

Case Study | Government

The Town of Milton, Massachusetts



Doing More With Less Makes the Impossible Possible

Government organizations can realize the same benefits as The Town of Milton with Zobrio's powerful Cash Management System.

Zobrio Cash Management eases the pain of manual entry by integrating financial data across multiple departments and is custom built specifically for Government entities.

Learn more about how you can gain accurate and timely insight, reduce errors, improve audit trails, and streamline bank reconciliation by visiting our website or contacting us at www.zobrio.com



The Situation



Similar to other Municipalities, The Town of Milton is under severe budget constraints and as a result, software upgrades often get put on the back burner. Their staff was under a lot of pressure to do more with less and even though they realized the many advantages to the new system, they also realized the burden of learning a new process. Prior to the implementation of the Zobrio Cash Management System, the Town of Milton was experiencing a number of manual intensive processes that created very inefficient procedures for preparing detailed revenue reports and resulted in a difficult cash reconciliation process. The remote users would enter cash receipt data multiple times, wasting valuable time across the Town's departments creating the opportunity for miscoding. It used to take almost three weeks for cash receipt data to make its way from the remote departments to the accounting and treasury departments, and by that point, the data was outdated. The Town of Milton's remote departments used a number of third party products such as Microsoft Excel spreadsheets and QuickBooks to track the detail of departmental cash receipts. This

cash receipt information was then entered into the turnover report and the General Ledger at a summary level. These procedures resulted in an additional data-entry step being performed and a manually intensive reconciliation process.

Even with a tight budget, The Town of Milton knew they needed a change to eliminate manual data entry and improve their financial tracking and record management.

"Remote departments can enter data into the Zobrio Cash Management system once to produce the cash turnover report. This is the only time the data has to be keyed." Amy continues, "The rest of the process includes acceptance and posting of these turnovers electronically which updates the Treasurer's Cash book and the General Ledger."

Amy Dexter, Town Accountant for The Town of Milton

Solution & Benefits

The Town of Milton began looking at Zobrio, in the spring of 2012. All of the functionality that they were looking for was included in the software which meant their financial information could be housed within one solution.

Amy Dexter, Town Accountant for The Town of Milton says, "Remote departments can enter data into the Zobrio Cash Management system once to produce the cash turnover report. This is the only time the data has to be keyed." Amy continues, "The rest of the process includes acceptance and posting of these turnovers electronically which updates the Treasurer's Cash book and the General Ledger."

This streamlined workflow has created a number of benefits for The Town of Milton...



Accurate and Timely Insight

Submitting cash receipts used to take The Town of Milton up to three weeks to reach the accounting department, and now the whole process takes under a week. If the accounting department or the Treasurer needs insight during that week, they can look things up and pull reports whenever they need to, trusting that the data is up-to-date.



Reduced Errors

Amy Dexter says, "The data entry is left to the department personnel and all of the General Ledger coding is simplified in that they are picking from a drop down list with revenue source names rather than a numeric account number." This process makes it much easier on the remote users because the source names actually mean something versus a numeric account number that is impossible to

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memorize. There is much less margin for error, but if there is one, both the Treasurer and accounting personnel can easily identify the problem.

Before Zobrio, it was difficult to locate and reconcile miscoded cash receipts. Zobrio gives users the tools necessary to easily make specified queries using information such as date range, dollar amount, and payer.

In addition, a very detailed audit trail exists including references to batch, turnover and deposit numbers. The time taken to research an item has been reduced significantly.



Streamlined Bank Reconciliation and Accurate Audit Trails

All bank transactions and account balances can now be maintained and reconciled in one place versus the multiple system tracking that took place before. Since the Treasurer used QuickBooks for tracking, it was very difficult for the accounting department and Treasurer to reconcile cash balances. Now that everything is in one place, this reconciliation has been streamlined.

Zobrio has also helped streamline credit card transactions. Since credit card transactions are coded differently, Zobrio ties payment types to the specific receipt types at the point of data entry and thus eliminates the burden of reconciling credit card slips to bank wire transfers.

Now that a detailed audit trail exists for every cash receipt, the cash receipts and reconciliation procedures performed are more efficient. The audit trail tracks the system generated

'Payer Receipt' number, 'Payment' number, 'Deposit' number and the 'Schedule of Receipt' number.

Summary

Zobrio Gives The Town of Milton Financial Insight, Accuracy, and Control The Town of Milton was hampered with duplicate data entry, manual processes, and limited insight into their financial data. They sought help from their partner, Zobrio, who was able to assist with the implementation of Zobrio Cash Management. Zobrio is now their comprehensive solution, improving data entry efficiencies and data lookup capabilities, as well as simplifying Cash Reconciliation processes.

"With less duplication of data-entry we have greatly reduced the time it takes to reconcile."

Amy Dexter, Town Accountant for The Town of Milton

Amy Dexter, Town Accountant for The Town of Milton says, "Zobrio has provided excellent customer service during the implementation phase as well as ongoing support as we use Zobrio on a daily basis. They have been extremely helpful and flexible as we change our processes and procedures." Amy continues, "We never felt like we were on our own with the implementation. Zobrio provided a perfect mix of give and take to form a truly valuable partnership."