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## Case Study: How One of the Nation's Largest Stamp Dealers Integrated their Mail Order and e-Commerce Payments

### The Company: Mystic Stamp

Founded in 1923, Mystic Stamp is one of the largest collectible stamp dealers in the nation. Processing more than 250,000 transactions per year, they built a successful business through mail orders, recurring subscriptions, and e-commerce.

### The Supporting Technologies: In-House Applications for the IBM i

Mystic Stamp developed their own applications for order entry, invoicing, and inventory management on the IBM i. They knew they needed a payment processing platform that could communicate with their custom ERP in real time.

"One of our previous solutions made it difficult to connect a credit card charge to the corresponding order, since everything was on two separate systems," explained Tyler Farwell, Director of IT. "However, we knew that wasn't a long-term solution, and we were moving toward complete integration."

### The Goal: Simplifying Payments and Protecting Card Data

Since their inception, Mystic Stamp has prioritized an exceptional customer experience. Case in point: their "payment on approval" process, in which customers can evaluate stamps before committing to the purchase. For their payments, Mystic Stamp wanted to maintain the same ease and customer focus.

Their other goal: to stop touching credit card data, while retaining key functionality. With industry requirements moving toward higher levels of security and PCI compliance, Mystic Stamp wanted to provide the most possible protection for their customers' information.

### The Solution: Integrated Technologies for Mail Orders and e-Commerce

When Mystic Stamp approached Curbstone, they needed a way to process card transactions over the phone and online. Curbstone recommended two technologies: IPT (Isolated Payment

Terminals) for phone orders, and PLP (Payment Landing Pages) for e-commerce.

With IPT, Mystic Stamp's Customer Service team was able to continue entering phone orders the same way they always have: using their Order Entry software on a PC-based terminal. They enter the card number, expiration date, and security code on an independent tablet. Their systems never touch the data, and are taken out of scope for PCI; the result of the authorization appears in their Order Entry application in seconds.

Meanwhile, PLP provides a Curbstone-hosted iFrame for the web site. Customers enter their card details; the result is displayed in the shopping cart. This took their web server and shopping cart out of scope for the tedious PCI SAQ "D".

### The Integration Process

For Mystic Stamp, modularization was key – as was a support team that knew the IBM i platform in depth. "If you can speak our language," Farwell noted, "that makes integration so much easier."

**"Our integration process was phenomenal. Our primary developer had direct contact with the Curbstone team and received prompt responses to all of their questions."**

"The relationship aspect was crucial," Farwell added. "Our mantra with third-party integration is longevity; we didn't want to spend time converting to a system that was going to disappear."

### The Results: Smooth Settlements, Exceptional Value

"What we received for the value has far exceeded the costs," noted Farwell. "Settlements have been smooth. With Curbstone Remote Tokenization and off-site storage, we're no longer shouldering the risk of keeping card data on site."

### The Next Steps: Cards on File and In-App Purchases

As they look to the future, Mystic Stamp intends to introduce additional options for their customers. With cards-on-file and a mobile app on the horizon, they plan to add several convenient new ways to shop.

### Get Similar Results for Your Business

Whether you're a large vendor or a small distributor, Curbstone can help you get started with seamless, IBM i-native payment processing. To learn more, call (888) 844-8533 or email sales@curbstone.com.

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