

SUPPLIER SUCCESS STORY

From a 60-day wait to
a 30-second click

Supplier

 Back Bay Mechanical
HEATING & AIR CONDITIONING

Customer

 BLOOMIN'
BRANDS INC.

OVERVIEW

Jane Elisabeth handles billing and payment processing at Back Bay Mechanical, a Boston-area HVAC contractor with just a couple of technicians on staff. Her work with Bloomin' Brands, the company behind Outback Steakhouse and Carrabba's, runs through ServiceChannel and Direct Commerce's advanced payment system.

BEFORE →

- ✗ 45 to 60 days to get paid, depending on the channel
- ✗ Cross-checking a calendar against QuickBooks by hand
- ✗ Invoices buried in a crowded inbox

→ AFTER

- ✓ Early payment on her own schedule, in about 30 seconds
- ✓ One place to check invoice numbers and payment totals
- ✓ A couple of hours back every week

The Direct Commerce portal saves me a couple of hours every week. I don't have to sit there and cross-check everything by hand anymore. It's a godsend.

JANE ELISABETH

Administrator, Back Bay Mechanical

CHALLENGE

Before early payment options existed, standard payout ran 45 to 60 days depending on how an invoice moved through approval channels. For a small shop without deep cash reserves, that lag has a real cost: getting paid late means paying technicians and vendors late too. Tracking payment status meant manually cross-checking a calendar against QuickBooks and other channels by hand.

"All of the guesswork is taken out of everything."

SOLUTION

Every week, Jane gets an email flagging which invoices are eligible for early payment through Direct Commerce. She reviews what's there, clicks confirm, and the rest is handled automatically, including the ability to shift the payment date to fit whatever her cash flow needs that week.

- **30-second early pay.** Review what's eligible, click confirm, done.
- **Flexible timing.** Move the payment date to match her cash flow.
- **Fast fixes.** The rare payment hiccup gets sorted out quickly.

RESULT

Back Bay Mechanical is a small shop, just a couple of technicians, without the cash reserves of a national company. Getting paid in days instead of months changes what's possible week to week: technicians and vendors get paid on time, and Jane gets a couple of hours back that used to go into manual reconciliation. Nothing gets lost track of either. Every invoice number and payment total is a couple of clicks away, even the ones that would have gone missing in a crowded inbox.

Direct Commerce powers the invoice and payment experience suppliers rely on every day, giving small businesses the same fast, dependable cash flow as companies many times their size.

"Direct Commerce has been a lifesaver."