

It is our intention to create the most comprehensive and inclusive proposal for the Spaulding County, GA and ensure it meets and where possible exceeds expectations regarding Acquiring Bank /Merchant Services.

We respectfully submit the questions below:

- 1) What are the card types (i.e. VISA/MasterCard, etc.) that you currently accept? **This was explained in the RFP.**
 - Please provide annual volumes by card type and average ticket. **This was explained in the RFP.**
- 2) How many merchant processing accounts will you need to establish to convert from the current processing? **As noted in the RFP, the County currently has 6 merchant accounts, all of which will need to be converted if a new vendor is chosen.**
 - Can you identify by acceptance method and location/business unit? **Five merchant accounts are retail and one is website with payment capabilities. It is possible that one additional merchant account will be added.**
 - Please provide the accounts using the Government Service Fee solution. **None**
 - What percentage is the cardholder billed? **NA**
- 3) Current processing solutions Spaulding County, GA uses:
 - Retail – Face-to-Face:
 - A. What are the terminals (manufacturer/model) currently in use? **VeriFone Omni 3750 – 1 terminal; Ingeico ICI220 – 1 terminal**
 - B. How many terminals are there? **Answered above.**
 - Mail Order/Telephone Order (Remittance or Customer Support 800#):
 - A. What solutions are used to facilitate payments? **No mail order/telephone order payments are accepted.**
 - Internet (Website with payment capabilities):
 - A. Is there more than one website? Please provide URL's. **www.rec1.com and www.authorize.net**
 - B. What is the software processing solution in place? **Rec1**
 - Do you have any plan to replace any of these as part of this RFP process? Please identify in specific. **We plan to continue using these internet websites.**
 - Are there any specific features or user characteristics that Spaulding County, GA enjoys from the solutions? Please identify in specific. **None**
 - Are there any specific features or user characteristics that Spaulding County, GA users do not like or do not work? Please identify in specific. **None**
- 4) Are there any specific items that the Spaulding County, GA currently enjoys or recognizes as additional value to the organization, OR are there any “wish list” items? If so, please identify. **None**

- 5) Are there any products/vendors in which the Spaulding County, GA has had a negative experience and will not entertain as solutions? If so, please identify. **None**
- 6) Reporting Solutions: what are the current statements, reports? Please provide samples.
See attached Sample Merchant Statement.