EBizCharge

Bickes, Inc. — Company overview:

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Bickes Inc. handles wholesale distribution of equipment and supplies.

EBizCharge products used:

Macola

Accounting software integration

Point of sale

Bickes, Inc. Finds Reliable Payment Solution Across 9 Plants

"We are happy with EBizCharge and would be willing to recommend it to others... It's a very secure way to handle our customers' credit card information."

— David Rasche, Controller at Bickes Inc

Tell us a bit about your experience with EBizCharge.

We have 9 plants that use EBizCharge as needed to process payments authorized by our customers over the phone. We like the security it offers and the convenience of processing on the computer and its ability to securely store repeat customers' cards.

What was your process before you started using EBizCharge?

Most of our plants used terminals connected to phones lines to key in card information for every order. Three of our plants had a similar interface to EBizCharge.

How did things change when you started using EBizCharge?

There were no significant changes in our processes, but the ability to email receipts directly to our customers from within EBizCharge is a big plus.

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What was your biggest problem you hoped to solve with EBizCharge? Did EBizCharge help you solve it?

The ability to key in credit card numbers immediately into the system and to have the system securely store those cards eliminated the need for ever writing down credit card numbers, making us much more secure.

Did you discover any additional or unexpected benefits upon implementing EBizCharge?

The ability to email receipts has been the biggest unexpected benefit.

Would you refer EBizCharge to other people? If so, what would you say about it?

We are happy with EBizCharge and would be willing to recommend it to others. The interface is very intuitive and the learning curve very short. It's a very secure way to handle our customers' credit card information.

"The ability to key in credit card numbers immediately into the system and to have the system securely store those cards eliminated the need for ever writing down credit card numbers, making us much more secure."

— Davide Rasche,
   Controller at Bickes Inc.