

ePay Solution Streamlines a Not-for-Profit's Payments and Provides Critical Cash Flow

CASE STUDY



FIFTH THIRD BANK

About the Not-for-Profit

This social services organization assists more than 1 million residents annually, providing families with nutrition, elder care, and housing support. Their work requires the coordination and management of many suppliers and creates thousands of payments per year.

The Challenge: Reducing paper-based payments

The Not-for-Profit has been using Fifth Third's Commercial Card Program for over 10 years, and it's been growing steadily as their needs and Fifth Third's technology have evolved. Recently, they communicated their goals to Fifth Third, **including streamlined operations and easier payment initiation and back-end reconciliation processes**. Achieving these goals would allow them to direct revenue back into the organization to do more strategic work for its community aid mission.

Fifth Third was asked to help the Not-for-Profit's Accounts Payables (AP) department modernize its time-consuming, manual check process.

Together, they found the best solution: an electronic payment option. It would allow them to capture larger and recurring payments with contracted suppliers, **making their efficiency and increased revenue sharing goals a reality**.

“It’s such a successful program, and we’re proud that the revenue we earn from paying with a virtual card goes into our service initiatives.”

—Director of Finance

The Solution: Fifth Third's ePay Program

Fifth Third analyzed the organization's current AP file and identified significant commercial card spend opportunities among card-accepting suppliers. From there, the Fifth Third team conducted targeted supplier enrollment campaigns to begin capturing this spend, creating immediate value. The team further identified existing Business to Business (B2B) spend captured on the T&E program and shifted it to the ePay program--streamlining internal reconciliation. This holistic approach established a collaborative foundation and optimized structure that added value through program growth, rebate rewards and reduced transaction costs.

This helped to strengthen supplier optimization and deepened supplier relationships. As a result, the long-standing relationship between the organization and Fifth Third continues to thrive. With a dedicated Fifth Third account manager and card servicing specialist, the Not-for-Profit can now use industry best practices to grow its program.

The Results: Operational Efficiency & Revenue Share

Over the last five years, the Not-for-Profit's **commercial card spend has more than doubled with ePay. Over 90% of spend came from converting manual, time-consuming check payments to card.**

Fifth Third helped the Not-for-Profit convert specific supplier payments from check to card. And Fifth Third continually analyzes the organization's AP spend and conducts supplier enrollment campaigns, providing ongoing spend and revenue share growth. These efforts have led to the **tripling of check payments converted to card in the last five years.**

The payment automation gained through ePay has allowed the Not-for-Profit to continue providing its vital services - even through the recent pandemic. For example, when stay-at-home orders were issued, the organization could process supplier payments without disruption, despite having a remote staff.

The ePay program has provided the necessary automation for the organization to reduce administrative costs and put more effort—and funds—toward its charitable mission.

As this successful partnership continues to evolve, the Not-for-Profit looks forward to remaining at the cutting edge of AP technology and driving added process improvement and automation through Fifth Third payables solutions.

ePay Makes Payments Easy



With Fifth Third's ePay program, companies are able to:

- Improve cash flow
- Streamline their accounts payable processes
- Set up recurring payments to avoid late fees
- Avoid per-transaction fees
- Reduce the need for multiple cards
- Eliminate checks, multiple credit card statements, and late or missing expense reports
- Integrate electronic payments into existing front and back-end processes

Annual ePay Program Spend

Over **2.5X** growth

Contact your Relationship Manager or Treasury Management Officer today to learn more about [Fifth Third's ePay and Commercial card programs](#).



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