

# Video Store And Automatic Dispenser Management Software



*eZivend* for Windows



## ***The final piece of the puzzle is in place.***

What good is the best Multifunctional Dispenser without the best software to control it. A Windows based video store management package that's easy to use, yet powerful in its functionality that will make management of your dispenser seem like child's play. The advanced multi-functional user interface will make it easier for your customers to utilise the dispenser. The EziVend System is the result of years experience in the rental and sale of video movies and other merchandise. EziVend is specifically tailored for the Australian market and can logically manage an unlimited number of shops and/or automatic dispensers. EziVend is the first Australian developed and supported software available for Multifunctional Video and Merchandise Dispensers and is the only video store management software that has direct built-in support for automatic multifunctional dispensers as standard and was built from the ground up with the purpose of Dispenser Management in mind.

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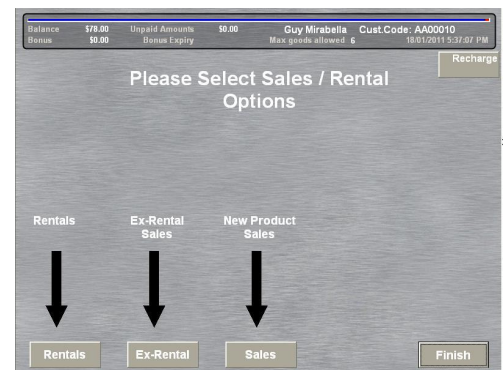
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# Dispenser Module



## Key Features

- Fully configurable by the user
- Software provides for advertising screens to be interlaced between screens showing new releases when the machine is idle
- Choose to utilise magnetic membership cards for movie rental or transactions by Credit Card only or both. Credit Cards sales can force customers to provide a valid mobile phone number and also select a security PIN on first use.
- Allows sale of products by credit card while restricting renting products to holders of member cards only if required.
- Membership system allows to capture information about the customer such as formats used, which game formats utilised for purposes of future planning and marketing
- Membership system allows the operator to screen their customers and check if they are bad risk
- Allows renting and selling of products from the same machine
- Supports Banknote Readers for Cash Transactions
- Optional internet browsing/reservation module
- Optional reservation notification via mobile phone SMS
- Optional automatic SMS messaging to notify customers of overdue movies (via the administration module)
- Security to protect minors against access to restricted products via dual PIN codes
- Remote communication interface to transfer information between dispenser and management software
- Dispenser runs on its own database so is not affected by failure in communication between the dispenser and administration server.
- Built-in security to dis-allow rentals to customers who have reached the limit of rentals allowed or do not have sufficient credit on their membership card for rental or have unpaid overdues for both members or credit card customers.
- Operator can maintain a list of credit card prefix numbers (or full credit card numbers) not acceptable so as not to accept gift cards etc.
- If products are returned late, software calculates the appropriate late fees for the customer and deducts from member's card. If the customer has insufficient funds on their card to pay the late fees, the software stores and tracks these transactions as unpaid. The customer will not be allowed any further rentals until all outstanding amounts are paid in full.
- Operator can remotely provide bonuses or add card recharge amounts to customer accounts via admin control software.



- Coupon Code feature allows defining of discounts for retrieval by customers. Coupon Codes can be entered at the Selector or via online internet reservations.
- System has the optional ability to print a receipt on renting and returning of movies (requires additional kiosk printer) or have a receipt sent to the customer via email.
- Supports sending of Email receipt. This provides a good reason to capture customers' email address for marketing purpose.
- System can be flagged so that movies are expelled after a predetermined number of rentals so they can be checked and cleaned
- Allow customers to save Movie Titles to their favourites list for later retrieval.
- Ability to have Customer's PIN automatically sent to their mobile phone in case they forget it.
- Configurable to have new Credit Card customers to be verified by having to enter a system generated code the first time they rent. Allows for capturing of their mobile phone number.

## Rentals from the Machine



- User interface can be configured to list every copy where there are multiple copies of the same movie or just one line per title (one item for graphic title interface) regardless of how many copies in the machine.
- Advanced rental pricing matrix allows pricing of rentals down to an hourly basis according to customer/product group combination. Surcharges may even be applied to certain hours of the day if so desired.

