

Leveraging Technology to Increase Efficiency & Enhance Internal Controls

By

Andrew Laflin

Aclarian LLC



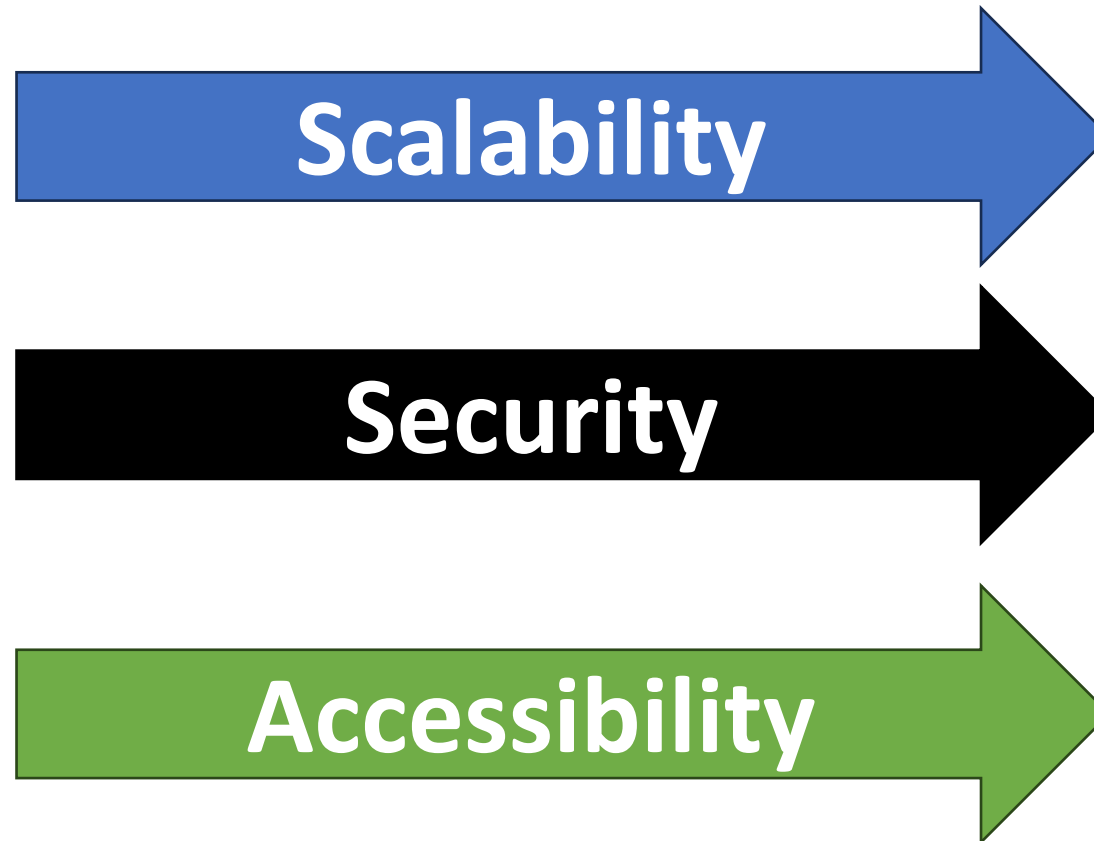




Agenda

- Efficiency and Internal Control Improvements Resulting from Modern ERP Technology
 - Native Cloud Versus On Premise or Hosted Cloud
 - Paperless & Workflows
 - Transaction Processing Efficiencies
 - Reporting
 - Integrations

True Cloud Versus On Premise



Scalability & Flexibility

- No need to install product on multiple devices
- Ease of adding, deleting users and modifying access restrictions
- Remote access: VPN requirements versus any device/browser anytime
- Device flexibility: laptop, tablet, phone, etc.
- Continuous innovation & upgrades



