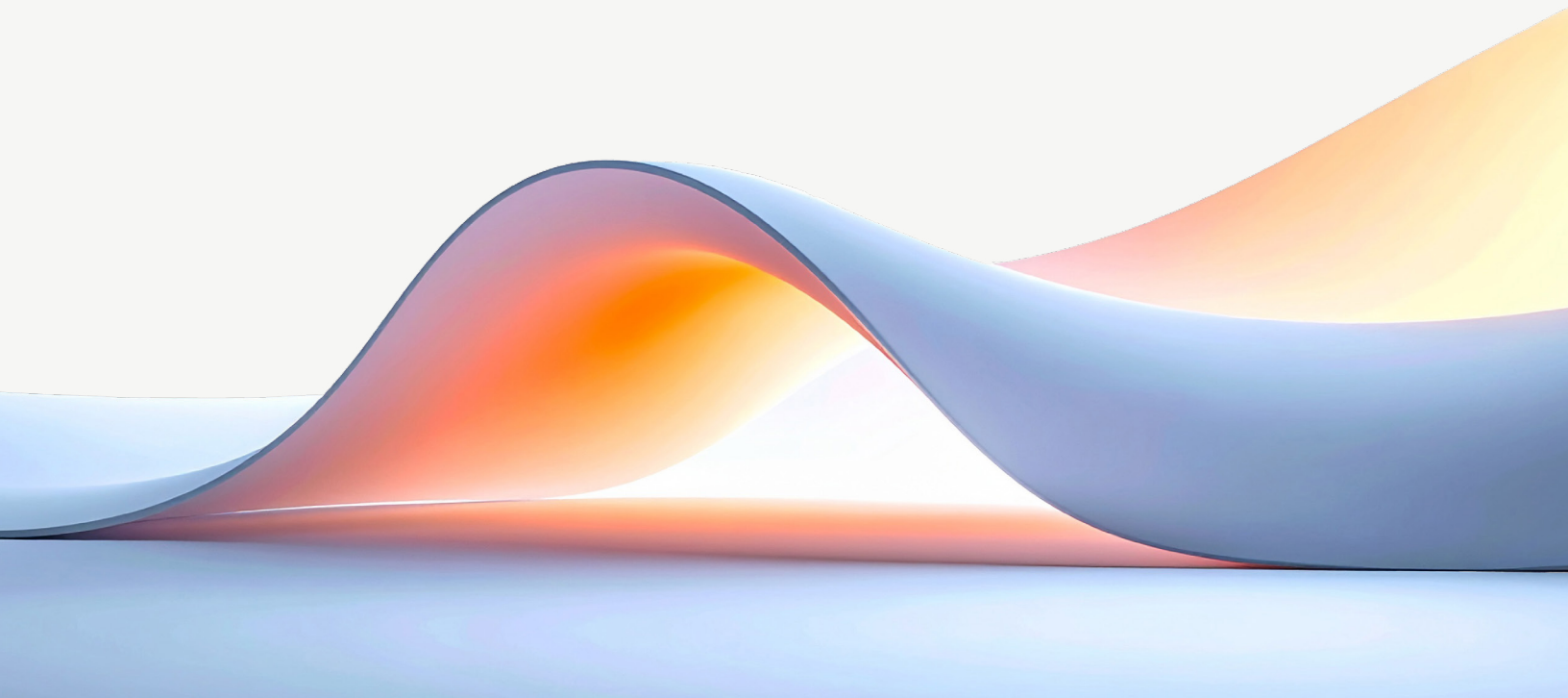


VERSAPAY

“I can’t blink”

How this fast-growing law firm traded daily anxiety for clarity while matching payments

For years, the cash receipts team at one of America’s fastest-growing law firms operated under a simple, exhausting truth: with a fully manual process, a moment’s inattention could mean a misapplied payment. Versapay changed that.



INDUSTRY

Legal / Professional Services

ERP

Elite 3E (Thomson Reuters)

PRODUCT

Versapay Cash Application

PAYMENTS PROCESSED MONTHLY

5,000 checks;
6,000 ACH & wires

Results overview



METRIC

Capacity to scale

RESULT

2

fewer people processing cash receipts daily, with no plans to add headcount as the firm continues to grow



METRIC

Daily scanning burden

RESULT

1 to 2

hours of daily manual check scanning entirely eliminated (estimated ~520 staff hours per year reclaimed)



METRIC

Manual PDF assembly

RESULT

0

daily deposit backup PDFs — manually assembled and saved to a network drive — no longer required



METRIC

End-of-month backlog

RESULT

50 to 100

monthly unapplied payments entirely avoided

Overview

This law firm is one of the largest and fastest-growing in the United States, having expanded rapidly over the past half-decade through targeted attorney hiring and steadily opening new offices. With 800+ lawyers across 25 offices nationwide, growth has been the defining story of the firm's recent history.

