

Customer Success Story – City of Winfield, KS

Situated in South Central Kansas, Winfield is a thriving full-service community and county seat for 1,130 sq. mile Cowley county. From Administration, City Hall and Facilities to Public Safety and Utilities, the city’s 200 employees operate 12 departments functioning in various capacities in serving its residents and businesses.

“ Implementation was easy. Except for an occasional check we need to process locally, our supplier payments are completely automated which saves us 14-16 hours per month. Acom did all of the upfront work and they continue to manage our vendors, even their payment inquiries. ”

*Kim Reynolds,
Winfield City Treasurer*

Profile	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid #ccc; border-radius: 50%; padding: 10px; text-align: center;"> Industry: City Government </div> <div style="border: 1px solid #ccc; border-radius: 50%; padding: 10px; text-align: center;"> Annual Supplier Spend: \$43.3M </div> <div style="border: 1px solid #ccc; border-radius: 50%; padding: 10px; text-align: center;"> Suppliers: 612 </div> <div style="border: 1px solid #ccc; border-radius: 50%; padding: 10px; text-align: center;"> Supplier payments/yr: 4,800 </div> </div>
 Challenge	<ul style="list-style-type: none"> Winfield accounts payables staff handle over 600 of the city’s vendors, issuing an average of 400 checks per month, equaling upward of \$43.3 million in annual spend. The city has taken good advantage of on-line paperless services for court fees and utility payments, however, processing supplier payments was still a manual based operation – requiring plenty of hours spent on printing and mailing checks each week.
 Solution	<ul style="list-style-type: none"> ACOM provides a single cloud-based platform for all of their supplier payments, regardless of payment type - ACH, EFT, virtual payments and even their paper checks. The platform integrates seamlessly with any ERP and financial system, which enabled Winfield to be paperless for all of their payments on their first day of service. Now instead of laboring with manual paper check processing, Winfield’s AP staff prepares a single payment for all their payment types. Supplier Enablement is a vital part of ACOM’s payment solution, with a support team who handles the entire outreach and enrollment process for clients. This includes transition planning, payment analysis, all documentation and the one-to-one follow-up with suppliers. The process made it easy for Winfield to get started without missing a beat.
 Results	<ul style="list-style-type: none"> Check printing and virtually all manual AP disbursements have been eliminated using the automated payment service. ACOM also prints and distributes checks to remaining suppliers who have not yet adopted electronic payments. The process frees up Winfield AP staff from issuing paper payments, enabling them to concentrate on more valuable work. During implementation, the ACOM vendor enrollment team converted 61% of Winfield’s vendors to electronic payments, 49% of whom are enrolled for virtual card payment processing. The results of a paperless system are already paying dividends for Winfield. They have reduced the cost of payment processing, increased visibility for AP and management staff, and we have started earning rebate revenue on virtual card payments – all without the time consuming process of having to enroll new suppliers for card use.