



## ePayables Success – Southern Coastal City

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A favorite tourist destination, this southeast coastal city provides a wide range of urban services including fire, police, public works, parks and recreation, utility billing and administrative services. Their population is estimated at 12,200 permanent residents, increasing to a peak of over 100,000 during summer. Although seasonal in its residential population, they must fully maintain and support their services over the entire year.

Profile	Monthly Check Volume: <b>500</b>	Number of Vendors: <b>733</b>	Total Annual AP Spend: <b>\$18 MM</b>
 Challenge	<ul style="list-style-type: none"><li>■ Prior to implementing the <b>ePayables</b> solution, the city was manually processing multiple payments to its vendors, all by paper check.</li><li>■ The time to manually process just one invoice could average from 6-10 hours, with it sometimes taking several days.</li><li>■ With the average cost of around \$6 to process a single check, the inefficiencies and expense continued to multiply.</li></ul>		
 Decision Criteria	<ul style="list-style-type: none"><li>■ As a municipality, their ongoing responsibility is to maintain the lowest possible cost at the best efficiency for their citizens. With this in mind, eliminating the high cost of manual paper-based processing became a priority.</li><li>■ Considering the monthly volume of vendor payments, they immediately saw the need for handling these disbursements in a more efficient and cost effective manner.</li></ul>		
 Results	<ul style="list-style-type: none"><li>■ ACOM's Intelligent Payment Hub, <b>ePayables</b> was selected as an excellent way to transition their AP operations to electronic payment processing. The service would provide the most efficient implementation with minimal impact on the city's time and AP resources.</li><li>■ The ACOM vendor enrollment team contacted all 733 vendors to explain the benefits of electronic payments in the city's new program. They then managed all of the administration and onboarding, including processing necessary paperwork.</li><li>■ <b>ePayables</b> automated payment service was implemented in the fall of 2016, with the transition of 75% of the city's vendors to card payments in the first 45 days.</li></ul>		
 Benefits to the City	<ul style="list-style-type: none"><li>■ The city saves over \$35,000 per year by eliminating check payments.</li><li>■ They now receive \$12,000–\$15,000 annually in virtual card rebates.</li><li>■ Eliminated the strain on staff time and resources, as all AP disbursements, vendor help desk activity and enrollment services are managed directly by ACOM.</li></ul>		