



THE UNIVERSITY  
OF TAMPA

# Stopping Payment Fraud and Standardizing Supplier Verification with Automated Bank Account Ownership Validation

"When we sought out Relish, we loved a lot of the pieces, but the piece that stood out for us most was bank account ownership. We were like, this is what we need – this is spot on."

**Jeannette Smith | University of Tampa**



## Challenges

The University of Tampa came to Relish after a costly fraud incident: a fraudster submitted what looked like a legitimate email requesting a supplier bank account change. The university's existing process relied on requesting an official bank letter before updating payment details, but the fraudulent documentation was convincing enough to pass that check. The university made the change and ended up sending a large payment to the fraudulent account.

The incident exposed how manual and inefficient the underlying verification workflow had become over time. Confirming a supplier's identity meant a patchwork of separate manual checks: visiting the USPS website to verify an address change and going to the IRS website to run a TIN match, on top of manually contacting suppliers to verify account details. Each of these steps added time to an already slow process, stretching out supplier onboarding and delaying payment turnaround.

The university needed a way to reliably confirm that a supplier actually owned the bank account tied to a payment change, without depending on documents that could be falsified, and to bring its scattered manual checks into one standardized workflow.

## Solution

Relish Data Assure bank account ownership validation gave the university a direct way to confirm supplier account ownership rather than relying on

submitted paperwork. Instead of manually contacting suppliers or trusting a bank letter that could be forged, the university's supplier administrator can now validate ownership through Data Assure as a standard part of the setup and change process.

This became the anchor for a broader standardization effort, consolidating the separate USPS, address checks, and IRS TIN matches into the same streamlined workflow, in place of disconnected manual cross-checks.

## Outcome

With Data Assure bank account ownership validation in place, the University of Tampa no longer depends on documentation that can be falsified to authorize payment changes, closing the gap that led to its original fraud loss.

Standardizing supplier verification eliminated the ad hoc, manual cross-checks the team relied on before, freeing the supplier administrator from repetitive lookups across separate government websites.

Faster verification has translated directly into faster operations: supplier setup and payment processing now move on a much shorter turnaround, letting the university pay suppliers more quickly while maintaining stronger controls.



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