



## **Reseller converts existing client to Mercury – and wins new business, too**

“I’d been telling my client, the owners of Pierre Antoine’s, about Mercury Payment Systems for months,” says Melvin Ziegler of Cash Control Systems, the Future POS reseller for New Orleans, LA.

Whenever a dial terminal failed at the busy French Quarter restaurant, or they couldn’t close their batch, Ziegler got called onsite. He visited regularly, sometimes even once or twice a week. Pierre Antoine’s was constantly operating in crisis mode. Ziegler saw that they were throwing money out the window.

“I told them they could keep paying me money to come onsite,” Ziegler said, “or they could switch to integrated, internet payment processing with Mercury to save time on authorizations (down from 10-15 seconds to two) and save money on processing.”

The restaurant owners delayed trying Mercury until a major failure on a busy Saturday night prompted them to switch.

“When the system crashed, I was worried the restaurant would lose data – and business,” said Ziegler. “They typically take up to \$20,000 in card payments in a weekend. That’s when they said, ‘Sign us up with Mercury.’ Swoop – done deal.”

Ziegler’s persistence paid off. Since processing with Mercury, the complaints from Pierre Antoine have dropped off completely.

“Not one call!” said Ziegler. “Their manual batch close issues have been eliminated with Mercury’s automated, time-initiated batch close.”

By solving Pierre Antoine’s challenges, Zeigler also won new business. The restaurant owners were so pleased with the improved service and the expected savings (\$2,000 a year), that they purchased a new POS system for another business, The Corner Oyster House.



### **Learn more!**

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