Case Study

G Adventures

Corpay^
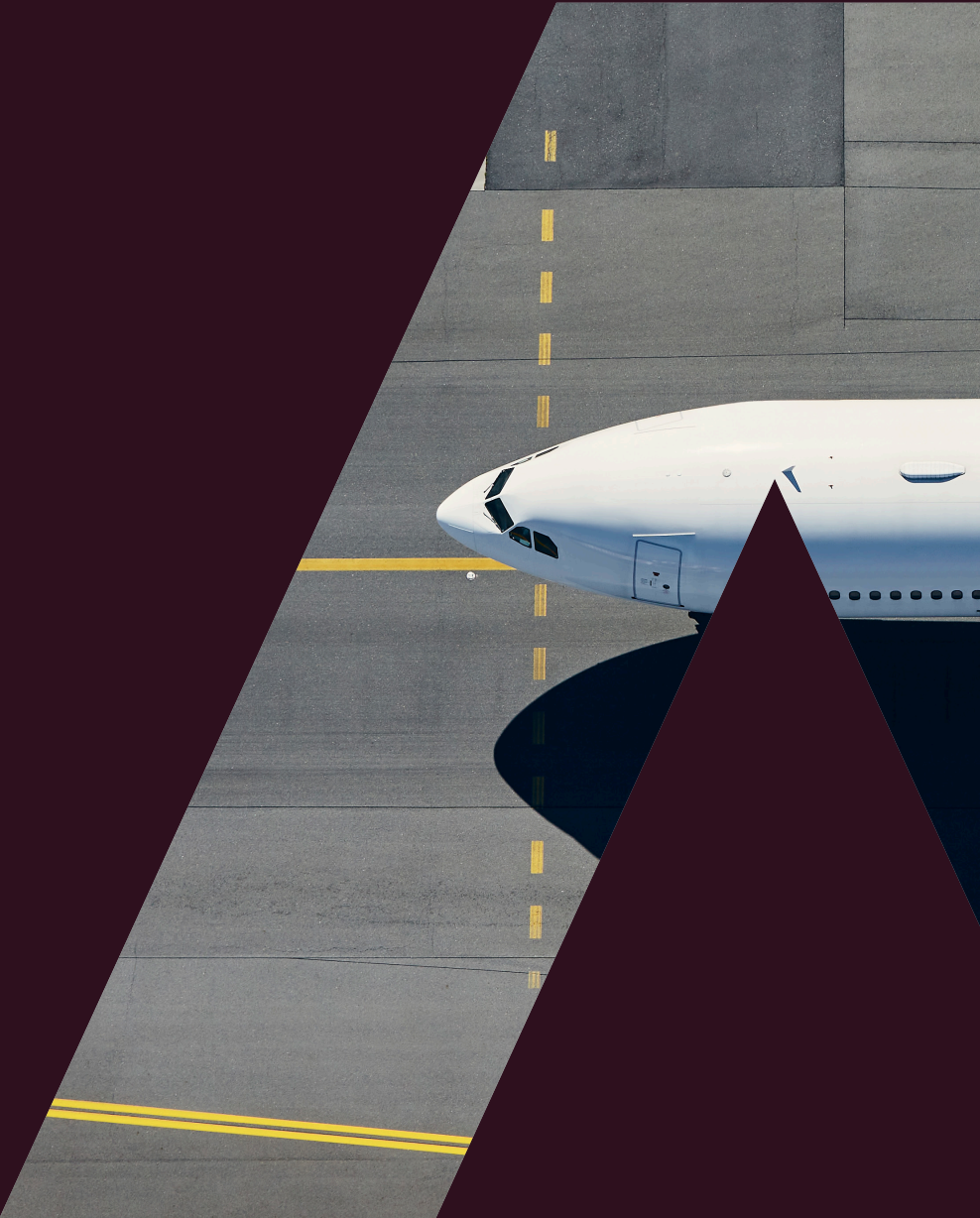
G Adventures™

G Adventures is leading global brand in the Travel & Tourism industry and for over 25-years, they have offered unique travel packages geared for adventurers. With a focus on offering socially and eco-friendly travel experiences, G Adventures clearly differentiate themselves from traditional vacation packager operators.

- **How G Adventures Process Worked:** As a supplier to over 150,000 customers around the world annually, G Adventures payment transactions occur at any given time through their online portal Since their customer and vendors transaction occur daily, G Adventures was able to track incoming and outgoing dealings through its online platform in order to guarantee that their customer's funds were received, and that vendors were paid in their home currencies on time.