- The pricing system allows for fixed membership fees where a customer pays a monthly membership and can rent a predefined number of movies without having to pay per movie. Late fees can be charged if so desired.
- Coupon feature allows for discounts or free movies by utilising coupon codes. For example – “Rent one get one free”, “Rent Any 3 movies for \$6”, “Rent any movie for \$2 on Tuesday”, “Rent 2 New releases for \$5” just a small list of the possibilities. The Coupon system allows for extensive control over validity of coupon like specific day of the week, date range, date excluded, specific product group (ie new release, weekly etc), specific customer, number of times usable etc.
- By utilising a membership system, the software allows you to check out your customers before transacting with them. If enabled, the membership system, only allows renting from the dispenser by person who have a membership card.
- Membership cards are “charged up” with credits at the dispenser via cash or credit card effectively meaning your customers are pre-paying for rentals before even taking a title out. Membership system also eliminates problem with credit card fraud because full details of customer are kept on file.
- Selector browsing interface provides for a powerful search function with onscreen keyboard to allow customers to easily type in search criteria like Title name or part of, actor's name, directors name, Search for particular Censorship Rating or Price Code. The search screen allows the operator to have a custom image to the top half of the screen useful for advertising purposes.
- Customers can edit their product reservation selections fully until such time as the product is dispensed.
- Once the customer reserves products at the dispenser, the reservation remains valid for a period of 10 minutes (or other time configured by the operator). If the products are not collected from the dispenser within this time, the products are automatically unreserved thus making them available to other customers.



- After taking possession of a rental title, if the member customer has chosen in error or changes their mind, they may re-insert it back into the dispenser within 10 minutes without being charged for the title. This does not apply to rentals made by credit card.
- Configurable to allow cardless login for members so customers can use their phone numbers instead of swiping their card to login.
- Configurable to allow browsing without logging in. If the customer wished to add a product to their basket, they must then login.

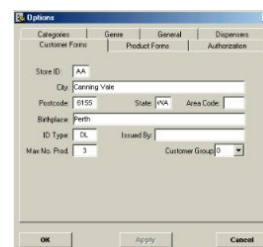
## VHS/CD/DVD/Blu Ray & Merchandise Stocks

- Records for products for sale and for rental purposes are kept in separate tables for more efficient database management
- Products used for rental can be flagged for sale once no longer required
- Title cover/back images together with full product detail text displayed on title display screen
- Configurable to allow customers to view preview of movie if available
- Censorship ratings exclude MINORS from access to restricted titles according to age
- All stock is bar-coded for easy identification by the dispenser software.

## Administration Module

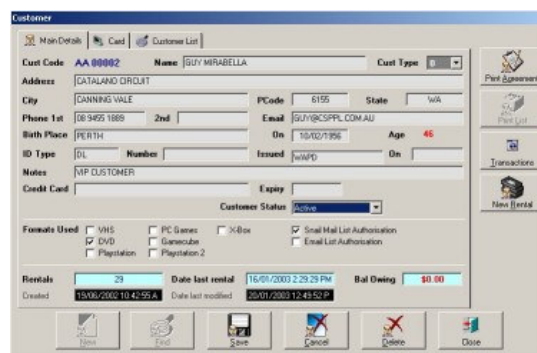
### Key Features

- Fully configurable by the user
- Can utilise magnetic card readers to read and write membership cards for renting/returning of videos
- Supports barcode readers
- Full Video store management with Shop option
- Optional internet browsing/reservation function (via dispenser)
- Optional reservation notification via SMS messaging (via dispenser)
- Optional SMS feature to advise customers of overdue movies and for general marketing notifications
- Multi-level security with user logon to protect confidential information

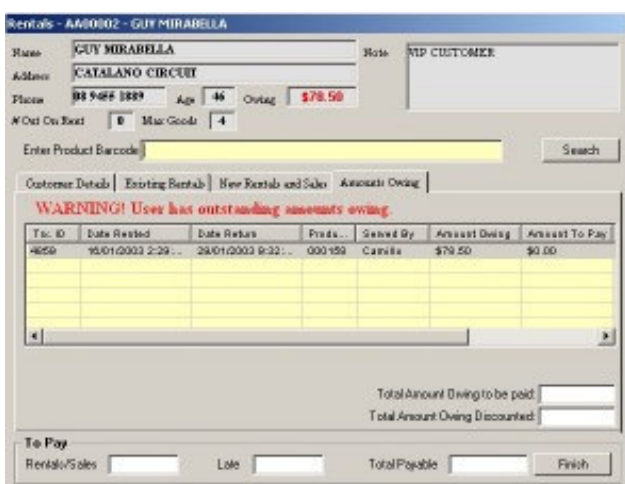


### Customers

- Complete customer data kept on file
- Search for customers by most of the fields stored
- Customer data quickly and easily entered and edited
- Ability to access customer card information from customer screen or from dedicated card screen
- View statistics like date last rented, total number and value rented as well detailed transactions for rental and pre-paid recharges for each customer
- Any customer Credit Card details held in the system are encrypted in the database and can only be viewed from within EziVend so sensitive customer data is extremely secure



