

Momentus Helps Accelerate Contract and Payment Processes at St. Charles Convention Center



Overview

St. Charles Convention Center has been a customer since 2008 and is located in St. Charles, MO. They had many roadblocks in their contract and payment processes. Here's how they overcame roadblocks in their contract and payment processes with help from Momentus' digital solutions.

Organization:

St. Charles Convention Center

Industry:

Convention & Exhibition Center

Headquarters:

St. Charles, Missouri

The Challenge

The St. Charles Convention Center was dealing with a list of challenges related to contracts and payments:

- Back-and-forth communication with clients about contracts
- Incomplete contracts due to missing signatures
- Pages not being properly scanned
- Delayed payments due to processing

Looking for a more streamlined solution, they reached out to Momentus.

The Solution

The St. Charles Convention Center now uses two Momentus features to complete their processes digitally: the online payment portal and electronic signatures. Contracts that previously took days to execute are now completed in a matter of hours. These new features implemented in St. Charles Convention Center's database are helping simplify the sales process for their sales managers.

Some other highlights include:

- Digital signatures make it easier for the GM to execute contracts
- Quicker turnaround times and simpler integration with documents in the software
- The online payment portal includes payment plan details that minimize confusion

The Result

The St. Charles Convention Center has seen a decrease in the time it takes to complete contracts and payments. With Momentus, the process is faster, simpler, and more efficient.



“The convenience of sending contracts digitally is a game changer and taking online payments has saved us a ton of time and energy. We love that the payment details on payment plans are easily outlined for clients to process their payments.”

Chardean Olsen

St. Charles Convention Center

Contact us today to explore opportunities to improve your venue and event management.

Contact Us