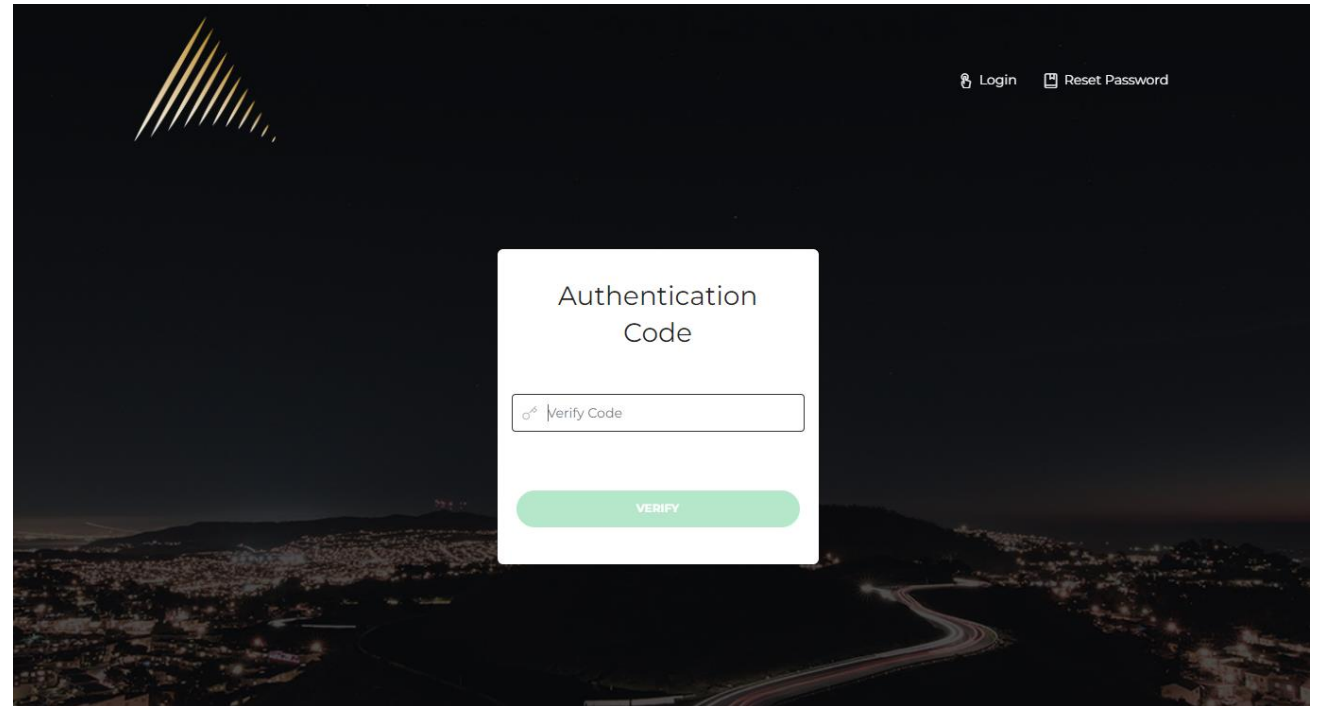
Security Features

Security updates applied centrally

Data hosted in enterprise-grade environments

Security Controls at Login:

- Establish minimum password length
- Set days to password expiration
- Enable Multi-Factor Authentication
- Single Sign-on (SSO) option



User Management – Roles and Access

- User Access Considerations:
 - Ability to initiate new transactions
 - Ability to view transactions
 - Ability to update records
 - Ability to review reporting data
 - Dashboard preferences

The screenshot displays a web interface for managing user roles. At the top, there are two sections for role configuration: "Copy roles from another user?" with radio buttons for "Yes" and "No" (where "No" is selected), and "Use template from custom roles?" also with "Yes" and "No" radio buttons. Below these are three tabs: "Items" (selected with a checkmark), "Dashboard Preferences", and "Roles". The main content area is divided into two columns. The left column is titled "ANNOUNCEMENTS" and contains a "Forms" tab. Under this tab, there is a checked checkbox for "Announcements" and a row of buttons: "Visible", "Edit Form", "Form Search - All Forms", and "Skip Approver". The right column is titled "BILLING & AR" and contains three tabs: "Forms", "Data Management", and "Reports". Under the "Forms" tab, there are four checked checkboxes for "Invoice Form", "Customer Form", "Quick Invoice Form", and "Invoice Adjustment Form". Each of these has a corresponding row of buttons: "Visible", "Edit Form", "Form Search - All Forms", and "Skip Approver".

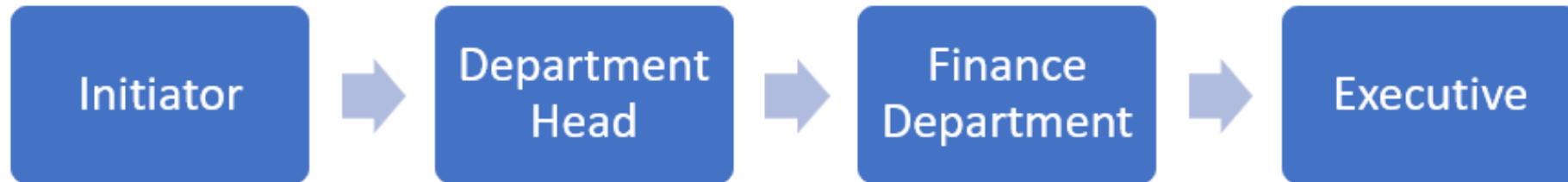
Power of Paperless

- **Document Management:** Digital documents can be stored centrally, retrieved quickly, and shared easily. This can reduce errors and improve compliance with data protection regulations
- **Productivity:** Employees can save time and effort by accessing information more easily, which can streamline business processes
- **Cost Savings:** Reduce paper usage, printer ink, and storage costs



Workflow Process

✓ Workflow Started ——— ✓ First Approval ——— ✓ Final Approval ——— 4 Completed



Workflow Setup

- Flexibility to set up workflow by individual, department head, group, threshold approver, fund, project ID, grant ID, vendor ID, program ID, PO number, and more
- Designate temporary substitute approvers
- Receive notifications of items awaiting workflow approval
 - Email notifications
 - Dashboard view
- Provide feedback and return to initiator to address comments
 - Example: GL coding on invoice for payment

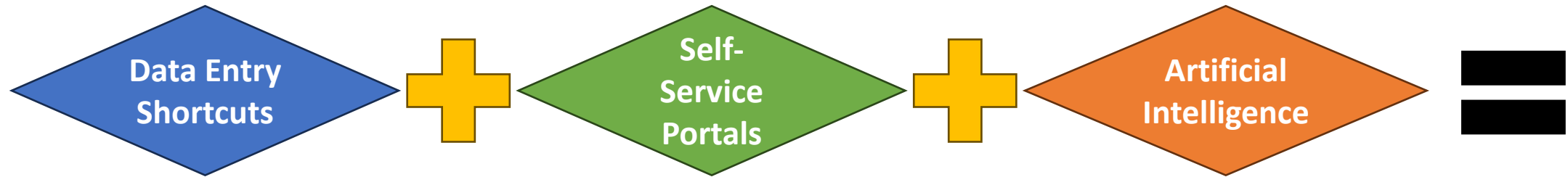
**Workflow
Notifications**

**Workflow
On All Actions**

**Rule Based
Workflows**

**Linear vs Step
Approvals**

Transaction Processing Efficiencies



Time Savings!!

