



1-800-754-0200 • WWW.STANDARDPAYMENTS.COM

• CUSTOMER CARE



Putting you in charge.

“Standard Payments provided us with a solution that correctly addressed our payments acceptance needs across our enterprise. Account implementation and conversion was error-free and our staff was fully trained on terminal functionality and acceptance best practices.”

—Barbara K. McElreath,
Patient Accounts Manager,
Crittenton Hospital

The people of Standard Payments® are passionate about the payments business. While others float marketing rhetoric in regard to so-called “customer relationship management,” Standard Payments focuses on the delivery of customer care and account management services that result in **putting you in charge**.

We believe that immediate, frequent, and substantive communication is the basis for all successful business relationships. When you contact us, we’ll respond immediately, we’ll follow up continuously, and we’ll always provide meaningful information.

Our 24-hour technical help desk delivers immediate assistance—and answers that bring resolution. Whatever your question or concern, our help desk personnel will respond at the level required to resolve it fully, and won't hesitate to involve team members from our in-house engineering or programming staff.

We believe that organizations purchase the collective knowledge and skill sets of their suppliers—not just their various products and services. At Standard Payments, the individual you buy from is also responsible for keeping your business. This is the stuff of true relationship management and why, at Standard Payments, newly established customer relationships are never “handed off” to an implementation coordinator or assigned to an account manager. ■



1-800-754-0200
WWW.STANDARDPAYMENTS.COM