

From Stamped Invoices and Delayed Approvals to a Self-Running Process



Industry: Performing Arts, Nonprofit

Location: Livermore, CA

Invoices: 100/month

ERP: Sage Intacct

Website: livermoreperformingarts.org

How Livermore Valley Performing Arts replaced a costly, failing AP tool with Yooz and gained visibility, control, and resilience across 11 departments.

"The approval workflow is probably my favorite part of Yooz, because it takes the guesswork out of where the invoice is supposed to go next. Yooz just takes care of it and I don't have to think about it."

Reanna Bradford, CFO

⊗ Previous Pain Points

Manual processes and approval delay

Limited visibility into the approval process and documentation

Time-consuming manual data entry

✔ The Yooz Solution

Customizable multi-level approval workflows to route invoices correctly, accelerate payments, and control spend

A full approval history for every invoice + easily accessible attachments, providing instant access and audit-ready traceability.

Intelligent data capture and automation eliminated manual entry, reduced errors, and accelerated processing from start to finish.

Livermore Valley Performing Arts Center (Livermore Valley Arts) operates two landmark venues in downtown Livermore, CA: the Bankhead Theater and the Bothwell Arts Center.

As a nonprofit performing arts organization serving a diverse regional community, the organization runs a lean finance team managing about 100 invoices a month across 11 departments with nearly 20 staff across coding, review, and approvals.

⊗ The Challenge

For Livermore Valley, AP wasn't just an administrative function. It was a cash flow lifeline. Behind the scenes, however, CFO Reanna Bradford was managing a process held together by physical stamps, departmental mailboxes, and approvers who were often unreachable during evening performances and weekend events.

Invoices sat untouched. Payments ran late. Coordinating check signers around nights and weekends created constant friction for vendors and for the finance teams. Their existing AP automation tool only made matters worse: support quality declined while costs increased more than 200% year over year.

Bradford knew that it was time to find something better. She just didn't realize how much better it could get.

"When I spoke to Yooz I was like, 'Oh my God, I've been missing out. I didn't even know this was a possibility'"

Reanna Bradford, CFO

✓ The Solution

Bradford approached her search with one non-negotiable: she needed a vendor that she could trust. After experiencing firsthand what happened when a vendor's priorities shift, she wasn't just evaluating features. She was evaluating a relationship.

Yooz delivered on both. The platform offered everything a nonprofit needs including, advanced multi-department approval workflows, AI-powered invoice capture, seamless Sage Intacct integration, and YoozPay. All the tools required to support the complexity of nonprofit accounts payable. But in the end, it was the support experience that sealed the decision.

Responses within 24 hours. Live calls to resolve issues on the spot. For Bradford, that combination of enterprise-grade capability and attentive, human support was exactly what her lean finance team needed to succeed.

"It makes it feel like it's a small mom and pop company that cares, even though it's not. I get all the big bells and whistles but then the customer service of a small company."

"The attachments feature is huge because it is where backup documentation can be added to that invoice. It saves me time because I don't have to go looking for the answers I need."

Reanna Bradford, CFO



The Impact

Since implementing Yooz, AP at Livermore Valley Arts runs on a fundamentally different rhythm. Invoices move from capture to Sage Intacct in 2-3 days on average (often just 1-2 days for routine items) with Bradford able to spot unusual vendor charges or unexpected price increases before they become costly surprises later in the process.

Perhaps most importantly for a lean nonprofit team, Livermore Valley Arts has built a resilient process that keeps moving, even when key people are unavailable.

"Thanks to Yooz there are no more information silos. If something happens to me tomorrow, I have many users in Yooz that could just pick up where I left off." - Reanna Bradford, CFO,



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