Data Entry Shortcuts

- Import data from Excel to populate fields (example = journal entry)
- Use templates to pre-populate fields for recurring transactions

Account Type *
-Select-
Entry Type
☐ Debit
Comment
ADD GL

Account String *
Select Account

Import GL Accounts

Upload File
Choose Files No file chosen
Please limit the journal entry import to no more than 600 accounts.

Follow this Sample

	A	B	C	D	E	F
	Account	Debit	Credit	Comment	Project/Grant	Project/Grant Task
1	001.5000.564000		40.12	comment 1		
2	110.0000.101006	1.1		comment 2	500020	
3	001.5000.564000		40.12	comment 3	500009 500009-1	
4	001.5000.564000	40.12		comment 4	100027	

IMPORT CANCEL

Template List

Page Size: 20

ADD NEW TEMPLATE

EXPORT

View	Title	Template Name	Created Date	Delete
	Community Development	Cash Receipt Form	11/17/2022	
	Notarial Fee	Cash Receipt Form	10/04/2022	
	Recycling	Invoice Form	02/06/2024	
	CONVENIENCE / CREDIT CARD FEES O...	Cash Receipt Form	09/07/2023	
	ACH-Marina Transient	Cash Receipt Form	03/03/2023	

Self-Service Portals

- Vendor Portal – Allow vendors to register to do business with your local government and submit invoices directly to your system



[Home](#) [Vendor Invoice Submission](#) [Multiple Invoices Submission](#) [New Vendor Registration](#)



Welcome

Welcome to the Vendor Portal for the Hillsborough County Tax Collector. New vendors who have just begun providing goods or services to the Tax Collector or who wish to do business with the Tax Collector in the future are encouraged to officially register here by clicking on the 'New Vendor Registration' link and completing the registration form. Be sure to fill out all the required fields and attach any forms that are applicable.

If you are an existing vendor currently doing business with the Tax Collector, please submit any invoices requiring payment by clicking on

Features

- [Vendor Invoice Submission](#)
- [New Vendor Registration](#)

Self-Service Portals



Self-service portals offer numerous benefits to both organizations and their users. Here are some key advantages:

- 1. Increased Efficiency and Productivity**
- 2. Improved User Experience**
- 3. Cost Savings**
- 4. Enhanced Data Accuracy and Consistency**
- 5. Better Decision-Making**
- 6. Scalability**

UKG

 **ACLARIAN LLC**



Example: Vendor Portal Advantages

- Streamlined Onboarding Process
 - Vendor submits required information & documents (W-9, voided check)
 - Eliminates data entry and maintains focus on workflow approvals
- Improved Communication
 - Vendor can download purchase order, request profile changes, review status of submitted invoices
- Faster Payments & Invoice Processing
 - Submission of invoices via vendor portal rather than mail/email
 - Configurable settings for receipt of vendor submissions within ERP (vendor registrations and invoice uploads)

Vendor Registration

VENDOR INITIATED

Vendor keys in
Address, Remittance
Address, Shipping
Address

madeirabeachinvoicing.aclarian.com/vendor-registration

Home New Vendor Registration Add Invoice

Log In Profile Setup

New Vendor Registration

Welcome to the City of Madeira Beach New Vendor Registration Portal. Please fill out the required fields below and click Submit to complete your registration. You will receive a notification of success in this page after submission, followed by a confirmation email from Aclarian when the City of Madeira Beach approves you as a vendor.

Vendor Name * Legal Entity Name *

Goods and Services Description

Addresses (2)

Address Type Address Line 1 *

Purchasing Enter address line 1

Address Line 2 City *

Enter address line 2 (optional) Enter city

Vendor provides
Name, Entity, Type,
W9, MBE

1099 Form Delivery Preference *

Email

W-9 Applicable? *

☒ Yes ☐ No

Applicable Tax Identification Number (TIN) *

☐ EIN ☐ SSN

Vendor is Incorporated? *

☐ Yes ☐ No

Engaged in a Trade or Business? *

☐ Yes ☐ No

Provides Medical or Legal Services *

☐ Yes ☐ No

Would You Like To Be Paid Electronically Via ACH *

☐ Yes ☐ No

Receives Rent or Royalty Income *

☐ Yes ☐ No

MBE (Minority Business Enterprise) Certified *

☐ Yes ☐ No

Email address to receive Digital Check

Attach Vendor W-9 (max 10MB) *

Choose File No file chosen X

Vendor Type

☐ Active ☐ Prospective

Include on Future Bid Opportunities

☐ Yes ☐ No

Provides Merchandise or Utilities

☐ Yes ☐ No

Do you have any existing business relationship with the City of Madeira Beach's employees?

