

## St. Louis Business Owners Get Better Value With ReliantPay

When Tom Mansfield and Denny Kammer recognized a void in the credit card processing industry, they couldn't pass up the opportunity to create ReliantPay, a payment processing company. Mansfield's experience as the owner of Vineyards Wine and Spirits in Chesterfield Valley and Kammer's experience in the credit card processing while in senior level sales and management positions for AT&T and Sprint gave them both a taste of the industry's service shortcomings. "I used to cringe when I saw the high costs and how convoluted my statements were," says Mansfield. "Our direct relationship with the processor provides us the ability to offer extremely competitive rates on a statement that is very easy to understand."

And Kammer saw that no one in the industry had a professional training program. "We created an industry-recognized program," says Kammer. "Rule No. 1 is that we listen to our customer. Every employee is educated so they fully understand our solutions and, more importantly, how to match those solutions to meet our customers' needs. Each day we help out businesses owners who did not receive the rate or service that they were promised by a rep or company that is no longer around. Not only do we solve their problems but we provide education and tips on how to process credit cards

and checks to receive the lowest costs and reduce fraud."

Mansfield's perspective as a business owner and Kammer's from the account management side resulted in a sales, service and support model that merchants have not seen before. "The positive feedback we receive is very gratifying," says Kammer.

"We were honored to be selected as the company to pilot a new Moblie Commerce iphone application," says Kammer. "A person in the field can now use their cell phone, take a picture of the front and back of a check, and the funds are in their bank next day. The feedback is amazing. No more driving to the office just to drop off a check. This increases revenue through additional service and sales calls while improving cash flow."

To best serve their customers, Mansfield, Kammer and their sales team meet face to face. "St. Louisans always have and always will prefer to deal with a local company," says Mansfield. "Our customers truly appreciate it when we stop by to see how they are doing. It is a great feeling when a customer turns into a business partner and a friend."

Before ReliantPay, merchant services was defined by the question, "How much are your credit card rates?" ReliantPay does so much more, call 314.744.3240 to see how they will help your business.



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