

Multilocation Glass Manufacturer Streamlines Their Invoicing Process

About Company

OTTERTAIL GLASS

Ottertail Glass is a full-service glass shop located in Fergus Falls & Perham, MN, providing a broad range of glass products and services for homes. Their business does both retail for walk in transactions and larger custom glass orders for commercial and residential.

» www.ottertailglass.com

Before BNG

Ottertail Glass is a Fergus Falls based glass company that provides glass solutions for windows and doors in homes and businesses, custom shower enclosures, options for dual pane and insulated glass, as well as custom glass concepts. Ottertail Glass is owned by Erik Knutson and under Erik's ownership the business now has multiple offices.

The challenge for the team at Ottertail Glass was a better option to take credit card payments, since they have a retail locations and technicians that are onsite at clients homes and businesses. Erik and his team hated the slow method of waiting on to receive check payments or sending invoices. They typically wait more than six weeks for their clients to pay their outstanding bills.

The perception around accepting credit card payments was that it was tough to do, since they didn't want to be responsible for their clients credit card information by writing it down on paper and entering the payment data into their office credit card terminal. There was also the risk of losing this data and they feared the difficulty of how to charge clients for the second half of glass projects, once complete.

The typical method of collections for Ottertail Glass processing a 50% deposit for work they will do, and then collect the rest at people's homes once the project is finished.

They wanted a smoother process to collect payments

Once they expanded into their second store, the team at Ottertail Glass partnered with BNG Payments because of the ability to integrate from

different points of collection. Staff with Ottertail Glass could easily take payments while onsite and in their retail locations. The Ottertail team also benefited from an online portal which gave them one central system that controlled payment data.

There are three main benefits of value to Ottertail Glass by utilizing the BNG Payments gateway. First, they now have the ability to look up daily batch reports and see how many financial transactions are processed, as well as any unpaid invoices. Second, all their credit card transactions are secured and under one system which is important because this makes it easier for Ottertail to manage their cashflow and finances. Third, Ottertail Glass now gets paid immediately rather than waiting for outstanding accounts receivables.

When finishing glass projects, the team at Ottertail Glass simply punches in the credit card number directly into the payments gateway or swipes the credit card with the BNG Mobile Swipe Gateway Solution to charge the transaction.

Why they would recommend BNG

“For the business plan I was trying to implement, BNG Payments had the exact solution and made it a reality for my business. They go above and beyond to find the best option for my particular business need and even helped my business expand into two locations. I know they’ll have more solutions for us as we grow.”

Erik Knutson
Owner of Ottertail Glass



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