SERVICEBRIDGE™
by GPSINSIGHT

FSM Solution

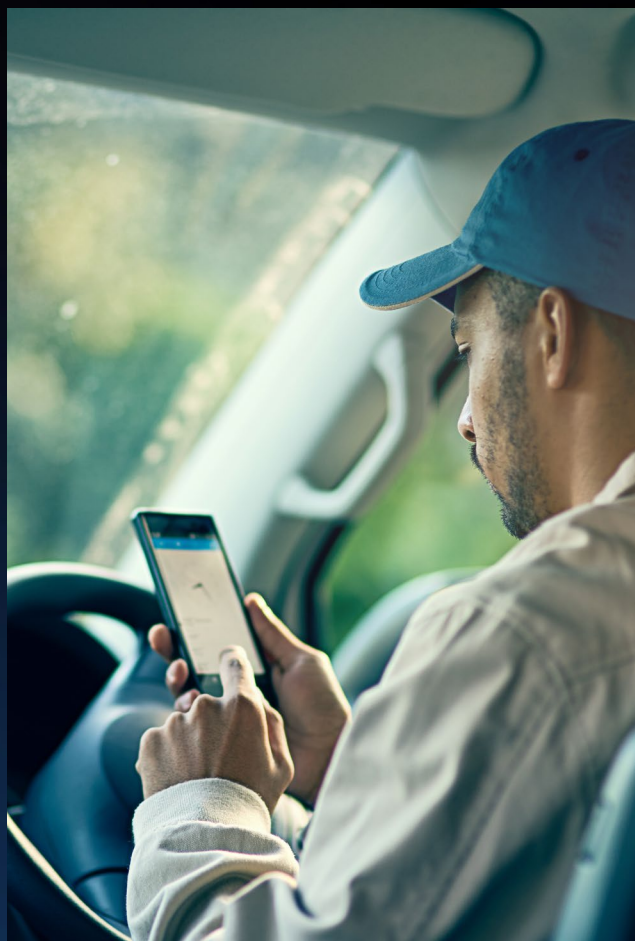
Business and Customer Benefits of Integrated Payments

Faster, Easier & More Secure

FSM Solution

Get Paid Faster, Easier, and More Securely with ServiceBridge Payments

Many field service businesses have still been using paper and phone calls to process payments, which causes a variety of complications. However, field service management (FSM) solutions have the option of integrated payments, which helps solve many of these problems.



Paper problems

In the past, technicians used handwritten forms to handle payments. Unfortunately, this meant businesses had to deal with illegible handwriting, the loss of actual pieces of paper, and most importantly, errors and delays with payments.

However, with digital payment solutions, FSM has been able to increase both accuracy and customer satisfaction.

A key benefit is that integrated payments allow you to work with a payment processor to get payments collected in the field – this way, it's into your account faster and securely, all while improving the customer experience.

Multiple payment options

First, the FSM solution ServiceBridge is able to support multiple payment choices. Not only can people swipe debit and credit cards right in the field, but they also can scan EMV chip cards. Of course, they also have the option to manually enter card details if needed.

With FSM, businesses also have the ability to send customers a link to pay their invoices using a computer, tablet, or phone. This solves the problem of losing an actual piece of paper that has to make it miles from the field to a desk.

ServiceBridge also automatically syncs payments, which means payments are automatically applied to the associated invoice, saved to the customer record, synced with QuickBooks, and transferred to the bank. This card can then be securely saved and managed for multiple recurring payments in the future.

All Rights Reserved | ©2024 ServiceBridge

Peace of Mind

Benefits for Businesses

Speed - As a result, businesses can get paid faster. With the ability to take payments in the field – and those payments can be in the form of card, cash, check, or ACH transfer - the entire process is simple and fast. Customers can sign digitally no matter where they're located.

Accuracy - With payment automation, ServiceBridge is also able to automatically apply payments to invoices, record it in the customer record, and sync it with accounting software like QuickBooks. This reduces the amount of manual data entry, as well as the potential for errors.

Security - ServiceBridge prioritizes the security of payment data. Sensitive information is encrypted and tokenized, which makes it compliant with industry standards. This reduces the chance of data breaches and protects businesses (and customers) from fraud.

Recurring Billing - For businesses with recurring services, ServiceBridge simplifies the billing process, as it's possible to securely store customer credit card details for recurring payments. This automation saves time and helps with quick payments for future jobs.

Key Benefit

Along with the speed, there's also increased accountability through payment and accounting integration, and perhaps best of all – businesses can receive payment confirmation the same day. Yes, the digital aspect of the solution lets businesses get paid faster. This dramatically reduces the 'days sales outstanding' for businesses, which helps judge the financial health of a business. The lower the DSO, the faster the payment collection, which leads to better profitability and improved cash flow.

