

## Pacific Reproductive Center Cuts Bookkeeping Hassles by 80%

With Bill.com, Record Keeping and Retrieval is "A Lot Easier, A Lot Faster"

### Introduction

One of the country's most renowned in-vitro fertilization clinics, **Pacific Reproductive Center** (PRC) is dedicated to helping couples 'fulfill their dreams of building a family'. For more than a decade, PRC's team of doctors and specialists has provided the latest in assisted reproductive techniques and other infertility practices. Over that time, the clinic has expanded from a primary surgical center in Torrance, California to include five additional locations in Los Angeles and Riverside counties.



*"With Bill.com all our accounting processes are now automatic, and information I need is readily accessible online. I'll never use anything else again."*

Chris Lyle,  
Finance Administrator,  
Pacific Reproductive Center

As a healthcare services provider, PRC "has a lot of expenses," says Finance Administrator Chris Lyle. "We have to purchase medications, laboratory and surgical supplies, and hundreds of other items that our staff uses on a daily basis." In addition to ongoing medical purchases, PRC must stay on top of expenses associated with the rent and leasing of its satellite offices. On the patient side, PRC offers a variety of financial packages and payment options to help make its services affordable, and it works closely with insurance companies to minimize costs and maximize reimbursement for procedures. For all of these reasons, PRC needs to maintain tight control, carefully balancing incoming payments and disbursements to ensure profitability and positive cash flow.

### Bill.com Organizes PRC's 'Chaotic World of Payables and Receivables'

Hired to oversee PRC's accounting operations, Chris arrived to find what he calls a "chaotic world of payables and receivables that had no organization." While his predecessor had installed QuickBooks to process invoices and payments "after the fact," there was no orderly method for "doing" the work – for creating and sending invoices, or for paying bills. Payments were made on a random, ad hoc basis, and paper-based invoices were frequently lost or misplaced, and consequently never entered into QuickBooks. Late payment charges for overdue invoices, some as much as 4 months old, were beginning to become a significant problem. Chris soon realized that PRC's existing paper-based accounting processes were simply not working.

With a goal to “organize our accounts so that we would be continuously up-to-date,” Chris began to look for an “application that would efficiently manage receivables and payables, one that would automatically store account and vendor information in a systematic way that would make it fast and easy to retrieve information.”

*“Our late fee payments were becoming a major problem. Bill.com helped us get control over our cash management. Now we are current with our vendors, which makes them happy.”*

A search on the Internet led him to Bill.com, an online service that enables businesses to send, receive, route, pay and store bills. According to Chris, this was exactly what PRC needed, an online system that would manage PRC's day-to-day business finances in real-time, as receivables and payables were being processed. Chris was especially impressed by Bill.com's high level of integration with QuickBooks, a feature he knew “would make [his] life a thousand times easier.”

### **Document Retention Tops Priority List**

With its comprehensive features and low \$15 per user monthly fee, Chris recognized that Bill.com was a cost-effective solution that could streamline and automate PRC's Accounts Payable (A/P) workflow, payments, invoicing, and document retention, the latter being one of the highest priorities on his 'wish list' of capabilities. Since Bill.com is a web-based application that stores all documents and related transactions such as contracts, approvals and receipts on the web, Chris knew access to financial information would be fast, easy and within reach from any computer or laptop. Locating financial information had been a continual problem, often requiring hours to physically locate pieces of paper relating to a specific invoice or accounts receivable. Chris wanted to eliminate this problem.

Chris additionally liked the fact that as a hosted, or Software as a Service (SaaS) solution, Bill.com would not require a hefty, upfront fee, and that PRC would not have to install or maintain any software. That would allow the Clinic's IT staff to stay focused on their primary jobs – not on installing and supporting a new software application. At the same time, Bill.com's schedule of regular monthly payments would eliminate unforeseen IT charges and make it easier to forecast expenses.

### **“Everything is right there, resulting in visibility and time savings”**

Bill.com's many capabilities convinced Chris to sign up for a free one-month trial. “I tried it out and now, it's everything we need. The system's document retention is really super. If I have to look up a past invoice or other document, I just log in to Bill.com, go to the specific invoice number, date, or vendor name, for example, and everything is right there, in one simple mouse click. I don't waste hours digging through files cabinets and drawers like I used to.”

*“Transitioning to Bill.com was easy, because exporting information from Bill.com to QuickBooks is a snap. It has made my job a thousand times easier.”*

For PRC, time savings have been one of Bill.com major benefits. The online service has reduced invoice entry time from hours a day to once a week, and bill payment has gone from a random process to a regularly scheduled routine at the beginning or end of each month. Chris notes that Bill.com's Calendar feature helps him “keep a running, real-time tally. I always know what we have to pay and when it's due.

It's an easy way to make sure vendors are getting paid and they're happy with us. It has improved our cash flow, and helped us eliminate late charges.”

Bill.com's integrated support for QuickBooks gives PRC the flexibility to print out their own checks, a capability the clinic's doctors insist on. This is easily accomplished by exporting information from Bill.com into PRC's copy of QuickBooks on its local server. “In fact, the overall transition from QuickBooks to the Bill.com system was quick and easy. We were fully operational in no time at all,” Chris remarks. With Bill.com, Chris can now see an actual copy of the original invoice, something he could not do with QuickBooks. “Using QuickBooks, all you see is numbers, and you have to go track those numbers. So Bill.com is a lot faster, a lot easier,” he comments. An added bonus Chris had not anticipated is that he no longer needs to store boxes of old paperwork. “I shred it, because Bill.com now electronically saves it. It's a great system. In the future, I'm not going to use anything else,” he says.

Bill.com is helping PRC's staff focus on their ultimate business goal - helping people create the families that they've dreamed of – instead of worrying about the day-to-day bookkeeping.

### PRC's 5 Favorite Bill.com Features

FEATURE	BENEFIT
Automates financial processes	Improves efficiency, eliminates late charges
Online document management	Time savings through fast online access to information; quickly know status of payables and receivables
Ease-of-use	No learning curve, up and running quickly
Integration with QuickBooks	Fast, easy uploading of information to print checks
Software as a Service (Saas)	Frees IT staff for primary jobs; affordable, no upfront fee