

## Bill.com Helps an Accounting Firm Run its Restaurant Practice with Four-Star Efficiency



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Restaurant bookkeeping is enough to give anyone indigestion. There are hundreds of customers a day, cash receipts and credit receipts, bills to pay and invoices to send, vendors big and small. And all of them must be maintained in accurate balance to keep the cash flowing smoothly.

Krost, Baumgarten, Kniss & Guerrero knows this. KBKG has a busy restaurant practice, managing accounts payable for about 14 different restaurants.

The firm also knows that the right tools make its job a lot easier. That's why it relies on Bill.com.

KBKG started its restaurant business management practice in January 2011. It started using Bill.com the same day. "Without Bill.com, we would not have been able to establish the practice," says KBKG accounting manager Donna Bateman. "We're a paperless accounting firm. We do everything paperless—with our clients and in our offices—and we were not about to begin physically storing register receipts, credit card receipts, and invoices in filing cabinets.

If we'd had to deal with all that paper, we'd never have gotten into restaurant management."

Step one when KBKG rolls out Bill.com to a new restaurant is to make sure it has a scanner, so the manager can scan all paper invoices directly into Bill.com. When invoices are uploaded, KBKG goes into the system to process them, make sure the general ledger coding is correct and approve them. Once KBKG approves each invoice, it then falls into the restaurant's inbox within Bill.com for the second approval. The restaurant manager decides which bills to pay, KBKG checks the restaurant's available cash and pays the bills from its office, typically once a week.

"We're directly handling over a dozen restaurants on the Bill.com system," Bateman says. "Typical vendor invoices are for food deliveries, insurance, rent, and maintenance. We process thousands of invoices a month across our different clients."

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Bill.com makes it easy. KBKG wastes no time printing checks or stuffing and stamping envelopes. It doesn’t spend money on supplies or postage. And it doesn’t need a staff of people to handle an array of systems, because Bill.com syncs accurately with QuickBooks and other accounting packages the firm uses, like Intacct. In fact, KBKG has exactly one person managing Bill.com for all its restaurant clients.

As well as Bill.com works for KBKG, it also works for the firm’s restaurant clients who are not business management clients. It not only saves them paper-work, and all the costs associated with it, but it’s easy to learn, even for those who are not especially tech-savvy.

Bateman says client implementation has been quick and problem-free. And once clients get up to speed, they appreciate Bill.com’s always-open accessibility. “They can access their files and financial documents anywhere they happen to be. They could be on a jet to Spain or on a beach in Mexico and still approve and pay their bills.”

Importantly, Bill.com also allows KBKG to assign different roles to people who work with the system. For instance, Bateman has set up Bill.com to give her accounts payable clerk full access to invoices and documents but no access to bank accounts. She’s set up another person with access to bank accounts who finalizes the paying of bills. A third person, herself, is set up to control client company data and preferences, and change addresses and other details when necessary. At their end, restaurants can also ensure integrity by setting up various user roles for their managers.

Bill.com works so well for KBKG and its clients that the firm recommends Bill.com to restaurants even when they can’t afford to move their bookkeeping to KBKG.

“We’re not in business just to bring clients in-house,” Bateman says. “Our job is to best service our clients. So if it’s not cost-effective for them to bring bookkeeping under our roof, we’ll train their staff to bring Bill.com under their roof.”

In addition to the 14 restaurants that KBKG manages with Bill.com, the firm has helped implement the system at more than 30 other restaurants for which it does tax accounting. Bill.com helps the restaurants keep their finances in order and that makes KBKG’s tax work easier.

It’s also good client relations. “Having those restaurants on Bill.com, even if we’re not managing their business practice, is still valuable for us,” Bateman says. “We earn their trust and they understand we have their best interests in mind. We have the satisfaction of knowing that we’re best servicing our clients and they understand that we’re there for them.”