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CASE STUDY

eCommerce Point of Sales System (ePOSS) @ USDA, Forest Service

Challenge

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The FS contracted NSG to implement a POSS in Forest Service (FS) stores across a number of states in the US and to have a centralized management of Users, Roles and Products across all stores. NSG was also tasked to create a reconciliation engine to perform settlement of transactions with the payment gateways and CA$HLINK and transmittal of reconciled data to FFIS.

Solution

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The POSS allowed interfaces to automatically distribute and consume transaction data with external entities (Federal Reserve Bank of Cleveland, Fifth Third Banks, FFIS and the Treasury's CA$HLINK systems) and provided functions to perform credit card authorization and paper check scanning and processing. NSG's solution also customized User Management and Inventory Management functions to incorporate Forest Service-specific accounting features and extensive reporting capabilities. POSS enhanced the Oracle COTS product to use a single store database as opposed to one per store in the standard product. Additionally, NSG provided:

- Architecture extensible to future needs, compliant with all federal government and FS security standards, based on commercial off-the-shelf (COTS) technology
- Support to multiple types of fee collections (i.e. entrance, campground, and parking fees)
- Support to fee collection activities with varying levels of infrastructure capabilities
- Tier I and Tier II Help Desk support

Results

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- Centralized management and distribution of user accounts
- Reduced operation and maintenance support time and effort
- Rea-time transfer of sales transactions to the central repository and visibility of sales by
- Agency, Regions, Forests and districts
- Settled Sales are now recorded to the Accounting system within days, as compared to months during pre-POSS implementation
- Automatic, accurate reconciliation between sales, settlement and accounting to the bank

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NSG is a leading Government IT consulting firm that elevates business performance and adds value to the public sector enterprise through technological innovation. We design, develop, and execute effective solutions that can withstand the most demanding environments in Information Management, Information Security, Application Development, Infrastructure Operations and Program Management.

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