

Bayview Flowers specializes in both growing and floral trading, operating almost 340,000 square feet of greenhouses, responsible for distributing potted plants and fresh flowers across Canada and the United States. Established in 1948 and located in Jordan Station, Ontario, Canada, the company has continued to grow over the past 70 years and now operates 17 reefer trucks to support its distribution.



Before Relay

- ✗ Drivers relied on cash and checks
- ✗ Receipt management difficult
- ✗ Delays at dock paying with check
- ✗ Confusion with fleet checks, lots of phone calls

After Relay

- ✓ Eliminated cash and checks
- ✓ Digital and automatic receipts
- ✓ Secure payments
- ✓ No more late-night phone calls

The problem

For years, Bayview Flowers relied on cash and checks as the main payment source for its drivers over the road and at warehouses making lump sum payments. But checks caused drivers confusion when filling them out, which meant the logistics coordinator spent hours on the phone trying to fix the problem. To solve this issue, Bayview would often just hand drivers cash for over-the-road payments, which always raised concerns among drivers as it necessitated the risk of carrying cash and time-wasting trips to the bank.

The other problem for Bayview was the delay drivers faced when paying with cash or checks. This tied back to drivers not knowing how to fill out a fleet check correctly, having to make back and forth calls to verify checks, and this contributed to long wait times at warehouse facilities when unloading the truck.

The solution

Bayview lists 'continuous innovation' as one of its core values. Looking for an easier way of making fast, secure, and digital payments, Bayview Flowers turned to modern technology provider Relay Payments. Using RelayPay, Bayview was able to eliminate cash and checks from its payment process and the issues associated with those payments through instant, electronic payments.

Issuing drivers RelayCodes with spend and location controls allowed Bayview to centrally manage all driver payments from within one platform, whilst having the ability to send emergency funds electronically, and track and report easily. "With Relay, there is no cash changing hands, reduced phone calls, and fewer lost receipts now our drivers are able to upload them through the Relay mobile app. It streamlines everything," Peggy Cote, Logistics Coordinator

The results

The results have been instant for Bayview. Many pains have been eliminated, and new efficiencies have been gained, such as automated monthly reporting and flexible spend control.

Depending on how long the driver is on the road or what distance they are traveling, Bayview can adjust a daily or weekly spend amount for food, lodging, fuel, or even unexpected breakdowns.

No more cash, no more checks, no more sharing company credit card details over the phone, and no more chasing paper-based receipts.

"Eliminates phone calls in the middle of the night!"

Peggy Cote, Logistics Coordinator