



WICK BUILDING SYSTEMS:

- Comprises four divisions: Wick Buildings, which serves the commercial/agricultural building industry; John Wick Homes, which builds residential dwellings; Marshfield Homes, which builds modular homes; and Wick Corporate.
- CLC customer since 2004.
- 1,144 employees, with more than 300 employees utilizing 1,000 hotel room nights each month.



Wick Building Systems

CLC Lodging Streamlines Paperwork And Reduces Hotel Costs For One Of The Country's Leading Builders Of Pre-Engineered Structures

When it comes to creating high-quality commercial structures and residences, Wick Building Systems sets an industry standard for excellence. Headquartered in Mazomanie, Wisconsin, this 50-year-old, family-owned company – founded by pre-engineered building pioneer John F. Wick – provides complete research, engineering, design and manufacturing services rendered by a network of experienced Wick Building builders in 13 states. With more than 60,000 buildings and thousands of homes to its credit, Wicks' time-tested procedures and performance runs like clockwork. But in 1994, the company faced multiple inadequacies and headaches inherent in its employee lodging program – resulting in thousands of wasted dollars and hundreds of hours of employee resources. Today, these challenges are manageable thanks to Wicks' successful partnership with CLC Lodging.

“I used to spend valuable time every day writing employee's expense checks to cover their lodging spends, or submitting payment to dozens of different hotels,” says Tammy Keating, production assistant for Wick Buildings, which serves the commercial/agricultural building industry. “Working with CLC saves so much of my time, which allows me to focus on my other priorities at work.”

Every week, Wick Buildings' crew members set out from the company's state-of-the-art manufacturing facilities in Mazomanie and in St. Paris, Ohio. Their vehicles are packed wall-to-wall with the materials necessary to construct the company's renowned buildings, which include agricultural, airplane hangers, churches, equine, retail, mini-storage and suburban facilities. After laboring extended days that can stretch as long as 14 hours, Wick workers desire – and deserve – a good night's sleep.

Before CLC

Under its old “system,” Wick Buildings would often establish a direct billing relationship with a hotel. That resulted in Keating often having to “stop what I was doing at work and set up another direct bill system” with a new hotel, she says. With multiple revolving accounts open at a variety of properties across the Northeast and Midwest, Keating found herself spending countless hours covered in mounds of paperwork.



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Tammy Keating
Wick Buildings

KEY CLC STRENGTHS:

- Data for multiple crew member stays can be recorded in one transaction, using one CLC CheckINN card
- Streamlined paperwork with one invoice from CLC to Wick
- High volume of annual hotel room purchases resulting in reduction of hotel rates
- Accurate, timely billings which are easy to review
- Detailed, consolidated reports delivered on a timely basis
- Seasoned negotiators able to rapidly add hotel coverage as needed

“The hotel would fax me a form, I’d have to fill it out, then I’d have to obtain information from the foreman about the stay. It just was never ending,” Keating says. “Every week, there was always a new and different hotel. You just never knew where a crew would be staying, or what they’d be paying, ahead of time. I felt like we were being reactive to our lodging needs rather than proactive.”

Sometimes, Wick foremen would pay for hotel rooms on their own credit cards and then submit receipts and detailed expense reports to Keating to sort out and pay. If they didn’t have a personal credit card, they might call Keating at home from the hotel to obtain her credit card number to use at check-in.

“I was never very comfortable handing out credit card information over the phone,” Keating says. “Everyone knows you run financial security risks in releasing information that way.”

Practical solutions for crew travel

As accounting supervisor for John Wick Homes, Wick Building’s sister company, Diane Fogo experienced many of the same challenges with lodging management as Keating. John Wick Homes’ foremen, who travel with more than 100 crew members, were issued company credit cards and given price guidelines for finding a hotel. As a result, Fogo was responsible for payment on more than 45 cards each month, an accounting nightmare. And, she says, it became more and more difficult to obtain reasonable and consistent room rates.

“Our rates were really getting high, and there was just an abundance of paperwork due to the number of credit cards we had issued,” Fogo says. “That’s the part of the old system that caused so much stress. If there were other miscellaneous charges on their cards, the transactions had to be analyzed and charged to the appropriate employee. I dreaded it when those bills came in.”

When Fogo learned that Keating had implemented CLC Lodging’s services at Wick Building Systems, she was immediately interested in the opportunity for John Wick Homes. “When CLC presented us with the information on its program, I knew right away it would work for our diverse needs,” Fogo says.

Now, Wick foreman simply carry CLC cards to check their crews in each day. The hotel verifies that the card is active and processes the stay. Then, the hotel generates a bill to CLC, which is systematically checked for accuracy. CLC in turn bills Wick, receives payment from the company and pays the hotel. It’s a turnkey process which Keating says is invaluable.

