AQ2

CASE STUDY • ELECTRIC COOPERATIVES

Baldwin EMC Cuts Its Mail Payment Processing Cost in Half Using AQ2.

Baldwin EMC

Baldwin EMC is Alabama's largest electric cooperative and one of the fastest-growing in the nation. With AQ2, it processes about 3,000 mailed payments a day, cut the cost of processing mail payments by 50%, and absorbed its growth without adding staff.



3,000	~750K	60K → 90K+	50%
payments processed every day	payments a year	meters served, growth absorbed	lower mail payment processing cost

OVERVIEW

Baldwin EMC is a member-owned cooperative supplying electric service throughout Baldwin County and southern Monroe County in southwestern Alabama. About 3,000 payments reach its accounts receivable department every day, most as paper checks, with spikes on Mondays and at the start of each month.

THE CHALLENGE

A staff of eight opened and sorted the mail, then typed and totaled payments on calculators to build deposit slips before the batches went to the bank. One calculator mistake meant re-entering the entire batch, and the office was spending too much time and money on payments.

- Payments typed and totaled on calculators
- One error meant re-entering the whole batch
- Paper copies to make, file and store
- Slower customer service and a risk of unbalanced deposits

THE SOLUTION

Baldwin EMC installed AQURIT with a high-speed check scanner. The mail is still opened in the mail room, then checks and remittance stubs are scanned in a single pass that saves the check image, reads the bank numbers and endorses each check. AQURIT reads both the written and the numeric amount on each check and compares them, so only mismatches go to a person for review.

- Batches of 250 created automatically, then verified and balanced before deposit
- Change-of-address boxes on stubs caught automatically
- Payment data exported for the general ledger, with the deposit slip created in AQURIT
- Images of checks and stubs pulled up in seconds, with no paper to copy or store

THE IMPACT

COST
50% lower cost of processing mail payments, while keeping rates affordable.

TIME
Only flagged checks are keyed by hand. Everything else is read automatically.

SERVICE
A customer's bill dispute settled in minutes, without leaving the desk.

GROWTH
Meters served grew from 60K to 90K+ without adding payment staff.



"Our old receivables process was cumbersome, requiring a significant amount of manpower."

Alan Schott
Vice President of Finance and Accounting, Baldwin EMC

WHAT'S NEXT

Baldwin EMC planned to shorten the time from payment receipt to deposit even further by sending its deposits to the bank electronically through AQURIT. That's how a fast-growing co-op keeps payments moving without growing the back office.

Book a demo right now!

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