



Sage MAS 90

CUSTOMER

Reading Parking Authority

TYPE OF BUSINESS

Municipal Agency

CORPORATE PROFILE

Headquartered in Reading, Pennsylvania

SYSTEM PROFILE

Computer System

Microsoft Windows

Sage MAS 90 Modules

- General Ledger
- Accounts Payable
- Accounts Receivable

Keystone Drives Success For Reading Parking Authority

The Reading Parking Authority operates five parking garages and two parking lots for the city of Reading, PA. Individuals and companies purchase monthly permits for the 6,500 Reading Parking Authority parking spaces. While Reading Parking Authority is a long-time user of Sage MAS 90 ERP, it took Keystone Software Solutions to successfully re-implement the software to boost efficiency and productivity for the agency.

“The consultants at Keystone saw how we were operating and the struggles we were experiencing and came up with a solution to better utilize the power of the software,” says Christina Gilfert, finance manager for Reading Parking Authority.

At A Standstill

The software originally had been set up with each parking space permit number being represented as a customer. While this structure offered some advantages at the time, it turned invoicing and cash receipts into time-consuming and drudging processes.

“It was a mess,” recalls Gilfert. “Often



our corporate customers will lease several parking spaces and we would have to produce an invoice for each of those permits and mail all of them to the customer. The cash receipts process was even worse because we would receive one check but have to split it up between the various permits that the system recognized as customers.”

Back On Track

Keystone Software Solutions restructured the software so that the Customer field is used for the agency’s actual customer and parking space permits are represented by sales codes—items that can be charged to a customer’s account each month. “It sounds so simple, but it was

CHALLENGE

Billing for 6,500 parking permits each month consumed nearly 40 hours of staff time. Custom reports were needed to give the agency the information it needed.

SOLUTION

Keystone Software re-implemented the Accounts Receivable module, designing an efficient, effective billing solution.

RESULTS

The new system saves more than 30 hours each month. Standard reports now provide needed information and eliminates the need to maintain the custom reports.

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a huge change for us,” notes Gilfert. “And Keystone was here to help us through the transition.”

In addition, Keystone Software Solutions configured user-defined fields associated with each sales code to hold permit details, such as the expiration date and contact phone number. Invoices that reference all of a customer’s permits were set up to be automatically invoiced each month.

Saving 30 Hours A Month

Gilfert says the cash receipts processing alone previously consumed forty hours every month as a single check was reconciled with multiple permits. Now, both billing and cash receipts processes are completed in just 8-10 hours a month.

“It’s been a tremendous savings. It used to take me one day just to complete the entry for our larger customers,” Gilfert says. “Now it’s just a couple of minutes. I’m able to use that time for more strategic and value-oriented work.”

Reporting Efficiency

Reporting under the old structure was also cumbersome. “It was very difficult to analyze our customer database because our software thought customers were parking spots,” recalls Gilfert. Several custom reports had been written to deliver the information the agency needed.

Reading Parking Authority has since dispensed with all of its custom reports and is able to use the standard reports included with Sage MAS 90. “The ability to use standard reports saves us money and headaches whenever there is a software upgrade,” Gilfert says.

The improved structure of its billing system makes it easier for Gilfert to produce the financial statements she sends to the City of Reading at the end of the year. “It’s been a win for us in every aspect,” she adds.

Personalized Support

While Keystone Software Solutions often uses remote support capabilities to quickly access a customer’s system for troubleshooting, Gilfert says she likes to have an on-site consultant when she has a question or problem. “I just prefer to have someone here, rather than working over the phone or our remote connection. They are able to accommodate my preference and I appreciate that.”

She concludes, “It’s the personalized support I receive from Keystone that keeps me loyal. I can speak to the same consultant each time I call—I’m not stuck in a phone queue. I feel like my call and our organization really matters to Keystone.”



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