

Professional Veterinary Products Ltd. Expanding Relationships



PVPL Solves Processing Challenges with TSYS Merchant Solutions

- > **Client:** Professional Veterinary Products Ltd.
- > **Challenge:** To find an online processing solution that easily integrates into an existing platform
- > **Solution:** TSYS Merchant Solutions
- > **Results:** "TSYS Merchant Solutions offered a solution to process transactions on both the front and back end while streamlining the transfer of funds to and from the participating clinics."
– Vicky Winkler, Manager of Credit for PVPL

THE CHALLENGE

Professional Veterinary Products Ltd., (PVPL) a veterinarian-owned distributor of pet supplies to veterinarian clinics and their patients, needed a processing solution to complement a planned online shopping and home delivery service. PVPL wanted the online store to transparently integrate with veterinarians' existing web sites, allowing pet owners to purchase products while visiting their vet's web site. The processing solutions would have to handle card payments and the exchange of funds between veterinarians and PVPL, and support the fulfillment process from PVPL's warehouse. When its existing partner could not provide an appropriate solution, PVPL turned to TSYS Merchant Solutions, upon recommendation from First National Bank of Omaha.

THE SOLUTION

After a thorough analysis of PVPL's needs, a team of TSYS Merchant Solutions industry experts recommended and implemented PayFuse®, TSYS Merchant Solutions' all-in-one e-Commerce processing solution. PayFuse gives PVPL the ability to process online shoppers' card payments and handle the billing and movement of funds between PVPL and veterinary clinics.

"We did not want to be the holder of funds in the process," said Vicky Winkler, manager of credit for PVPL. "TSYS Merchant Solutions offered a solution to process transactions on both the front and back end while streamlining the transfer of funds to and from the participating clinics."



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PVPL also receives 24/7 support from a dedicated team of TSYS Merchant Solutions experts.

Vicky Winkler, Manager of Credit for PVPL: *"Our team is absolutely awesome," Winkler added. "They came onsite and trained us. And when we have issues, help is a phone call away. If I reach someone who does not have an answer, they find someone who can help. We have found there is not a lot of need to contact TSYS Merchant Solutions with processing issues, but when we have one, they are always on top of the situation."*

The experience has gone so well, PVPL has again expanded its relationship with TSYS Merchant Solutions to include the purchase of smartOne prepaid Visa® cards for employee rewards.

"We recently distributed smartOne cards as a bonus to all employees," Winkler said. "The process was quick and easy, and since the cards can be used anywhere Visa is accepted, there were no concerns about employees receiving cards they could not use."

TSYS Merchant Solutions provides a variety of payment processing solutions to meet the unique needs of merchants. These solutions include credit, debit and prepaid processing, secure Internet commerce processing, electronic benefit transfer processing and check guarantee, authorization and collection. All are designed to help merchants control costs and fraud. TSYS Merchant Solutions also provides merchants with ongoing training and 24/7 personal support.

TSYS Merchant Solutions

TSYS Merchant Solutions is a top 10 acquirer with more than 55 years of experience providing first-rate service and comprehensive end-to-end payment solutions to businesses accepting payments across North America. Our dedicated, experienced team of industry professionals provides innovative card-acceptance solutions and unparalleled customer service every day to meet the long-term needs of our customers.

TSYS Merchant Solutions is a wholly owned subsidiary of TSYS® (NYSE: TSS). TSYS delivers advanced technology and enhanced value to many of the world's leading companies, making it possible for hundreds of millions of consumers to use their credit, debit, commercial, private-label, prepaid and chip cards safely and securely.

TO LEARN MORE

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