

## JIM'S SKIP BINS LILYDALE

### "I CAN'T IMAGINE BUSINESS WITHOUT MINIMINT"

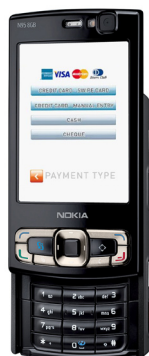
In 2008, Stephen Payne owner of the Jim's Skip Bins franchise in Lilydale, Victoria, ventured into the payment market looking to upgrade their system. Stephen saw the current procedures were holding back the business and creating the unwanted risk of not being paid on time via direct deposit or cheque.

Stephen was looking for a payment solution that allowed Jim's Skip Bins' drivers to receive and process payments on the road with minimum fuss to their employees and customers. For Stephen, the key was having on the spot funds transfer and approvals, so Jim's Skip Bins could keep providing the high level of customer satisfaction that has always characterized the Jim's Group. "Having customers ducking out to find an ATM was causing delays to the drivers' schedule, which in time, could lead to loss of customer satisfaction".

"I use my credit card for just about everything, knowing my customers I knew they were the same. I'd seen some products on the market which processed credit cards, but these took several months to come through. This was not acceptable, plus, we needed a mobile system. "For me MiniMint™ portable payment system had it all"

As a company with a select range of products, MiniMint was an ideal solution for Stephen. When the driver arrives at the customers' destination they confirm the price, type it in to their Nokia N95 and swipe the customer's credit card through the Mint printer card reader. "The process is very easy and allows us to add uplifts to the final cost, so we can cover our cost without overcharging our customers. Being able to print or email receipts to the customer is also a big plus for us, as it is convenient for them and helps us to keep our financial records in order".

"For our business it was imperative the system was reliable and easy to use. The process is very straightforward and we never have had one fail on us. Any questions we do have are answered directly from the great customer support team at Mint. In short, I can't imagine business without MiniMint"



Source: jimsskipbins.com.au



## JIM'S SKIP BINS

### THE SITUATION

- Paper-based delivery and payment procedure.
- Customers could only pay by direct deposit or cheque.
- Delays to the work schedule as driver had to wait for customers to find an ATM facility.
- Risk of not being paid after the job was completed.

### SOLUTION

- Jim's Skip Bins decided the MiniMint Portable Payment System on a Nokia N95 was the ideal solution for the business.

### THE BENEFITS

- Reduction of time spent on each job.
- Improved customer satisfaction and professionalism of staff.
- Provided a portable payment facility that operates from the employees mobile phones.
- Ensured payment was immediate.