



# XPOGO

## CASE STUDY

When Josh Phan-Gruber, the Finance Manager of Xpogo (xpogo.com), needed a way to pay their international athletes in a more efficient manner, he did a quick Google search for companies that would allow him to do this. As the governing body responsible for managing the sport of Xpogo, he was paying their athletes from all over the world using various methods, which proved to be, inefficient, expensive, and time-consuming.

### CHALLENGES WITH PREVIOUS PAYMENT METHODS

#### CHECK

TOOK A MONTH TO CLEAR,  
EXPENSIVE BANK FEES

#### PAYPAL

HIGH FEES, TOOK 3-4 DAYS  
FOR MONEY TO ARRIVE

#### WESTERN UNION

HIGH FEES, TOOK 3-4 DAYS  
FOR MONEY TO ARRIVE

### ALIGN CENTRALIZES DIFFERENT PAYMENT METHODS



THOUSANDS IN  
SAVINGS PER YEAR



EXCEPTIONAL  
CUSTOMER SERVICE



SIMPLE  
DASHBOARD

"I got pretty excited when I  
saw what Align offered"

- Josh Phan-Gruber

The different methods that Josh was using wasn't working for him: checks had high bank fees and took more than a month to clear, Western Union was complicated since he had to figure out where the athlete was come payday, while PayPal was expensive and slow. And so it happened that on his Google search for a solution, he came across Align Commerce.

What was ideal about Align Commerce's platform was having a centralized way to pay all their international athletes. Having to send out payments in a weekly/bi-weekly manner, Align Commerce's \$0 fees to send or receive payment was also a bonus along with the level of customer service he received. He estimates saving a couple of thousand dollars a year at least by using the service.



877-279-2629



50 Osgood Place, Suite 220  
San Francisco, CA 94133



business@aligncommerce.com



www.aligncommerce.com