



Case Study: Cabela's

Cabela's is the world's foremost outfitter for camping, hunting, fishing, and outdoor gear. The foundation of the company is its world-famous catalog business, which produces nearly 100 different catalogs per year. This marketer operates over 40 retail stores throughout the United States. It also offers a co-branded Visa credit card. Their thriving e-commerce site can be found at www.cabelas.com.

The Situation

The company processed 1.4 million retail remittances per month: 775,000 paper-based and 625,00 electronic channels. These remittances were a mix of check and stub, multis, check-only, and check and list transactions. 11 employees supported paper lockbox processing 12 hours a day, 6 days a week. Cabela's hardware included One Opex 150 IEM, One Opex 3600, One Opex 7200, and One Opex AS180.

The Challenge

Business owners were unhappy with the legacy remittance processing solution. Compatibility issues and performance issues created made it very difficult to support all payment issues. Turnover in the internal IT staff made it difficult to support the platform as well as business users. Management was reluctant to invest in another on-premise solution; business owners were reluctant to go through the RFP process.

The Solution

The company chose the cloud-based enterprise payments solution using NextGen Lockbox. This enabled paper-based remittances, web and telephone initiated payments, and in-store, walk-in payments. It also brought about robust ARC, Check 212, and return capabilities. Additionally, this business venture also consolidated archiving and report and payment and analytics to monitor payment trends.

Benefits

By going through US Dataworks and using NextGen Lockbox, Cabela's was able to:

- Leverage an advanced enterprise payments platform
- Become less dependent on internal IT resources
- Expedite implementation schedules
- Significantly better system throughout
- Increase in ARC conversion rate
- Spend less manual labor on working returns through tools for identifying common consumer errors
- Identify mitigation of fraud and risk through cross-channel duplicate payment detection
- Enable remote access to the system from anywhere

For More Information

For more information about US Dataworks products and services, visit our website at www.usdataworks.com or contact us by email at info@usdataworks.com or by phone at 888-254-8821.

This case study is for informational purposes only.