

## Stonewall Kitchen Gains Security and Reliability for Credit Card Transactions with ChargeLogic for Microsoft Dynamics NAV



LS Retail Compatible



**Stonewall Kitchen** is a manufacturer, distributor, and retailer of gourmet specialty foods and high-end home products. They are a private company with an estimated sales growth of 15-20% each year for the last several years. Their distribution channels include catalogue, Stonewall's eight company stores, and 6,000 wholesale accounts nationwide. With 75% of their sales coming through their website, wholesale channel, or guest services center via phone, Stonewall needed secure and reliable credit card processing software to expedite their sales and to service their customers.

CASE STUDY

### Scenario

Stonewall purchased Microsoft Dynamics NAV in 1999 to manage its back office accounting and inventory management. They secured a third party product in 2001 to manage their credit card processing for website and telephone orders. Working with a NAV solution center, Stonewall had the add-on product connected to NAV with initial success. However, during the busy holiday season from November through Christmas, the solution had some major setbacks. Orders that were marked as submitted actually were not, and Stonewall devoted up to two hours of time every other night to address the issue. Jason Wilder, Senior Application Developer for Stonewall, set his alarm clock for 3 a.m. every night for about six weeks in order to check the system to ensure it was working. Even though the problems were resolved by the following holiday season, Stonewall was eager to find a more reliable system. **"We were excited to find ChargeLogic because it is built directly on the NAV platform,"** says Wilder. "The fact that it is 100% NAV code gives us more control over the product for troubleshooting as well as making minor modifications."

### Secure Transaction means Secure Customer Data

**"One of the biggest advantages of ChargeLogic is the security and the compliance,"** says Wilder. "Keeping our customer data protected is paramount for Stonewall, and our goal is to comply with the highest security standards set by the industry. With ChargeLogic's encryption and the fact that it is CISP and PABP compliant, we are already ahead of the game."

### Business Profile:

Manufacturer and distributor of gourmet specialty foods and high-end home products.

### Business Challenge:

To find a secure, reliable electronic payment processing software integrated with Microsoft Dynamics NAV.

### Solution:

ChargeLogic for Microsoft Dynamics NAV Microsoft Dynamics NAV 5.0.

### Average Number of Transactions During Busy Season:

3,000-5,000 per day

### Number of Users: 45

### Benefits:

- Secure solution that is compliant with the highest industry standards: PABP and CISP.
- Encryption reduces the risk of data theft
- Extremely reliable
- Diverse set of features
- Integrated with NAV
- Easy to use



ChargeLogic encrypts data immediately upon entry, making data theft of customer information virtually impossible. ChargeLogic is also certified by a third party audit firm to have the product tested and validated using Visa's CISP security guidelines. The PABP certification is Visa's 13 best practices designed to protect sensitive information from being compromised. As these certifications become mandatory for retailers nationally, ChargeLogic ensures that its customers are already compliant.

ChargeLogic also has a Card Verification Value (CVV) service which requires the three digit CVV number to be entered in order to identify and prevent potentially risky transactions. "The CVV code feature is an extra level of security that will reduce Stonewall's risk of purchases made with stolen or invalid credit card information," comments Wilder.

### Multiple Features Streamline Use

Stonewall found ChargeLogic extremely easy to use and customized the interface to fit their needs and minimize training time. They use the product to process all credit, check, and gift card transactions that come into their call center, as well as wholesale and online orders. Most of their 45 ChargeLogic users are in Stonewall Kitchen's guest services center and finance department.

"We really like how automated ChargeLogic is for our website orders," says Wilder. "Our customers can easily make purchases, and our guest services department can focus on telephone orders." Online orders are authorized via ChargeLogic when the order is submitted to NAV. The payment information is collected on the website and transferred into NAV. A sales order is automatically created in NAV, the card is authorized, and the order is released to the warehouse. It's all automated.

### An Easy Decision for the Stonewall Team

Stonewall purchased ChargeLogic in early 2007 after a thorough decision making process that involved five members of their team, including individuals from IT, finance and account management. "We considered everything from security and reliability to user interface and product features," says Wilder. "Another important factor in choosing ChargeLogic was the software manufacturer and knowing that they would continually develop and support the product. We've gotten great customer service from ChargeLogic, which is vital in our business. We can't afford to have our systems down, and we need to know that we can get resolutions to any problems in a reasonable timeframe."

### Results

"ChargeLogic performed very well throughout the holiday season," says Wilder. "Our company saw single day sales numbers reaching over 9,000, but ChargeLogic made it easily manageable by enabling us to automate much of the process." Stonewall Kitchen's success with ChargeLogic has motivated them to upgrade to Microsoft Dynamics NAV 5.0. "We look forward to continuing to work with ChargeLogic on the upgrade to 5.0, as well as an integration with our new merchandise planning system."

## STONEWALL KITCHEN

EST 1991

### Key Features Cited by Stonewall Kitchen

- Auto settling
- CVV codes
- AVS response messages for incorrect addresses
- Permission settings
- Access to ChargeLogic from various places in NAV such as Invoices and Return Orders
- Access from the customer card significantly saves time

### About Stonewall Kitchen

Stonewall Kitchen began in 1991 selling a few dozen vinegars and jams at a farmers market. Today, Stonewall has over 6,000 wholesale accounts nationwide, catalog and web divisions and eight company stores. Their products include Stonewall's hallmark specialty foods, as well as high-end home and garden and kitchen supplies.