☐ Yes ☐ No

Submit Reset

Vendor Registration

ERP INTEGRATION

Name, Entity, Type,
W9, MBE

Vendor Form

Vendor Name *

Requested By
mfitzgerald@aclarian.com

W-9 Applicable? *

☒ Yes ☐ No

Include on Future Bid Opportunities?

☐ Yes ☐ No

Receives Rent or Royalty Income?

☐ Yes ☐ No

Provides Medical or Legal Services?

☐ Yes ☐ No

Provides Merchandise or Utilities?

☐ Yes ☐ No

Engaged in a Trade or Business?

☐ Yes ☐ No

Form 1099 Applicable?

Form 1099-NEC

Legal Entity Name *

AutoPay Default
System Default

Attach Vendor W-9 *

[SELECT FILE](#)

Vendor Type

☐ Active ☐ Inactive

Vendor is Incorporated?

☐ Yes ☐ No

Pay Electronically Via ACH? *

☐ Yes ☐ No

MBE (Minority Business Enterprise) Certified?

☐ Yes ☐ No

[FORM 1099-NEC CONSIDERATIONS](#) [FORM 1099-MISC CONSIDERATIONS](#)

Address, Remittance
Address, Shipping
Address

Addresses (2)

Address Type
Purchasing

Address Line 1 *

Enter address line 1

City *

Enter city

☐ I have an International Address

State *

Country
USA

Zip Code *

Enter zip code

☐ Remittance address is same as purchasing address

Address Type
Remittance

Address Line 1 *

Enter address line 1

City *

Enter city

Portal Configurations Management

Vendor Invoice Creation

-Select-

Users Groups

Vendor Registration Creation

-Select-

Users Groups

Employee Self-Service

- **Empowerment & Convenience for Employees**

- Employees can securely access their payroll, benefits, and HR data from any device, anytime
- Common tasks—such as updating addresses, checking pay stubs, downloading W-2s, or requesting time off—can be completed without needing HR intervention
- Provides transparency and real-time access to personal records, building trust and engagement



Update personal information



View pay statements



Request time off



Enroll in benefits



Customer Self-Service

Benefits of a Customer Self-Service Portal for Municipalities



Permitting

Streamlined application submission, document uploads, and faster approvals



Business Licenses

Online registration, renewals, and fee payments reduce in-person visits



Utility Billing

Secure bill presentation, online payments, and automatic recurring options



Recreation

Easy registration for classes, camps, and facility reservations



Miscellaneous Billing

Centralized platform for parking, code enforcement, or other fees

- **24/7 Online Access**
Residents and businesses can apply, pay, and track services anytime
- **Convenience & Transparency**
Real-time status updates and notifications reduce phone calls
- **Faster Processing**
Automated workflows speed up reviews and approvals
- **Improved Collections**
Multiple payment methods and reminders increase on-time payments
- **Reduced Administrative Burden**
Less manual data entry and fewer walk-in service requests
- **Enhanced Citizen Satisfaction**

Centralized Platform

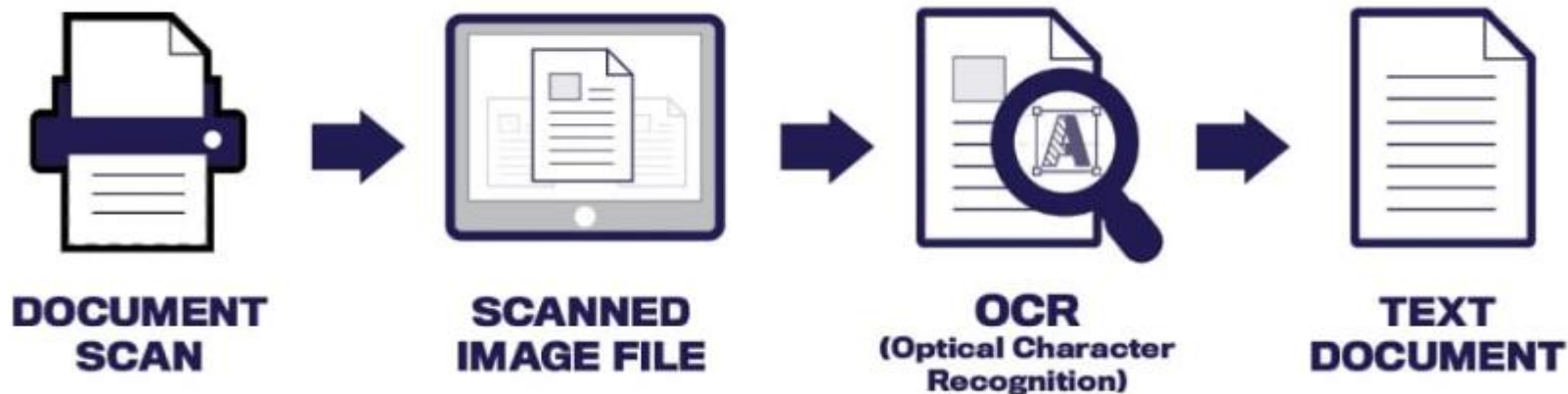
Bank Rec Implications

Artificial Intelligence

- **Document Intelligence:** AI service that applies advanced machine learning to extract text, key-value pairs, tables, and structures from documents automatically and accurately
- **Voice Assistant:** Software program that uses voice recognition, natural language processing, and Artificial Intelligence to understand and respond to your spoken commands
- **Robotic Process Automation (RPA):** Uses intelligent automation technologies to perform repetitive office tasks of human workers, such as extracting data, filling in forms, moving files and more

