

Case Study

# Idaho Central Credit Union





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A Corpay Payments Customer  
for Over 3 Years



Idaho Central Credit Union (ICCU) is a credit union in Idaho and offers full-service locations throughout the Treasure Valley, MagicValley, Eastern Idaho, and North Idaho. They continue to look for expansion opportunities in order to meet the needs of their members. While growth is vital to their success, they remain focused on their mission, “Helping Members Achieve Financial Success,” by providing exceptional service and diverse products to their membership.

## Why Corpay

ICCU started interviewing new vendors that could support their growth goals. Throughout the review process ICCU was impressed by Corpay’s Account Representatives and their high level of industry knowledge and service expertise. One advantage was that Corpay’s solution has been integrated with the Fiserv WireXchange® platform for the past 7 years and ICCU had been looking to use Fiserv for additional process automation. The greatest factor in ICCU’s decision to move forward with Corpay was the alignment in company values, ICCU’s focus on putting its members first and a common goal to provide exemplary service.

## The Challenge

ICCU was experiencing problems with meeting their member’s needs in foreign exchange and cross-border payments. An increasing demand for international wires was leading to a corresponding number of wire service and compliance issues. ICCU needed a new reliable and trusted international wire provider vendor to improve ICCU’s service to its members.

## The Solution

### ▣ High Touch Customer Service

The ICCU team finds huge value in Corpay’s excellent direct support, responsiveness, attention to ICCU’s review process, as well as the Corpay product expertise and skills. According to the ICCU team Corpay provides them with security, transparency and communication, while consistently opening new avenues for improved efficiencies, from improved tracking of risk and vendor reviews, member security, and robust compliance reviews.

## ❑ Compliance Support

ICCU enjoys the hands-on service and initiative of Corpay's validation team. Corpay offers prevalidation of banking instructions and select regulatory compliance tools to facilitate accurate payment execution, helping to reducing payment returns. ICCU states that they have also been able to improve the quality of their own review process while greatly reducing instances of (alleged) fraud perpetrated against their members. Corpay's compliance team provides valid and timely feedback, with clear instruction, and issues are quickly resolved. Corpay has also helped ICCU catch fraud attempts on their members and helped ICCU stay informed of sanctions and changes within the regulatory environment.

## ❑ Payment Delivery and Post Transaction

Corpay's straight-forward payment delivery and post transaction process is easy to follow and has strong reconciliation and reporting tools that encompass every transaction after it is executed. ICCU has found the Corpay system to be user-friendly, and a great way to confirm fees are up to date and that payments have been issued as instructed. Before using the Corpay solution, the validation process could take over a day; now, ICCU is able to handle it within the same day.

## ❑ Corpay / Fiserv WireXchange® Integration

WireXchange® from Fiserv is a flexible, web-based solution for financial institutions completing end-to-end wire transfers in an affordable, efficient and secure way. When ICCU implemented WireXchange, they found that it seamlessly functioned with the Corpay solution through the reliable API connection between the two services. ICCU's experience of the combined solutions has been without issue; the integration is user-friendly, with prompts for payment formatting requirements in real time. As a result, front line employees at ICCU have noted an increase in their

"We've been able to build great relationships with the staff at Corpay, and we feel very secure in the partnership. It is great working with a company that shares our values and handles our members with the same level of care and security that we do. We also love working with our Account Representatives at Corpay, as they are always willing to help and answer any questions we have."

Rebekah Cote

Deposit Service Manager  
Idaho Central Credit Union

knowledge of payment detail validation requirements, helping them to provide improved service to ICCU members. Further, through the automation, and the reduced need for human intervention and approval, ICCU's members can now generate wires on Saturdays.

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