



# Signature Capture Savings

IMPLEMENTING SIGNATURE CAPTURE ON YOUR ISS45 OR SCANMASTER SYSTEM IS SIMPLE AND INEXPENSIVE – ESPECIALLY WITH STORENEXT CONNECTED PAYMENTS. AND IT REALLY PAYS OFF.

*Signature capture has long been standard operating procedure in big chains, but the returns are just as meaningful for small ones.*

The value of electronic signature capture has been established beyond any question. It's all about putting a stop to paper-shuffling.

Signature capture ends shuffling receipt slips back and forth to shoppers at point-of-sale. It ends shuffling and sorting them at the end of the shift – and shuffling them again at end-of-day. Then you have to store them, which means shipping them out or shuffling them (into paper sacks?) and onto store-back shelving.

Every disputed transaction means shuffling through those receipts again until (if you're lucky) you find it, copy and mail it, scan and e-mail or FAX it. And then after the (mandated) storage period you have a (mandated) shuffle to the shredder.

In fact, a typical credit receipt is handled at least nine separate times, consuming an average of about one minute in staff time per each and every credit ticket.

What's the cost of all this shuffling? The standard industry data shows that it costs you about \$.05-\$.07 to sort, handle, manage, store and eventually destroy every credit receipt. The data also shows that about one in 750 – 1,000 credit transactions is challenged – and each dispute steals close to \$20.00 worth of staff time. Some merchants routinely write off smaller \$10 or \$20 challenges instead of fishing for proof in the back room.

But you're not done paying yet – you still face hidden losses from extra checkout time, lookup errors, processor penalties, legal and security issues, employee fraud opportunity, diverting store management time, and ultimately, lost goodwill from your shoppers. These costs are like termites – tough to see, tough to count, but you know they're chewing away, day in and day out.

Instead, have your payments system capture a digital copy of the signature, eliminating all

that manual handling. It speeds and simplifies the entire process from the tender transaction to retrieval and eventual deletion.

ISS45 and ScanMaster with WinEPS capture and store credit signatures, making receipts and signatures instantly available via the electronic journal. And new lower price points make signature capture terminals easier than ever to justify.

Electronic signature capture does away with almost all these receipt handling costs:

**Manual labor** Nearly eliminated across the whole process.

**Retrieval** With the journaling capability of ISS45 and ScanMaster, at least 80%-90% of the retrieval effort is eliminated.

**Charge-back savings** Merchant experience shows that charge-backs due to missing signatures and other factors are reduced by at least 70%.

**External storage and transit** Many regional chains require off-site services to handle the sheer volume of paper. No more.

**Materials** Ends the expense of archive boxes, transaction envelopes (and shopping bags).

**Failed retrievals** You search but you can't find: you've spent the labor dollars, but still had to give away the order for free.

The skyrocketing cost of electronic payments transactions makes it more important than ever to put these savings back on your bottom line.

StoreNext Connected Payments™ makes signature capture even easier, useful and more powerful:

**Centralized electronic storage and search** Across as many of your stores as you select, whichever dates you choose. Your data is all in one place, and Connected Payments' enterprise-class search and reporting tools are available from wherever you have Internet connection.

**Instant proof-to-processor** Respond to processor challenge requests with a single click, automatically e-mailing the disputed receipt and signature.

**All-signature services** You don't need to stop with credit transactions. If you prefer, Connected Payments can also warehouse your debit and EBT tickets as part of your service.

**Full-year data** PCI compliance prohibits you from storing credit card transaction data in the store more than 90 days. But with Connected Payments' higher-certified PCI security level, your signature capture data will be available for a full year.

**No up-front software charges** And of course with StoreNext Connected Payments, there are no up-front software license charges – for signature capture or any other payments feature. Even the WinEPS payments engine and ISS45 or ScanMaster POS options and interfaces are provided with the subscription. And your savings from signature capture alone will likely pay that subscription several times over. No waiting for ROI: you're in the black on day one.

### SAVINGS EXAMPLE

This chart assumes a store with \$100,000 weekly volume, a \$30.00 average transaction and 35% of all transactions tendered by credit card.

The analysis uses the most conservative industry standard life-cycle handling cost of \$.05 per credit receipt and \$15 per retrieval with a retrieval rate at 0.1% (one-in-one-thousand).

Savings from tender time, lookup errors, fraud, opportunity cost and other factors are not calculated here.

SAVINGS FROM SIGNATURE CAPTURE				
		TYPICAL FIGURES	CALCULATIONS	
			WEEKLY	ANNUAL
1	Store Volume		\$100,000	\$5,200,000
2	Average Transaction	÷ \$30.00		
3	Total Number of Store Transactions		3,333	173,333
4	Percent Credit Transactions	x 35%		
5	Total Number of Credit Transactions		1,167	60,667
6	Handling Savings per Signature	x \$ 0.05		
7	<b>Total Storage/Handling Savings</b>		<b>\$ 58</b>	<b>\$ 3,033</b>
8	Total Number of Credit Transactions		1,167	60,667
9	Percentage of Signatures Retrieved	x 0.10%		
10	Total Retrievals		1.2	61
11	Retrieval Savings Per Each Instance	x \$ 15.00		
12	<b>Total Retrieval Savings</b>		<b>\$ 18</b>	<b>\$ 910</b>
13	<b>Total Savings From Signature Capture</b>		<b>\$ 76</b>	<b>\$ 3,943</b>

### CALCULATION SUMMARY

Store volumes [1] divided by the average transaction amount [2] provides the per-period transactions [3]. These counts [3] times the credit percent [4] result in the credit transaction counts [5]. These credit slips per period [5] multiplied by the savings per receipt [6] provide the total storage/handling savings in [7]. Copied from [5], the credit transaction count [8] times the retrieval percent [9] provides the retrieval quantity [10], which when multiplied by the savings per retrieval [11] produces total retrieval savings [12]. These savings plus the handling savings from [7] provide the total savings [13].



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