### Rentals from the Store



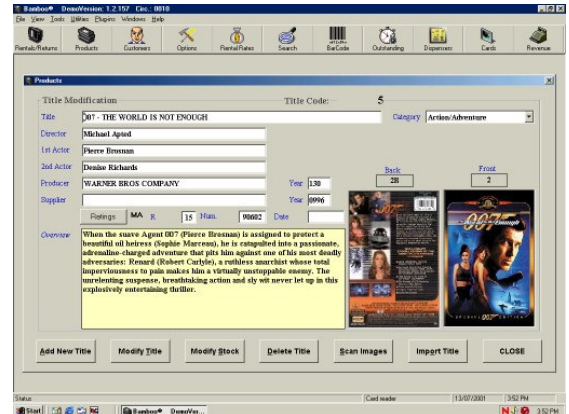
- Up to 10 concurrently active rental transaction screens per computer allowed
- All options are available at the click of the mouse and all relevant data is easily accessible
- Rentals screen provides all important information about the customer like existing rentals, outstanding amounts and other details
- All transactions performed from the one screen - pay overdues, enter new rentals, sale items and provides one total amount to pay
- Pay for sales and rentals by pre-paid membership card or by cash or other means or a combination of both.

## Pricing and Promotions Discounts

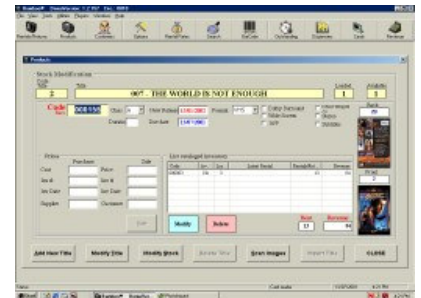
- Advanced rental pricing matrix allows pricing of rentals down to an hourly basis according to customer/product group combination. Surcharges may even be applied to certain hours of the day. Supports fixed priced membership.
- Coupon Management allow to create, edit or delete coupon codes for specials and promotions specific for each managed dispenser.

## Titles and VHS/CD/DVD/Blu-Ray Stocks

- Titles and tape stocks are kept in separate tables for more efficient database management
- In addition an external database may be accessed for unlimited title search and import
- Stock items can be flagged for rental or for sale
- Title cover/back images displayed on title display screen
- Record name of preview (trailer) file for showing at a dispenser
- Interface with image scanner to scan and save cover images if required
- Support for sale of shop products



- Censorship ratings allow exclusion of MINORS from access to restricted titles according to age
- Record a sale price for the product usable for selling of the product under normal circumstances or case a credit card customer doesn't return the item, this price will be used as the sale price.
- Status of the product is maintained like Available, Sold, Lost, Being Repaired



## Remote Connection with Dispenser

By linking with your EziVend Administration software either via direct connect modem or via the Internet, you can exchange data between dispensers and administration. From your admin system, you can:

- Interrogate the dispenser to import data for sales statistics, stock held, stock out on rent. Overdues etc.
- Export new data or modified data for customers and movies to the dispenser
- Send charge fees to the dispenser for the customer to pay like fixed membership fees or other fees (like perhaps debt recovery fees)
- Pay overdue fees at the dispense where the customer wishes to pay overdues without going to the dispenser.
- Sell or Write-Off movies that are out-on-rent and that will not be returned because they are lost or the customer is no longer contactable.

## Statistics & Reports

- Advanced reporting allows multiple comparisons for each day, month, year and for each location
- EziVend Admin software can be used to manage many dispensers within the same group so rental and sales data can be view either by site or can be consolidated for all sites or dispensers
- Powerful tools allow customising and accessing data from within the transaction system
- SMS advise feature allows for easy notification of overdue rentals as well as being able to be used for marketing purposes to advise customers of new releases or any other message that you like. SMS message costs are charged at very competitive rates compared to sending by normal mobile phone.