But that growth placed mounting pressure on a cash receipts function that had long operated in a deeply traditional way. Manual processes that had worked for decades were becoming untenable, and leadership knew something had to change.

“We’ve been doing things in a traditional way for so long... **doing things I’m sure were more commonplace 20 or 30 years ago... yet we’ve continued to operate that way.”**

Cash Receipts Manager, Law Firm

What began as a search for operational efficiency became a broader transformation: one that changed how the firm reconciles payments, how its team spends their time, and how leadership thinks about the cash receipts function altogether.

THE CHALLENGE

An entirely manual cash application process: 7 people, a stack of paper, and a 4:00 PM deadline

Before Versapay, cash application at this law firm was entirely manual. Every step, from receiving checks to creating journal entries to filing backup documentation, was a human task, executed daily by a team of seven: five accounting assistants, a team lead, and the cash receipts manager.

The volume they were managing was significant: approximately 4,000 to 5,000 checks monthly, alongside 6,000 ACH and wire payments — a payment mix running roughly 40% paper and 60% electronic.

The human cost

Seven people were entirely consumed by these daily cash application and reconciliation tasks, day-in and day-out. The work demanded a level of sustained focus that left little room for error — and little capacity for anything else.

“I think that people sometimes felt like they couldn’t blink, because they were looking at numbers all day and trying to make sure that the payments matched.”

Cash Receipts Manager, Law Firm

The paper check gauntlet

Every morning, the mailroom sorted incoming mail, paper-clipped checks to any accompanying remittance documents, and delivered the collated stack to the cash receipts team. Before a single accounting entry could be made, someone had to spend one to two hours simply scanning and imaging all of that paper.

“Just scanning and taking images of those check payments and their remittance advice was an **hour or two daily for someone**. And that’s before you even get to interfacing with the [financial management] system at all.”

Cash Receipts Manager, Law Firm

Approximately 80% of incoming check payments came with a detachable remittance document. Of those, more than half were single payments covering multiple invoices. That payment data was then manually matched and keyed into this firm’s financial management software to reconcile it.

The remaining 20% — checks with no remittance at all — were harder still: handwritten, from unfamiliar payors, with no clear application destination.

The 4:00 PM problem

A daily bank deposit cutoff of 4:00 PM meant there was never enough time to fully investigate ambiguous payments before they needed to be deposited. The team’s only option was to deposit everything, assign unclear credits to general ledger holding accounts, and deal with the cleanup afterward.

By month-end, this created a **recurring backlog of 50 to 100 payments** sitting unresolved in holding — a persistent liability that complicated revenue reporting and consumed additional hours to reclassify.

“We would just deposit everything in this great rush and then make all of the necessary adjustments – **all of the administrative cleanup** – after, because we didn’t have the time to sort through each payment.”

Cash Receipts Manager, Law Firm

THE DECISION

A cash application automation solution that stood head-and-shoulders above the rest

The team had considered competing cash application automation offerings — before selecting Versapay — including ones from Esker and HighRadius, each of which were carefully evaluated against the firm’s specific requirements.

In the legal sector, financial and practice management system compatibility is non-negotiable. The firm uses Thomson Reuters Elite 3E — one of two platforms that dominate the space — so finding a solution already proven to integrate with the same system was essential.

The reference call that decided it

Rather than relying on vendor promises, the team asked for customer references. Versapay produced one that was particularly compelling: another law firm, already live on Cash Application, running on the same system, and larger and more internationally complex than their own organization. That reference described handling its full cash receipts operation with just one or two people — a testimonial the competing solutions were unable to provide.

“That was really the deciding factor. I liked Versapay from the beginning. I liked the UI and the way things looked. But that [customer reference call] hooked me. And for my management team, having a peer already up and running on Cash Application who said ‘**yeah, it’s great and we’re able to do all of our cash receipts with just one or two people,**’ made their decision easy.”

Cash Receipts Manager, Law Firm

Jump to section:

[The challenge](#)

[The results](#)

Implementation and change management

From start-to-finish, the cash receipts team understood that a smooth implementation would determine how successful the project would ultimately be. Teams, like this one, are not looking for complicated transformation projects. They'd much rather have a practical path forward, and Versapay's backed-reassurance and clearly-supported implementation plan proved invaluable.

