

How GoPuff used borderless to improve their payment operations, reduce cost, and improve fund delivery times.

OVERVIEW

Gig economy marketplaces suffer from finding the right tool to automate and scale their payments to sellers, contractors, and gig economy workers. It is twice as challenging when they are global.

GoPuff approached borderless to improve their payments to their drivers. They were stuck with manual and repetitive admin processes, and a limitation of processing only 50 payments at a time which caused a bottleneck in their systems and was prone to human error. GoPuff was also looking to reduce their cost and improve payment delivery times.

APPROACH

Migrating recipients at scale:

Leveraging borderless' mass contact upload via .CSV, GoPuff migrated hundreds of contacts at a time. The Client Internal Reference field linked borderless auto-generated @handles to payroll ids. It allowed them to quickly integrate borderless into their existing payments processes.

Testing was essential:

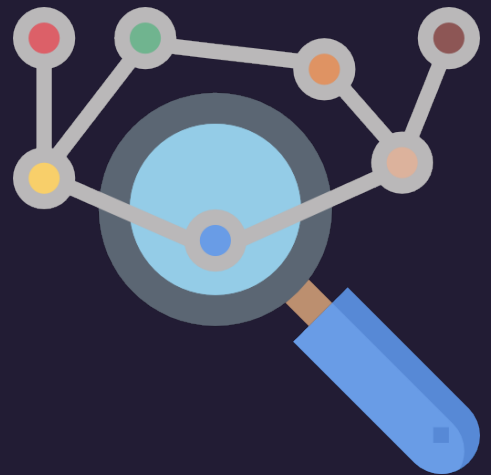
The borderless dashboard and mass payouts via .CSV allowed GoPuff to test payments immediately without any API integration. They started with hundreds of payments and quickly scaled to thousands. They quickly proved out the ease of use of the borderless platform, the speed to deploy borderless in market, and an improved speed of delivery of funds (within 10-15 seconds).

Operations & customer support:

When processing thousands of payments, compliance and operations can drain resources. With borderless payment tracking and status updates, as well as responsive customer support, over 90% of inquiries were resolved within 24 hours.

Reduction in admin work and human error:

The borderless API can process thousands of payments in one go. GoPuff scaled their operations with borderless by 40X going from submitting 40 files with their previous payment provider to submitting their entire payroll in one file. It greatly reduced admin work and, with the borderless bank data validation system, GoPuff also reduced human errors.



GOPUFF CASE STUDY

borderless™

Simple. Secure. Global.

How GoPuff used borderless to improve their payment operations, reduce cost and fund delivery times.

RESULTS



**SCALED
PAYMENTS BY
20X**



**REDUCED
COSTS BY
30%**



**90% OF TICKETS
RESOLVED LESS
THAN 24HRS**



**DELIVERY OF
FUNDS IN
10-15 SEC**



**120+
COUNTRIES IN 1
PLATFORM**



**INCREASED
CUSTOMER
SATISFACTION**

CONCLUSION

Gig economy marketplaces rely on borderless because of our ability to scale, our reliability and ease of use to streamline operations, and our infrastructure that reduces costs and fund delivery times.

Whether it's a small business or a fortune 500 company, borderless helps its customers to focus on what matters most, growing their business.

SIMPLE. SECURE. GLOBAL.