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Nearly **50**
franchises and
growing

Call 1-877-577-0566
www.TapSnap.net

**TECH TIP with
Brent and Dale**



News
July
2013

The Independent Operator

We want to hear from you. Please tell us if you have an interesting story about the business you'd like to share, or some useful business advice for other operators. Also, please let us know if there's a topic you'd like to see covered here. Email kfehr@dvdnowkiosks.com.

DVDNow on the final frontier

Dutch Harbor, Alaska doesn't sound like the best location for a kiosk. It's about as middle of nowhere as you can get. But the town has tons of seasonal fishermen and they love action adventure movies. As a result, this kiosk does a brisk business.

[Read more about DVDNow in Alaska.](#)



Winning one customer at a time

In a business where you don't often see your customers, every interaction that you do have can be crucial. Learn about successful customer service strategies, as well as how to avoid ending up with a massive movie collection.

[Business tips from a pro.](#)



DVDNow operator creates financing program

When DVDNow owner-operator Jeff Taylor couldn't find the financing he wanted for his business, he decided to make his own, catered to DVDNow operators. With his financial background (and ambitious expansion plans), it just made sense.

[Read more about Jeff's financing program.](#)





Access for multiple users

You can set up multiple user access in Connections, if you wish to give an employee access to your Connections account without seeing your financial data. To set up a new user, go to the users tab under settings.

Call Tech Support: 1-877-849-4272 ext. 2

TapSnap takes North America

DVDNow's phototainment sensation is sweeping the nation. Already, TapSnap is able to provide service in nearly 50 regions in North America. And it has only just begun. You still have the opportunity to get on board and see what the party's all about.

[Read the news release.](#)



Give your business the Jump-Start advantage

Experience is the best teacher. But learning from your own mistakes takes valuable time and energy. Why not learn from the experience of successful DVDNow operator Anthony Sellers instead at Jump-Start training?

[Learn how Jump-Start can boost your bottom line.](#)



Customer Service Tip with Chris Sleightholme



Using social media for relationship selling

When promoting your kiosk(s) on social media keep it current with good content. Don't sell your product directly. Instead, talk about the experience and new upcoming releases. Post reviews to start a discussion based on your own experience watching the movie and encouraging others to post their reviews and experiences. This will allow you to move from the traditional product pushing marketing model and into relationship selling.

Chris Sleightholme is DVDNow's Customer Support Representative

Contact Customer Support at 1-877-849-4272 ext. 3.

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