

case study



MICHIGAN COUNTRY CLUB REDUCES PAYMENT PROCESSING COSTS BY NEARLY 50% AND ADDS NEW REVENUE LINE BY IMPLEMENTING CSI PAYSYSTEMS

BACKGROUND

The Spring Lake Country Club (SLCC) is an 18-hole golf course situated around the beautiful Spring Lake in Michigan, complimented by an amenity-rich clubhouse that offers members the option of several dining areas, bars, and a pool area.

To maintain this establishment, as is common in the Country Club setting, a Controller is hired to manage multiple areas of the business, effectively overseeing all club finances and accounting processes, as well as human resources and IT issues.

All payments were historically paid by paper checks. During peak season, almost two hundred payments could be issued each month, most of which required manually printing checks, putting into envelopes, running through a postal meter, dropping into mail, and then tracking until cleared by the bank. Any lost or damaged checks that needed replacement were also handled manually and included additional steps along with stop payment costs required by the bank.

Drew Nooney has been the controller of SLCC for over 14 years. "I was of the mindset that if it wasn't broken then why fix it? Ultimately it fell on my shoulders to embrace change and make our club more efficient and profitable."

CSI's payments solution was introduced to Spring Lake Country Club through a webinar. At first, they thought it sounded too good to be true. Automated payments for all types of payments and no more manual processing plus a system that seamlessly integrated with their accounting software, Jonas Club Management.

SOLUTION

From the very first call, CSI's dedicated representatives were responsive, helpful, and knowledgeable. The personalization of the entire implementation and training process, which included a step-by-step guide with screen shots of the process from their ERP system to their portal, proved their deep understanding of the golf club vertical which brought trust to the process and made it a no brainer to recommend to other club controllers.

"CSI's customer service is so friendly and helpful that I now term them 'Team SLCC' as it seems like I have my own personal team at CSI."

CSI's payment solutions includes management of the vendor enrollment process. With the direct integration with Jonas Club Management, Clubs are able to easily pull vendor lists and vendor payment preferences to better understand their existing process, in order for CSI to reach out to vendors on behalf of SLCC to educate them on payment options and benefits.

RESULTS

The payment process for SLCC now includes fewer checks and a drastic reduction - approximately 50 percent - of all costs associated with manual labor, paper check processing, and reconciliation time.

CSI was able to onboard approximately half of SLCC vendors, allowing them to pay these invoices with virtual credit cards and actualize all the benefits of automated reconciliations.

\$ Spring Lake Country Club was able to realize over \$18,000 in cash rebates using the CSI program.

"To this day, I smile every time I process payables because the process is so simple."

Each invoice paid with a virtual credit card also earns SLCC a rebate, enabling the accounting department to actually add a revenue line which can be reinvested into other areas of the club.

"I can't say enough positive things about CSI. I was hesitant of change but it was the best thing I could have done. CSI Paysystems drastically improved our payments process and made it an effortless and lucrative process."