

# CASESTUDY: MONEY IN THE BANK™

Servco has 28 mobile AGL Assist technicians that install and service AGL appliances all over Victoria.

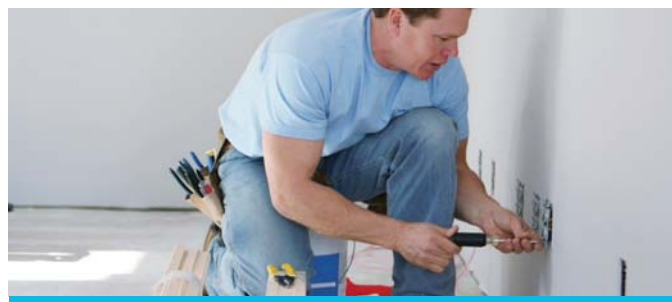
Until now, this large, mobile force of AGL Assist technicians would complete a job, and then credit card payments were processed only when the paperwork was returned back to the office.

AGL Assist Victoria's Financial Controller, Marnix van Gaalen says "Whenever a credit card payment was declined, the process became even more cumbersome."

"Start by calling the customer followed by producing an invoice and possibly debt collection – it could be two months before we saw the money."

To address these process inefficiencies, AGL Assist Victoria has partnered with Optus and Mint to deploy the Mint Portable Payment Solution (PPS) on BlackBerry smartphones to 28 mobile technicians.

Mint PPS software adds a wireless payment capability to a BlackBerry smartphone. It enables an AGL Assist technician to select items from a product and service list, provide a sum total and offer customers the options of paying by credit card, cash, cheque or on account on the spot. Using Mint's handheld card reader/printer, a technician swipes a customer's credit card for approval and then instantly prints a fully itemised tax invoice.



## AGL ASSIST VICTORIA

### SITUATION

- Installs and services AGL appliances in Victoria
- Credit card payments were processed only when paperwork was returned back to the office
- Declined credit cards meant that it could be two months before a payment was settled

### MINT SOLUTION

- AGL Assist has taken-up the Mint PPS from Optus for 28 of their mobile technicians
- Immediately after completing a job, AGL Assist technicians can select items from a product list on their BlackBerry, and wirelessly process payments
- Money is in the bank 24 hours later and cumbersome back-office paperwork is eliminated

CASESTUDY “**MONEY  
IN THE  
BANK**”

Every invoice transacted via Mint PPS is also recorded wirelessly in AGL Assist’s online Mint administration portal, where head office staff can instantly see how much has been sold and by whom, and download sales and transaction information into accounting software in real time – saving time, reducing errors and admin costs.

Marnix van Gaalen said the Mint PPS has improved the company’s cash-flow and boosted administrative efficiency.

“Now we can offer instant payment by credit card and provide an invoice on the spot – money is in the bank 24 hours later and there’s no back-office paperwork.”

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