



Policy Briefing Summary

Board of Supervisors

Regarding: Addition of Accounts Payable & Payment Automation Application

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Date of Proposed Action: March 18, 2026

ACTION FORCING EVENT

We are proposing the addition of an Accounts Payable and Payment automation platform to our financial systems software suite. This is covered by the 2026 budget but will require an additional contract to be signed.

BACKGROUND

We've been following technological developments, such as optical character recognition (OCR), and the benefits that they can bring to financial processes. I believe it can be most impactful to the accounts payable and payment processes. I have declined to implement programs to date given that I believed that the OCR component was not accurate or advanced enough to alleviate sufficient manual effort to justify the cost. Technological advancements have improved the products enough to offer substantial time savings. There are many financial technology companies (fintechs) competing in the space, which has also increased the pace of improvement.

We experience regular attempts at bank fraud. These attempts are thwarted through time-consuming and pricey fraud prevention services. For both checks and ACH, one team member has to re-key the data into the banking system and another team member has to approve the entry. All exceptions require immediate review and action. Furthermore, our bank account information is in circulation, which invites check white-washing or ACH pull attempts.

ANALYSIS

This technology offers benefits to accounts payable data entry and coding, payment processes, and fraud prevention. In addition, there are benefits to our corporate card program.

Account payable purchase orders and invoice processing

- **Current Process: Manual, timing-consuming, and error-prone**
 - Manual, timing consuming, and error-prone
 - Data is rekeyed from invoice
 - General ledger coding – manually tag each invoice with fund, GL account, department, and project
 - Manual Purchase Order matching
 - Heavy reliance on memory and experience; long learning curve
 - Approvals guided by basic workflow rules
- **Proposed process: Automated and reduces errors and re-work**
 - Invoice loaded automatically by system from email

- Optical character recognition (OCR) “reads” data and populated fields in system
- General ledger coding – system drafts coding based on invoice information, mapping rules, and machine learning
- Automated Purchase Order matching
- Advanced workflow rules will solve current approval challenges
- Data feeds real-time between the fintech and Sage Intacct.
- Note, the bill voucher process would remain unchanged.

Payment processes & fraud prevention

- **Current process: Many manual steps that are prone to fraud**
 - All payments are submitted by team member and approved by Amy or Dina (back-up)
 - Checks printed manually, signed by Board members, stuffed, and mailed
 - Checks are rekeyed into and approved in bank’s system for positive pay
 - ACH payments are rekeyed into and approved in the bank’s system
 - Township is exposed to the risk of fraud with bank account information in circulation which invites check white-washing or ACH pull attempts. We experience regular fraud attempts, which are thwarted through time-consuming and pricey services
- **Proposed process: Automated and reduces errors and re-work**
 - All payments are submitted by team member and approved by Amy or Dina (back-up)
 - All other steps handled by fintech
 - Retain all forms of payment (credit card, ACH, or check), plus adds virtual card
 - Our bank account information is not published which prevents the opportunity for fraud
 - The fintech takes responsibility and liability for fraud

Corporate card program

- **Current process: Outdated and inefficient**
 - Technology used by our current card provider is outdated and inefficient
 - One log on for whole organization
 - Time-consuming and manual receipt chasing process
- **Proposed process: Proactive and touchless for Finance**
 - Direct feed from the credit card company
 - Daily visibility into charges
 - System will generate an email/text to the card owner to request the receipt, which can be attached to the email/text
 - Receipts matched to transaction in the feed
 - Reminders automatically sent for missing receipts

Vendor Selection

We evaluated ten financial technology companies and their platforms. It has become a very competitive space. Most players start in and specialize in one aspect of these processes and have grown to expand their feature set, which required careful review to differentiate offerings. Based on features and price, we have narrowed down to two final options. We are conducting final due diligence, awaiting some clarifications, and negotiating price with these companies.

Impact on bank use

Our current bank does not offer direct integration to any general ledger systems and does not offer any streamlined payment services as described above. If we use one of the fintechs discussed above, the fintech would pull the money needed for all payments by ACH from our bank and then do all of the other processing. This would simplify our banking processes, save a tremendous amount of time, reduce fraud risk, and reduce bank fees.

FINANCIAL IMPACT

The pricing structure varied greatly across the ten providers we considered with a range of \$12K-\$24K annually. Our final two contenders would be \$12K-\$13K annually. However, this would be partially offset by credit card rebates ranging from 1%-1.25%, which is estimated at \$2.7K-\$3.4K annually but also has the potential for higher card use. Furthermore, we would save money on transaction and fraud fees at our bank, estimated at about \$2K per year. With a partial year impact and some savings on the HR & Payroll platform implementation, the 2026 budget will cover the 2026 costs.

We have also estimated the amount of time we expect to save from the benefits of this system. The current Accounts Payable process is estimated to take 50 hours of effort per month across all parties involved. We conservatively expect a 25-hour time savings per month across four finance staff members, which is worth \$15K per year. This time will be redirected to more value-added activities.

RECOMMENDED MOTION

Motion to authorize Amy Heinrich to execute the contract associated with implementing an Accounts Payable and Payment automation application.