

Case Study

Universal Land Construction

Corpay Payments Automation reduces paper and improves controls for a family-owned construction company.





CASE STUDY

Industry: Construction
ERP: Viewpoint Vista

Annual Revenue: \$30M+
Employees: 95

Client Profile

Universal Land Construction Company (Uni Land) is a 60-year-old, family-owned construction company specializing in underground utilities for new homes. The company, located in Woodinville, WA, has become more profitable over the years and is growing quickly. Although the owners had considered digitizing their paper-based processes, it seemed like a large task that would require more resources than they were willing to give. This changed when COVID hit, when eliminating manual processes took on new urgency.

Challenges

Like many companies in the construction industry, Uni Land continued to pay vendors by check even as it grew into a multi-million dollar company. Over time, making check payments had become more cumbersome.

Paper invoices had to be routed for review and approval to multiple people in different offices, which left little time for AP to stay current with reconciling invoices and statements. With a high premium on vendor relationships, Uni Land often overpaid vendors if they couldn't reconcile statements before the due date, leading to routine requests of credit back from vendors as an accepted part of the process.

They did pay a handful of vendors by virtual card, but that required filling out a form for each payment and submitting it to the vendor so they could charge the card. Vendors didn't always charge the cards, leaving

“When you get transferred to five different people, it feels like no one really wants to help you. With Corpay, the first person I speak to can help me solve my problem. They are right on it any time there is an issue. Customer service has been awesome.”

Tina Boevers
Accounts Payable, Uni Land

AP with follow-up work and occasional escheatment issues when payments weren't processed.

Uni Land also had a T&E card program through their bank, but it was too difficult to administer. Transactions had to be manually added to Vista, and Uni Land had to comb through dozens of paper statements per month to notify the bank of any fraudulent transactions. On top of that, the promised rebates never materialized because the bank kept raising the threshold to qualify.



*More than 94% of
billable hours saved*



*Eliminated 200
checks per month*



*\$1900 in
monthly rebates*

When COVID hit, the accounting team had to shuffle invoices and receipts between two offices, and then wait for the right person to come in and process it. Keeping track of where documents were to ensure timely payments became nearly impossible. All in all, Uni Land's workflow entailed the following:

- Approximately 500 invoices; \$1.5 million monthly spend, and 200 checks per month
- Two full days per month doing check runs
- No visibility into invoice approval process
- Constant follow up to adjust overpayments
- No visibility into status of virtual card payments
- T&E charge receipts had to be entered into Vista manually
- Reactive credit card fraud detection and lengthy recovery process
- Delays in assigning costs to jobs
- Challenges managing cash flow

Solution

Uni Land had been looking into automating timecards in Vista, a Corpay partner, and learned about Corpay Payments Automation. With Corpay, approvers can approve payments online while gaining complete visibility into their payments workflow. Uni Land was also relieved by Corpay's ability to handle all payment errors and vendor enrollment. When paired with Corpay's ability to facilitate the company's payments through a few clicks in Vista, Uni Land was ultimately drawn to Corpay for their payments solution.

Results

With the time and money saved by automating payments, Uni Land's AP team can now focus on other strategic initiatives, and no one has to contact vendors about overpayments or spend days in the office writing checks.

Additionally, once Uni Land saw how seamlessly the virtual card process worked with Vista, they decided to switch to Corpay for their T&E cards. Now all transactions flow through Corpay via Vista.

Thanks to Corpay's payments solutions, Uni Land:

- Eliminates 200 checks per month
- Saves approximately 94% of billable hours spent per month processing payments
- Routes nearly 66% of payments through credit card and ACH
- Receives monthly rebates from virtual and T&E cards totaling \$1900+

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.