Case Study
The Borough of Lansdowne, PA

Lansdowne is a borough in Delaware County, Pennsylvania, just six miles from Philadelphia. Known for its eclectic history and attractions, including The Lansdowne Theater, the Lansdowne Folk Club, and the 75 piece Lansdowne Symphony Orchestra, the borough attracts music and art lovers as residents and tourists year-round. Home to over 10,000 residents, the Borough of Lansdowne maintains a small-town charm while catering to a vibrant community of thriving shops, businesses, and restaurants that serve as a major service hub in the suburbs of a prominent east coast city.

> "I was surprised at just how easy PaperTrl is to use and how intelligent the system is. Implementation was fast, and customer service is very responsive. Anytime we have a question, PaperTrl gets back to us right away. We don't have to wait days for an answer."
>
> **Mary Young**
> Senior Bookkeeper

The Challenge

The Borough of Lansdowne's Accounts Payable (AP) department manages payments for six departments throughout the city: Community Development, Finance & Administration, Library, Parks & Recreation, Police, and Public Works. On average, AP issues sixty checks per check run. However, disruptions in their processing system kept arising due to two main problems:

1. Manually entering and processing paper invoices was time-consuming for the central staff, and AP was having difficulty keeping up with the influx of invoices mailed each day.

2. Some vendors sent invoices, purchase orders, or billing statements for the same product or service to both the department head and AP, resulting in duplicate entries, overpayments, and hours of lost time.

The COVID-19 pandemic exacerbated the problem as employees had to work from home. Staff physically hand-delivered invoices to the bookkeeper's house, bringing to light the urgent need for an online third-party billing system that could ensure the Borough of Lansdowne continued to make timely and accurate payments to its vendors.

The Solution

After a quick online search, the Borough Manager found that PaperTrl checked all the boxes for improving their AP management process. PaperTrl could effectively:

- Digitize vendor invoices through a simple OCR upload and populate standardized templates
- Deliver instant email notifications for sign-off and approval to the appropriate stakeholders
- Easily integrate and sync invoices with their QuickBooks accounting software
- Offer fast implementation and training to get employees up to speed remotely
- Provide responsive live customer service
- Ensure complete visibility into the status of every invoice in real-time

PaperTrl

Once PaperTrl was selected, the customer service team walked the Borough Manager, Bookkeeper, department heads, and IT manager through implementation and trained all departments in just sixty days.

1. Each department head is responsible for scanning and uploading their own invoice. No manual entry is required.

2. AP receives an email notification prompting them to approve the invoice for payment once it is uploaded to PaperTrl.

3. Using the API and file-based integration capabilities, QuickBooks automatically receives the invoice upon AP approval. All data is shared in real-time across systems based on the business rules set up during implementation.

4. Once AP issues payment, the records are updated in PaperTrl, giving AP a fully synchronized record of the payment workflow from start to finish, including a PDF of the original invoice.

5. Department heads can see the digitized paper trail on-demand in the PaperTrl platform.

The Results

The Borough of Lansdowne eliminated the manual entry of invoices and distributed the workload among key stakeholders. This shift saves AP at least one hour per day and creates a time-date stamped record of when the invoice was submitted for processing by the department head. Furthermore, accountability is now spread across teams.

Before PaperTrl, both AP and department heads would receive multiple invoices or billing statements, sometimes resulting in overpayments to vendors. Researching errors could take hours. Now that each stakeholder uploads their own invoices into PaperTrl, there is a single point of entry, making it easier to manage billing from each vendor. In addition, both parties can see previously uploaded invoices and view past payments from QuickBooks before uploading new documents. This transparency helps eliminate overpayments and saves two hours per incident.

Most importantly, AP has restored its reputation both internally with department heads and externally with their suppliers. With a complete digital record of every invoice in PaperTrl, users have complete visibility into the payment status and can answer questions in seconds rather than hours or days. Plus, vendors can rest assured that they will receive their payments as per their agreement.

> I love that all departments can share the responsibility of ensuring invoices get processed in a timely fashion. Everything is just more streamlined and efficient with PaperTrl and Accounts Payable can focus on what we do best—maintaining accurate books and paying bills on time."

Mary Young,
Senior Bookkeeper

Ready to try PaperTrl for yourself?

Request a demo by calling **(800) 220-1608** or send us an email at **info@papertrl.com**.