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## Multilocation Glass and Glazing Manufacturer Streamlines Their Service Invoices

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The logo for Ottertail Glass, featuring the text 'OTTERTAIL GLASS' in a serif font, enclosed in a black rectangular border with a white background.

### OTTERTAIL GLASS

#### About 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.

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#### **BEFORE OTTERGLASS WAS ONLY PAID FOR HALF THEIR WORK**

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.

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## WHY THEY NEEDED A NEW PAYMENT SOLUTION

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.

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## WHY THEY WOULD RECOMMEND BNG PAYMENTS



““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 needs and even helped my business expand into two locations.”



Erik Knutson, Owner of Ottertail Glass



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