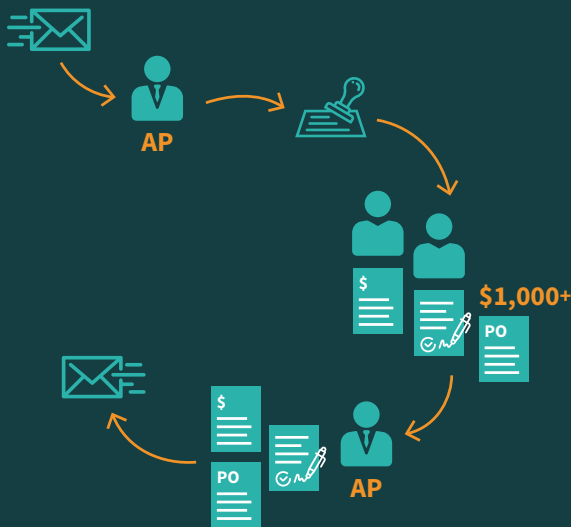


Case Study

Town of Springdale, Utah

Nestled in Washington County in Utah is the town of Springdale – a bustling hometown community with breathtaking views of sandstone cliffs which is a favorite for visitors who enjoy outdoor activities such as hiking, biking, and running. Springdale borders Zion National Park, making it a prime destination for backpackers, rock crawlers, and canyoneers who want to explore its majestic plateaus year-round. The town also draws sports enthusiasts, IronMan champions, and tourists who venture to Springdale for their signature music festivals each year.

Before PaperTrl



The Challenge

Like all towns, several departments maintain Springdale’s order and beauty, but, like most businesses, their systems were tested during the COVID-19 pandemic. A **complex payment workflow built around in-person operations quickly unraveled** when employees began working from home.

Before the pandemic, invoices were physically mailed to the Town of Springdale’s Accounts Payable department (AP). Upon receipt, they were stamped and delivered to the department that incurred the expense for payment approval. As part of the approval process, the department head would document the expense using a paper form that required the vendor name, account number, invoiced amount, and signature to accompany the submitted invoice. Added to the complexity of the payment workflow, invoices over \$1,000 required a purchase order and at least two signatures. Once signed, the physical invoice and paper form was returned to AP for processing.

AP processes between 100–150 invoices per month for six town departments (Administration, Canyon Community Center, Community Development, Police, Parks & Recreation, and Public Works), with approximately 15 different people authorized for payment approval. **Without a digital record of these invoices, bills were at high risk of being misplaced or forgotten**, delaying payments and resulting in late charges.

- Seeing this gap in the system, the Town Treasurer searched for a software solution that could:
- Automate critical steps in their third-party billing and invoicing systems
- Support multiple users across the departments and complex workflows
- Generate a paper trail of invoices that tracked every movement from upload to approval to payment

Given the course of events that followed the global shutdown, finding a vendor became a “must-have” instead of a “nice-to-have,” and the Town Treasurer accelerated the process. They needed a solution that would ensure vendors continued to be paid despite staff being in disparate locations.



The Solution

The Town of Springdale selected PaperTrl as its vendor of choice. After a test drive, the AP team saw how simple it was to use the web-based application and were able to fine-tune their processes to take advantage of its key benefits in less than a week.

At first, AP trained their department heads to receive, upload and approve their own invoices since they would all have full access to the software. However, they quickly found it more efficient to continue funneling invoices through the AP department to centralize the recordkeeping and filing of paper invoices they continued to receive by mail. Instead, approvers would receive email notifications when AP uploaded invoices associated with their department. In PaperTrl, they could easily view invoice details and submit their approval online in minutes. In turn, AP maintains a digital record of those approvals, receives alerts to trigger payments, and can quickly check the status of every invoice.

The Results

An AP system that once relied heavily on the physical transport of paper invoices from one department to the next has transformed into a highly efficient cloud-based operational hub. As a result, **AP now has a digital trail that records the movements of each new invoice as it flows throughout the payment system**, providing critical documentation for audits and compliance requirements.

Approvers find the ease and convenience of managing invoices online to be stress-free. In addition, **the AP department finds value in customizing and streamlining workflows, all of which ensures invoices are paid on time and as promised.**

Although some invoices are still being mailed, the Town of Springdale encourages vendors to email their invoices to a central inbox. As a result, it has high hopes that paper invoices will be eliminated entirely, paving the way for a full-featured digital system of record. Their next step is to create a process for handling purchase orders and designing a workflow process for leveraging PaperTrl with credit card payments.

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I really like the simplicity of PaperTrl and the fact that it's so intuitive. When I upload an invoice, PaperTrl reads all the fields and populates them based on my templates. Each department head can monitor their invoices on-demand, and I can ensure that all invoices received by AP remain organized in-house and vendors receive payment on time. As long as our invoices are in PaperTrl, nothing gets missed.”

Tonya
Accounting Clerk



Ready to try PaperTrl for yourself?

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

