

# Luxe at Raleigh replaces petty cash and saves 40+ hours per month with PEX



## About Luxe at Raleigh

Luxe at Raleigh is a 199-unit residential property managed by an onsite team. As property manager, Jocelyn Cross oversees daily operations and keeps the office and maintenance teams moving without losing financial control.

IMPROVED TIME-TO-REIMBURSEMENT BY

**80%**

MOVED AWAY FROM PHYSICAL CASH WHILE KEEPING ACCESS SIMPLE

Replaced physical cash with a secure card

REAL-TIME BALANCES AND RECEIPT-LEVEL TRACKING IN THE PEX DASHBOARD

Gained real-time visibility and easier oversight

"PEX saves me about a week every month. It's very convenient, easy to manage and replaces a process that just wasn't safe or efficient anymore."

Jocelyn Cross, property manager, Luxe at Raleigh

## The challenge

Before PEX, Luxe at Raleigh relied on a traditional petty cash process for everyday purchases that required multiple steps and coordination with the corporate office.

To access funds, the team submitted a petty cash request, waited for approval, received a check and cashed it before spending. In other cases, the corporate office sent funds to a bank account and staff used a personal card, then submitted receipts for reimbursement.

While these processes worked, they added several hours per month and manual effort to routine tasks. Accessing funds often involved multiple touchpoints and follow-ups and managing physical cash in the office required extra care and oversight.

Overall, the process created unnecessary delays for a property team that needed quick, flexible access to funds for everyday operational needs. Jocelyn estimated that securing and managing petty cash could take up to a full week of back-and-forth each month.

## The solution

Luxe at Raleigh replaced petty cash with the PEX Visa® Prepaid Card and now uses it as a simple, preloaded way to manage everyday property expenses while saving time and improving visibility.

The corporate office funds the card directly, typically loading \$500 that stays available until it's needed. When the balance runs low, Jocelyn now presses a button in PEX's app to request funds, and they reload right away without the need to submit a petty cash request, wait for approval, have a check cut and mailed or cash it before spending. This change helped the team reclaim at least a week each month that had been spent waiting on petty cash.

Now, PEX supports purchases that don't flow through existing vendors, including small appliance and maintenance parts, office and breakroom supplies, refreshments and team lunches and one-off purchases from local merchants. With funds always available on the card, the team can handle these needs as they come up instead of planning around cash availability.

Jocelyn tracks spend in the PEX dashboard, where she sees balances and pending funds in real time. Receipts directly match transactions, giving corporate teams clear visibility without extra emails or paperwork. By removing physical cash, the property reduced risk while keeping access to funds fast and flexible.

## The results

By implementing PEX, the Luxe at Raleigh finance team significantly improved its financial efficiency via:

**80%**

improved time-to-reimbursement

Preloaded funds and fast reloads eliminated the monthly back-and-forth required to request petty cash, wait for approval, receive a check and cash it before funds could be used.

**Replaced physical cash with a secure card**

and moved away from physical cash

The team replaced physical cash with a secure card, reducing risk while maintaining easy access for day-to-day purchases.

**Gained real-time visibility and easier oversight**

thanks to the PEX dashboard

Real-time balances and receipt-level tracking in the PEX dashboard give both onsite and corporate teams a clear view of spending without extra effort.

