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## National Rental Franchise Streamlined Their Payment Processing For Their Multiple Locations

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### About Wheel Fun Rentals

Wheel Fun Rentals is the home of premier recreational rental outlets. They appear in parks, beaches, hotels, resorts, and anywhere families come together to have fun. They have 13 locations, throughout the Midwest including Duluth, Minneapolis, Milwaukee, Chicago, and New Orleans.

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### BEFORE WHEEL FUN RENTALS HAD MULTIPLE MERCHANT ACCOUNTS

Previously, Wheel Fun Rentals had relied on a big bank to provide their merchant services. They struggled with subpar customer service and customer support issues. couldn't get a response when their business needed it, and fought through a lack of support at their thirteen locations. This payments relationship with their bank was extremely detrimental to their business.

Over time, the team at Wheel Fun Rentals became disappointed with bureaucratic process of payments with their local bank as it was affecting their ability to fix credit card terminals and process credit cards.

They also had accounting trouble because of the nature of their payment program with their bank. The end goal was to make their lives easier by having each location broken into separate accounting locations, instead of lumping their financials into one account and system. This lack of a seamless process made it impossible to divide their businesses

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### WHY THEY NEEDED A NEW PAYMENT SOLUTION

Wheel Fun Rentals partnered with BNG Payments and found their experience to be a complete change from before.



For instance, they replace their credit card terminals 4-6 times a year to ensure efficiency at all their locations, since their business operates in a outdoor environment.

Previously, when a terminal went down, they would go for a week without a terminal to take payments. This directly affected their profits due to their season for peak profit to be so short.

With BNG Payments, they don't have to wait forever to get a replacement. The team at Wheel Fun Rentals loves the hands-off approach they take with their merchant service account and can now focus on growing their business, instead of going back and forth with their banks payments provider.

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## WHY THEY WOULD RECOMMEND BNG PAYMENTS



“BNG is on top of the service industry and all the changes in technology that happen in it. They work to make sure everything is working perfectly, and my business doesn't have to worry about accepting payments.”



Rodney Knight, Owner of Wheel Fun Rentals



Learn about how you can take payments smarter with the best solution for your business.

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