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Customer and Class Management Made Easy

June 12th, 2013

**Letter of Recommendation
for Frontline Processing
of Bozeman, Montana**

ClassJuggler has been a sales agent partner of Frontline since early 2008.

Our business is providing software management solutions to dance studios, gyms, music schools, K12 education, swim schools, martial arts, and other business that run recurring classes and have student registration. As one of the top software companies in our industry, one of the most important features of our software is our billing and accounting system. Our billing and accounting system includes services from Frontline Processing to allow our clients to accept credit and debit card payments right from their ClassJuggler software.

Early on, we researched dozens of merchant processing companies from level 1 companies like Frontline all the way to direct processors like First Data. After speaking with the owner of Frontline and many of the team members, we decided to go with Frontline. We have been with them ever since.

We selected Frontline Processing as our merchant processing partner for our customers for several reasons:

- Frontline wasn't too big - sometimes dealing with the biggest and most well-known companies can start our good, but wading through the red tape and sheer size of these organizations can make support a nightmare. Frontline was small enough that we got to know the team very well over the years.
- As an outside sales agent for Frontline, we have been very pleased with the generous profit share that Frontline offered us. Based on our initial research, it was one of the best in the industry. Frontline recognizes that the difficult work of acquiring and maintaining those clients falls mainly on the shoulders of the sales agent and rewards them appropriately.
- Frontline has kept pace with pricing in the industry making sure that we, the sales agents, have the necessary tools to remain competitive in the global market.
- Frontline is flexible - ClassJuggler does all of its processing through e-commerce gateways. Typical e-commerce merchant accounts are usually more stringent than retail from a risk perspective. Frontline worked with ClassJuggler to learn about our business and to recognize that our clients operate as face-to-face merchants and are really in a different category of business than the folks selling widgets online. This has allowed us to fast-track our underwriting and reduce the time a merchant has to wait for approval. This has been a critical part of our partnership.

I would definitely recommend any prospective sales agents, whether you are in the retail world, or in the e-commerce and software based processing market, to explore a partnership with Frontline Processing. Our partnership with Frontline has allowed us to deliver more and better services to our software clients year after year.

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