

Culinary Classics Saves Time and Money with Unique Program from Retriever Payment Systems

About Culinary Classics, Inc.

Driven by Larry's passion for food, Culinary Classics, Inc. (CCI) has operated for over 25 years with a mission to procure and deliver the finest specialty foods to restaurants with superior service.

A purveyor of fine foods such as truffles, foie gras, artisanal cheeses and charcuterie, oils and vinegars, wild mushrooms and more, the company sources gourmet products from all over the world.

The Challenge

Over the years as credit card use by clients continued to increase, so did CCI's associated processing fees. With expenses creeping upward, Larry Motzel, owner of CCI, decided to shop around to discover if he could save more money on processing.



Results:

- Reduced card processing expenses by 25%
- Proactive alerts on suspicious card activity
- World class payment processing powered by Worldpay from FIS

Turning his passion for food into a 25+ year successful business supplying fine foods from all the world to professional chefs and restaurateurs, the last thing Larry Motzel wants to spend time on is continually shopping for lower-cost card processing, worrying about suspicious card activity or chasing down his support rep for answers to questions or to resolve issues.

That is why, when costs associated with his card processing service began to creep upward as card use by his clients increased, Larry reached out to Retriever Payment Systems. His Retriever Payment Systems rep suggested switching programs to one that would automatically apply data obtained from available payor information to mitigate transaction risk and assign a lower processing fee whenever possible.

"Several years ago, I did a thorough review of multiple processors and I did find a company that was less expensive than I was currently spending on processing costs, but then my Retriever representative suggested I switch to a new program," said Motzel.

The Retriever Payment System's program Motzel switched to is unique because it determines the type of card being presented and automatically inputs the required information to obtain the lowest rate without the merchant needing to determine and enter the right information per card type.

Fast-forward to today and CCI has saved 25% on its card processing without having to sacrifice the exceptional service Retriever Payment Systems is known for.

"I no longer shop for processing from other providers. I know I'm getting the best rate and I also get the best service," said Motzel. "This program is easier to use, any questions I have get answered quickly and Retriever Payment Systems always looks out for me by proactively spotting unusual activity."

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Larry Motzel
Owner
Culinary Classics, Inc.

The food industry can be challenging during the best of times. As a small business operator, Motzel wears many hats. Not having to worry about getting the best rate on credit card processing—and getting stellar, hands-on service—is a huge time saver for him.

"It's one less thing I have to worry about."