

Case Study



Company:
**Independent Living
Association, Inc.**

Person:
Frank DeLucia

Role(s):
**Deputy Executive
Director & CFO**

Background

As a 501(c)(3) not-for-profit, Independent Living Association, Inc., provides long-term residential care for nearly 250 residents, across four boroughs of New York City, with intellectual and developmental disabilities. Their goal is to foster increased independence and community integration for year-round residents and day-program participants.

Challenge

Like many businesses, when the COVID-19 crisis hit, most ILA employees switched to a work-from-home model. As a consequence, checks (which were strictly issued from the office due to security concerns) could only be signed once or twice a week by the Executive Director. Large-dollar payments proved even more problematic as they required signatures from both the Executive Director and a board member. ILA needed a new, low cost payment solution that would work instantly with their current accounting process.

Did you know?



Deluxe Payments Exchange offers a Print + Mail solution for those that prefer a paper check option or don't have an email address. Deluxe will mail a high-security paper check on your behalf the same day. To make the process seamless, you can do a batch run that can be mixed with both eCheck and Print + Mail delivery options.

The Solution

Deluxe Payment Exchange gave ILA a low-cost, digital payment platform that required zero changes to the staff's existing process. Using the DPX platform, eChecks are created and delivered to recipients via secure link. They can then print the check and deposit at the bank or using mobile deposit, or, choose from options like direct deposit, ACH, debit card and more. "The Covid-19 pandemic pushed us," says DeLucia. "We had been moving towards this method. We wanted to work remotely. Now, we can issue payments remotely, anytime we want."

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Business Impact

In less than a day, ILA was up and running on the DPX platform and fully integrated with their current accounting system, Great Plains. "The best thing about Deluxe Payment Exchange is that it's seamless," DeLucia says. "It dovetails with our current system. It's extremely easy to use." Today, the ILA team can work 100% remotely, with digital signatures replacing hand-signed checks. This has provided new efficiencies for the business and email delivery has helped them maintain appropriate social distancing.



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— Frank DeLucia

500

Monthly payments
converted to
eChecks

1 day

Time to set up
Deluxe Payment
Exchange

100%

Digital New AP
workflow and
payment process

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