

PHYTOMER



## Phytomer Case Study

Nodus Technologies Helps Phytomer to Create Internal Harmony with Credit Card Processing Solution

***"Nodus' customer support is unmatched in the industry. As a beta customer for the Credit Card Advantage product, we experienced first hand the depth of subject-matter expertise of the development and support teams."***

- Lance Jorgensen, Controller, Phytomer Corporation

### Solution Overview

#### Industry

Cosmetics

#### Benefits

Eliminated redundant data entry steps. Made it possible to ensure availability of funds prior to order fulfillment. Improved customer satisfaction levels dramatically.

#### Software Used

Credit Card Advantage  
Agora

#### About Phytomer

A pioneer of marine cosmetology, Phytomer is the leading world-wide provider of salon and spa products. Established in 1971, its complete solutions for facial and body products are the result of extensive research and based on 100% natural\* marine active agents. Offering a range of several hundred mass distributed care products, as well as a professional range of well over 100 treatment products, Phytomer also provides its brand to perfumeries.

### Aston Business Solutions

#### About Aston Business Solutions

Aston Business Solutions is the world's largest Microsoft Business Solutions Center and number one provider of Microsoft-based solutions to mid-market companies. As the leading partner of Microsoft Business Solutions, Aston Business Solutions has received such accolades as Navision Software's Partner of the Year, Microsoft Great Plains' Global Partner of the Year, and membership to Microsoft Great Plains' Inner Circle.

Aston Business Solutions provides software, consulting, and IT implementation services to more than 5,000 multi-location, small to mid-sized companies worldwide in the distribution, manufacturing, healthcare, and service-based industries. By combining leading software, end-to-end service, and a proven methodology, Aston Business Solutions delivers tailored solutions designed to meet the growing needs of these businesses. For more information, visit our global website [www.astongit.com](http://www.astongit.com) or our North American site [www.astongroup.com](http://www.astongroup.com)

### Summary

Recognizing the need for a solution to smooth out the wrinkles in their order acceptance and fulfillment process, Phytomer USA turned to Nodus Technologies. Prior to implementing the Credit Card Advantage solution, it took the customer service, accounting, and order fulfillment teams at Phytomer USA as many as seven steps to process a single order. In addition, the credit card and approval numbers had to be manually entered into the system because the credit card processing and accounting solutions did not 'talk' to each other. This left them open to errors that threatened the company's historically excellent customer satisfaction levels. With the solution from Nodus, Phytomer USA's order acceptance and fulfillment process has been rejuvenated. Thanks to the seamless integration with Microsoft® Business Solutions - Great Plains accounting software and the product's advanced book and ship capabilities, Phytomer USA continues to put its best face forward.

### The Challenge

Over the last 30 years, Phytomer USA has successfully transformed many of the sea's secrets into luxurious beauty products. Much like Phytomer USA's product line, which is continually improving to meet the demands of a broadly diversified customer base, the company's order acceptance and fulfillment process needed subtle enhancements to purify the process and ensure customer satisfaction levels remained high.

The world specialist in cosmetic treatments based on marine active agents, Phytomer USA delivers its first-class skin care products to individuals, resorts, and destination spas around the globe. Prior to implementing Nodus Technologies' Credit Card Advantage solution, the customer service department accepted and entered an order, placing credit card information in the notes window of the Microsoft® Business Solutions - Great Plains Dynamics solution. From there, the order went to the warehouse for where it was pulled and prepped for shipment. At that point, a form was faxed to accounting for approval. Accounting processed the charge, then faxed the approval back to the warehouse for shipment.

Although Phytomer USA had an excellent record for minimizing human error during this process, their customer service department was often forced to contact customers to obtain credit card data and re-process transactions, generally due to cards being denied. Because of Phytomer USA's commitment to their clients, they believed a more efficient processing method would allow even greater customer support and help to foster better customer relations.

*"Nodus Technologies has helped us streamline our order fulfillment process and improved our efficiency quotient."*

- Lance Jorgensen  
Controller, Phytomer USA Corporation

*"This multi-faceted application suite optimizes the functionality of Great Plains system by automating the entire process."*

- Chona' Gile  
Aston Business Solutions

## About Nodus Technologies, Inc.

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](http://www.nodustech.com).

## The Solution

Their search for a solution that would integrate readily with their existing Great Plains accounting package led them to Aston Business Solutions, the leading international reseller and consultants for mid-market companies, with headquarters in Ann Arbor, MI, and offices located across North America. After reviewing Phytomer USA's situation, Chona' Gile of the Aston Business Solutions recommended Credit Card Advantage from Nodus Technologies.

"Credit Card Advantage makes it possible for Phytomer USA to streamline its order acceptance and fulfillment process," said Gile from Aston Business Solutions. "This multi-faceted application suite optimizes the functionality of the Great Plains system by automating the entire process."

With the new system, all customer orders are taken directly by customer service agents over the phone or entered from faxed purchase orders. When the agent enters the credit card in the payment terms field, the data is entered into Great Plains and approval is booked while the customer is still on the phone. Once the card is approved, the order is saved to a batch and awaits fulfillment and shipping.

"Credit Card Advantage's book feature saves time and money," said Lance Jorgensen, Phytomer USA controller. "Booking the charge while the customer is on the phone enables us to obtain alternate payment if a card is denied and eliminates the time wasted previously when we prepped orders for shipment only to find a card rejected. The end result is a dramatic increase in the satisfaction level experienced by our customers."

## Implementation Results

After orders have been saved to a batch a shipping employee will print out a picking slip to begin pulling the products for the order and prepare the order for shipment. Once it is determined that all necessary items for the order are in stock and available for shipment the order is converted to an invoice. If the Payment Terms on the invoice indicate the customer is paying with a credit card, the shipping employee will change the status of the credit card to ship and verify that the card was approved. Once this is completed the order is shipped.

"The ability to pre-book transactions coupled with Credit Card Advantage's seamless integration with Great Plains are what give this product the clear advantage," said Jorgensen. "Nodus Technologies has helped us streamline our order fulfillment process and improved our efficiency quotient."

Using Credit Card Advantage, Phytomer USA eliminates needless duplication of data entry and ensures that funds are available prior to order fulfillment. With daily credit card orders ranging from \$2,000 - \$20,000, the integrated solution from Nodus is helping Phytomer USA to ensure customers have the best possible experience each time they place an order.