

Penn Waste

Sanitation company brings together all-in-one presentment and payment solution



28% ePRESENTMENT

Achieved

350+ RECEIVED

Electronic payments monthly

REDUCED TIME

Customer service calls

THE CHALLENGE

Founded in 2000, Penn Waste is a full-service commercial and residential recycling and waste removal company, servicing South Central Pennsylvania. They initially performed all invoice printing in house before making a decision to outsource. Still, they faced another “paper” issue – processing and applying paper check payments against open invoices. Customers paid via check by mail, which was making it difficult for Penn Waste to reduce their days sales outstanding (DSO).

This also led to additional work for Penn Waste’s accounts receivable (A/R) team since many customers failed to include remittance information along with their payments. This resulted in the team spending time following up with customers. They were also receiving requests from customers who wanted to view and pay their invoices electronically.

THE SOLUTION

Penn Waste recognized the need for an all-in-one presentment and payment solution that could handle both paper and electronic invoice delivery, along with the ability to accept electronic payments. They ultimately chose to work with Billtrust to improve their invoicing, and offer customers electronic invoice delivery and payment options. Leveraging Billtrust's technology, they were able to mail invoices to customers at lightning speed, while seamlessly tracking each envelope.

THE RESULTS

Penn Waste is now able to route their electronic invoices to Billtrust's electronic presentment and payment network. With the help of Billtrust's eAdoption program, which helps communicate the new online features to customers, Penn Waste enrolled over 600 customers who can now easily and securely log in to view and pay all of their invoices online without having to write another check. And now that their customers can directly contact the Support team, they've drastically reduced customer service calls.

“Receiving full invoice-level payment remittance information when a customer pays us through Billtrust has made our jobs much easier.”

Tammy Duke,
**Billing & Customer Service
Supervisor, Penn Waste**

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