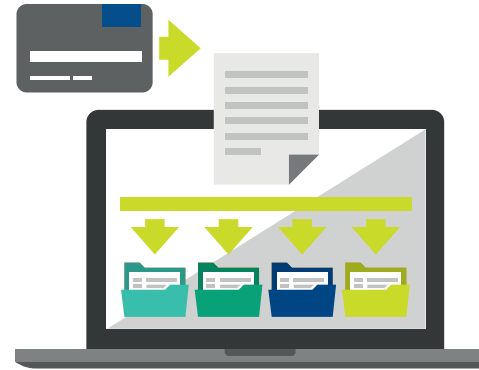




# AirPlus Case Study: Ellison Technologies Vastly Reduces Expense Reconciliation Time



## The Situation

Ellison Technologies of Santa Fe Springs, CA, struggled with managing travel payment arrangements for its employees. As a company that customizes and distributes machine tool products across the globe, the need for a more consolidated, efficient and cost-effective travel management system grew.

With multiple traditional central bill accounts, Ellison Technologies spent an excessive amount of time reconciling travel expenses due to the limited amount of information available. Getting more information meant waiting 20-30 days for answers, which required more staff support to investigate the travel expenses in order to reconcile the bills – a waste of time and money.

Inconsistent communications between the former payment solution and Ellison created added frustration. Ellison was also charged additional fees for currency conversions as some bill payments occurred outside the country of origin.

Finally, Ellison felt like it could never get an actual person on the other end of the phone when calling their former payment provider. With the amount of additional detail constantly being requested, they were displeased with the constant automated conversations and lag in response time.

## The Solution

While looking to reduce the reconciliation time and currency conversions, the company found a new solution, AirPlus International. Ellison chose to partner with AirPlus to relieve its major travel payment pain points. With the AirPlus Company Account, Ellison receives enhanced transaction data that greatly reduces the need for accounting to perform manual reconciliation.

AirPlus also managed all currency conversions automatically so that invoicing occurred in the country of origin, reducing unnecessary foreign exchange fees. “My accountants fell in love with me when I made the transition to AirPlus. They love the simplicity of it and it’s saving them so many hours,” states Cami Earsley, Ellison Corporate Travel Director.

Furthermore, a dedicated AirPlus team created a relationship with Ellison to ensure regular and consistent follow-up – the personal touch that Ellison had always needed from its travel payment provider.

## The Results

Because of the company’s switch to AirPlus, Ellison has seen substantial improvement in its travel payment solutions. For example, manual reconciliation time was reduced by 50 percent over the last year. Customized billing features offered by AirPlus also work with Ellison’s Sabre GDS system, an added bonus for its’ billing team. When asked about the program Earsley said, “We really find value in our relationship with AirPlus because we actually speak to a ‘live’ person when we call to discuss our account. And it is the same team that we speak to repeatedly, which benefits our efficiency in dealing with any travel payment issues that should arise. We see that as a priceless value that we have not had in the past.”

Is your company unhappy or dissatisfied with your current travel payment solution? Discover the AirPlus way:

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