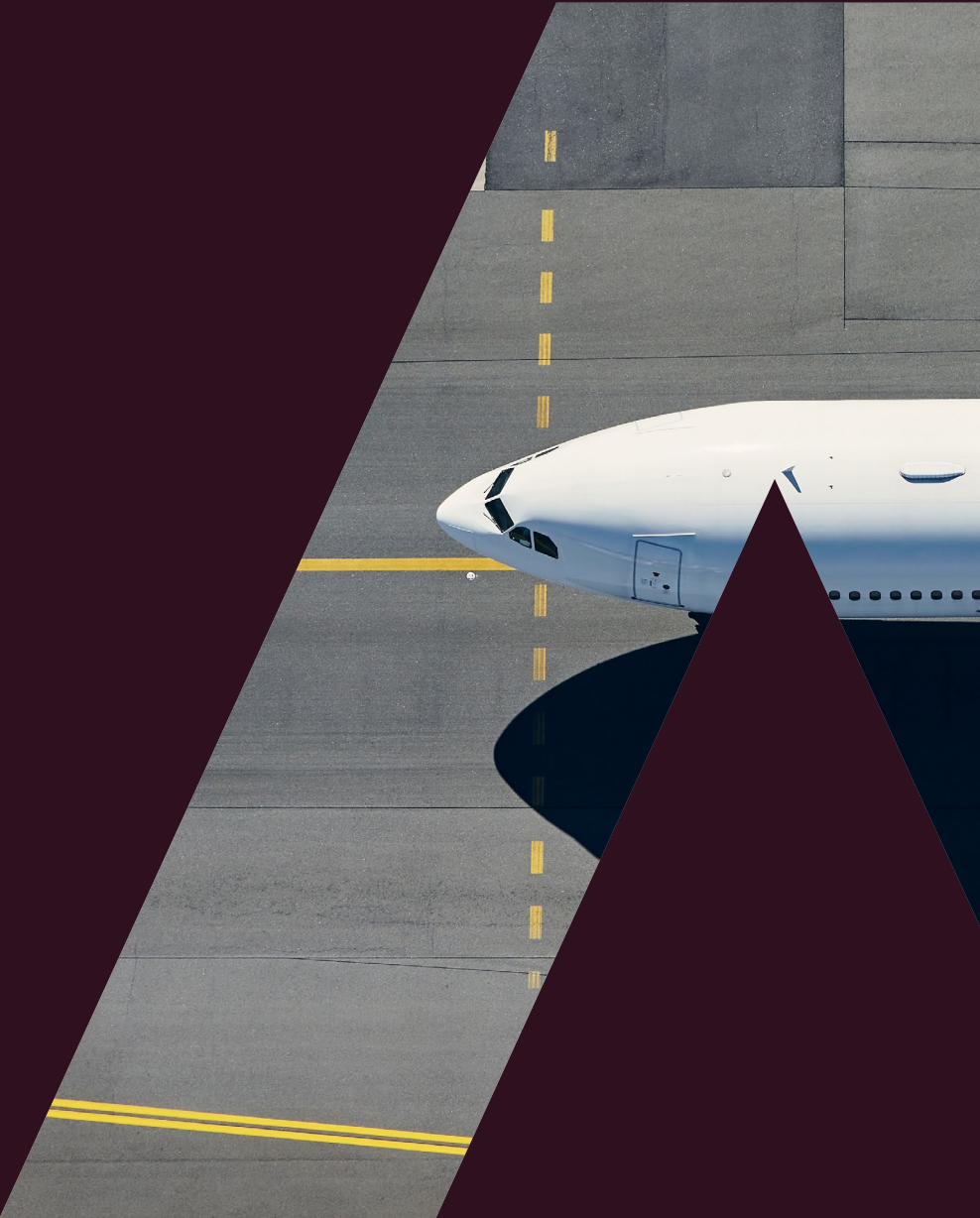


Case Study

# G Adventures





## CASE STUDY



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.

