

## Customer Success



# YMCA of Metropolitan Los Angeles Extends its Oracle Investment with Bottomline Technologies

Our classic image of the YMCA involves sports leagues, youth activities and community events. What gets overlooked however, is the picture of a diverse, thriving organization more closely resembling a high-tech manufacturing company in its daily business operations than a local gym.



Behind its member- and community-facing activities and programs, the YMCA of Metropolitan Los Angeles is an \$85 million organization serving more than 200,000 members through 25 branches across the greater LA area.

### Paper-Based Purchasing Drives Inefficiency

Like most businesses today, YMCA executives sought ways in which new levels of efficiency and visibility could be created, and ultimately propagated throughout the organization. By evaluating its core business practices one by one, the YMCA of Metropolitan Los Angeles was able to pinpoint several disparate, labor-intensive processes within its payroll and purchasing functions. Driving much of this inefficiency was a reliance on manual, paper-based interaction to complete purchasing transactions, a method which further hindered their ability to establish a sufficient audit trail and increased their exposure to risk.

To address its document processing and output needs, the YMCA of Metropolitan Los Angeles turned to Bottomline Technologies and its Create!form® family of products. Given its use of the Oracle Procurement platform, the ease-of-integration and ERP extension capabilities of Create!form made the decision-making process an easy one for the YMCA of Metropolitan Los Angeles.

### Automated Purchase Order Process Eliminates Paper

Create!form provides advanced formatting capabilities that reduce paper and generate professional-looking, electronic financial documents directly from existing ERP system output. Create!form can then deliver these documents efficiently and cost-effectively via print, fax, email or the Web. Using Create!form as an extension of their Oracle system has allowed the YMCA of Metropolitan Los Angeles to completely automate their purchase order process, reducing paper and improving vendor and supplier relationships.

Create!form's integration with Oracle Procurement has provided the YMCA of Metropolitan Los Angeles with a foundation for creating a sustainable audit trail of acknowledgements and receipts from suppliers. Further integration with the Oracle E-Business Center has yielded new benefits at the branch level. Now, each branch has the ability to print member receipts without the need for expensive, pre-printed forms.

In the future, the YMCA of Metropolitan Los Angeles expects to leverage Create!form as a mechanism for generating and emailing electronic payroll remittances for all employees who use direct deposit, further reducing labor and printer supply costs.



**Bottomline**  
Technologies.

## Customer Challenge

- Labor-intensive processes for purchase orders and payroll required manual, paper-based interaction for completion.
- Document output across the organization for checks, receipts and purchase orders lacked uniformity and was cost prohibitive.
- Paper-based processes lacked an adequate audit trail, increasing exposure to risk.

## Solution

- Bottomline Technologies' Create!form® product suite.

## Benefits

- Its entire procure-to-pay process has been automated reducing paper, limiting exposure to risk and improving vendor and supplier relationships.
- Electronic financial documents, including receipts and purchase orders, can be printed remotely without expensive pre-printed forms.
- 45% of purchase orders are now sent to suppliers electronically via Create!email, with a goal of 65% over the next 12 months for even greater incremental savings.

# About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) provides payments and invoice automation software and services to organizations seeking more secure and efficient financial processes. The company remains at the forefront of delivering innovative solutions that complement and extend the value of existing financial processes, business relationships and back-office systems. These solutions have enabled industry-leading corporations, banks and financial institutions to automate, manage and control processes involving payments and collections, invoice approval, cash flow, risk mitigation, reporting and document archive. For more information, please visit [www.bottomline.com](http://www.bottomline.com).



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## The Create!form Suite

The Create!form suite - featuring Create!form Designer® and Create!form Director - is a powerful, next-generation e-forms solution for formatting, personalizing and delivering ERP and business application output. A true enterprise-class application, Create!form converts standard application output into more attractive, functional and efficient electronic documents, and then intelligently distributes them over a variety of delivery channels including print, fax, email, Web or digital archive.

### Transactional Document Destinations

- **Create!print®** - Output has been optimized for use with PostScript® printers, however your Create!print license(s) will allow you to print to any Windows® compatible printer.
- **Create!email®** - Emails document output automatically to recipients in real-time as a PDF attachment, embedded PDF hyperlink or email body text.
- **Create!fax®** - Integrates with fax server software to deliver documents to a fax destination, using fax numbers retrieved from the base document or reference to external ODBC database.
- **Create!archive®** - A digital archive of all your final documents, including full indexing, search and retrieval capabilities.
- **Create!archive Web agent** - Web-enables documents for secure, online Web self-service search and retrieval.

### Transactional Payment Destinations

- **Create!form ACH** - Provides secure, NACHA-compliant electronic payment formatting and transmission for business-critical vendor and employee payments.
- **NetTransact® Express** - Allows your trading partners to pay their Create!form invoices online via Electronic Invoice Presentment and Payment (EIPP).
- **CheckDefense™** - Advanced Positive Pay technology protects your MICR check printing environment from check fraud.

**Corporate Headquarters**  
325 Corporate Drive  
Portsmouth, NH 03801 USA  
tel 1.800.472.1321, +1.603.436.0700  
fax +1.603.436.0300  
email [createform@bottomline.com](mailto:createform@bottomline.com)

**Europe, Middle East, Africa**  
115 Chatham Street  
Reading, Berkshire RG17JX UK  
tel +44.118.925.8250  
fax +44.118.956.9990  
email [info@bottomline.co.uk](mailto:info@bottomline.co.uk)

**Asia Pacific**  
206/12-14 Cato Street  
Hawthorn East, VIC, 3123 Australia  
tel +61.3.9824.6888  
fax +61.3.9824.6866  
email [info@createform.com.au](mailto:info@createform.com.au)