

The Tar Heel Van

SECOND QUARTER 2018

<http://www.ncmovers.org/tar-heel-van>

June 15, 2018

Attn: NCMA Members

From : Debi McCormack

I work with a moving company in NC to assist in daily office administrative duties. I started in May 2018.

As time progressed, an email was received with the approval for our industry to pass along the credit card and debit cards fees onto the customer when paying via credit card. This has been in the works for some time.

The nice part is that NCMA had a solution to the issue of rising credit card fees with **Nationwide Payment Systems** solution in how to pass along the costs to the customers.

We sent our credit card statements to **Nationwide Payment Systems** for a free analysis and audit of our fees. In the 5 months alone, we would've seen a savings of over \$1,800.00.

As a proactive administrator wanting to make sure everything is done by the rule of law, I started asking questions of the contact provided through NCMA: **Nationwide Payment Systems**. I have done legal work and realize how important terminology is in a contract. Much was learned by both of us. One of the critical items was what to call it. Several communications went back and forth. They have been more than responsive making sure I understood the program.

Not only did I learn how to word it, I learned what the NC Utilities Commission required how to word it on the NC Bill of Lading.

For me, I wanted it legit for anywhere we, as a moving company, took our customer's belongings. Having to think of what to call it to our customers in NC vs what to call it in the other states would have been confusing to say the least. The NC Bill of Lading is to have Credit Card/Debit Card Processing Fee as a line item. The fee passed has to match the fee being paid exactly according to the new NC Utilities Commission ruling issued May14, 2018.

Visa/MasterCard/Discover/AMEX have strict rules with heavy fines if broken. While it may be legal in NC to call it a Credit Card Fee and pass a Surcharge, there are 10 other states it is ILLEGAL to do Surcharging of Credit Card Fees, and you run the risk of heavy fines from Visa/MasterCard if caught. Also, Debit Cards cannot be surcharged in any state.

In talking with **Nationwide Payment Systems**, I learned the customer needs to be pre-informed some way with the passing along of credit card fees. They are providing the signage and the legal verbiage for us to notice the customers.

The Cash Discount program, which is different than Surcharge, was only recently passed by the Durbin Amendment, but you still have to have BOTH special software AND a processor that can even do cash discount to pass the credit/debit card fees. With the Cash Discount program like Nationwide offers, there are NO limitations in any state or and debit card is NOT PROHIBITED as with Surcharge. There are not any special forms to fill out like with Surcharge that have to be sent to each of the Card Associations and the processor.

The wording is very important, too. The last thing we would need is for the charges to be reversed back. If a customer were not properly notified, or the legal requirements of Visa/MC/D/AMEX were not met, all the customer has to do is dispute the transaction to reverse the transaction resulting in a chargeback. Not a good reflection on the company's reputation which I work with.

With respect to the drivers, they have enough on their plate. Needing to inform all the drivers of the wording and answers to possible objections is not something they need to be responsible for.

We have moved forward with the program presented and look forward to the relationship with **Nationwide Payment Systems**.

Now we have a set fee of 3.75% along with website access and the option to have mobile chip card readers that work on our mobile devices, and QuickBooks sync.

John Gibbs and **Allen Kopelman** have been so helpful in answering all the questions and easing my mind that no hidden fees will be assessed.

We are live now and ready for credit card transactions. The on-line video training is making this transition smooth. The next step is to get the application on our phones for after hour transactions.

Sincerely,

Debi McCormack