Document Intelligence

- **OCR** – Can be applied to scanned documents or photos of documents and mapped to specific fields within an ERP system, such as processing an invoice for payment



Help Desk and Reporting AI Tools

- **AI Chat:** Virtual assistant powered by artificial intelligence that integrates within an ERP system that provides quick responses to queries and simplifies navigation within the ERP system
- **Command Processing:** Execute commands within the ERP system using voice recognition (example: request posting of a journal entry via voice command)
- **Report Generation:** Generative AI can automate the report generation process by analyzing data and generating comprehensive, customized reports. This automation reduces the manual effort required and speeds up the reporting process

Reporting Capabilities



**Report
Inquiries**

**Standard
Reports**

**Report
Writer**

**Custom
Reports**

Reporting Capabilities – Report Inquires

- Reporting Wish List
 - User interactivity – determine columns to include/exclude and filter data
 - How easily can export to Excel
 - Ability to drill down into transaction data
 - Save grid layout for future use

The screenshot displays a financial reporting application interface. At the top, there is a 'Page Size' dropdown set to 500, and buttons for 'SAVE GRID LAYOUT' and 'EXPORT'. The main table has columns: Fund, Department, Account, Account Description, and Balance. A sidebar on the left shows 'Columns' and 'Filters' sections. Below the main table, an expanded view for account 001.1300.534000 shows transaction details with columns: Account, Short Description, Source, Entry Number, Month, Fiscal Year, and Effective Date.

Fund	Department	Account	Account Description	Balance
> General Fund	City Clerk	001.1300.514000	Overtime	\$429.98
> General Fund	City Clerk	001.1300.521000	Social Security	\$10,417.96
> General Fund	City Clerk	001.1300.522001	ICMA 401(a) Plan	\$12,921.90
> General Fund	City Clerk	001.1300.523000	Group Insurance	\$28,695.73
> General Fund	City Clerk	001.1300.524000	Worker's Compensation	\$131.70
> General Fund	City Clerk	001.1300.531010	Software	\$15,161.88
> General Fund	City Clerk	001.1300.534000	Contractual Service	\$4,581.09

Account	Short Description	Source	Entry Number	Month	Fiscal Year	Effective Date
001.1300.534000	Beginning Balance	Beginning Balance		Oct	2023	
001.1300.534000	Steve M. Lewis, Inc.	Check Request	16574	Jan	2023	01/18/2023
001.1300.534000	CivicPlus	Check Request	17683	Feb	2023	02/24/2023
001.1300.534000	CivicPlus	Check Request	17684	Mar	2023	03/01/2023

1 to 500 of 760 | Page 1 of 2

Standard Reports

- Report library – “Out of the Box” reports
 - Meets common user requests for data extraction
 - Pre-defined filter options
 - Cannot be edited/formatted by users
 - Clean extraction, typically PDF

Standard Report Options

Available Reports General Ledger	Report Type Revenues & Expenses Report by Fund Type		
Fund Type -Select Fund Type-	Fiscal Year -Select-	Revenues & Other Inflows -Select-	Expenses & Other Outflows -Select Fund Type-

