



Missouri River Energy Services (MRES) is an organization made up of 61 member municipalities that own and operate their own electric distribution systems. MRES is governed by a 13-member board of directors who are elected by, and from the ranks of, our member representatives.

As the preferred energy and energy services provider in the states along the Missouri River, Missouri River Energy Services (MRES), has been on the forefront in providing reliable and environmentally conscious energy. For over 50 years, the company relied on paper receipts and manual expense reporting for expense reimbursement.

Driving their company to the digital age, they wanted a more centralized and streamlined solution that integrates well with their existing accounting systems. Making this switch also helps further align their operations with their commitment to sustainability and environmental consciousness.

 **50-200**

NUMBER OF EMPLOYEES

 **Industry**

ENERGY

## THE PROBLEM

# Dealing with an Archaic, Outdated, Paper-Based System

MRES has been working with a total of 61 member communities in Iowa, Minnesota, North Dakota, and South Dakota to provide crucial energy to enhance the lives of the people. This core service is at the heart of every home and business establishments in these areas.

With their outdated, manual, and paper-based expense reporting, nothing is as reliable, cost-effective, long-term, and sustainable. They have a very manual process, where all their expenses were done by paper. Even looking up specific transactions would take a longer time, because they had to sift through dozens of paper reports as well as receipts to find a single piece of information. This can be tedious and time-consuming, especially if they are to review and verify several accounts and expenses at a time. Overall, this system caused unnecessary delay.

Furthermore, there's the issue of misplaced receipts. The manual system of writing down reports or typing them into spreadsheets also give a high risk of error that can cost the company substantially in the long run.

This had to change.

## KEY BENEFITS



Accurate  
Coding



Streamlined  
Process



Quick Info  
Access



User  
Friendly



Easy  
Integration



Quick Support  
Response

## THE SOLUTION

# User-Friendly System that is also Easy to Integrate with Backend Systems



MRES has considered two solutions: Gorilla Expense and Concur. They wanted a system that was user friendly. At the same time, the solution must be able to seamlessly integrate with their current system, Microsoft Dynamics GP. In the end, MRES chose Gorilla Expense.

The Accounting Manager personally likes the quick access that their department has when it comes to looking up or reviewing specific employees' credit card expense reports, transactions, or receipts. Before, they used to look up for their information manually, by going over stashes of paper. This time, the information they need can be easily and quickly accessed with just a few clicks.

For MRES employees, the transition had been smooth. They were able to follow the video training without any questions. The training video had been helpful for both on-site and off-site employees.

Meanwhile, any issue had been promptly and successfully addressed, thanks to the free support included in their package. MRES found a good turn around and timely response rate from Gorilla Expense, allowing them to smoothly transition and adapt to the new system.

Now, after using Gorilla Expense for approximately 5 months now, MRES has noticed a drastic improvement in their expense management system. Now the expense reports are coded accurately which is some the users didn't do at all before Gorilla Expense.

Amundson shares that user response had been great. Their employees found it highly convenient to use their phones to take pictures of their receipts and from there create their expense reports. They were also able to select expense accounts this time, which they weren't able to do in their earlier manual system. This type of automation had been beneficial to both the employee side and the accounting side.



It seemed more user friendly and easier to integrate with Great Plains Software. Also, once integrated with GP, it seemed easier to modify accounts before posting into the General Ledger. From the user side, it was also very user-friendly — the app was great!



**Denise Amundson**

Accounting Manager, MRES