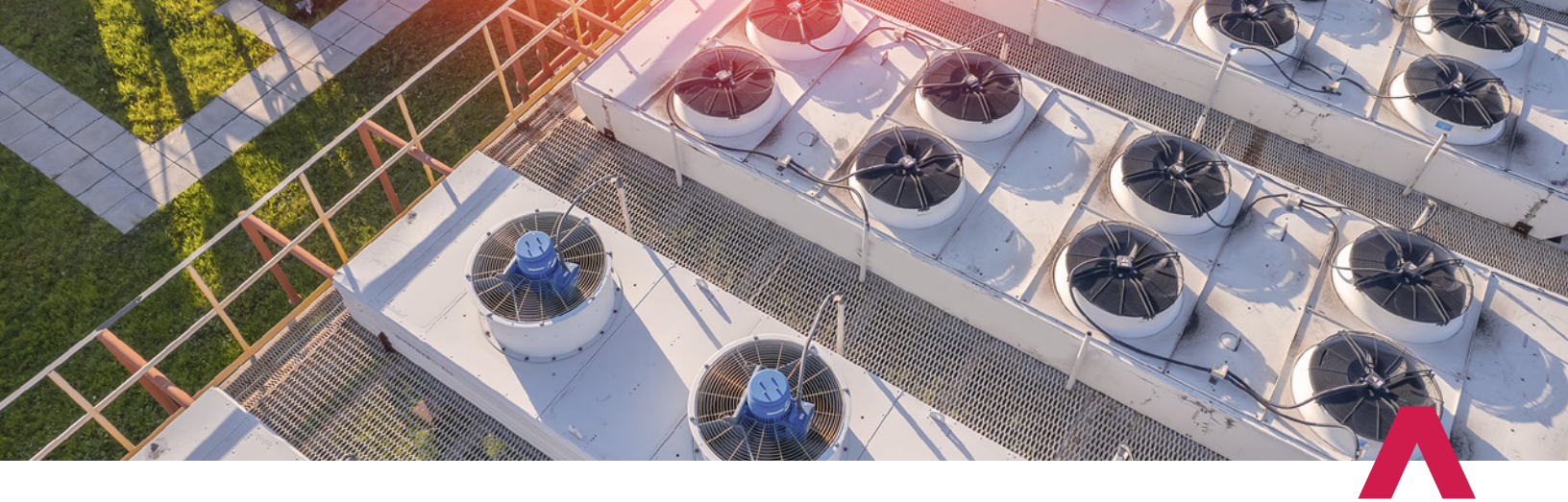


Case Study

# Havtech

Automated payments improve business relationships, reduce liability, and save money for a group of HVAC companies.





## CASE STUDY



**Industry:** Industrial Machinery Manufacturing

**Vertical:** HVAC Distribution & Service

**ERP:** Microsoft Dynamics GP

**Annual Revenue:** \$50M

### Client Profile

Havtech, a group of six vertically-integrated HVAC-related companies, has units in manufacturing, parts, distribution, service, technology, and real estate. Their centralized three-person finance department utilized Microsoft Dynamics GP, and 100% of their vendor payments were made by check.

They saw growth opportunities in new geographies but needed scalable back-office processes to support it. Fortunately, they had a forward-looking AP department eager to stamp out inefficiencies. The team brought in Mekorma, an ISV that specializes in streamlining and optimizing AP or Accounts Payable workflows in Dynamics GP. After implementing process improvements, Mekorma introduced Havtech to Corpay to achieve their goal of permanently eliminating paper checks.

### Challenges

Prior to bringing in Mekorma, paying vendors was extremely complicated. The team at Havtech had to log into each company separately in GP, mark invoices for payment, and initiate check batches. They were bogged down in redundant processes and chasing down check signatures.

Mekorma's Payment Hub and "Action Board" streamlined that workflow and made it more secure. The Havtech team could then generate checks across all six companies from a single GP dashboard. They could also print checks pre-signed by approvers.



*Batches replaced by a single payment to Corpay*



*12 hours of AP work per month eliminated*



*Revenue generated with rebates and reduced costs*

Although this greatly improved their existing process, Havtech was still reliant on paper checks. Vendors were requesting electronic payments, but undertaking both vendor enablement and the shift from their existing workflow in GP was too heavy of a lift for their small team. They were also concerned about having to store and maintain vendor banking data.

When COVID hit, the situation became dire. Nearly every process transitioned easily to remote work — except for check processing.

- The team was running up to 30 check batches per week, which included printing and mailing 250+ checks
- Time-consuming manual work left the AP team too busy to reconcile all vendor statements
- Some payments were delayed, causing friction with vendors
- During COVID, the AP leader ended up adding 3+ hours of work per week to her existing workload just to print and mail checks

## Solution

Havtech began looking for a payment automator at the same time Mekorma began looking for a payments integration partner. Both discovered Corpay, and after considering other vendors, decided to partner with Corpay due to their ability to facilitate all types of payments from a single interface. Havtech can initiate payments in GP exactly the same way, retaining all of the security and controls built by Mekorma. But now, instead of printing every payment in-house, a single file is sent electronically to Corpay.

- Corpay pays all vendors by the most advantageous means – virtual card for vendors who accept it, then by ACH and by check only when vendors don't accept electronic payments
- Corpay handles all vendor enablement on a continuous basis
- Corpay secures vendor banking data and offers full acceptance of payment risk and responsibility for qualified payments
- Havtech retains complete payment visibility while Corpay handles time-consuming obstacles in the payments process, such as uncashed checks

## Results

Havtech's AP team was "ecstatic" when they learned they'd never have to handle checks again. Thanks to Corpay's paperless solution, the team reports they are now working more efficiently, are more focused, and morale has improved. Since implementation, two employees have been promoted, turnover is zero, and the team has been able to dedicate their time to higher-value work.

- In tandem with Mekorma, the team reduced a seven-step process spanning two systems to just one step, eliminating 12 hours per month of work
- Between rebates and reduced costs, the program pays for itself and even generates revenue
- Check payments went from 100% of payments to 41%; 38% percent of payments are now made by ACH; and 21% by virtual credit card

"Our bank reconciliation process is significantly easier and faster. We're pleased with our ACH and credit card adoption rates, the rebate program is paying for itself, and the AP team is growing. Our bank is happy and our relationships with manufacturers and vendors have benefitted."

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Kelly Shoebottom  
Controller, Havtech

- Reconciliation is much simpler because multiple batches are consolidated into a single payment to Corpay
- Eliminating sensitive banking data sitting in piles of paper around the office has significantly improved security and controls
- The company is now poised to launch three new companies
- The AP team now has the time to reconcile statements and the purchasing team can now focus more on building relationships with manufacturers and vendors

## About Corpay

As a global leader in business payments, Corpay helps companies of all sizes better track, manage and pay their expenses through a comprehensive and trusted suite of online payment solutions. Corpay is also North America's largest commercial Mastercard® issuer, handling more than a billion transactions each year. Corpay is part of the FLEETCOR (NYSE: FLT) portfolio of brands. Learn more at [www.corpay.com](http://www.corpay.com).