

Case Study

k-eCommerce Online Bill Pay Bundle provides a strategic online payment solution for NexTraq and it's sophisticated web environment.

Company

NexTraq
www.nextraq.com

Industry

GPS Fleet Management products and services.

Technology Used

k-eCommerce Online Bill Pay Bundle

Bundle components:

- Online Bill Pay module
- Credit Card Extension (CCE)
- Credit Card eInterface
- Microsoft Dynamics® GP

Business Benefits

- Provides encrypted storage and retrieval of multiple credit card numbers for each customer in Microsoft Dynamics® GP.
- Supports multiple merchant accounts for each company, facilitating handling of payments from global accounts.
- CCE sends email confirmations automatically to confirm customer payment.
- Provided tight integration from online payment to Credit Card Extension that integrates seamlessly into a Microsoft Dynamics® GP accounting solution.

About NexTraq

Headquarters: Roswell, GA



NexTraq is a dynamic leader in GPS Fleet Management products and services. Their solutions are created to develop and distribute hardware and software solutions that utilize existing wireless network infrastructures to provide web-based vertical applications to commercial customers and consumers.

NexTraq has strategic partners in mobile hardware manufacturing, mapping, software development, wireless data services and product distribution, products and services including fleet management, vehicle tracking and dispatching.

Business Challenge

NexTraq utilizes the latest technology to help customers efficiently track any target, from an individual vehicle to an entire commercial fleet. But when it came to processing and tracking their customers' credit card payments, they were saddled with an outdated system built on older technology and plagued by glitches.

They decided to search for a new solution that would integrate with their existing Microsoft Dynamics® GP system and offer their growing customer base an online payment option that was both functional and user friendly.

k-eCommerce Solution

NexTraq management chose k-eCommerce Online Bill Pay Bundle. This solution unites a flexible Online Bill Pay module with Credit Card Extension, an industry leading PCI compliant solution from k-eCommerce that integrates seamlessly into Microsoft Dynamics® GP and works with multiple gateways. It also includes Credit Card eInterface for web transactions.

This solution allows NexTraq customers to view and pay their invoices online. It also offers the flexibility for them to make either a single payment or pay multiple accounts at the same time. Those payments are then processed within Dynamics® GP and receipts are automatically generated and sent back to the customer.

"Our customers are internet savvy and expect the latest in technology. k-eCommerce Online Bill Pay Bundle is very sophisticated and straight forward."

Wyn Partington,
Applications Manager, NexTraq

Results

NexTraq has over 6,000 customers, the majority of which are currently utilizing the credit card online payment option. Some of them choose to pay individual invoices at their convenience, while about 25 percent of their customers have set up recurring, automated payments. This has resulted in significant savings, since the remaining customers who

choose to utilize manual processes require considerably less time and manpower to service them.

The automated solution has streamlined credit card payments, preventing costly banking errors and optimizing the accounts receivable process. In addition, customers are pleased to have this application so seamlessly integrated with the company's website.

k-eCommerce also supplied the company with a batch program to transfer existing account information for all customers utilizing the credit card option, eliminating the need to enter the information manually into the new system.

"We stand out because of our technology and k-eCommerce credit card solution is a key part of that; everything runs smoothly."

**Wyn Partington,
Applications Manager, NexTraq**

Additional Value

Reliable Service

k-eCommerce Online Bill Pay Bundle has allowed NexTraq to rely on a tightly integrated payment process. From the moment a customer views an invoice and makes an online payment, to the back office process within their Microsoft Dynamics® GP accounting solution.

Flexible Solution for Global Accounts

Whether it is an individual payment or a global customer paying invoices for several accounts, the flexibility of this solution allows NexTraq to efficiently handle online payments from individuals, small businesses or major corporations.

About k-eCommerce **An Enterprise Omni-Channel** **eCommerce Solution**

k-eCommerce is dedicated to developing integrated eCommerce and ePayment solutions for Microsoft Dynamics® AX, GP, NAV and CRM users. We develop fully integrated B2B, B2C, Sales Portal and mobile-optimized eCommerce websites. Our solutions are quick and easy to deploy on premise or in the cloud. k-eCommerce also provides secure PA-DSS certified payment processing and an online bill pay portal.

Founded in 2001, k-eCommerce is a Microsoft Gold Certified Partner with offices in Detroit and Montreal.

About Online Bill Pay Bundle

k-eCommerce Online Bill Pay Bundle is a versatile solution for merchants who want to accept credit cards payments from customers. It unites the flexible Online Bill Pay Module with our industry leading, PCI compliant Credit Card Extension solution for Microsoft Dynamics® GP, which all comes together with Credit Card eInterface.

As a bundled product, this solution offers customers a cost-effective means of increasing the functionality of their web environment.

For more information:

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