

“BEING ABLE TO PROCESS TRANSACTIONS QUICKLY AND RELIABLY IS KEY TO OUR OPERATION”

Success Story

DVD BOX OFFICE / NONESUCH SYSTEMS



CANADA'S CREDIT
AND DEBIT CARD
PROCESSING EXPERTS

“With eSELECTplus, what used to take us over eight hours now takes less than an hour. In addition, we tripled our output from the warehouse, both the invoicing process and packing the product, meaning our customers get their orders much faster.”

Malcolm Klotz
OPERATIONS MANAGER
DVD BOX OFFICE / NONESUCH SYSTEMS
RICHMOND HILL, ONTARIO, CANADA



BUSINESS NEED

DVD Box Office (www.dvdboxoffice.com) is an online retailer of DVDs and other entertainment merchandise, headquartered in Richmond Hill, Ontario, Canada. DVD Box Office required a fast, technologically sound and efficient software package to process online credit card transactions and reconcile invoices. In December 2002, DVD Box Office decided to upgrade their system to eSELECTplus.

THE SOLUTION – Moneris Solutions' eSELECTplus

Recognizing the benefits of a more efficient and faster online payment system, combined with top-notch reliability and ease-of-use, Malcolm Klotz, Operations Manager for DVD Box Office decided to upgrade the company's payment system to eSELECTplus.

In December 2002, Malcolm was faced with a difficult decision. Should DVD Box Office implement eSELECTplus immediately? Obvious benefits include having a faster and more reliable system in place that can better accommodate holiday season buying. Or should DVD Box Office wait until early 2003 to make the switch, factoring in possible downtime, technical issues, and instabilities that could lead to lost sales? Fortunately Moneris Solutions had the answer.

“The developers from DVD Box Office and Moneris got together and we ran through a simulated live transfer, made possible because of the test site. Our biggest concern was reliability – the December rush is the busiest time of the year for us, and we absolutely had to ensure zero downtime.

Once we were up and running, I figured there would be a couple of bugs to work out. I was pleasantly surprised when I didn't have to call the Moneris technical support line once. You could say my skepticism turned into a lot of enthusiasm.

Being able to process transactions quickly and ensuring their reliability is key to our operation. Believe it or not, when we first started out we had no choice but to use a dial-up connection – we had to 'dial-in' every single transaction. Thankfully, technology has come a long way since then. With eSELECTplus, what used to take us over eight hours now takes less than an hour. In addition, we tripled our output from the warehouse, both the invoicing process and packing the product, meaning our customers get their orders much faster.

Another feature we like about eSELECTplus is it gives us the ability to invoice instantaneously. Our customer service team at DVD Box Office can invoice users with the click of a button. If we really needed to, we could do instantaneous shipping – invoice the customer, fill the order at the warehouse and ship it right away. eSELECTplus is essentially a 'virtual' point of sale (minus the actual terminal, of course).

Moneris also offers a service called Merchant Direct – online reporting that allows you to view your daily transactions; when we ran the simulation test, the numbers that we pulled from our system matched identically to what Moneris said they saw through Merchant Direct – which was such a relief.

Our major concern and focus is on the reliability of the product – do the batches close and have our accounts been reconciled properly. With eSELECTplus the reconciliation has been spot on. Which from a business standpoint is very reassuring.”