

Customer Success Story:

# Decreasing Time Spent Sending Invoices **by 71%**

## TODAY

The Father's House has transformed the way it manages invoices and payments. By implementing a solution that automates the invoicing process while providing customers with a smoother way to pay, The Father's House has been able to reduce the time required to send out invoices by 71%.

With automated notifications, the ability for customers to sign-up for AutoPay and full integration with Intacct, this new solution has allowed The Father's House to replace two out-dated and cumbersome systems while seeing an adoption rate of 88% among its customers.

## THE STARTING POINT

The Father's House's AR process was underpinned by two legacy technology platforms with limited capabilities resulting in a time-consuming and inefficient AR process. Invoice presentment wasn't fully integrated with The Father's House's ERP system meaning all invoices were created manually. It was a cumbersome process that would take the AR Specialist a full day every month to complete. Once created and sent, invoices were often blocked by email spam filters and went undelivered.

When it came to payments, the system being used only allowed for one payment option – credit cards. Customers faced issues logging into and accessing the payment portal resulting in customer-service calls to the AR Specialist, taking their time away from other, high-value tasks. These challenges negatively impacted the experience The Father's House was able to deliver to its customers and the combination of undelivered invoices, lack of payment options and difficulty accessing the payment portal resulted in late payments.

*With no clear visibility into what was overdue, prioritizing collections and communicating with customers at the right time was a constant challenge. The Father's House knew there must be a better way.*



## The Father's House

**Industry:** Not For Profit  
**Invoices per month:** 100s  
**ERP:** Sage Intacct

The Father's House is a church and education center in Northern California. The church community started with 8 people in a living room, and is currently 7,500+ people across 5 locations. The Father's House runs both pre-school and leadership programs.

## THE JOURNEY

### Self-Assessment

Recognized that the current tech stack couldn't effectively support customers.

### Solutions Research

Looked for a solution that could provide customer self-service portal, autopay options, and automated invoice presentment.

### Provider Selection

Chose VersaPay ARC due to its superior customer experience.

### Implementation

Implemented quickly and reliably using VersaPay's simple Intacct integration.

### Success Management

Working closely with the VersaPay Client Success Manager to ensure exceptional and reliable service is delivered to end-customers.

"I have a clear view of everything that is due the moment I login to the platform."

**Kami Kauffman**

*AR Specialist, The Father's House*

## THE SOLUTION

The Father's House implemented VersaPay ARC®, a cloud-based solution that automates the entire invoice-to-cash process. With ARC, The Father's House replaced two legacy systems, enabled an exceptional customer experience throughout the invoice and payment process and saved its AR Specialist real time.

With ARC's seamless Sage Intacct integration, invoice presentment has been fully automated. A full day's work each month has been reduced to no more than an hour or two. No more manual entry. With ARC's invoice delivery tracking, The Father's House now has the ability to see not only that invoices were successfully delivered, but when they were viewed and opened.

ARC's easy to access payment portal allows end-customers to enter the portal with 1-click. Customers can pay the way they want with increased payment options – including ACH – and have the ability to set-up AutoPay. With automated notifications and in-platform messaging, customers are always aware of when payments are due. With real-time dashboards and customer tagging, the AR Specialist has complete visibility over customers and payments.

With VersaPay ARC, The Father's House has enabled its AR Specialist to better serve its customers while getting paid on time.



VersaPay is a leading provider of cloud-based accounts receivable solutions. From invoice presentment and payment, through to collection and cash application automation, VersaPay helps companies improve their customer experience and get paid faster.

Contact VersaPay to learn more:

Toll Free: 1.866.999.VPAY (8729) | [www.versapay.com/request-a-demo](http://www.versapay.com/request-a-demo)