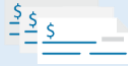




Profile



\$10,000,000
Annual Spend



300 Checks
Monthly



350 Total
Suppliers

Located in St. Petersburg, FL Menorah Manor is a community sponsored not-for-profit organization providing high quality healthcare to seniors in six counties on Florida's gulf coast area.

Originally opened in 1985, Menorah Manor services include skilled nursing, assisted living, adult day care, short-term and out-patient rehabilitation, long term nursing and specialized Alzheimer's and dementia care.

Business Issues

Check processing was a manual and time consuming operation, regularly causing late payments going out to their suppliers. Payment delays resulted in a continuous flow of phone and email inquiries back to the AP staff, putting a significant strain on an already busy operation. Beyond missing early payment discounts, they knew that late payments can cause vendor relationships to quickly deteriorate, losing valuable negotiating leverage for purchasing.

"The time and effort required to manually process payments was considerable, often adding a few days to the operation – not much fun when most of our vendors start calling on the 30th day to check on their payments! They don't call now because with electronic payments, they immediately receive our email the moment we process payments. They get their detailed list of invoices paid – and then they receive the funds the very next day! The days are over when we receive calls that use up so much staff time - explaining that "the check is in the mail" and looking up check numbers and invoice numbers included on the checks.

-Greg Yann, Controller

Management knew that moving from paper checks to electronic payments would easily cut processing time and could provide significant savings. However, with a small administrative and IT staff, they believed the transition of their vendors to ePayments would be far too difficult and costly.

100% supplier
payments made by
check

Manual paper-based
processing

Frequent supplier
payment inquiries

Time & resource
drain on AP

Solution

Menorah Manor looked to ACOM to expedite their supplier payments with the ePayables Platform. Using ACOM's technology 100% of supplier payments are made via the platform, making users completely paperless on their first day of service. Now instead of laboring with paper checks and hours of manual processing, Menorah's AP staff prepares a single file for all supplier payments due, regardless of payment type -ACH, virtual payments, wire and even paper checks.

A cloud-based and bank-level secure platform, ePayables gives companies greater visibility and control over spend and their cash management. ACOM's payment technology is combined with a comprehensive supplier on-boarding team as part of the service - a proven enrollment staff skilled in driving supplier adoption of electronic payment processing.

Results

Completely paperless on their first day of service

- During implementation the ACOM enrollment team converted over 70% of Menorah's suppliers to accept electronic payments. As part of the solution, ACOM also prints and distributes checks to the remaining suppliers who have not yet adopted digital payments. ePayables eliminated 100% of the time, cost and effort for AP staff to manually process paper checks - taking on all of their payments beginning on implementation day.
- Instead of payment delays, payments are automated via the ePayables Platform. An intuitive, web-based dashboard gives Menorah Manor real-time visibility and control of disbursements - combined with best-in-class payment support from ACOM.

"This was the absolute right choice for us." Mr. Yann shared. "ACOM literally erased all of the time, effort and cost for us to make payments. The late payment calls have ended, vendors are happy and we can even qualify for early payment discounts. Automating our payments easily frees-up 40-50 hours per month, enabling accounting staff to now focus on more meaningful work"

- The elimination of checks combined with the hours saved each month produces annual savings of over \$12,000 for Menorah Manor.

"ACOM's service is provided at no cost to us, and we receive rebate revenue from card payments - that made the decision to move to ePayables a top priority!"

"I was assured at the outset of implementation that ACOM's staff was going to do most of the work in getting vendors onboard. I was not disappointed. We simply provided their team with the information, and they took it from there."

"The decision to move to the ePayables Platform was an easy one. We had been an longtime ACOM customer and have been well satisfied with their level of experience, response & overall credibility."



90%
Time Savings



100%
Paperless Payments



Processing Costs
Eliminated



Rebate Revenue
From Card Payments

ACOM ePayables enriches the buyer and supplier relationship by optimizing the payables process and moving to electronic payments. We help organizations transition to safe, secure, electronic payments designed to lower cost, mitigate risk, and optimize discounts and buyer/supplier collaboration.

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