

Goodwill Industries

Service, Value, Support



Goodwill Industries Chooses TSYS Merchant Solutions for Card Processing

- > **Client:** Goodwill Industries
- > **Challenge:** To solve the integration of new POS hardware issues
- > **Solution:** TSYS Merchant Solutions
- > **Results:** *"Our switch to TSYS Merchant Solutions went smoothly. We were on the old system one day and the new system the next with no problems."* – Karen Hosier, Finance Director, Goodwill

THE CHALLENGE

Goodwill Industries, Inc., serving Eastern Nebraska and Southwest Iowa, was experiencing down time during retail hours and issues with the integration of new POS hardware. After a nationwide search for a new processing partner, Goodwill turned to TSYS Merchant Solutions for help.

THE SOLUTION

A team of TSYS Merchant Solutions industry experts consulted with individuals in Goodwill's Financial and IT departments to determine how best to meet the retailer's card processing needs.

"The team was awesome," said Karen Hosier, finance director for Goodwill. "They talked with hardware vendors and our team

and ultimately eliminated extra hardware we had. We are now able to process directly through our new POS hardware, which is so much easier than the old way we were doing it.

"With any conversion you expect extra work," Hosier added. "But our switch to TSYS Merchant Solutions went smoothly. We were on the old system one day and the new system the next with no problems." TSYS Merchant Solutions provides Goodwill complete processing for Visa®, MasterCard® and Discover® cards at its online and 11 retail locations. In addition, Support is available 24/7 to handle any issues.

"We can get help during all hours of the day," Hosier said. "With our previous processors we had to deal with support that was a time zone away to the east, or two time zones away to the west.



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With both we experienced down time because support was not available when we needed it. That is not the case with TSYS Merchant Solutions."

In months following the conversion Goodwill did experience questions from its customers about temporary transactions appearing on statements, but with one call to TSYS Merchant Solutions, Goodwill retail staff had the information they needed to respond to the questions.

Karen Hosier, Finance Director, Goodwill: "We're very pleased with our decision to go with TSYS Merchant Solutions," Hosier added. "For any issues they are just one call away. They've helped us eliminate duplicate practices, they offer very competitive pricing and we enjoy the benefits of their industry knowledge and support."

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.

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