



## Case Study: Milwaukee Rescue Mission

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### AQ2 Technologies Helps Another Nonprofit Fulfill Their Mission

*by Kim Kruger*

The Milwaukee Rescue Mission (MRM) has been helping men, women and children in Milwaukee for over 125 years. Founded in 1893, this faith-based organization provides everything from hot meals, warm beds and clothing to transformative programs that equip our hurting and homeless neighbors to turn their lives around for the better. Providing these services to the community requires an enormous amount of resources and requires MRM to limit expenses and make efficiency a high priority. That was the driving force behind our decision to implement AQURIT® - AQ2 Technologies' automated check and payment processing solution.

#### Choosing AQ2 Technologies

Our organization processes approximately 120,000 gifts a year and I have a gift processing staff of 3-5 (during our busy fall season we bring on temps to help us process donations). The AQURIT® system has been one of the greatest solutions in processing these gifts in house in an effective and timely manner. As you know, the quicker you process a donation and get a receipt in the mail the quicker you can get subsequent donations, leading to a better ROI. Our internal goal is to get a receipt in the mail within 48 hours of receiving the gift. This includes opening the mail, sorting and creating batches, scanning and verifying the donations, importing and committing the gifts in the database and finally running and sending the receipts through the mail. The AQURIT® system allows us to accomplish this goal - even in our busiest fall season when we process anywhere from 500-2,000 gifts a day.

A couple of recent examples that I have with regards to the AQURIT® solution are:

- On 12/6/18 we received 2,148 donations in the mail. We were able to process the donations and get a receipt in the mail in 72 hours (3 day turn around).
- On 1/10/19 we received 100 donations in the mail. We were able to process the donations and get a receipt in the mail in 6 hours (same day!).

Scanning donor cards and checks is not a new concept at MRM. As a matter of fact, AQURIT® replaced another product that we used for the past 5 years. The AQURIT® system is a flexible and robust workflow automation tool that AQ2 Technologies tailored to our unique gift and donation environment for a less cost.

When we made the decision to purchase AQURIT®, we were under a serious time crunch and needed to get the product implemented within 30 days but we also wanted to take advantage of features that were not available with our previous system. The team at AQ2 developed a phased implementation plan that allowed us to meet our deadline and implement several of the enhancement features after we went into live production.

The goal of phase one was to implement AQURIT® with the ability to scan donation cards and checks in batches; visually verify that the data extracted from the documents are accurate; and perform data entry on



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exception items. In addition, the system was setup to electronically transmit all donations to our hosted Raiser's Edge donor management system and electronically transmit the deposit to the bank.

During phase two, we gained features like automatic validation of constituents and appeal codes through integration with Raiser's Edge; full page document scanning using a Digital Check SmartSource Adaptive scanner, customized reports and a special type of data extract.

AQ2 Technologies backs its software with excellent service and a very affordable cost structure. From the multi-day, one-on-one training during system installation, to the fast resolution of problems as they arise, AQ2 Technologies has done as they promised. We are pleased to have AQ2 Technologies join us on the journey ahead.

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