

"eSELECTplus - IT'S A SYSTEM THAT PROVIDES US WITH EXACTLY WHAT WE WANT"

Success Story

CAYNE'S THE SUPER HOUSEWARES STORE



CANADA'S CREDIT
AND DEBIT CARD
PROCESSING EXPERTS

"e-Commerce is always evolving, and Moneris recognizes this. They like running new ideas by us and encourage our interaction with them. And why shouldn't they? Who understands eSELECTplus better than the day-to-day users?"

Carol Steele
CAYNE'S THE SUPER HOUSEWARES STORE
THORNHILL, ONTARIO, CANADA



BUSINESS NEED

Cayne's The Super Housewares Store (www.cayneshousewares.com) is an online and bricks and mortar retailer of kitchen appliances, housewares and giftware products, headquartered in Thornhill, Ontario, Canada. Cayne's has been an online merchant for several years now, and as a result, has weathered the growing pains most merchants endure when establishing a secure online payment system that will process credit card transactions and reconcile invoices. In the summer of 2002, Cayne's found what they were looking for and upgraded to Moneris' eSELECTplus.

THE SOLUTION – Moneris Solutions' eSELECTplus

"We switched over to eSELECTplus a year ago because, quite simply, it's a system that provides us with exactly what we want," said Carol Steele, Cayne's Super Housewares.

"Naturally we were a little hesitant at first, and we didn't want any disruptions or lengthy downtime. We essentially said to Moneris, 'We'd like to upgrade to eSELECTplus but we need your help to do it' – and that's what they did. They worked with us every step of the way. They put in the time and gave us the support – because that's what we wanted – and they delivered."

Moneris and Cayne's worked together as a team and the upgrade went smoothly. As a result of the work and testing we did ahead of time, the transition to eSELECTplus was simple and we experienced minimal downtime.

Moneris' commitment to working with us was important, because it can be costly to do the testing and the changeover. Moneris made it worth our while – they treat us like a partner, not a customer. As a result, we're not weathering the growing pains of e-Commerce by ourselves; it's a team effort. And I'm happy to report it's been smooth sailing ever since.

e-Commerce is still in its infancy, and most merchants have had their share of ups and downs. However, our experience was different. We have always felt that working with Moneris is like working with a colleague or co-worker.

We're all one great big team trying to figure out the best way to tackle e-Commerce – and so far so good – we've been very successful.

The reason we like eSELECTplus is because it works in real time. When an order comes in through our website, we get it instantly. We have a 25,000 square foot retail outlet – our "bricks and mortar" – but it also acts as our warehouse. We pull from the stores inventory and ship from the warehouse. Our products are shipped around the world. Simple as that!

We also use Merchant Direct – our accounting staff like it because they can verify the orders that come in through the website against the products we've shipped out. Moneris has done a good job with Merchant Direct. They're very interested in our feedback and have made changes to the product to make it more user friendly. I think that shows cooperation and team effort. They're very much interested in listening to the people who use the product.

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