Paystand

Juxto Automates Payment Collection in NetSuite with Paystand

OVERVIEW

Juxto is a pioneer in cloud communications. It has been leading the Real-Time Communications (RTC) market in both network design and user programs since 2001.

CHALLENGE

Juxto needed a payment solution that could connect directly to NetSuite, accept payments in the U.S. and Canada, and help customers self-service.

SOLUTION

Using Paystand, Juxto set up multicurrency payment processing and integrated payments with QuickBooks for invoicing. They also connected U.S. payments to the NetSuite implementation and enhanced the ERP with Paystand's collections automation module.

RESULTS

Juxto now has a zero-touch payment process and processes all US and Canada payments via one unified system.

- Avg. time savings of 4 hours per week (52 per quarter)
- Saved $4,345 through PPF in 11 months
- Shifted 30% of bank payments to Paystand's zero-fee network
- Lowered credit card processing rate by 40 basis points

INDUSTRY:
Telecommunications

"Paystand helped us set up a digital payment portal in minutes. Now our customers can pay invoices whenever they want and our payments are automatically reconciled and tracked in NetSuite."

Ricardo Ordonez
General Manager at Juxto

PRODUCTS USED

- Payment Processing
- A/R Module
- Paystand SuiteApp
- Custom QuickBooks integration

Ricardo found Paystand while looking for a way to simplify its payment collection process.

"We needed to find a solution that could help us accept payments in the U.S. and Canada. Before Paystand, we were using two payment processors to do that.
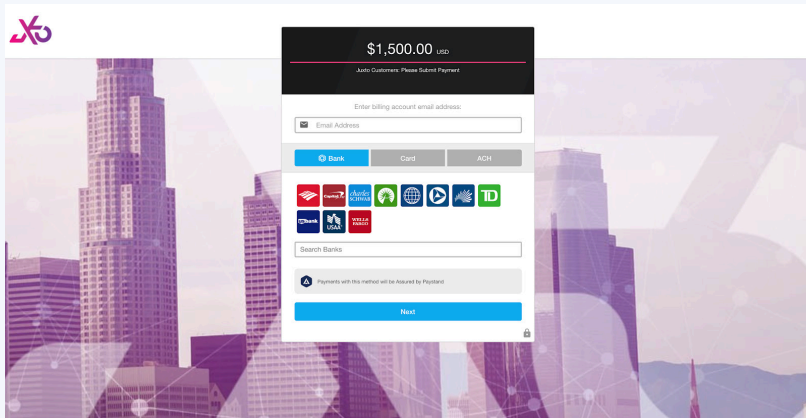
My team would prepare invoices in both USD and CAD, process hundreds of payments individually, and then manually reconcile our bank accounts."

The team at Juxto had also been exploring ways to offer customers self-service options.

"The self-service options combined with the automation tools helped us get back over 52 hours per quarter that we used to spend processing payments.

Now our customers prefer to have payments processed automatically so they don't have to think about it again - and neither do we."

Smart Invoicing	Payment Portal	Automated Collections	Reporting
Invoices are scheduled with payment links.	Customers can pay one or multiple invoices at a time.	Collected payments are instantly applied against open invoices in NetSuite.	Receive transfer reports with details of a deposit, its transactions, and any invoices and sales orders a deposit affects.
Links take customers to a secure digital payment portal with the prefilled invoice amount.	All payment options shown on one screen.	Payments reconcile automatically.	Payment history is stored in secure environment.
	In-app account login.	Customer receives a receipt and payer portal.	All records digitally auditable.
		Deposits transferred into proper bank accounts	

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