

# funding clients faster: how Viva Capital Funding reduced turnaround time

Automation and Consolidation  
Lead to Efficiency Gains



## Viva Capital Funding, LLC

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### Founded

1999

### Software Solutions

FactorSoft™ Auto Credit,  
Carrier Payments, Invoice Delivery

“Trucking is a competitive line of business for our sales team,” begins David Ortwein, Director of Operations at Viva Capital Funding, a factoring company known for being proactive, efficient, and dependable.

Viva Capital was formed in 1999 with the intent to provide a simple, fast, and reliable funding solution to a transportation company, their very first client. Since then, the factoring company has organically grown into one of the leading specialty finance companies in the nation.

“A trucking client needs to be funded within the day, if not within hours. So, anything you can do to reduce that turnaround time – whether it’s the uploading of invoices or getting credit checks done at a quicker rate – helps everyone,” explains Ortwein. “With FactorSoft, we can meet our clients’ needs and the same-day funding expectations.”

## time is money

“In trucking, the expectation is that the client sends their funding for review, the paperwork is reviewed by the factoring company, and the client gets funded. Quickly,” says Ortwein.

The process itself is simple enough. So, what’s the catch? The catch is time-consuming manual tasks. That’s what Jack Henry’s FactorSoft solution solves for. FactorSoft is a complete portfolio management system designed to handle the business processes associated with factoring, term loans, asset-based lending, and other forms of commercial finance.

“Because of how much is automated, FactorSoft allows our team to get through the review process more efficiently, which means our clients get funded quicker,” says Ortwein.

“When our client gets their funds quicker, a few things happen: they can expedite funding their fuel advances, payroll, and other overhead expenses,” explains Ortwein. “Many truckers are running on compressed margins, so when they drop off a load, they need those funds for operating expenses. As soon as we fund them, they can fund their drivers and trucks.”



“Allowing us to manage those risks has enabled our factoring business to grow.”

**David Ortwein**

Director of Operations at Viva Capital Funding

## remove the hassle, remove the delay

“For instance, we have a produce hauler who works with a multitude of different brokers, and those brokers sometimes change,” illustrates Ortwein.

“Before, it was inefficient to have to call the account manager to get approval,” Ortwein explains. “But now that our credit approval module is set up, there’s no hassle. They don’t need all the back-and-forth communication with us because those approvals are automated. FactorSoft allows our clients to focus on their businesses rather than focusing on the manual processes of calling for confirmation.”

“Our clients can get back to their day-to-day and we can concentrate on getting them funded, which is the ultimate goal,” says Ortwein.

## little risk, lots of reward

“To maintain our strong business fundamentals, we need to always manage our risk,” says Ortwein.

“With FactorSoft, we have a place that keeps everything centralized – where we can review paperwork, notices of assignment, credit checks, and follow-up reminders of any risks that are out there,” Ortwein continues. “Allowing us to manage those risks has enabled our factoring business to grow.”

“Because we can expedite and consolidate everything, and because our reports go out automatically, our clients are able to see what we funded and what we didn’t. And because FactorSoft sends the notice of assignment out along with all the paperwork as soon as we buy it, that helps expedite sending out the paperwork which expedites getting paid faster, which reduces the fee on our client,” explains Ortwein. “Not to mention it makes our debtors happy, which is significant because they’re the ones who are ultimately going to pay us.”



“Not only is FactorSoft paperless, but everything is consolidated into that one system. That helps us and our clients.”

**David Ortwein**

Director of Operations at Viva Capital Funding

## the power of automation

When it comes to efficiency, speed, accuracy, and scalability, automation is key.

By automating repetitive tasks, automation can streamline the entire factoring process, from invoice submission to payment – reducing manual data entry and paperwork and allowing for faster and more efficient transactions, so that businesses can access cash from their outstanding invoices faster.

“Before FactorSoft, we would get the paperwork, scan it, upload it ... many of these tasks were manual, which slowed the process down,” says Ortwein. “With FactorSoft, the solution sends the paperwork, applies our notice of assignment, and sends it directly to the debtor. As soon as they get it, the clock starts. Now, if the average days to be paid was 45 days, we’re more in the 35-day range.”

“Our team works much more efficiently now,” Ortwein sums up. “Before, we worked in a very hands-on, paper-intensive environment. Not only is FactorSoft paperless, but everything is consolidated into that one system. That helps us and our clients.”

## streamline your factoring process

[Speak to an expert](#) about FactorSoft, Jack Henry’s portfolio management for factoring and asset-based lending.

For more information about Jack Henry, visit [jackhenry.com](https://jackhenry.com).