



## How a Government Municipality Improved AP Workflow Efficiencies and Trimmed Costs Leveraging Innovative Cloud-based Technology

### About the City of Cleburne

Located on the southern fringe of the Dallas/Fort Worth metroplex, Cleburne is the county seat of Johnson County, Texas with a population of 29,377. The city was formally incorporated in 1871. But don't let its 19th century founding or size mislead you. The City of Cleburne is an early adopter of AP Automaton intelligence, setting itself apart from its peers and raising the bar for other municipalities.

The accounts payable function processes approximately 1,000 documents/month—most of which are paid in batches—and supports all of the city's departments, including:

- Public Safety
- Water and Wastewater
- Cleburne Municipal Golf Course
- Cleburne Regional Airport
- Cleburne Conference Center
- Cleburne Public Library
- Community Services—museums, Golf Links, and recreation center



### City of Cleburne and the Yooz AP Automation Platform Solution

Like most municipalities, the City of Cleburne's administrative processes, particularly the accounts payable process, was primarily manual.

In 2015 the city began looking for a solution to automate their AP workflow processes to become more efficient and save valuable time. It realized very early on that Yooz was the only solution for a municipality to:

- Increase visibility into the invoice approval process with the ability to view invoices digitally.
- Minimize the room for error.
- Take advantage of payment discount benefits.
- Reduce time and effort in reconciling checks, have ACH availability, and lessen reliance on paper.
- Acquire and retain the best contractors for civic projects because of on-time payment.

Even though city and state governments tend to be more bureaucratic and slower to embrace updated processes and technology, the City of Cleburne's Finance Department was able to prove a solid business case for adopting the Yooz AP Automation platform and include it in the annual budget.



*"We had really great talking points about the Yooz solution when we presented to the City Council," said Terry Leake, the city's director of finance. "They loved the idea of ACH capability, and realized very quickly how we would save the city money, increase efficiencies, and improve our supplier relationships. Even better, there was no risk to the city. It was an easy decision for them to make!"*

## Five Pain Points

1. Double data entry
2. All payments made by paper checks
3. Slower receipt of payments by contractors and suppliers
4. Great deal of time spent on check reconciliation
5. Could not accommodate credit cards

## Implementation

The accounting and finance leaders procured and engaged champions from each department to help address concerns, gather support, gain buy-in, and assist with the implementation. Kristen Torres, lead purchasing agent was surprised to learn that most non-finance department personnel were excited about the idea. *“Rather than being concerned about change, there was general consensus that the Yooz AP Automation solution would help them do their jobs better and more efficiently,”* she said.



## ➤ It's all About the Results ◀


The City of Cleburne realized a ROI in year two, and has experienced many benefits from implementing the Yooz solution. It will serve as a model for how other government agencies and municipalities can increase efficiencies with innovative AP Automation.

As a cloud-based solution, sharing information is **easier** and enhances the entire organization's **visibility**.

**Faster** payments, accommodating credit cards, and providing ACH transactions have helped **improve** relationships with vendors, suppliers, and contractors.

Going paperless has dramatically **reduced** time spent reconciling checks and **improved** approval flow from various departments to Finance.

Learn more about how the City of Cleburne benefitted from the payment part of the process with our strategic partner, Nvoicepay, which enables customers to pay 100% of their invoices electronically, while realizing the financial benefits of payment optimization.  
<https://resources.nvoicepay.com/case-studies/customer-success-story-city-of-cleburne>



*“One of the most valuable benefits for us has been speeding up payments to our contractors. This allows us to get a wider choice of contractors bidding for construction projects, and to keep the best ones coming back. When we pay them faster, they can pay their subs on time. It has created a lot of goodwill between the city and our suppliers.” ~ Terry Leake, director of finance.*

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