GENERATE REVENUES & EXPENSES REPORT BY FUND TYPE

Report Writer Benefits

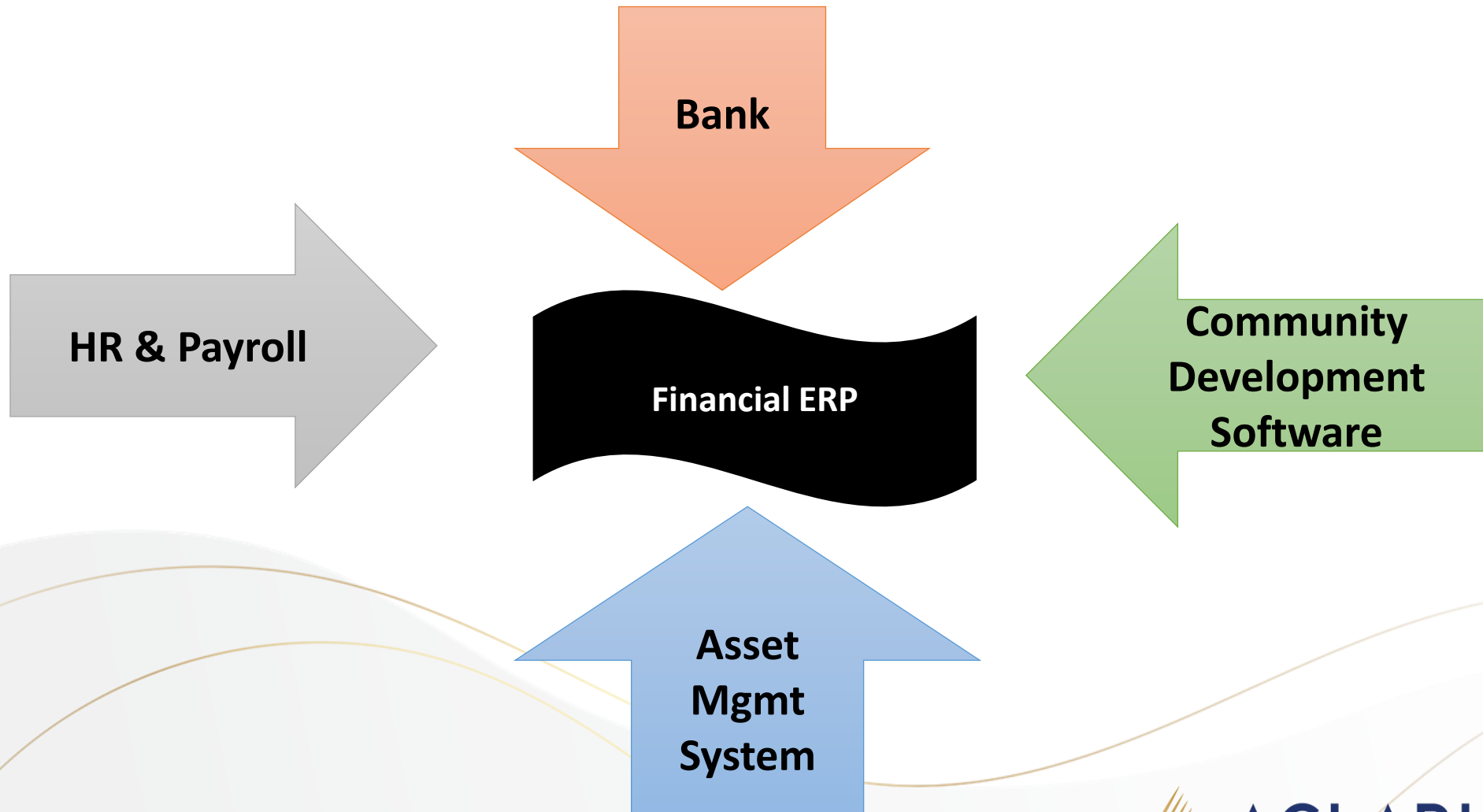
- Responsible for helping extract and report an organization's data in a way that is meaningful to business decision makers
- Improved Data Access & Analysis
 - Consolidate data from sources in different modules into a single data source, allowing the report writer to access and report on information across the government
- Customization & Flexibility
 - Customize reports to meet specific needs, ensuring that information presented is relevant & useful
 - Create ad hoc reports on the fly, addressing immediate information needs without waiting for custom development

Custom Reports

- Custom report generation based on specific government client need
 - Prescribed data filters, report style, format, font, color, etc.
 - Easy to generate and export
 - Ready for use at executive team meeting, Board meeting, etc.

Outflows	FY 2022 Actual	FY 2023 Actual	FY '23 Year To Date Actual	FY '24 Year To Date Actual	FY '24 Amended Budget	% Of Budget
125.5240.512000-Salaries & Wages	\$315,289	\$335,782	\$236,428	\$259,834	\$426,311	61%
125.5240.514000-Overtime	\$0	\$189	\$133	\$5	\$0	522%
125.5240.521000-Social Security	\$23,242	\$24,782	\$17,449	\$19,067	\$32,613	58%
125.5240.522001-ICMA 401(a) Plan	\$26,410	\$26,651	\$18,766	\$12,178	\$15,104	81%
125.5240.522002-FRS - Regular Class	\$0	\$0	\$0	\$41,641	\$35,077	119%
125.5240.523000-Group	\$48,678	\$57,873	\$40,749	\$66,176	\$128,000	52%

