

Merchant Services Request for Proposal Questions

1. Are we able to see previous statements for reference? Yes, the most recent statements can be made available for viewing if needed.
2. How many Merchant IDs does Hondo currently use for their 6 location? Are any locations sharing IDs? Yes, one ID is shared by several locations the General Retail Online ID is used by the Recreation Center, Golf Course and Building Permits. We have seven (7) departments and we utilize six (6) IDs. They are General Retail Online, Court Retail (OTC), Court Ecommerce, Utilities Ecommerce, Utilities Retail (OTC) and Library (OTC).
3. Is only one Authorize.Net gateway required? I believe that we only have one Authorize.Net gateway.
4. What kinds of readers do you presently employ? Are they standalone terminals or connected to PC & Incode? Our readers are connected to PC & interface with Incode. I am not sure of make & model or even if that was the question.
5. If considering check acceptance, how many locations would require check readers? Would you also accept checks online? I believe we would need eight (8) locations to have check readers, but some locations would require more than one at that location. I am not sure about accepting checks online as we are just exploring the possibility of electronic check conversion.