All Rights Reserved | ©2024 ServiceBridge

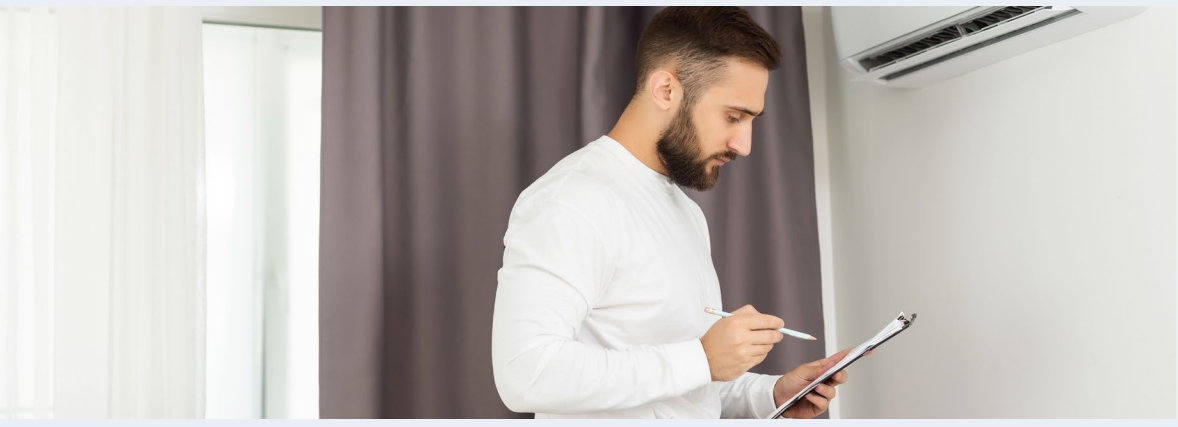
Peace of Mind

Benefits for Customers

Options - With ServiceBridge, businesses can offer customers the flexibility to pay using their preferred method. Whether it's through the mobile app, online portal, or traditional methods like cash and checks, ServiceBridge helps create an easy payment experience.

Efficiency - With integrated payments, technicians can collect payments on-site, so customers don't need to wait for invoices or have the added expense of mailing checks. The entire process is faster, which improves customer satisfaction.

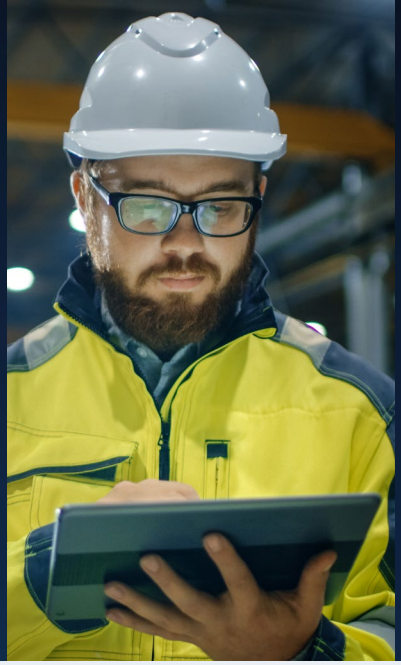
Safety - Customers can trust their payment information is being handled securely. ServiceBridge provides customers with clear and detailed invoices, making it easy for them to understand the charges and confidently make payments. To further protect customer payment information, ServiceBridge uses encryption and tokenization. Customers can access their payment history at anytime through the portal, which gives them a convenient way to track and rectify their accounts.



All Rights Reserved | ©2024 ServiceBridge

Become an Expert

How ServiceBridge Integrated Payments Work



1 Payment processing setup

To get started, businesses need to set up a merchant account with a supported payment provider and integrate it with the ServiceBridge account. ServiceBridge offers competitive rates and flexible options for credit card and ACH processing. Businesses can contact the ServiceBridge sales team to initiate the sign-up process and be guided through the application

Once approved, we handle the onboarding process to make sure the account is set up correctly and integrated with ServiceBridge.

2 Collection

Once set up, businesses can start accepting payments through various methods, including in-app payments, online payments, and card swiping. Again, ServiceBridge supports EMV chip cards and provides signature capture for added security. Businesses receive a dedicated merchant ID and API credentials to connect the account. ServiceBridge offers competitive and transparent pricing for integrated payments.

Businesses have a flat rate for credit card processing, which makes it easier to estimate costs. We also offer the option to purchase or rent a mobile card reader for on-the-go payments.