Establishing a customized lodging program through CLC and its network of thousands of hotels in North America has paid off for both divisions of Wick Building Systems, Keating and Fogo say. Through the program, the company has annually saved more than 20 percent off of its previous lodging spend. Those savings total hundreds of thousands of dollars a year.

“Our management team has been impressed with, and excited about, the savings that CLC Lodging offers to our company,” Keating says. “Now we know what it costs to house our staff. We know we’ll be charged the right amount and that each hotel will be paid by CLC instead of us having to take on that responsibility. It’s just a win-win situation.”

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Diane Fogo
John Wick Homes

Working with CLC has also allowed Wick Building Systems access to thousands of hotels in CLC’s network – a network that has been customized to meet Wick’s requirements for location, price and amenities such as diesel-friendly parking lots and a guaranteed 24-hour length-of-stay.

“Our field foremen were very surprised that they could get rooms that economically,” says Fogo.

CLC has also worked with Wick to identify areas where the company needs additional inventory, Keating says.

“Our CLC account manager is very experienced and is able to help us with any special needs we may have. If, for example, we are working in an isolated area or an area where it is difficult to find a hotel, she is nearly always successful in locating another hotel,” Keating says. “That also saves me and my crews a lot of time.”

CLC President Tim Downs says his company excels in providing practical lodging and billing solutions to its customers.

“Working with a company with specific needs such as Wick Building Systems allows CLC’s strengths to really shine through,” Downs says. “From our customized hotel network to our detailed reporting capabilities, we’ve ensured that the company has greater control of its lodging spend. We’re committed to ensuring Wick has the most effective, efficient lodging program possible.”



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Tim Downs
President
CLC Lodging

CLC answers the call

CLC's customized lodging program has benefited Wick Building Systems in multiple ways, including:

■ **Reduction of hotel rates:** The implementation of CLC's lodging program has saved Wick Building Systems a whopping 20 percent annually. This was accomplished by leveraging Wick's volume with the volume generated by other CLC clients in the same geographic areas, among the thousands of hotels CLC has established payment relationships with.

■ **Reduction of paperwork:** Before CLC, some Wick employees carried personal credit cards to pay for their hotel rooms, and then requested expense checks from the company based off of submitted receipts. Or, the company would set up direct bill accounts with dozens of individual hotels. Both systems resulted in a long and cumbersome paper trail. Now, employees can check into a participating hotel using a CLC-issued CheckINN Card, and the hotel bills CLC directly for the guests' stay. CLC, in turn, sends one electronic bill to Wick, virtually eliminating excess paperwork.

■ **Accuracy of billings:** Every CLC bill undergoes an extensive 52-point audit to check for contracted rate, accurate taxes, incidental charges, duplicate billings and more. When Wick receives an invoice, the company can be sure it is correct.

■ **Detailed Reporting:** Before CLC, one of Wick's greatest challenges was to track its travel expenditures company wide. Now, whether it's by region, by hotel, by rate, by employee, by length of stay or any other criteria, CLC can provide to Wick multiple reports, on paper or online, tailored specifically to the company's needs. These reports allow Wick to respond to questions about employee travel as they arise, and provide a complete picture of the company's investment in its lodging program.

"With CLC's reporting features, we are able to receive substantially more information on our lodging spends and patterns than we generated before," Keating says.

■ **Extensive hotel directory development:** CLC's hotel base includes a variety of hotel selections, tailored to meet each customer's requirements. At Wick's request, CLC has expanded this hotel base to meet Wick's need for additional hotels in the communities where Wick does business.

"We sometimes need to add hotels to the selection, and CLC works hard to meet our needs," Keating says. "We feel pleased with the overall selection in the hotel directory we provide our employees."

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Tammy Keating, Wick Buildings

The results

Today, CLC continues to provide Wick Building Systems the highest level of professional service, while saving the company money on hotel rooms and providing unprecedented administrative assistance.

"These are really services that apply well to the entire Wick family of businesses," Fogo says. "That saves the company even more money and allows management to focus its energies on growing the business. It simplifies the travel experience for our employees. We really have benefited immeasurably from our relationship with CLC."

About CLC

CLC Lodging provides customized lodging programs to nearly 500 large companies throughout North



America. Through its sophisticated rules-based payment processing technology and the purchasing leverage of 9 million rooms at more than 10,000 hotels, CLC delivers both unmatched savings and comprehensive solutions that include rate negotiation, electronic auditing, consolidated billing and flexible reporting services. If travel is a critical component of your business, CLC can reduce the cost of your lodging program, with less effort and increased traveler satisfaction.



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