

National Wholesale Liquidators Gets Pro-Active with Payments Processing

Family-owned National Wholesale Liquidators, Inc. (NWL) is a leader in the quality closeout market, operating 46 stores that process transactions in 7 states. Since 1984, NWL has steadily maintained a reputation as the place to shop for brand name household goods at everyday low wholesale prices.

To facilitate expansion, NWL underwent recapitalization to meet growth goals of adding 15 new stores in 2005. NWL also plans to expand their popular wholesale business into the Virginia market.

Simple Solution

NWL selected ISD software based on ISD's proven record of providing stable, secure, and reliable payment systems on the AS/400 platform. NWL partnered with ISD to implement Authorization and Settlement suite software and later added the ability to process debit transactions. Zip analysis capabilities allow NWL team members to analyze customer traffic and determine advertising coverage areas and target store locations.

Bottom-Line Results

ISD payment processing software immediately addressed NWL's ongoing cash flow issues. NWL now waits only three days to receive payments that were traditionally realized up to seven days after initiation. Additionally, payment authorization time dropped to just two seconds per transaction. These process efficiencies allow the entire NWL enterprise and its expanding customer base to realize improvements in payment speed, security, and overall reliability.

Frank Dama, NWL's Director of MIS, played an integral role during software selection and throughout the ISD solution implementation. According to Dama, "Our search for a centralized payment system that operates in an AS/400 environment and seamlessly integrates with our existing IBM 4690 POS software led us to ISD. We needed an automated system—customers swipe cards and settlement occurs the next morning. ISD's solid products, backed by an experienced professional services team, met and even exceeded our highest expectations."

In the future, NWL plans to leverage ISD payment software to expand its store base and enter new states. NWL can easily add new payment types such as stored value and reach customers through innovative methods such as e-commerce.

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MIS Director
National Wholesale Liquidators