DOME CONSTRUCTION INCREASES EFFICIENCY AND TRANSPARENCY USING
GCPAY FOR SUBCONTRACT MANAGEMENT

INTRODUCTION TO **DOME CONSTRUCTION**

Dome Construction is celebrating their 50-year anniversary as one of leading construction firms in San Francisco, California. They are committed to their relationships with their clients and their contractor and vendor partners. From office buildings to hospitals, Dome Construction has made a name for themselves as reliable, consistent builders.

Dome has been using GCPay in their payment application and lien release processing since 2012. We recently sat down with their Billing Supervisor, Carmina Cardenas, to learn more about Dome's experience with subcontractor payment before and after adding GCPay to their workflow.

THE **CHALLENGE**

Before adopting GCPay, all of Dome's subcontractors were expected to email their applications for payment to the construction administrator – just one person at Dome! – and await approval. Often these AFPs had been put together while out in the field, and may not have had up-to-date information on the latest change orders. After the construction admin received the invoice, each project manager would have to review the AFPs for their jobs. If there were rejections or edits to be made, the project manager would email them back to the subs asking for changes to made. This created a web of communication that was impossible to track.

Lien release tracking also became a bottleneck in the payment process. Subs were required to submit their lien waivers with their application for payment, but if they failed to do so, all PMs could do was email them back and await the proper documentation. There was no way a manual system could successfuly track these various email strings nor make it easy to call up compliance documents as needed.

The most difficult part for Dome before they started using GCPay was that they could not offer transparency to their subcontractors. Subs were constantly reaching out to find out the status of an invoice or change order, only to find it had been delayed by a rejection the sub was unaware of. As Cardenas explains, "We wanted to be able to offer more visibility to our subs, but we had no way to do that with our process being entirely manual." Making sure they could offer transparency in the process, but that it did not require more man hours, was crucial for Dome.

> "In order to keep up in this industry, you have to be as lean and competitive as possible. We couldn't afford the manual processes with invoices and compliance documents anymore."
>
> Carmina Cardenas - Billing Supervisor, Dome Construction

GCPAY A ZUUSE SOLUTION

gcpay.com

GCPAY + VISTA BY VIEWPOINT

GCPay is the leading subcontract management platform for automating invoicing, compliance and lien waiver management functions. GCPay is compatible with any computer, tablet or mobile device, allowing both office and field employees to increase efficiency while reducing costs in the management of their subcontracts.

GCPay has been an integration partner with Viewpoint's Vista product since 2012. This partnership allows for information within Vista relating to subcontracts, change orders, and compliance to sync automatically with GCPay every 30 minutes. Payment applications that have been approved in GCPay can be exported directly into Vista as AIA invoices with Vista's import module.

GCPay's integration with Vista ensures subcontractor invoices and change orders are detailed properly and processed accordingly.

DECISION MAKING

Cardenas recalls that the previous billing manager at Dome had met GCPay representatives at the Viewpoint conference in 2012. They signed on with GCPay shortly thereafter. Cardenas explains, "The billing manager came back and was like, 'we need this in our life!'"

One of the key selling points for the Dome team is the subcontractors' ability to submit their invoice through GCPay and see feedback along the way. The subs then have full control of their applications for payment, and they also have full awareness of the stages in the process. If an invoice or change order is rejected, they can see the notes right away to see what needs to be adjusted. The program even notifies them so they can make changes in a timely manner.

From the business side, the Dome team also loved the audit trail feature. As Cardenas discusses, "We knew we'd be able to see every invoice that's been submitted, and to see who had touched it or made edits along the way, which would be monumental in our tracking process." They knew using the audit trail in GCPay would help take the pressure off the billing team and project managers to track each invoice manuallly.

SOLUTION + RESULTS

Now that Dome has been working with GCPay for several years, their processing time for applications for payment has been cut down to nearly nothing. Invoices can be reviewed or submitted from anywhere.

Not to mention the ERP integration that has made the process smoother than ever. They no longer have to track down emails regarding change orders or compliance documentation. "Whatever is in GCPay is reflected in Viewpoint, and vice versa," Cardenas tells us. "The integration means no mistakes and no guesswork." And, it's fast. "What once took days now literally takes zero time because it's already done in GCPay."

Cardenas tells us that GCPay improved more than just their subcontractor payment processing and compliance tracking. "GCPay is fast, it's easy, it's something we can rely on. It's made us a better general contractor," Cardenas says. "It truly changed everything."

Lastly, Cardenas cannot emphasize enough how much Dome's subcontractors love working in GCPay. "Subs always know where they are in the payment application process, and they get paid on time because GCPay is perfectly accurate," Cardenas says. She explains that subs are actually happy with the invoicing process, which makes them want to work with Dome again and again. Dome has been able to build relationships with subs that get stronger over time.

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