The implementation process centered on daily check-ins with the Versapay team in the week leading up to go-live. The cash receipts manager identified these open, conversational sessions — not formal training materials — as the most impactful onboarding elements.

He extended that same approach to a roughly dozen-and-a-half additional remote Cash Application users — who needed access as they regularly capture checks onsite — migrating them off a legacy bank deposit system and onto Versapay's remote check capture solution through one-on-one conversations and small group sessions.

“The most impactful thing for us was daily check-ins with Versapay’s implementation team. Getting our users familiar and in front of the system and having the freedom of 30 minutes daily to ask questions helped us know that everything was under control. Because when you roll out something new, everyone has all kinds of questions.”

Cash Receipts Manager, Law Firm

THE RESULTS

5 ways Versapay Cash Application transformed this law firm's cash receipts function



The capacity to grow without adding headcount

Where seven people were once needed to keep pace with the firm's daily payment volume, that same workload — across a firm that has continued to add attorneys and open new offices — is now handled by five. And the firm is not planning to add headcount as it grows. That is what efficiency looks like in practice: creating genuine capacity for a team that was previously running at its limit.

“We [understood that we] were going to be more efficient, and we wouldn't need so many people to accomplish the same volume of payments. And that proved to be true. It doesn't require as many hours.”

Cash Receipts Manager, Law Firm

2

Hours of daily manual scanning and imaging work eliminated

The most time-consuming task in the team's daily routine has been removed entirely from their workflow: scanning and imaging incoming checks. What consumed nearly two hours every morning before any accounting work could begin is now handled automatically through Versapay's remote check capture and optical character recognition (OCR) capabilities.

The cash receipts team also no longer has to manually assemble daily backup PDFs and save them to a network drive to document each deposit. Now, all filing is contained within Versapay's system.

Beyond these time savings, the check capture capability solved a data quality problem the law firm had long lived with. The name of the account a check was drawing on — the drawn-by field — had routinely been left blank in the firm's financial system because it wasn't a required field. Now, it's captured automatically, making payment history searchable and dramatically reducing the time spent researching ambiguous or unrecognized payments.

3

The end-of-month backlog resolved before it ever starts

The 50 to 100 regularly unresolved payments sitting in general ledger holding accounts at month-end have been eliminated. Versapay's validation workflow surfaces unclear or unmatched payments before they are deposited, giving the team the information they need to make informed decisions in real-time — rather than depositing everything under pressure and sorting out the consequences later.

The downstream effect is meaningful: fewer payments in holding means fewer journal entries to reclassify, a cleaner accounts receivable ledger, and a month-end close that no longer begins with a backlog to work through.

“We are able to focus our time differently than before. This has been really great to see in practice because there's obviously more there, other things to do, other than researching that list of unknown payments.”

Cash Receipts Manager, Law Firm

4

Cleaner financials and less to worry about

Because unapplied cash cannot be recognized as revenue under standard accounting principles, the speed and accuracy of cash application has a direct impact on the firm's financial statements. The cash receipts manager runs daily revenue reports tracking how cash received has contributed to the gross revenue budget — and describes that process as measurably cleaner since implementing Versapay Cash Application.

But beyond the numbers, there is something harder to quantify that the team describes with particular clarity: the removal of ambient worry. The constant background anxiety of wondering whether something had been missed — a payment overlooked, a bank balance that didn't reconcile — is gone.

“I would be thinking: have we missed activity from the last day? Because it was all manual before. But it's all transmitted electronically now, and there's a connection there that's always accurate. **It's consistent, and it's clear.**”

Cash Receipts Manager, Law Firm

5

A team freed to do more meaningful work

The most durable outcome may be the simplest: the team has time now. Time that was previously consumed by scanning, sorting, depositing, and reclassifying payments is now directed toward higher-value work — work that is more engaging, more strategic, and more visible to the rest of the organization.

“**Versapay to me means clarity, consistency, and accuracy. We have really revolutionized the way we handle cash. That's it. It's as simple as that.**”

Cash Receipts Manager, Law Firm

That shift — from reactive to proactive, from administrative to analytical — is exactly what finance leaders are looking for when they invest in payment matching automation. And it's what this law firm got.

About Versapay

Versapay automates accounts receivable, removing barriers to collecting and reconciling B2B payments. Our solutions connect finance teams, customers, and business systems in one ecosystem to ensure cash flow clarity. With over 10,000 customers and 5M+ companies transacting on the platform, Versapay processes over 110M transactions and \$257B annually.