



## STU-500 at Ludwig Görtz GmbH

*“The system was very well accepted by employees and customers right from the outset. For employees, it has simplified the payment process considerably and our customers sign on the tablet in exactly the same way they used to sign on paper.”*

[www.goertz.de](http://www.goertz.de)

### The user:

Within the last 130 years, the Ludwig Görtz GmbH has grown from a single shoe store to a modern, multichannel shoe retailer. Together with POS Solutions GmbH, they looked for an efficient point of sale solution. The solution has been implemented by Ethalon GmbH, the IT service provider for Ludwig Görtz GmbH that's also responsible for all IT systems, including the payment systems in the company's stores.

### The background:

Ludwig Görtz GmbH has 280 stores making it one of Europe's largest shoe retailers. As its customers are increasingly paying by debit card rather than cash, the company has been looking for a solution to reduce the number of paper receipts generated and to improve the efficiency of its processes.

### The solution:

Each cash register in stores of Ludwig Görtz GmbH has been fitted with 'easy signature' from POS Solutions GmbH – a specialist in paperless POS (Point of Sale) processes – and an STU-500 from Wacom. Receipts are produced in collaboration with POS Solutions GmbH. If a customer makes a purchase at Görtz and pays with his/her debit card, the sum appears on the signature tablet for approval along with a signature field that allows the customer to confirm the payment. As with other debit card procedures, the customer receives a paper receipt as confirmation. However, Görtz no longer requires a second printout, as the electronically generated receipt is transferred directly into the Easycash archiving system.

### The benefits:

This solution enables Ludwig Görtz GmbH to save time and money. Now, each cashier station no longer accumulates a shoebox full of debit card receipts by the end of the month. This means that not only is less space used, but a significant quantity of paper is saved as well. By directly transferring all receipts into the Easycash archiving system, Görtz no longer requires any archiving system of its own – be that physical or electronic. The digitalisation of the entire handling of payment receipts has made the procedure significantly quicker and the associated processes have been shortened.

As a result of these benefits, Ethalon is planning to expand the system for Ludwig Görtz GmbH, to enable other types of documentation to be completed using Wacom signature tablets, such as exchange/refund receipts and discount receipts etc.