AQ2

CASE STUDY • FAITH-BASED

Metropolitan Ministries Handles a 10× Holiday Surge With Fewer Temps Using AQ2.

Metropolitan Ministries has served poor and homeless families in Tampa since 1972. Bringing gift processing into its own office with AQ2 saved $27,936 on holiday temp staff, gets most receipts out within 24 hours, and brought day-to-day processing down to one associate.



10×	24 hrs	1	$27,936
average holiday spike in daily donations	to mail most receipts	associate outside the holidays, down from 2	saved on temporary holiday staff

OVERVIEW

Founded in 1972 by 13 downtown Tampa churches, Metropolitan Ministries is a community faith-based ministry that provides answers for poor and homeless families. As stewards of donations meant to help those families, the team puts great emphasis on prompt receipting, with as few staff as possible.

THE CHALLENGE

After about a year with a lockbox service, problems with processing times, rejection rates and the vendor relationship sent the team looking for another solution. And every holiday season, daily donation volume jumps by an average of ten times.

- Processing delays and rejections through a lockbox service
- Gift checks matched to donor IDs by hand
- Paper copies kept for research
- A tenfold jump in daily donations every holiday season

THE SOLUTION

A new team member suggested AQURIT, based on his previous employer's experience. AQURIT reads the amount on each check automatically, with no typing by hand, and saves the bank details from donor checks, so gifts from regular donors are matched to the right donor without cross-checking by hand.

- Most receipts mailed within 24 hours of processing
- Check and document images found in seconds when a gift needs research
- Batch entry and rejections virtually eliminated
- The whole check process in its own office, with no third-party handling of checks

> Metropolitan Ministries is now on Virtuous, and AQ2 moved with them.

THE IMPACT

TIME
Most receipts in the mail within 24 hours of processing.

COST
$27,936 saved on temporary staff during the holiday season.

STAFF
Outside the holidays, one associate handles the workload, down from two.

SCALE
An average tenfold holiday spike met, with receipting goals reached in record time.



"We have been blessed to be associated with AQ2. Over many years we have enjoyed the ease of digital banking and smooth importing to Raiser's Edge provided by AQ2's products. But even more impressive than their product is the amazing staff behind the product. Everyone from support personnel to technicians to developers have come to our aid with stellar responsiveness, creative answers, and unwavering kindness. We appreciate their product, but we cherish the relationship."

Kathy Kaschub
Sr. Manager, Donor Services, Metropolitan Ministries

WHAT'S NEXT

Fast receipts show donors their gifts are noticed, which makes the next gift more likely. With AQ2 handling the holiday peak, the same small team keeps up all year, and more of every gift goes to families instead of back-office cost.

Book a demo right now!

Scan to grab a slot with Noel.

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