

H&R Block Effectively Reconciles Over a Million Transactions Monthly with Trintech and Workday



Transitioning from Workday to Trintech

H&R Block initially leveraged Workday for their account certification process. However, the account certification module of Workday fell short of their needs. Erin Gill, Program Manager, explained, “Workday’s account certification module didn’t have the robust capabilities that we needed. We decided we needed to look for a solution that would give us more visibility into our reconciliations, particularly visibility into the timeliness and just general reporting.”

They evaluated multiple solutions through a standard RFP process and demos, ultimately selecting Trintech. Ken Dunst, Director of Accounting, highlighted, “Trintech has excellent high-volume transaction matching functionalities, and that was something we were very interested in.”



In Brief:

Challenges:

- Manual processes
- Lack of visibility
- High volumes of transactions

Objectives:

- Robust, high-volume transaction matching capabilities
- Integrations with current systems, including Workday
- Quick reporting capabilities

Return on Investment

- Effective transaction matching and reconciliation of over a million transactions per month
- Increased efficiencies through the integration and strategic partnership with Trintech and Workday

Integration with Workday

H&R Block has been very happy with Workday as their ERP partner. “Workday regularly provides new releases, so we’re always on the current version of software, and they have robust reporting capabilities,” shared Ken Dunst. “Their consolidation capabilities have also been a huge plus for us, as Workday consolidation is almost immediate.”

With the importance of H&R Block’s partnership with Workday top of mind, Trintech’s ongoing partnership and integration capabilities with Workday were driving factors in H&R Block selecting Trintech’s solution to manage their reconciliation and financial close process. Erin Gill mentioned, “Trintech’s partnership with Workday and the ability to route journals right back into Workday were key reasons of selecting Trintech as our financial close solution.” This integration has streamlined their processes, allowing for faster reconciliations and improved reporting capabilities.

Implementation Process, Current Usage, and Benefits

The implementation of Trintech was smooth and efficient. Erin Gill reflected, “The implementation overall went smoothly. The functional team that we worked with for actual design and implementation were absolutely amazing—they were very knowledgeable, helpful, and responsive.”

Today, H&R Block’s accounting team regularly uses Trintech for balance sheet reconciliations and high-volume transaction matching. Ken Dunst shared, “We regularly have 200,000+ transactions every month, but during our busy season we’ll ramp up to over a million credit card transactions a month. Leveraging automation has been a huge help in managing this volume, for both transaction matching and balance sheet reconciliations.” Speaking for the accounting team, Erin Gill added, “People are telling me that they absolutely love the solution, and that Trintech is exactly what the doctor ordered, so to speak. The feedback we’ve gotten so far has been very, very positive and I think it’ll just continue to improve.”

Additionally, access has been extended to internal and external auditors for management of SOX tasks within the solution.



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Ken Dunst

Director of Accounting

H&R Block



Future Goals

H&R Block aims to expand their use of Trintech by increasing the number of accounts using transaction matching, implementing the QA module, and exploring the journal entry functionality.

H&R Block's partnerships with Trintech and Workday has been a positive one, marked by improved efficiency and visibility in their financial processes. As they continue to expand their use of Trintech and Workday, they anticipate even greater benefits in the future.

About H&R Block

H&R Block, Inc. (NYSE: HRB) provides help and inspires confidence in its clients and communities everywhere through global [tax preparation services](#), [financial products](#), and [small-business solutions](#). The company blends digital innovation with human expertise and care as it helps people get the best outcome at tax time and also be better with money using its mobile banking app, [Spruce](#). Through [Block Advisors](#) and [Wave](#), the company helps small-business owners thrive with year-round bookkeeping, payroll, advisory, and payment processing solutions.



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Erin Gill
Program Manager
H&R Block

About Trintech

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