



# Top 10 Questions Any Merchant Should Ask a Payment Processor

✓ **“Does the processor collect fees on a daily basis?”**

Avoid daily reconciliation that will cost you money. Solveras uses simplified, all-inclusive monthly billing. That means that throughout the month, the full amount of your credit card batches will be deposited to your local bank account.

✓ **“Will I be charged a lower rate on check card transactions?”**

Many processors charge the same rate for both check and credit cards — even though check cards carry a lower rate from Visa® and MasterCard®. Solveras is different. We typically have a lower rate on check card transactions for retail businesses, even without requiring a PIN.

✓ **“Have I received all of the processor’s terms and conditions?”**

Watch out for hidden fees and termination clauses that could cost you money. Many processors do not disclose their terms and conditions until after you sign their agreement. Solveras believes in full disclosure and provides you all information up front so there are no surprises.

✓ **“Why is the representative telling me that my equipment is obsolete?”**

There are important PCI compliance issues — vital to the security of your customers’ data — that mandate periodic upgrades of your processing equipment. Solveras will be clear about when an upgrade is required for PCI compliance and when it is just recommended for more efficient processing.

✓ **“How secure is my customers’ data?”**

While no processor can guarantee complete data security, Solveras uses industry-leading, state-of-the-art encryption technology in its payment processing and includes security procedures in all of its training and re-training procedures to help minimize risk.

✓ **“How do you price reward, key-entered and corporate cards?”**

Many processors move all these types of transactions to a higher rate, costing your business real money. Solveras is different. We price these transactions to save you money.

✓ **“What will my statement look like?”**

You should always request a sample statement from a processor’s sales representative. Solveras provides real value to its customers with a monthly merchant statement that is simple and easy-to-read.

✓ **“When will I be billed for downgraded transactions?”**

Back-billed fees can be confusing, making it difficult to understand what you are paying. Solveras bills all of your transactional and monthly fees into a collective, lump-sum settlement at the beginning of each month.

✓ **“Will a PIN pad save me money?”**

Many processors want to convince you that PIN pad saves you money. Solveras wants you to know that a PIN pad isn’t always necessary if the average sale is less than \$25 or if your employees consistently ask for the PIN.

✓ **“Are other services being presented to me that I’m not sure I have with Solveras?”**

Solveras offers a wide range of payment services, including check guarantee and conversion, gift and loyalty, internet processing and API interfaces, PIN-based debit capability, mobile/wireless solutions and check recovery.

