

Electronics Inc. Turns to Sage Integrated Payments with Sage 100 Standard ERP to Cut Processing Time and Gain Greater Visibility and Financial Control

Information entry into POS terminal lacked internal controls and wasted time

Electronics Inc. is a global industrial electronic equipment manufacturing company that primarily serves automotive, medical and aerospace businesses. The company has been using Sage 100 Standard ERP since 2004. As a B2B business, Electronics Inc. receives most of its orders via phone, email, or fax. Until August 2010, Electronics Inc. had been entering credit card orders by hand into a standalone POS terminal.

Kara Schmucker, Treasurer, realized that “there wasn’t a system of good checks and balances in the process. Too many people were using the POS system. I had concerns that money was falling through the cracks, and saw evidence of this in bank reconciliations, which weren’t balancing because some of the transactions weren’t entered into Sage 100 Standard ERP” Schmucker wanted to decrease the number of the steps in the process, require payment pre-authorization to ensure transactions would go through and notification when transactions were processed.

Experienced and responsive support from Sage and its partners helped guide Electronics Inc. through the process

Schmucker compared various services and rates in her search for an integrated payments processing solutions. Like many SMB decision-makers, she found the payments area a confusing one. “I needed to decode the credit card processing industry. There are no real standards, each merchant processor tweaks it to show what they want, so it’s difficult to compare apples to apples.”

However, she had learned about Sage Virtual Terminal and Sage 100 Standard ERP integration in her previous job, and thought that that it might be a good fit for Electronics Inc. Schmucker consulted with both her Sage 100 Standard ERP consultant and a Sage Payment Solutions sales representative. Having worked with her Sage 100 Standard ERP consultant for over 10 years, Schmucker trusted her expertise, and the positive experiences similar clients had using Sage Payment Solutions assured Schmucker that she was making the right decision.

Customer

Electronics, Inc.

Industry

Industrial electronic equipment manufacturing

Location

Mishawaka, Indiana

SYSTEM

Sage Payment Solutions Virtual Terminal integrated with Sage 100 Standard ERP

CHALLENGE

Electronics, Inc. needed to streamline the payment process to save time, eliminate the possibility of missing transactions, reduce data mistakes and create a system of checks and balances with better internal controls.

SOLUTION

Positive prior experiences and customer testimonials led the company to implement Sage Virtual Terminal integrated with Sage 100 Standard ERP.

RESULTS

When credit cards are processed, notifications are sent to multiple employees resulting in a system of checks and balances that reduces errors and time spent checking payments.

Schmucker performed an informal cost/benefit analysis between Sage and other solutions she was considering. Looking at copies of current statements, she compared how they would have charged out using different vendors. "The Sage sales rep, Gregory Earle, was wonderful to work with. His ability to stick with me through all my questions and negotiating," as well as his prompt responses and helpful, descriptive answers were what made the difference. The other vendor was just trying to get us to buy."

After making the decision to deploy Sage Virtual Terminal integrated with Sage 100 Standard ERP, Schmucker initially found it difficult to get in touch with the third party retailer that she had purchased it from, which slowed down implementation. However, Electronic Inc.'s Sage 100 Standard ERP consultant stepped in, helping to train employees and implement the solution. "Entering info was easy to do from the instruction sheet, but our Sage 100 Standard ERP consultant helped us to learn how to really use the system and get the A/R side up and running." Once the system was implemented, Schmucker found that it "was working smoothly right off the bat" and satisfied the company's goals.

"Once we had the system up and running, it worked really well and satisfied all my goals...I would highly recommend Sage Integrated Payments solution to businesses using Sage 100 Standard ERP accounting solution."

– Kara Schmucker, Treasurer
Electronics, Inc.

Credit card payments with Sage has decreased errors and made the process simpler and more secure

Despite the initial delay difficulties in implementation, using Sage integrated payments has helped Electronics Inc. reduce errors, gain better visibility and control over the payments process, and improve security. In fact, Schmucker is considering using Sage Payments Exchange to process other types of payments as well. "We have a Web store to unload excess inventory. We are interested in using Sage Exchange for these payments when they are integrated with Sage 100 Standard ERP."

About Sage Payment Solutions

Sage Payment Solutions, the payments division for Sage North America, has been providing businesses and organizations with electronic payment systems for more than 20 years. The company makes electronic payment processing easy for more than 155,000 merchants, allowing them to accept multiple forms of payment, including credit and debit cards, electronic checks, Check21, gift and loyalty cards, and automatic recurring payment. Sage Payment Solutions provides a wide range of secure standalone and integrated payment processing solutions. Sage Exchange, its PA-DSS certified payments platform, integrates with many Sage software products to maximize the value of customers' business systems with automatically updated credit and debit card transaction information. Future Sage Exchange releases will offer additional integrated payment capabilities, including advanced point-of-sale (POS) device integration, payment origination solutions, and cash management applications.
