

## Client case study

A digital payment solution allowed Taiwan-based company DotDot to process government-issued vouchers while contributing to the local economy.



### About DOTDOT Inc.

Founded in 2009 and headquartered in Taiwan, DOTDOT Inc. provides disruptive and turnkey solution for restaurants including online order, channel management of food delivery, network management and digital payment. With DOTDOT's technology, more than 15,000 F&B and hospitality take advantage of streamlined, hassle-free services that enable operational efficiencies, increased turnover rate, improved service and customer satisfaction, and greater profitability.

### Client objectives

- Payment Optimization/Centralization
- Ease of doing business

### Product used



Virtual Card Account (VCA)

### Business challenge

DotDot is a Taiwan-based company offering digital solutions to the food and beverage industry. One of its more unusual services is distributing government-issued 'consumption points', or vouchers designed to encourage consumers to spend in local restaurants helping to contribute to the local economy.

But distributing these vouchers was proving difficult and time-consuming. It involved manually reconciling payments with multiple banks, which meant payments took time to track, and led to many Days Sales Outstanding (DSO).

The manual process also increased operational risks and was difficult to scale. DotDot needed a solution that could streamline operations, reduce errors, and improve the speed and transparency of payment reconciliation.

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The partnership with Citi Taiwan allowed us to transform a manual, labor-intensive process into a scalable, digital solution that meets the needs of both merchants and local governments.”

Ting Hsieh  
CEO  
DotDot

## Why DotDot chose Citi

DotDot collaborated with Citi Taiwan to introduce a Virtual Card Account (VCA) to accelerate their operations. This solution featured single-use cards with transactions matched to receipts, and an expiry time of five minutes. This streamlined the payment process, essentially allowing for near real-time reconciliation, and reducing the need for manual intervention, while mitigating fraud risk.

## Results

The VCA-based solution transformed DotDot's operations by automating payment processing and reconciliation. This resulted in a faster turnaround time, reduced the risk of errors, and gave greater visibility into fund flows. This automation minimized the need for manual intervention and allowed DotDot to reduce its operational costs, leading to further savings.

The new system also enhanced scalability, allowing DotDot to handle multiple projects simultaneously, and helped empower DotDot to expand its client base, win additional government contracts, and provide a more efficient model for local businesses.

The collaboration with Citi also helped DotDot contribute to its broader goal of digitizing local government programs, benefiting both the company and helping drive Taiwan's economic growth.

## Citi Services

We provide global solutions that can help clients drive their business forward while investing in innovation to bring new solutions to life.

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