

Smile Train Turns to Capital Business Solutions for International Payment Capabilities



Smile Train (smiletrain.org) has literally created more than one million smiles throughout the world.

The Problem	The Solution	The Benefits
Smile Train was unable to automate AP payments to international partners.	Wire Transfer Automation from Capital Business Solutions (CBS) to link MIP Fund Accounting AP payments to international banks.	Smile Train can now automate thousands of payments that previously required manual intervention – freeing up two full days a month for more strategic activities.

In developing countries, children with unrepaired clefts struggle with eating, breathing, speaking, and as a result often live in shame. Smile Train’s efforts are focused on giving these children the opportunity to lead healthy lives by providing the surgery and related treatment needed for cleft repair. Smile Train’s sustainable model is centered on empowering local in-country doctors with the training and funding to provide free cleft repair surgery to children in their own communities 365 days a year.

Smile Train believes in transparency. If you visit Smile Train’s website, they devote a page in their “About Us” section featuring three years’ worth of audit reports and IRS 990 Forms. Smile Train Vice President, Comptroller Beatriz Gonzalez Day notes that, “More and more people want to know about a nonprofit organization before they donate. They have questions like: Who are they giving money to? Is the organization financially responsible? Is the cause something that they want to contribute to?”

Smile Train uses Abila MIP Fund Accounting software for the financial accounting and reporting. But Smile Train’s international financial transactions stretched the limits of the software. They turned to Capital Business Solutions (CBS) to help them extend the capabilities of their system. Capital Business Solutions developed a custom Wire Transfer Automation tool for Smile Train.



Photos by Smile Train

With headquarters in the United States, seven entities overseas, and working in over 85 countries, something as mundane as AP payments becomes very complicated. The majority of fundraising is done in the United States while the programs work Smile Train help carry out is done globally, so, Gonzalez Day's accounting department is tasked with thousands of payments a month to process.

"Patients see their smile for the first time, parents cry tears of joy, lives and communities are changed forever."

– Smile Train

For example, when a surgery is taking place at one of Smile Train's local in-country partner hospitals, there is a process to validate the surgery and then, once everything has been thoroughly reviewed and approved, Smile Train will send the funds for the surgery. The funds for the procedure are typically going to a foreign bank. The transaction is entered into MIP Fund Accounting and, with the CBS Wire Transfer Automation, the fund transfer is completed and sent to the bank.

Prior to the work CBS did for Smile Train, these transactions were done manually requiring many hours and representing at least two days of dedicated work.

"Capital Business Solution was a solution for a lot of our processing problems. They have all been very helpful."

**– Beatriz Gonzalez Day
Smile Train Vice President,
Comptroller**

"The CBS Wire Transfer Automation software resides in the database with the information of our partners including their banks' wiring information," says Beatriz Gonzalez Day. "So when we get a new hospital partner, we enter their information to the Wire Transfer Automation tool and it is ready to send payments to the bank and track payments and banking information."

The ability to make payments around the world is crucial to executing Smile Train's work. In addition to performing individual surgeries, the core differentiator about Smile Train is that they help provide training to local doctors and medical professionals. These doctors go on to help train others to create a fully sustainable system. "We call it the 'teach a man to fish' model," explains Gonzalez Day. "By training and utilizing local partner hospitals and doctors, we can increase the number of corrective surgeries." Smile Train leverages technology and innovation in training doctors and medical professionals and provides them with the resources, knowledge and skills – all of which serves to enable the long-term sustainability of the cause.



Photos by Smile Train

About Capital Business Solutions

Capital Business Solutions is a recognized leader in providing cutting edge, integrated financial and fundraising software solutions and professional services purpose-built for the nonprofit and public sector. Offering our clients more than thirty years of combined industry specific experience, we have successfully implemented more than 500 clients in our 17 years of operation.

We provide our clients with in-depth needs analysis, business process consulting, software implementation, training and ongoing support. In addition, our custom development offerings include integrations with grant-making software, higher education admissions software, human resource and billing software.