

RFP # 2018 - 001 Electronic Payment Processing Services Reference Questions

1. What type of selection process did you employ – RFP, single source?
2. What other vendors did you consider?
3. On a scale of 1-5, with 5 being the highest, how satisfied are you with the skills of the people from Point and Pay who worked on this engagement?
4. What one thing could Point and Pay have done to improve your overall experience with them?
Chargebacks – Very inconsistent when sending notices. No matter the outcome monies were deducted from our report.
5. If applicable, on a scale of 1-5, with 5 being the highest, how satisfied are you with the vendor's call center functionality? 4
6. Would you hire this vendor again? Yes