The Problem

With G Adventures continuing to be a leader within the travel and tourism industry, payment processing has been a vital part of their workflow, ensuring that payments to and from customers and vendors are managed effectively. After an initial analysis, it was determined that the primary problem facing G Adventures was the lack of automation of their payment process. As a result, G Adventures faced a great deal of inefficiency and accuracy in payment delivery.

Solution 1:

Corpay's initial solution for G Adventures was to aggregate all payments provided from multiple mass files, which were divided by sub divisions and home base settlement currency. Through this, we created a custom solution by in taking per line item and based upon the beneficiary and settling currency, an aggregated amount is paid to the customers while only see one transaction occur into their account.
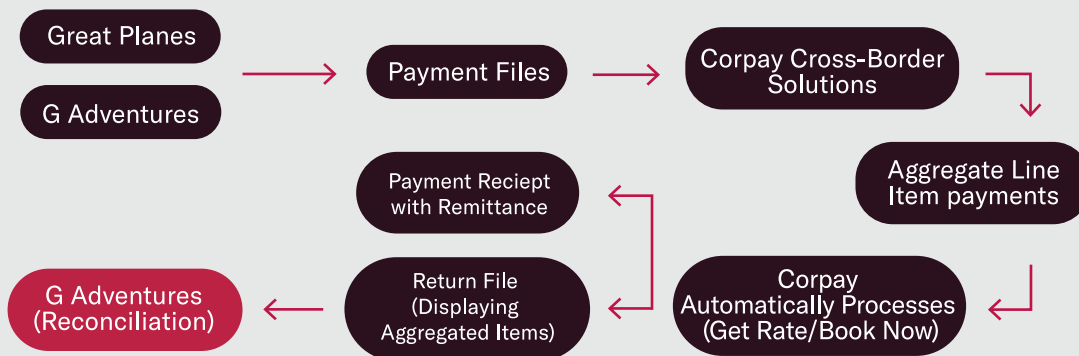
- **Results:** This method resolved the majority of G Adventures' pain points. However, one key element that the return file was not able to recreate was the exact same format as the incoming file (per line items).

Solution 2:

Corpay continued to work closely with G Adventures in providing a solution that would meet their needs and enhance their processes by structuring a payment file that incorporated payment lines with the use in differentiator (P = payment and I = Invoicing). This format accommodated both aggregating amounts and information for their reconciliation file. This solution provided flexibility to G Adventures and resolved one of the primary goals, removing as much human intervention pre and post file processing as possible. In addition, this also provided a custom return file that G Adventures could effortlessly import back onto their systems for reconciliation.
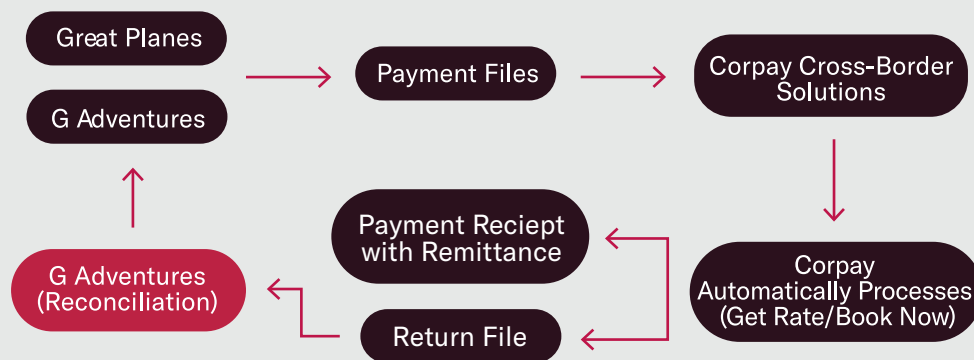
- **Results:** The file structure played a pivotal role in determining the workflow design of how the integrations would accommodate both aggregating payments and providing remittance details to vendors. In having line items categorized as 'P' Payment and 'I' invoices, Corpay was able to provide a custom solution for G Adventures that resolved their major pain points including; removing human file intervention (sort and divide by branches), and having to manually enter each line item into a system then entering all successfully paid vendors/customers back into their accounting software. As a result, we have provided an automated solution with mass payment file capabilities, while providing the same format in a return file, which streamlines the process without human intervention.

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