

Success Story

Leading garden centre and nursery upgrades to electronic cash registers, drops monthly Datapac charges, and takes advantage of its high-speed Internet connection for payment processing at the point-of-sale

THE COMPANY

GardenWorks has been in business for more than a decade and is the leading garden centre in the Pacific Northwest, supplying nursery products such as plants, soils, fertilizers, gardening tools and supplies to British Columbia's avid horticulturists and hobby gardeners. With nine locations and more than 180 employees throughout Greater Vancouver, Fraser Valley and Vancouver Island, GardenWorks' unique blend of merchandise draws from their ability to incorporate unique flavours and characteristics from the local neighbourhoods in which they operate.

THE OPPORTUNITY

Dave McAlister, GardenWorks' Senior Accountant, oversees his company's point-of-sale terminals and as such, has a strong working relationship with GardenWorks' payment processor, Moneris® Solutions. In 2003, Dave expressed to Moneris® his interest in new technology and/or products that would allow GardenWorks' to drop their existing Datapac system – and ideally the solution would work by tapping into the store's high-speed Internet connection. GardenWorks' currently pays more than \$15,000 per year in Datapac charges in order to power their point-of-sale terminals.

THE SOLUTION: Moneris® HiSpeed™ 3100IP TERMINAL

Moneris® IP-based solutions entered the market in early 2004, and one product in particular was perfectly suited for GardenWorks' situation. With two point-of-sale locations and a high-traffic location, GardenWorks' Vancouver store was the ideal environment to test Moneris® HiSpeed™ 3100IP Terminal, which operates by connecting to a high-speed Internet connection. GardenWorks is currently in the middle of a chain-wide point-of-sale upgrade. Four in nine stores have been converted to computer cash registers, which is great news for GardenWorks' cashiers for they no longer have to key in products or balance the register. As part of the upgrades at GardenWorks, Internet wiring will be installed to bring their high-speed connection to the checkout in order to accommodate for future installation of Moneris® 3100IP Terminals.

With the first store converted, GardenWorks expects to shift all nine of their stores to Moneris® 3100IP Terminals by year-end.

THE RESULTS

In GardenWorks' case, the benefits go beyond expanding the utility of the existing high-speed Internet connection for transaction processing, as terminal size and maintenance, processing speed and gift card capabilities all play a factor.

- **Reduced communication costs.** By using the Internet to process transactions, GardenWorks' was able to drop the monthly Datapac charge. Also, upgrading the wiring at the point-of-sale now as part of the cash register conversion makes it simple to convert to 3100IP Terminals in the future.
- **Faster customer service.** GardenWorks cashiers move customers through the line more quickly, as they save precious seconds during the transaction approval process.
- **More counter space. Easy-to-clean.** Moneris® HiSpeed™ 3100IP Terminal is the right size for most countertops and its touch screen surface makes it simple to clean.



"If you really want to know what's happening at your store's point-of-sale, talk to the cashiers. When we installed Moneris® HiSpeed™ 3100IP Terminals our cashiers quickly pointed out the new terminal took up less counter space, which is a big plus for retailers. Also, in our environment, there's a lot of dirt and moisture in the air. The 3100IP has a touch screen that can be easily cleaned. As an added bonus, our cashiers immediately noticed faster transaction times with the new terminals. When you have a history of dealing with line-ups and impatient customers, cashiers are quick to notice the move from a five second transaction time to a three second time. Those two seconds can add up – and can be critical to moving customers through the checkout during very busy times."

Dave McAlister

SENIOR ACCOUNTANT, GARDEN WORKS

BURNABY, BC