

## Boland's Ace Hardware

[www.acehardware.com](http://www.acehardware.com)

### LOCATION:

Chapin, South Carolina

### INDUSTRY:

Home and Hardware

### CHALLENGES:

- Support for previous payment software ended
- Software was difficult to use and often crashed

### BENEFITS:

- Significant savings on bank and credit card fees
- Process of managing credit and debit card sales much easier
- Improved customer service



**I'm not remotely computer-savvy but thanks to the support I got from RockSolid and NET1, the switchover went seamlessly."**



## Move to NET1<sup>®</sup> Payment Solutions Brings Big-Time Fee Savings, New Efficiencies to Credit Card Processing for Establishment Using RockSolid

According to Ben Franklin, nothing is certain in this world except death and taxes. But if you ask Leigh Ann Whitticar at Boland's Ace Hardware in Chapin, South Carolina, about Ben's list, chances are she'll want to add another item: the service and value she gets from using NET1<sup>®</sup> Payment Solutions to process her credit and debit card business!

Leigh Ann is a relatively new NET1 user. She made the switch in October 2015 after her long-time service provider, Verifone, ended support for its PCCharge card processing solution. In retrospect, she says, it's too bad they didn't decide to pull the plug earlier!

"We had been with PCCharge for a long time but it wasn't a good relationship," Leigh Ann recalls. "If there was a problem with the system, you had to jump through hoops before you could get someone to help you, we had to manually batch out our charges every night before we could go home, and the paperwork in general was just ridiculous," she says.

### NET1 PRODUCED 35% SAVINGS ON FEES

The opportunity to put all that behind her was just the beginning of the benefits that switching to NET1 brought Leigh Ann and her team.

"NET1 saved us at least 35% a month on bank fees and credit card fees compared



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to what we had been paying," she reports happily. "We didn't need to batch out ourselves any more—it was all automatic with NET1—and taking care of our month-end reconciliations became so much easier."

Indeed, moving to NET1 made the whole process of managing credit and debit card sales so much easier. "We went from trying to decipher a 30-page credit card statement every month with our old provider to just four pages with NET1. In addition, NET1's fees weren't only a whole lot lower, they were also so much easier to understand."

### CASH FLOW GETS A WELCOME BOOST

Even better, charges that could take as long as four or five days to show up as deposits to the company under the old system now came in the very next day, giving cash flow at the business a welcome boost.

NET1 also brought improvements on the customer service front. "We get customers through the checkout at least three to five minutes faster than before we switched to NET1," she explains. "That may not sound like a lot but it really makes a difference on a busy Saturday morning and makes life far less stressful for our checkout team."

### EASY CONVERSION TO NET1

And as for the switch itself? "The day we made the move to NET1 I was a nervous wreck," Leigh Ann admits with a smile. Fortunately, though, NET1 and RockSolid partnered to make sure the conversion went smoothly.

"I'm not remotely computer-savvy but thanks to the support I got from RockSolid and NET1, the switchover went seamlessly," she reports. "NET1 gave me a checklist to work through and walked me through some



—STORE MANAGER, LEIGH ANN WHITTICAR

processing on the phone, RockSolid came in and made a couple of changes to my system and quite literally, within five minutes of the old system going down, NET1 was live and ready for business. We had one customer who had to wait and we gave him a donut and a cup of coffee, rang him up and he was on his way!"

### NO SYSTEM DOWNTIME SINCE SWITCHING

And, she adds, the RockSolid-NET1 combination has performed flawlessly ever since. "We've had no downtime since switching," she says.

"In the past, our system would go down from time to time and we'd have to shut everything down and reboot," Leigh Ann remembers. "Now, we come in every morning and NET1 is ready to roll!"

"Moving to NET1 was not only one of the best decisions we ever made for the business for financial reasons, but the ease of use and the outstanding support we get from the NET1 team has made a huge difference. NET1 is saving us money, making us more efficient and it never goes down . . . you can't ask for more than that!"