

CASE STUDY

Highline Warren Eliminates Manual Processes by Leveraging Transcard's SMART Disburse Solution



Challenge:

Manual consumer refund process burdens AP team. Risks and expenses with one-time vendor records.

Solution:

Adopted Transcard's SMART Disburse solution. Streamlined refund process, eliminated manual steps.

Results:

Substantial cost savings and process streamlining. Estimated savings of \$30-50K in time and money.

CUSTOMER:

Highline Warren

INDUSTRY:

Automotive chemicals manufacturer

EMBEDDED SOLUTION:



DATE:

November 2023

Customer

Highline Warren is a leading national manufacturer and distributor in the automotive aftermarket. They offer comprehensive solutions and complete understanding of manufacturing, packaging, and distributing of lubricants, performance fluids and functional fluids.

Challenge

Highline Warren was experiencing a fragmented, manual and time-consuming process to issue consumer refunds. Their line of BlueDevil products has a consumer satisfaction guarantee and they stand behind their word to ensure every consumer is satisfied.

The process of issuing consumer refunds, once approved and authorized, was burdening the accounts payable (AP) team. These one-time payments required manual steps to create a vendor master record and issue a refund check.

Risk: Creating a vendor master record in their ERP for a one-time payment. There is possibility of check fraud, lost check, wrong address or check never received.

Expense: The costs associated with creating one-time vendor records, processing payment requests, and issuing checks was inefficient considering many payments were a small refund amount.

With the refund process more expensive than the refund, Highline Warren was often upside down in the transactions.





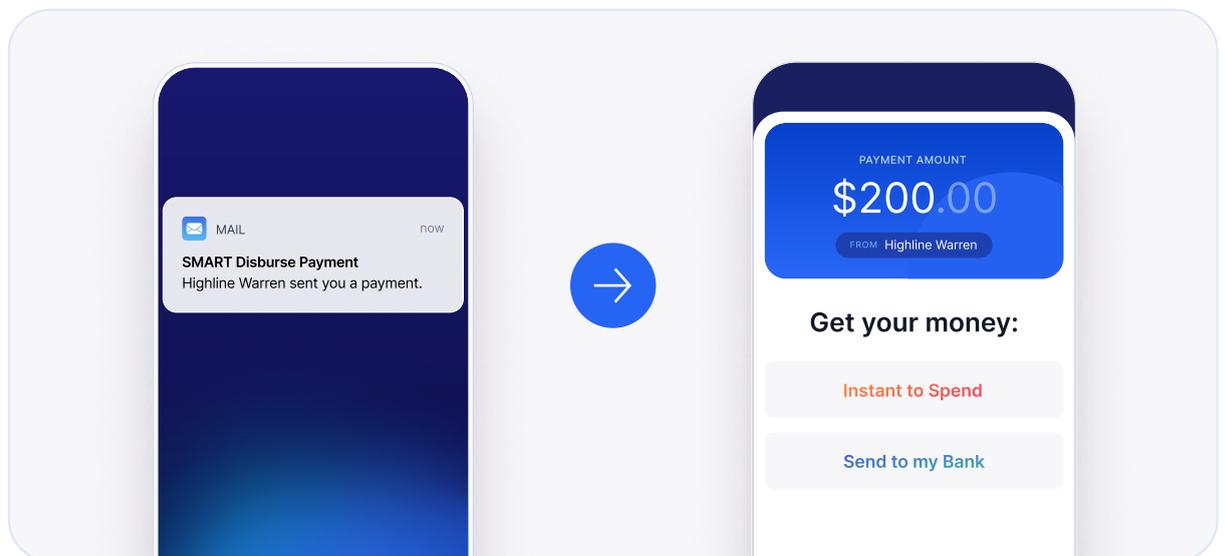
Help Arrives

Highline Warren researched alternative payment methods for consumers to address their challenge. After evaluating their options, Highline Warren chose to partner with Transcard resulting in a new streamlined, digital consumer refund process utilizing **SMART Disburse**.

Solution

By leveraging Transcard's **SMART Disburse** solution, the extra manual work and process for the AP department was eliminated. A consumer refund request solution was created internally, which transmits approved refund requests to Transcard weekly. With bi-directional dataflow, statuses are automatically updated that allows Highline Warren to verify payment was initiated to consumers. There are no more 1x vendors, check requests, and individual checks being issued.

- ✓ Bidirectional data between Highline Warren and Transcard
- ✓ One weekly payment to Transcard for the consumer refund batch
- ✓ Real-time visibility of consumer refund payment status
- ✓ Easy implementation with API and dedicated team



HOW IT WORKS

Digital Consumer Refunds

Consumers are contacted directly via email about their consumer refund. With SMART Disburse, they have options on how they receive their refund and can choose between an instant virtual prepaid card or a secure electronic payment to their bank account.



Results

For Highline Warren, the implementation of Transcard's SMART Disburse has been a financial win. They eliminated the need for manual processing and solved a financial drain. They also removed the risk of having consumers' records in their system and all the inherent hassles of check issuance. Highline Warren estimates a \$30-50K savings overall, both time and money.

\$30-50K

Estimated savings annually

Adopting digital, cutting manual steps.

Eliminating consumer record risks & check hassles.

Partnering with Transcard has exceeded our expectations and we wish we would have implemented this solution sooner. By sending consumer refunds digitally, we've streamlined the process and are experiencing a significant cost savings by eliminating checks.

Tim Paxson Accounts Payable Director, Highline Warren

ABOUT US:

We make frictionless payments a reality with comprehensive global payment solutions designed for banks, fintechs, and businesses of any size and in any industry. We deliver solutions for B2B payments, C2B payments, B2B2C payments and A2A automation.

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