

Advanced Remote Deposit Capture Solutions Streamline Donation Management & Processing for Philly House



The Challenge

Philly House is Philadelphia's largest emergency homeless shelter and mission serving the city's hungry, homeless and hurting people. Philly House provides a variety of services to anyone in need including emergency shelter for men, day services regardless of gender, a meals program that serves three meals a day—365 days a year, 12-month transitional housing programs for emergency shelter guests, and permanent support housing programs for senior men 65 and over.

To support the numerous services and programs across the organization, Philly House relies on the generous contributions of caring individuals, families, churches and businesses. Philly House receives 150 donations a day on average with up to 400 donations a day during peak season. Incoming donations across their donor base help the organization to continue providing services to anyone in need of physical and spiritual help in the greater Philadelphia area.

"Donations are the lifeblood of any nonprofit organization, especially when it comes to our mission of providing for the practical and spiritual needs of the hungry, homeless and hurting," commented the Director of Advancement at Philly House.

As part of their effort to streamline donation processing, Philly House was in search of a solution that could efficiently accelerate their donation management and receivable processing—all from a single, check processing solution. Previously, Philly House was utilizing manual, time-consuming processes to handle the incoming donations.

SUCCESS STORY SNAPSHOT

Industry: Nonprofit

Location: Philadelphia, PA

Solution: ETran Advanced
Remote Deposit Capture

Payment Method: Checks



With three staff members to open, process, deposit and post check donations, current processes were totaling around 10 hours a day to manage donations. Philly House was in need of a Remote Deposit Capture (RDC) solution that seamlessly integrated with their current back-office systems, banking relationships and check scanning hardware to take their donation processing operations surrounding duplicated analogue systems and manual donation deposit to streamlined acceptance, processing and posting of all check donations.

"We needed the ability to not only process check-based donation payments faster, but also ensure that we are able to efficiently and accurately update our back-office systems so that we can maximize donor engagement and appreciation," added the nonprofit's Director of Advancement.

The Solution

Philly House needed a solution that would allow them to more efficiently process and post check donations, as well as the ability to eliminate duplicate efforts between staff members and decrease donor appreciation lag.

"ETran's Advanced RDC and back-office posting solutions have helped us to do just that. We have achieved time and efficiency gains, decreased donor 'Thank You' lag from 48 hours to 24 hours, and ETran's search and reporting capabilities have been a great help when responding to donor questions."

The launch of the Advanced RDC solution has helped Philly House to significantly accelerate the process of scanning checks and associated donation documents, electronically depositing those donations, and ultimately, automatically applying donation payments to donor accounts in their back-office donor management and accounting systems—all from a single, cloud-based platform. FTNI's ETran platform is agnostic by design, seamlessly integrating with the organization's current banking relationships, back-office systems and check scanning hardware to streamline their donation processing operations. ETran updates their donor management systems in a single pass with true straight through processing.

The Results

Once tasked with manually processing, depositing and posting incoming check donations, Philly House has been able to significantly streamline their donation management and processing. This has helped them to reduce manual tasks in their organization and post donations faster. From three staff members processing donations for up to 10 hours each day, down to donation processing taking less than three hours a day, Philly House has accelerated their donation processing by 70 percent with the added ability to see all donor payment activity across the organization on a single platform.

"FTNI's solution has really helped us process donations more efficiently," added the nonprofit's Director of Advancement. "We're no longer duplicating efforts between staff members, we're able to get receipts easily to look into the status of donations and provide confidence in our answers back to donors. We no longer have to take donation payments to the bank for deposit, and overall, it's now all done digitally instead of paper-based."

REALIZED BENEFITS

Streamlined donation check processing, eliminating duplicative efforts

70 percent reduction in time required to process, post and deposit check donations

Automatic transmission of files to donor management systems—all in a single pass

About FTNI, an Ascendant Company



FTNI, an Ascendant Company, accelerates the way businesses accept, process, post and manage payments. Processing millions of transactions monthly, FTNI's integrated receivables solution, ETran, accepts any payment method, via any payment channel — on a single, secure, cloud-based platform. ETran's easy-to-deploy, modular design seamlessly integrates current business processes, bank and merchant processor relationships, and back-office accounting software to deliver increased efficiencies and cost savings as a result of true straight through processing. Offering a real-time, enterprise view of all payments activity, ETran increases receivables oversight and delivers significant cost savings by streamlining operations and automating time-consuming, error-prone manual processes. For more information, visit www.ftni.com.