Integration Capabilities

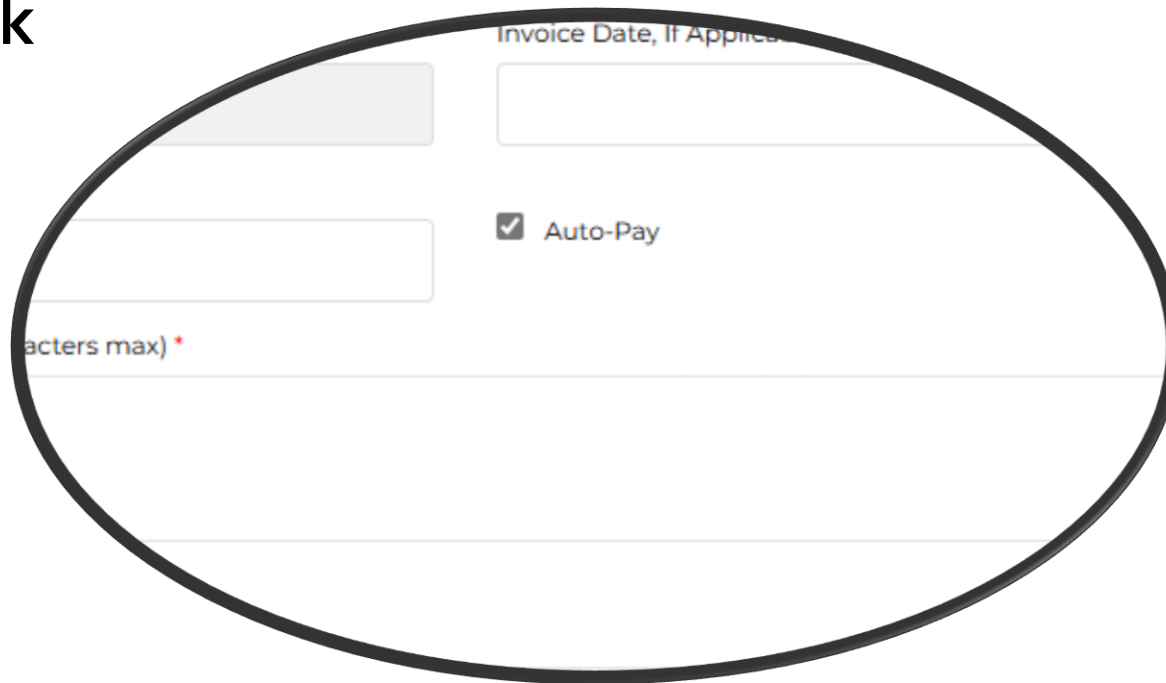


Integration Concepts

- Integrations into web-based applications have become significantly easier with modern technology due to several advancements and trends in the software development ecosystem
 - **RESTful APIs:** Representational State Transfer (REST) APIs have become the standard for web services, making it straightforward to connect different applications
 - **Frameworks:** Modern web development frameworks (e.g., React, Angular, Vue.js) come with built-in support for API consumption and integration
 - **Cloud Services:** Platforms like AWS, Azure, and Google Cloud offer a wide range of services and APIs that simplify integrations

Integration Example – Check Payment

- Auto-Pay Processing – Pay vendors via check or ACH without the need to print and mail checks or submit an ACH request to the bank



The image shows a portion of a web form for processing payments. A large black oval highlights a specific section of the form. Inside the oval, there is a checkbox labeled "Auto-Pay" which is checked. Above this checkbox is a text input field labeled "Invoice Date, If Applicable". To the left of the "Auto-Pay" checkbox is another text input field. Below the "Auto-Pay" checkbox, there is a text input field with a red asterisk and the text "acters max)" to its left. The form is set against a light gray background with subtle wavy patterns.

Integration Example - Bank

- Set up direct transmission with bank for –
 - ACH (Nacha) file upload
 - Positive Pay (CSV) file upload)

Positive Pay Configuration

Execute Method?



Automatic



Manual

SAVE CHANGES

GENERATE

Integration Example - Bank

- Automatic transmission of daily BAI2 files directly from the bank containing deposit and withdrawal transactions
- Amounts per bank and per GL with matching check numbers, amounts, or other possible unique identifiers can automatically be matched
 - Pass unique reference ID to bank for all ACH disbursement transactions

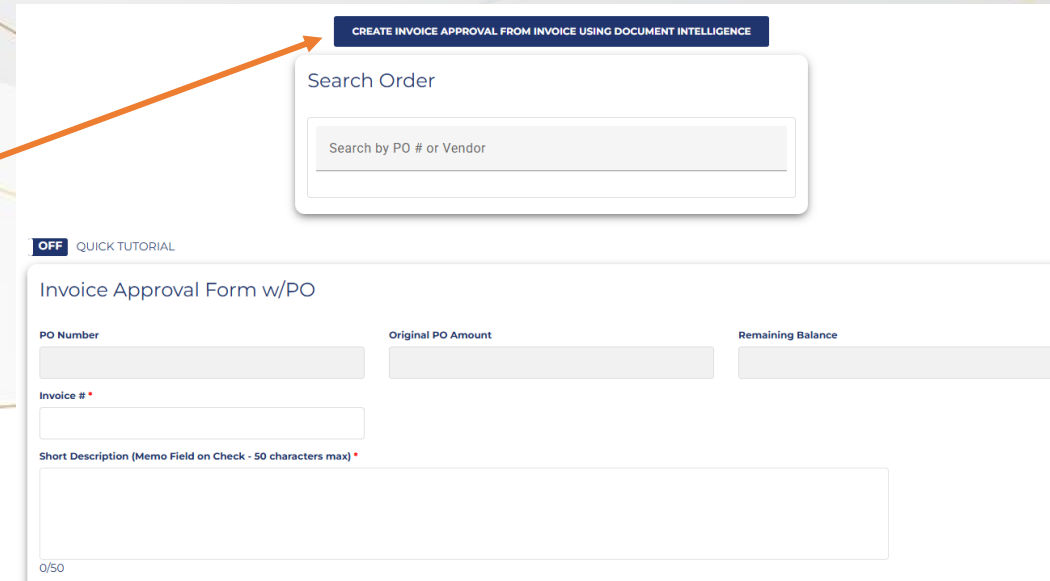
Putting It All Together – Invoice Processing Example

- Optical Character Recognition (OCR)
 - Use of AI to scan contents of information and auto-fill fields within invoice form
- Robotic Process Automation (RPA)
 - Incorporate AI automation to retrieve an invoice from a dedicated A/P email account and create an invoice process in the ERP system
- Vendor Portal Submission
 - Vendors submit invoices via online portal with automatic feed into ERP system
- Flexibility for Different Invoice Processing Options
 - P-Card transactions, single invoice without a PO, single invoice with a PO, multiple invoices to same vendor, multiple invoices to multiple vendors in batch processing, invoice processing but do not produce a payment, employee travel reimbursement, employee tuition reimbursement

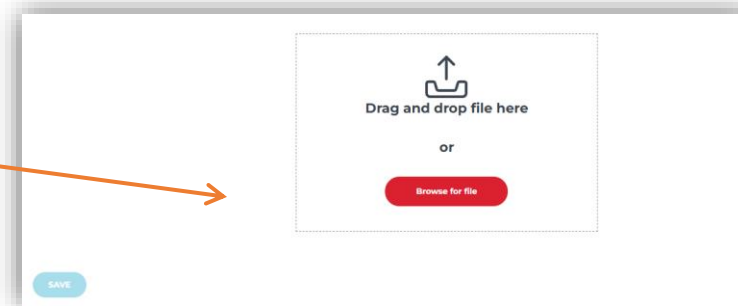
Invoice Process

Option 1: Process creation:

Invoice OCR Scan to
eliminate data entry:
Invoice #, Description,
Amount.....