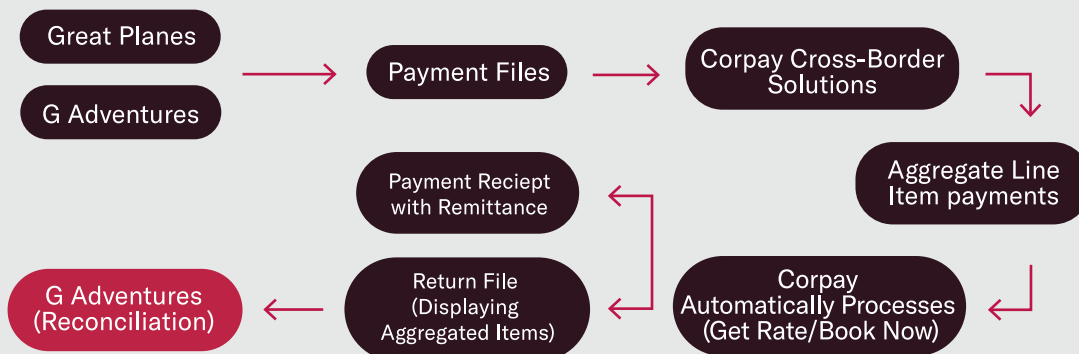
**How G Adventures Process Worked:** As a supplier to over 150,000 customers around the world annually, G Adventures' payment transactions occur at any time through their online portal. Since their customer and vendor transactions' occur daily, G Adventures was unable to track incoming and outgoing dealings 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

As a leader in the travel and tourism industry, effective processing of customers' and vendors' payments is a vital part of G Adventures' workflow. It soon became clear that the lack of automation in the payments process led to a great deal of inefficiency and inaccuracy.

### Solution 1:

Corpay's initial solution for G Adventures was to aggregate all payments provided from multiple mass files, which the team had been hand-sorting payment files by branch and currency; manual entry of each line item; then re-entering completed customer and vendor payment records into their accounting platform. From here, we created a custom solution. By aggregating line items by beneficiary and settlement currency, customers see a single transaction in their account.

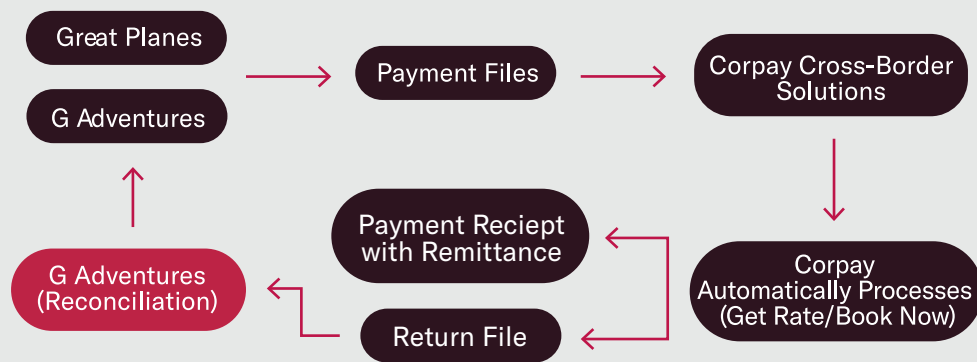


**Results:** This method resolved the majority of G Adventures' pain points. However, one key element that the return file was not able to recreate was the formatting of the incoming line-item file as the incoming file (per line items).

## Solution 2:

Corpay continued to work closely with G Adventures to develop a solution to meet their needs and enhance their processes. We structured a a payment file to differentiate payment lines, with (P = payment and I = Invoicing). This format accommodated both aggregated amounts and information for their reconciliation file.

This solution provided flexibility to G Adventures and achieved a primary goal: removing as much manual pre- and post-processing as possible. This also provided a custom return file that G Adventures could effortlessly import to their systems to simplify reconciliation.



**Results:** The file structure played a pivotal role in determining the workflow design to provide aggregated payments and 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: 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. We provided G Adventures with an automated solutions with mass payment file capabilities and a custom-formatted return. streamlining their process with minimal human intervention.