



"We wanted to ensure we were doing our due diligence to keep our travel agent vendors happy and really make the most out of these relationships with them. With the eMailer manager we significantly streamlined our communications by sending our EFT remittances with every EFT payment to inform our agents of their commissions and the commission sources. This really ensured everyone was on the same page and has made it easier to work together."

*- Rachel Nelson
Accounting Manager
Harbour Air Seaplanes*



Harbour Air SeaPlanes Streamlines their EFT Remittances

As the largest all-seaplane company in world, Harbour Air runs hundreds of flights a year between Vancouver, Vancouver Island and the Gulf Islands in British Columbia, Canada. In 2007 the company was looking to move their reservation system online with EFT payments for their travel agent commissions. With this new system they needed a software solution that would enable them to communicate EFT payment details to their Travel Agents. Binary Stream's eMailer Manager filled this need allowing them to not only avoid the costs and time resources of mailing EFT remittances, but also helped them maintain their carbon neutral status as a company.

Since 1982 Harbour Air Seaplanes has been servicing British Columbia's travel needs through their seaplane flight services. As the largest all-seaplane company in the world, they provide various flight services including flightseeing tours, private chartered flights and economical scheduled flights from Vancouver to Vancouver Island and the surrounding islands within British Columbia. Connecting various communities within British Columbia and taking their concerns to heart, Harbour Air Seaplanes is also North America's only Carbon Neutral Airline. As an active participant in a carbon offset program, the company has been purchasing high-quality carbon offsets to mitigate the impact of their scheduled services and all of their office operations. By working hard to reduce their own emissions and actively supporting further green developments, Harbour Air Seaplanes is noted as the region's most climate friendly way to travel and is recognized for their environmental stewardship.

In 2007 Harbour Air Seaplanes was working to develop an online reservation system that would effectively manage and facilitate transactions with their various travel agents, to help streamline and grow these partnerships. This new system would enable travel agents to book flights quickly and easily online for clients, who would pay Harbour Air at a later date for their flights.

On the backend of this Harbour Air would calculate the commissions owed to their travel agents and would create an Accounts Payable batch every two weeks to process these payments. In the new system Harbour Air was aiming to reduce paper and mailing costs, and support their company's carbon reduction goals by setting up EFT payments for their travel agents. "We knew that with this new online reservation system we could save both time and money by setting up EFT payments to our travel agents for their commissions. However we did realize that within GP we would need to find an efficient way of communicating the source of our commission payments more clearly," said Rachel Nelson, Harbour Air's Accounting Manager.

While Microsoft Dynamics GP did support their EFT payment needs, the solution had no way of efficiently sending the remittance reports directly to the travel agents after EFT payments were made. Harbour Air knew that this was an essential element of this new system, that would ensure their travel agents knew exactly which customers had followed up on their reservations and what deals they were being paid for. "In order to support our travel agent relationships within the new online reservation system we knew it was essential to fill in this communication gap," said Rachel.

A Solution to Fill in the Communication Gap

"We knew the cost and time of preparing paper based letters and checks for mail would have been significant for the 60 EFT transfers we make with our travel agents a month. The eMailer Manager allowed us to avoid these costs entirely and in addition, fit right into Harbour Air's environmentally conscientious values."

*- Rachel Nelson
Accounting Manager
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Harbour Air had been working with their Value Added Reseller to create the online reservation system when the issue of communicating EFT payments came up. The reseller recommended Binary Stream's eMailer Manager for Microsoft Dynamics GP, a solution known for its ability to mass process and streamline various types of document deliveries with Microsoft Dynamics GP. Binary Stream's eMailer Manager offered Harbour Air the ability to communicate their EFT transfer details, such as the payment amounts and the purpose of the payments, on a mass basis via email. Through the eMailer Manager's EFT remittance reporting functionality their travel agent commissions from Accounts Payables could be communicated through EFT remittance reports which would be sent to each individual EFT recipient in one quick email batch.

The eMailer Manager worked in a simple way extending off Microsoft Dynamics GP's generate EFT files window. After the user had selected the check book IDs and batched them for processing all they had to do was hit the create EFT Remittance Report button and the eMailer Manager's "Mass Email Payables" window would open allowing the

user to select some or all of the EFT recipients in the EFT batch to send the remittance report to. Once sent, all of the EFT Remittance Reports would automatically be filed as PDFs to a location chosen by Rachel within their Microsoft Dynamics GP filing system. After all of this was done the EFT transfers would be processed.

Since Harbour Air estimated they would be sending anywhere from 40 to 60 payments a month to their travel agents for their commissions, the time savings on this activity would be well worth it. Additionally, they could ensure that essential payment information was being communicated with their EFT transfers so that travel agents would know who had followed



through on their reservations. For Harbour Air this solution also would help them reduce paper use within the office by eliminating the need to send these communications by mail, which would not only save them money but would help support their carbon neutral status as a company. After considering the eMailer Manager, Harbour Air decided that it would be a valuable addition to their Microsoft Dynamics GP platform and they went ahead with the installation.

Binary Stream Software Inc.
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Return on Investment

Although the eMailer Manager was one of the smaller portions of the overall online registration project for Harbour Air, it was one of the simplest and easiest portions of the project to fit into place. Once it was installed the EFT remittance emails were being sent to 60 travel agents a month, every two weeks. Everything worked smoothly taking only one hour to review and set up all of the EFT payments, post them and print the remittance reports to be sent over email. This allowed Harbour Air to fill in the communications gap and build stronger vendor relationships with their travel agents. "We are really happy

with the eMailer Manager. It filled in the communications gap in our new workflow and so far it has worked perfectly. We know we have saved ourselves a great deal of money overall. Without the need to print all of our communications for mail or even fill in our travel agents after the fact I am sure we have made this system about as efficient as it could have been. In the future we are going to be expanding the EFT remittance email functionality to our 500 other vendors, but for now it is working wonderfully for the travel agents we work with," said Rachel.