Attach Invoice, Save and
Submit



Invoice Process

Option 2: Vendor self service

Vendor logs in to Vendor Portal

Vendor keys in Comments, Fiscal Year Month

Vendor attaches Invoice, Save and Submit

The screenshot shows a web browser window with the URL `madeirabeachinvoicing.aclarian.com/vendor-invoice`. The page has a header with the ACLARIAN logo, navigation links (Home, New Vendor Registration, Add Invoice), and user actions (Log In, Profile Setup). The main content area is titled "Vendor Invoice Submission" and includes instructions: "Please follow the instructions for invoice submission below. If you are unsure what purchase order number your invoice pertains to, you can contact the Finance Department." A checkbox labeled "Is there a Purchase Order associated with this invoice?" is checked. Below this are several required fields: PO Number, Contact Email, Contact Name, Invoice Number, Invoice Date (with a date picker), and Invoice Amount (with a dropdown menu). An orange arrow points from the text "Vendor logs in to Vendor Portal" to the "Log In" button. Another orange arrow points from the text "Vendor keys in Comments, Fiscal Year Month" to the "Add Invoice" link in the header.

This screenshot shows the "Invoice Description" section of the form. It features a large text area for the description, followed by a button labeled "Add Attachment/s (upto 45MB)". Below this is a legend: "* Denotes Required Field". At the bottom are two buttons: "Submit" and "Reset". An orange arrow points from the text "Vendor attaches Invoice, Save and Submit" to the "Submit" button.



Payment Processing Efficiencies

- Vendor & Payment Classifications
 - Vendors categorized as ACH, payment card, or check recipient; vendor directed registration options
- Auto-Pay Option for Check Processing
 - Auto-pay feature that automates check printing and mailing process out of a dedicated location – API integration to/from ERP
- Bank & Payment Card Provider Integration & Configuration
 - Set configuration for frequency of automatic file submissions: ACH Nacha file, payment card data file, positive pay file
 - Entirely eliminate manual intervention (manual import/export & upload)

Traditional Practices:

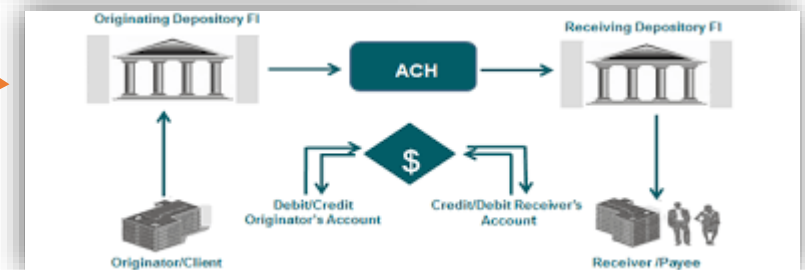
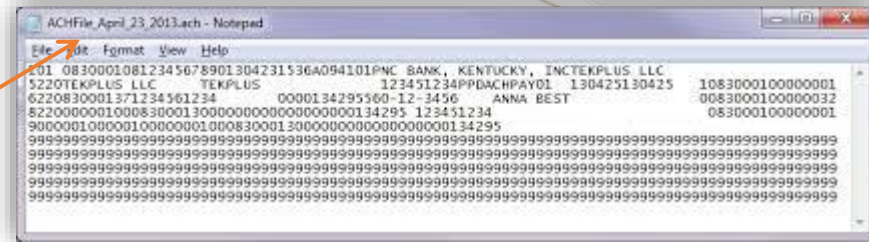
Assign Check Number,
Print Checks, Stuff
Envelopes
Stamp and mail



ACH & Payment Card Processing

Vendor provides Bank
Routing Number and
Voided Check

<p>Would You Like To Be Paid Electronically Via ACH *</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Receives Rent or Royalty Income</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>MBE (Minority Business Enterprise) Certified</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Bank Name *</p> <p><input type="text"/></p> <p>Account Type *</p> <p><input type="text"/></p> <p>Account Number *</p> <p><input type="text"/></p> <p>Add Attachment/s (upto 30MB)</p>	<p>Do you have any existing business relationship with the City of Madeira Beach's Office or its employees?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Bank Type *</p> <p><input type="text"/></p> <p>Routing Number *</p> <p><input type="text"/></p> <p>Attach Voided Check (max 5MB)</p> <p>Choose File No file chosen X</p>
--	---



Contact Info

Andrew Laflin
alaflin@aclarian.com
813-784-3140

Aclarian LLC
info@aclarian.com
(855) 422-5762
www.aclarian.com

THANK YOU

