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Realtime Electronic Payments



Modernizing Vendor Payments for Property Management

REPAY WHITEPAPER



Executive Summary

Property management groups across hotels, multifamily, and HOA communities operate in one of the most operationally complex environments in the economy. Accounting teams are tasked with paying thousands of vendors across multiple properties, bank accounts, and entities, often using manual, paper-based processes that have not meaningfully changed in decades.

This whitepaper explores the most common accounts payable (AP) challenges faced by property management accounting teams and outlines how payment automation enables greater efficiency, control, visibility, and cost savings, without disrupting existing accounting workflows.

The Reality of Property Management Accounting

Property management organizations are uniquely complex:

- Multiple properties, often across various locations
- Separate legal entities and bank accounts
- High vendor volume and recurring invoices
- Strict approval workflows and audit requirements

Despite this complexity, many accounting departments still rely heavily on paper checks, manual approvals, and disconnected payment workflows. The result is increased workloads, higher costs, limited visibility, and growing operational risk.



Key Challenges Facing Property Management Accounting Teams

01 | Paper-Heavy, Manual Processes

Accounting teams spend countless hours printing checks, chasing signatures, stuffing envelopes, and reconciling payments. These manual tasks pull time away from higher-value work like financial analysis, forecasting, and strategic planning. Additionally, paper processes are expensive for AP teams who already operate on a lean budget. Factoring in the cost for stamps, paper, ink, mailing, and more, checks can cost more than their face value.

Impact:

- Slower month-end close
- Increased overtime and burnout
- Higher error rates



“

The biggest inefficiency we had was trying to get things processed fast enough to get them paid on time. It forced us to rush payments, and in rushing things, we made a lot of mistakes.”

- Rita Laplante, Resorts World Las Vegas, AP Manager.

02 | Limited Visibility Across Properties

For controllers, CFOs, and owners overseeing multiple properties, it can be difficult to quickly answer basic questions:

- Which vendors have been paid?
- Which payments are outstanding?
- Where are approvals stalled?

Without centralized visibility, teams rely on spreadsheets, emails, or phone calls to track down answers.

Impact:

- Delayed decision-making
- Increased risk of duplicate or late payments
- Frustration across teams and leadership



03 | Check Fraud and Payment Risk

Paper checks remain one of the most fraud-prone payment methods. Lost checks, altered payees, and unauthorized signatures are just a few of the tactics fraudsters use to expose property management companies to financial and reputational risk.

Impact:

- Financial losses
- Time-consuming investigations
- Strained vendor relationships

**Last year,
96% of businesses
were targeted with a
fraud attack, and
90% of those attacks
were successful!**

[Source: Businesswire.com]



04 | Everchanging Vendor Payment Methods

Many property management groups manage vendors who prefer different payment types (virtual card, ACH, checks), leading to exceptions, workarounds, and inconsistent processes. AP teams struggle to keep up with payment data and preferences which strain already limited resources. Additionally, many vendors and suppliers are starting to charge fees for use of certain payment methods, making each transaction potentially more expensive.

Impact:

- More manual effort
- Increased complexity
- High acceptance fees

05 | Staffing Constraints and Burnout

Controllers, office managers, and AP clerks are often overwhelmed, especially during peak periods like month-end. In many organizations, accounting staff have learned processes on the job rather than through formal training, making complex changes risky and intimidating, especially for team members who are comfortable with “the way it has always been done.” Additionally, fewer accounting graduates are entering the workforce while the demand for accounting talent is on the rise.

Impact:

- Low morale
- Higher turnover
- Resistance to change
- Limited candidate pool



33% fewer accounting graduates
are entering the workforce.

[Source: cpajournal.com]

How Vendor Payment Automation Solves These Challenges

Payment automation modernizes vendor payments without disrupting AP processes.

❖ Centralized, Digitized Payment Execution

All vendors are enrolled and paid through a single, consistent process, regardless of payment type. Accounting teams initiate payments directly from their ERP or via file upload, and the payment platform manages the rest.

Benefits

- Limit vendor exceptions
- Reduced training requirements
- Consistent processes across all properties

❖ Increased Visibility and Control

Accounting leaders can approve every payment and gain realtime visibility into payment statuses across every property and entity from one centralized dashboard. No phone calls or paper chasing, simply better data for forecasting and cash flow.

Benefits

- Faster approvals
- Improved audit readiness
- Confidence in financial oversight



“

I simply hit a button to submit the payments, and the CFO approves in mere minutes. We are saving several hours a week by eliminating paper checks.”

- Matt Olsen, Hilton Sandestin, AP Manager.



Reduced Fraud and Risk

Replacing paper checks with electronic payments, including ACH and single-use virtual cards, dramatically reduces exposure to payment fraud while maintaining full payment traceability. Security solutions such as ACH validation, tokenization, encryption, payment vaults and more, help keep payments away from bad actors.

Benefits

- Fewer lost or stolen payments
- Improved security controls
- Greater peace of mind

Lower Costs and New Revenue Opportunities

By reducing or eliminating paper checks, organizations lower printing, postage, and labor costs. Additionally, vendor payments made via virtual cards and ACH can generate meaningful rebate revenue. Having options helps property management groups avoid costly fees.

Benefits

- Reduced operational expenses
- New, recurring revenue stream
- Enhanced bottom-line performance

Improved Staff Productivity and Morale

Automation removes repetitive, manual tasks from already stretched accounting teams, allowing them to focus on more strategic and rewarding work. Additionally, automation can help combat staffing shortages and enable current team members to become more efficient, and in turn, happier.

Benefits

- Faster processing times
- Reduced burnout
- Improved employee retention



“We’ve saved an entire salaried body... and then some.”

- Rita Laplante, Resorts World Las Vegas, AP Manager.



Payment Priorities By Role



CFOs & Owners

- Centralized visibility across all properties
- Improved financial controls
- Cost savings and rebate generation
- Scalable solution with minimal process change

Controllers

- Fewer manual tasks and bottlenecks
- No need to chase signatures or uncashed checks
- Maintained approval authority with added efficiency

Office Managers & AP Clerks

- Simpler day-to-day workflows
- Less paperwork and manual handling
- Confidence using a standardized, proven process

Conclusion

For property management groups, vendor payment automation represents more than operational efficiency, it signals a commitment to modern financial management, risk reduction, and long-term scalability. By replacing manual, paper-based processes with a modern, integrated payment solution, accounting teams gain efficiency, visibility, control, and cost savings without sacrificing their existing workflows.

Payment automation empowers property management accounting departments to do more with less, protect against risk, and support the long-term growth of the organization.

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