



GLOBAL MANUFACTURING CORPORATION

“The speed of Nodus Technologies Credit Card Advantage is incredible! Not only does it communicate with Microsoft® Business Solutions – Great Plains as if it were part of the same system, it improves communication between sales and shipping, and eliminates the need to enter the same information twice.”

- Tammy Vanstone, Controller, Global Manufacturing

Solution Overview

Industry

Manufacturing

Benefits

Reduced the number of steps to process payments from five or more down to two. Using the book and ship capabilities, the accounting and shipping teams save in excess of \$5,000 annually.

Software Used

Credit Card Advantage 6.0
eOrder Advantage 6.0

About Global Manufacturing

Global Manufacturing manufactures and delivers accessories, test, and technical equipment to divers throughout the world. Committed to serving divers through a channel of dive-related businesses, including dive shops, charter services, dive resorts, scuba equipment importers, and military or oceanographic research agencies, Global Manufacturing is a pioneer in its industry.



About The Morrison Group, Ltd.

The Morrison Group is comprised of an experienced team of business analysts, product specialists, and technical experts who bring a solid understanding of business dynamics to the table. Able to translate business problems into technology solutions that increase efficiencies and profit for companies of all sizes, The Morrison Group provides and supports the full range of Microsoft® Business Solutions – Great Plains products.

Summary

When Global Manufacturing realized its payment acceptance and shipping processes had taken a dive in efficiency and customer satisfaction, they sought a solution that would integrate readily with existing systems to improve both processes. Nodus Technologies brought buoyancy to the entire process with the Credit Card Advantage solution. Designed to seamlessly integrate with Microsoft® Business Solutions – Great Plains, this robust application suite relieved pressure in the sales order processing and shipping departments by automating the acceptance, verification, and processing of payments. With Credit Card Advantage, Global Manufacturing saves time processing transactions at the front and back end.

The Challenge

When a diver gets beneath the ocean's surface, they experience the beauty and magnificence of oceanic life. However, when Global Manufacturing looked beneath the surface of its accounting process, they found a fault-ridden manual system that left the company exposed to inefficiencies, delayed payments, and losses. Not only did their manual system prevent booking future shipments, it often led the team to prep and send shipments only to find the credit card declined due to transposed numbers or incorrect expiration dates.

A worldwide company that manufactures accessories, test, and technical equipment for divers, Global Manufacturing is focused on developing products that enhance the diving experience. Prior to implementing the Credit Card Advantage solution from Nodus Technologies, the company authorized purchases at the time of sale through a POS terminal, then processed the remainder of the transaction manually. Every bit of data was taken from a scrap of paper and re-entered into the Great Plains accounting solution, a situation which led to errors, wasted time, and lost sales.

The Solution

Desiring a solution that would automate the processing of credit and debit cards, and integrate seamlessly with their existing Great Plains accounting solution, Global Manufacturing turned to the Morrison Group of New Berlin, Wisconsin.

“With Credit Card Advantage, everything is easier.”

Tammy Vanstone
Controller
Global Manufacturing Corporation

“This dynamic suite answered all of the company’s needs and improved the entire transaction management process from input to reconciliation.”

John Aschenbrener
Business Analyst
Morrison Group

After reviewing the company's situation, John Aschenbrener, Business Analyst at The Morrison Group recommended the Credit Card Advantage solution from Nodus Technologies. “This dynamic suite answered all of the company’s needs and improved the entire transaction management process from input to reconciliation,” said Aschenbrener.

Now Global Manufacturing verifies credit cards and maintains transaction records from a single, easy-to-use screen. Card information is entered just once, reducing the likelihood of mistakes, and future shipments are booked with speed and accuracy.

“I’m not aware of any other company that has a product that can do what Credit Card Advantage does,” said Tammy Vanstone, Global Manufacturing controller. “We’ve used it to increase our efficiency throughout the entire booking and shipping process. With Credit Card Advantage we have the ability to look up credit card information, process transactions quickly, and improve the quality of service our customers receive. And, because the shipping department knows that the information they get is accurate, they simply book the appropriate amount to cover shipping costs, and prepare orders for shipping.”

Implementation Results

Credit Card Advantage from Nodus Technologies reduced the number of steps to process payments from five or more down to two. In addition, the book and ship capabilities make it possible for Global Manufacturing’s accounting and shipping teams to save a minimum of 30 minutes per day, which translates into more than \$5,000 in savings annually. Combine all of this with the ease of operation and reduction in potential for human error stemming from manual data entry on approximately 25 orders per day, and the savings add up dramatically.

“With Credit Card Advantage, everything is easier,” says Vanstone. “Whether its obtaining purchase orders, booking, shipping, or simply processing a transaction, this solution saves time and money.”

During batch processing, Credit Card Advantage keeps a record of each transaction in both systems, segregating denied transactions for handling later. Each time a transaction is deleted, CCA issues a void or credit to offset it. Reconciliation is easier now, too. Thanks to the tight integration with Great Plains, a process that used to take up to one minute per transaction has been reduced to 5-10 seconds per transaction.

About Nodus Technologies

Nodus Technologies, Inc. sets the standard for electronic payment processing with revolutionary solutions. Based on a collaborative framework, Nodus’ applications are designed to integrate with Microsoft® Great Plains accounting systems as well as other accounting packages, POS, B2B portal, call center, ERP, and CRM solutions.

With customers throughout North America, Nodus Technologies provides a standard interface that helps merchants streamline electronic payment processing. Downloadable evaluation copies of all of our solutions are available from our web site and are fully functional in *The World Online* test company. For more information about Nodus’ products and services, visit www.nodustech.com.