3 Payment and funding

ServiceBridge automatically syncs payments with invoices, customer records, and accounting software. This helps with manual reconciliation and accurate records. Payment confirmation is immediate, and the funds typically appear in bank accounts in 1-3 business days. Our partners provide 24/7 merchant support to address any questions or issues businesses may experience.

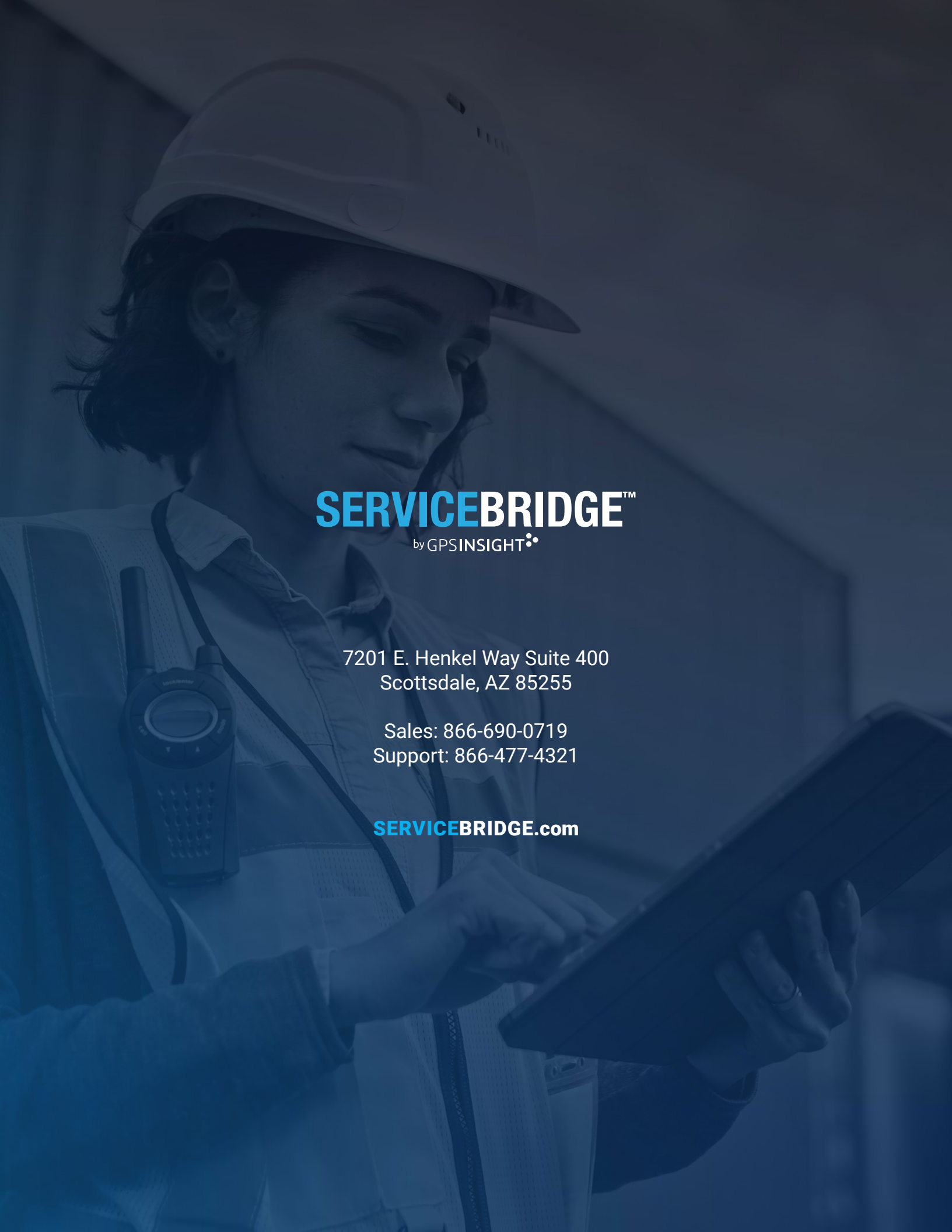
ServiceBridge is continuing to develop even more asked-for features, like text-to-pay and improved dashboards for better insight into payment data.

4 See it in action

Not only does ServiceBridge improve the way businesses work, but it also helps businesses meet their customer service needs. Since no one is chasing paper or losing important information, the quick payments, easy integration, and saved information makes the entire process better for everyone involved.

Get integrated, get current! Book a demo today to see how ServiceBridge can improve the way you do business.

All Rights Reserved | ©2024 ServiceBridge



SERVICEBRIDGE™
by GPSINSIGHT

7201 E. Henkel Way Suite 400
Scottsdale, AZ 85255

Sales: 866-690-0719
Support: 866-477-4321

SERVICEBRIDGE.com