




# VERDAD CONSTRUCTION SERVICES

Verdad Real Estate and Construction Services is a commercial general contractor in South Lake, Texas, that specializes in new construction and remodeling projects for franchises like 7-Eleven, Tiff's Treats and Popeye's Chicken. They began using GCPay about two years ago. We sat down with Tammi Savage, Verdad's Senior Project Coordinator, to get an update on how their payment processing has improved with GCPay.

## Challenges with a manual method

Before switching to GCPay, Verdad was using a manual process for the submission of payment applications from subcontractors to ensure that all compliance documents had been turned in. Tammi tells us they had been using an Excel template for the draw worksheet, similar to an AIA progress payment application. "That didn't always go very smoothly because subs either hadn't used an AIA document before, or they messed up draw one and were on draw five, and we then had to go back and recreate the wheel. Sometimes I just created their billing for them to get it done, because we were at the end of the project, and they needed to get paid and they were frustrated."

Verdad used a manual cover sheet to track compliance documents and ensure that everything, like lien waivers, had been received. According to Tammi, "If the sub didn't have a lien waiver, then I'd have to go and track it down. Then come pay time, if we still didn't have it, I'd have to hold their check and do the back and forth of telling them I need your waiver before I can give you this payment." Invoices were sometimes lost or misplaced during this process, so they weren't entered in accounting and the sub didn't get paid. Tammi said the process caused a lot of delays and created tension between her and the accounts payable department.



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## GCPAY CUSTOMER SUCCESS STORY

Subcontractors weren't happy with the way the system was working either. Some would complain to management about the loss of invoices and lack of payments. Tammi said Verdad tried many new processes to attempt to address the issues. But subs continued to complain about the amount of paperwork required, saying they didn't have to provide this much information to other GCs.

### A new way to handle payment applications

One day Tammi and several other accounting staff members were called into a meeting to look at GCPay. The CFO had decided that they were going to implement the software into their payment process. She was quickly sold on GCPay after seeing how it works.

"The onboarding process was seamless and successful" Tammi tells us. They were up and running in the software in less than a month.

### Big benefits from using GCPay

Tammi says that GCPay has helped with Verdad's efficiency, relationships, and communication. "I can get my job done more efficiently. I can go in and look at an overview of a job and know if we're going to bill a client. I can see if a sub has submitted billing. If they haven't, I can reach out to them. Having that overview in one spot is more convenient, versus having to go check each folder for that sub. If we were still doing things that way, I would say we'd probably have to hire two more people."

Now there is a better relationship between project coordination and accounting, and between Tammi and her subs. The subs are getting paid on a timelier basis and they can go in and see the draw. And because GCPay is online, Tammi remarks that "it's easy for them to set their own schedule of values the way they want to break it out. Then it fits with what they want to bill, not what our line item is. And the waiver is automatically filled out for them. All they have to do is print it out, sign it, notarize it, upload it and we get it back."

Tammi also notes that the ability for their management team to see who's billing and what's been billed on the job is key. "Our director, who does all the billings for our clients, can go in and look at the overview and say, 'Hey, so-and-so hasn't billed.' Or 'Why is the electrician billing so much? I know they're not done.'"



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### Seamless integration with Sage 300

One of the biggest selling points for Verdad was the strong integration between GCPay and their Sage 300 ERP. Verdad had already been using Sage for some time, so they didn't want to have to change their other systems. GCPay promised that the integration would be seamless, and Tammi said they've delivered. "Once the sub turns a change order in, I get the information, and when I put it in Sage it's immediately in GCPay and the sub can see it. And that gives them reassurance that we have it, it's approved, and they're able to bill for it with their next billing."

### Superior support experience

Tammi says her experience with GCPay's support has been extraordinary. "I know that my phone call will be answered, my issue will be handled within seconds and everything will be working great. I wish you could train other companies' support teams. I have never dealt with such a great support team."

### GCPay delivers

When asked if she wished anything was better or easier in GCPay, Tammi told us "it covered all of our needs – my only wish was that we had it sooner rather than later! This had made my life a lot easier and the product is true to form. Everything we requested or needed was implemented and completed. It is just great!"



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