Customer Case Study

MOTEL

- Integrated with Xero™

- Using Slack™ for Teampay workflow

- Team members distributed throughout North America

www.motel.is

Megan Coyle
Operations
Lead

❝ *Teampaygo physical cards provide the benefits of tracking out-of-office spending without having to burden our team with reimbursement processes and use of personal credit.* ❞

Motel is revolutionizing not just how apps and websites work on any device, but in working with Teampay, ensuring their employees stay productive in a distributed company environment.

Motel operates as a distributed organization without a central headquarters, with employees working remotely throughout North America. The company pays for their employees' home or shared office expenses, such as internet, phone, office supplies, meals, etc. Prior to implementing Teampay, employees received stipends for these expenses through monthly payroll, but this proved to be an untenable system because (1) the stipends were taxable, and (2) it was very difficult to track receipts for these purchases. Further, the company did not want to burden employees with using personal credit cards for company-related purchases

"One of our really big motivators in adopting Teampay is that we became increasingly aware of how much of a burden it is for an employee to request reimbursement – having a team member front money on behalf of the company is something we wanted to avoid altogether," said Megan Coyle, Operations Lead.

Motel tried a number of systems to track spending and receipts, but they didn't harmonize with the company's workflow. The company had relied on traditional corporate cards for anything the monthly office stipend did not cover. A single card was typically used by multiple employees, and it was nearly impossible to track who spent what and to reconcile all the expenses with receipts.

According to Megan, "[the process] was inefficient, disorganized and frustrating. I think I annoyed everyone."

Time for a new approach

In Megan's words, "I promoted the switch to Teampay as one of those things that would legitimize Motel in our maturity as a company." Employees were frustrated by having to pay tax on their stipends. Further, the company was growing rapidly, so it needed to connect employees through conference budgets and "buddy budgets" for travel to meet one another, which required physical cards. In the spirit of no longer having employees front money for company-related expenses… it was clear that Motel needed a new approach to corporate spending.

Motel set out to find a complete solution. They initially considered prepaid credit cards, but this approach felt clunky and misaligned with their tech-savvy employees.

Motel ultimately decided that they needed a solution that integrated well with their workflow and level of employee spend, so they selected Teampay as their solution.

Motel and Teampay

Motel deployed Teampay*go* – physical cards with controls and automation. The company can easily set spending limits by employee, vendor, and amount, giving all employees the ability to spend as necessary for their work. The Finance team has complete, real-time visibility of where and when money is being spent, and all the data is automatically synced with their accounting system. Even better, they are no longer chasing down receipts because Teampay is doing the work for them.

According to Megan, "I didn't know what people were spending their stipends on before, but now there is more accountability with the use of Teampay. Team members are even sharing their purchases with one another on Slack, which has been a great addition for the community."

Motel's must haves:

- Physical card with spending controls

- Integration with Motel's accounting system, Xero

Why Motel fell in love with their purchasing process using Teampay:

- Purchasing process that lives in Slack, resulting in a Seamless workflow

- Ability to track spending on Teampay*go* physical cards and other corporate cards (e.g. American Express and Capital One) – all in a single place

- Automation that eliminates manual receipt collection and reconciliation

- Teampay policy engine that sets purchase limits *before* spending occurs

- Ability to adjust controls and budgets on the fly

- Responsiveness of Teampay's product team for a personalized solution to Motel's business needs

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