



CASE STUDY

Mission Construction

COMPANY BIO

[Mission Construction](#) was founded in 2002 and quickly set about establishing itself as a leader in commercial tenant improvement and new construction projects in the Minneapolis-St. Paul area. Their clients include customers from a variety of industries, such as Rhino Tech, Ulysses Medical, Northland Center, and Shakopee Dental.

In the two decades since its founding, the company has established a reputation for quality, while simplifying the construction process and adding value to its customers' projects.

“We used to print off every single invoice, every single credit card transaction, put it in a file folder, and pass it around the office. Now, reviewing is super easy. We can go through 30 invoices in five minutes, so that’s a huge amount of time saved. It’s so much easier. One person spends less than five hours a week dealing with invoice coding.”



Evan Williams
Partner, Chief Financial Officer

CHALLENGE

Mission Construction's business growth was difficult to support with its manual and paper-based AP processes. Significant time was wasted tracking down invoices and securing approvals, which led to vendor relationships being disrupted.

SOLUTION

Quadient AP integrated seamlessly with QuickBooks. This enabled the company to continue using vital QuickBooks features, while taking advantage of AP automation. The software made the AP process transparent, ensuring that invoices are tracked from receipt to approval.

RESULTS

- Processing 30 invoices takes less than 5 minutes.
- Approval bottlenecks are immediately identified and avoided.
- Duplicate payments are easily caught and eliminated.
- AP team now has time to support value-added activities, such as payroll and onboarding.

ACCOUNTING SOFTWARE

QuickBooks

INDUSTRY

Construction



CHALLENGE

Using a combination of QuickBooks and paper files to manage their accounts payable, Mission Construction's AP team was overwhelmed with routine duties. According to CFO Evan Williams, the company printed off every invoice and credit card transaction, placed them in a physical folder, and then circulated it around the office for approvals. In addition, each invoice had to be manually written and coded.

“I tried to quantify the amount of time we were losing. If you think of all the time it takes to get approvals, hand write and code each invoice, and then manually input and pay the bill, it was adding up to thousands of hours.”

- Evan Williams, Partner, Chief Financial Officer

Because of these manual processes, the organization struggled to track where invoices were in the AP process, leaving them unsure of whom to contact when an invoice was delayed. They also found it difficult to identify duplicate invoices, an issue that Williams recognized could be costly to the organization.

This lengthy and inefficient process caused issues when it came to paying vendors. Without clear visibility of the AP process, they could

not provide accurate information about when a specific invoice would be paid. It also meant that supply chain issues were more likely, and this would then impact the company's ability to complete construction projects.

SOLUTION

Quadient AP offered seamless integration with QuickBooks. This allowed Mission Construction to use the unit cost and quantity feature, which was essential for their needs as a construction business. Quadient AP was the only solution that allowed them to use both general account cost codes and job customer codes with associated costs and quantities.

“You could do both. That was why we went with Quadient AP. It was the only solution we could find that had that capability.”

- Evan Williams, Partner, Chief Financial Officer

To solve transparency problems, they needed a solution that provided full visibility of the process, from the moment an invoice was received until payment was made. With Quadient AP, managers can track the activity of every user. In addition to this, an email inbox has been set up that allows vendors to send PDF invoices. When they're received, these are automatically added to the AP queue to be processed.

Financial information is displayed through robust reporting capabilities. The team can run real-time reports to reveal recurring bottlenecks in the AP process. All this information is centralized on the cloud-based platform, so employees can easily share information and put an end to the paper chase.

Customizable approval workflows ensure that invoices no longer need to be printed out and passed around the office. Instead, they can be forwarded directly to the appropriate approvers. Regular reminders are sent until an invoice is approved, so they no longer fall through the cracks.

RESULTS

Mission Construction saw an immediate decrease in their AP workload and the team has found more time to focus on higher-value financial activities.

- Processing 30 invoices takes less than 5 minutes.
- AP team can dedicate time to payroll and onboarding.
- Duplicate payments are identified automatically, avoiding unnecessary cost.
- Communication challenges with vendors are solved, as no invoices go missing.
- Improved employee morale and vendor relationships.