



LandCare Builds a New Revenue Source with the Centreviews Vendor Payment Solution

AT A GLANCE

- LandCare is one of the largest commercial landscaping service providers in North America.
- Centreviews's Vendor Payment Solution offered LandCare an automated payment option for vendors – by check, ACH, and vendor payment card.
- The implementation of this service and the enrollment process for LandCare vendors required minimal process changes resulting in very little internal resource involvement from LandCare.
- The addition of using vendor card payments provided rebates to LandCare.
- After a smooth implementation process, LandCare was able to institute vendor payment card payments with no changes to the ERP.

▲ BACKGROUND

LandCare works with thousands of vendors who are critical to delivering an exceptional landscape experience to their customers throughout North America. The method for how these vendors are paid then also becomes critical to delivering this exceptional experience to all their customers.

LandCare

COMPANY OVERVIEW

LandCare is one of the largest, most comprehensive providers of commercial landscaping services in North America. We are an independent company that provides landscape maintenance, design, installation and other related services. Local branches with national resources give you in-person, customized care, with all the benefits and reliability of a nationwide company.

PRODUCTS USED



Payables Solution



Receivables Solution



Document Management Solution

▲ BACKGROUND (cont.)

To ease this payment process, API approached LandCare with API's Centreviews Business Intelligence Suite Payables Solution more than four years ago. This offered LandCare an automated payment strategy that simplified the payment process to electronically route its payables invoices for approval.

The Payment Solution allows LandCare to create ACH, credit card, and check payments based on their vendor's preference. The paper-based payments are routed for printing and mailing and the electronic payments are routed through API's trusted business partner, Commerce Bank, to its Payment Hub. Payment information is then passed back to the Payables Solution to update and complete the history for the transaction.

In addition to the simplicity of the solution, LandCare reaps a monetary benefit in the form of a monthly rebate from the vendor card payments.

The end result of the streamlined end-to-end accounts payable process that has reduced accounts payables time and processing expenses and has created a more productive accounts payable department.

CHALLENGES

▲ LandCare was skeptical about the number of vendors who would be willing to sign up for the program and accept vendor payments via card. They were also concerned about the potential negative feedback about the program from their vendors. In addition, Landcare did not have IT resources available to make changes or implement electronic payments.

▲ SOLUTION

To get started, LandCare sent a payment file to be analyzed to obtain an estimate on the potential card rebate amount. Based on the large potential card rebate, LandCare's decision to proceed with the Payment Solution was made easier.

The necessary file transfers were then set up and tested. Unique to the card payment industry, the new payment process included an active and ongoing enrollment process for LandCare's vendors. This maximized the number of vendors enrolled and the potential vendor card rebate.

LandCare was impressed with the high number of vendor enrollments which resulted in higher rebates to LandCare than anticipated. Contrary to LandCare's concern about negative feedback, most vendors agreed to the new payment setup without issue and welcomed the prompt payments via the electronic payment. LandCare even fielded a few calls from vendors who wanted to sign up. To date, there have been minimal complaints from vendors about the new process and, in fact, many have been very positive about the change.

It helped that very few additional changes to the accounts payable process were needed since LandCare was already working with the Centreviews Payables Solution at the beginning of the project.

▲ RESULTS

In addition to the vendor card rebate checks LandCare will receive, the company also saves money by having a third party handle its payment processing. Instead of issuing payments to individual vendors, LandCare merely pays with a single ACH payment and Payment Solution and Payment Hub handles the laborious process of issuing individual paper checks and electronic payments. The new process has also allowed LandCare to transition away from more costly paper-based payments to electronic papers while at the same time simplifying the vendor payments process.