's 2019. It's time to automate. Stop thinking this won't work for you. Stop thinking you have unique challenges. Stop thinking, "we've always done it this way." Everyone has similar AP pain points, whether you're a government like us or a company. Start your research now. Talk to some providers. Get moving, or else get left behind.

