

OPTIMIZE YOUR PAYMENT ACCEPTANCE CHANNELS

BENEFITS

- Standardization of payment system solutions across your organization
- Savings from contract cost, labor, and overhead resources
- Enhanced security of payment infrastructure and cardholder data
- Refined/enhanced payments governance structure
- Review for vendor contracts for recent updates and favorable fee structure

PAST EXPERIENCE (OUR SUCCESS STORY)

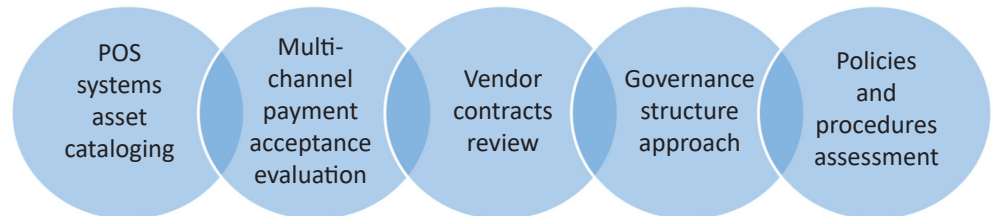
Our client, a large, multi-discipline university with a wide range of organizations and services both on, near and off campus, came to us seeking an independent assessment of their payments systems for both point-of-sale (POS) and online purchases. They needed to ensure that their comprehensive payment system met current technology, security, and compliance standards. We analyzed the current (POS) and payment card solutions, then developed and documented a list of approved payment card solutions that support the institution's requirements and disparate use cases.

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From the customer's standpoint, making a card purchase at a point-of-sale (POS) terminal or via an ecommerce channel for goods and services from a business or organization may seem like a simple process. But when you pull the curtain back, an electronic payment transaction turns out to be a highly complex process involving a maze of vendors, technologies, and regulations. For non-profits and other organizations including colleges, universities, private schools, and healthcare facilities, their payment system stands as an essential and critical part of their business operations. Many institutions, however, find that understanding and managing their payment system, one often assembled piecemeal over an extended time period, is an overwhelming task.

Mercator Advisory Group offers a payments systems optimization assessment for non-profits and other organizations that depend on a cost effective, reliable, and secure payments system to serve students, staff, visitors, and clients. Many non-profits manage a wide array of operating venues across campus environments including retail stores, sports and entertainment events, cultural attractions, medical departments, and online programs, each with its unique payment acceptance needs.

Mercator's Payments Acceptance Channels Optimization Program Covers Key Operational Areas



Mercator draws on its team of experts with deep knowledge of the payments landscape including such practice areas as credit, debit and alternative products, prepaid, commercial and enterprise payments, merchant services, and payments technology/emerging technologies. We engage with non-profits and other organizations to deliver a tailored payments optimization assessment that meets customized requirements within a fixed time and budget specification. A bespoke optimization project catalogs all payments acceptance stations and channels, assesses existing payments policies and procedures, reviews current payment vendor contracts, and appraises the payments governance structure.

The program provides our client organizations with an independent evaluation of whether its payments systems meet current standards in areas such as POS features, risk management, technology standards, and vendor management within an appropriate governance system.

DETAILS OF THE PROGRAM

Provide a framework to standardize the use of payment card solutions across the organization and to enhance the security of the payment cardholder data environment.

The program scope includes documenting the existing infrastructure, the core requirements, and the current third-party processing relationships. This phase will involve documenting stand-alone physical card payment terminals, systems used in various locations, as well as solutions that provide customers with an e-commerce channel for payment. Mercator's request for information and interview process will encompass:

- An inventory of current types, makes, models and versions of POS software and hardware in place.
- Documentation about any division or affiliated entity holding cardholder information.
- Information about software update procedures, access to machines and any information that may impact the view on standardization and optimization of devices.
- Developing use-case descriptions for each required type of payment acceptance
- Highlighting payments regulatory compliance deficiencies
- Reviewing vendor contracts to determine services, pricing and/or restrictions including contractual terms, lease arrangements (if any) and other relevant information.

Develop an approved list of payment card solutions that support the documented requirements and use cases of the organization.

- This set of recommendations will seek to rationalize and consolidate the payments infrastructure to meet standards, improve efficiency, and recommend advantageous technology enhancements
- It is anticipated that this set of "Recommended Payment Solutions" will include a combination of software, hardware and POS devices to serve the range of use-cases in play or anticipated.
- Recommendations regarding the consolidation or addition of payments vendors based on use case, transaction size and volume, sales channel and the other criteria outlined above is included.

Assist in developing or refining a governance structure for overseeing the administration of payment standards, including a process to manage exceptions in the event that a payment channel is unable to conform to customary payment practices.

Mercator will recommend a new governance structure or refine an existing one for the administration of the final payments standards

Develop a detailed, documented methodology and plan for transitioning current solutions to approved solutions (where required), and for communicating changes and solution standards to impacted users and providers.

Mercator will map out the solutions migration and timeframes involved, with risk mitigation given top priority. The deliverable from this step is a detailed documented methodology and plan for the transition of the impacted solutions.

DELIVERABLES

- Detailed review of the current systems and POS environment
- Survey results from the payments user stakeholders within the organization
- A governance structure for looking at the payments environment moving forward
- A review of the payments vendor relationships currently in play
- Consideration of mobile and app-driven e-commerce opportunities
- A recommended cost-savings approach
- A path forward for obtaining the best POS and e-commerce infrastructure results

ABOUT US

Mercator Advisory Group is the trusted advisor for the payments industry globally, charting the course for sustained growth and profitability and delivering fact-based insights and advice.