

Mr. T's Riverside Benefits from Stellar Service – and Best Price – from Retriever Payment Systems

Mr. T's Riverside Liquor Store & Smoke Shop

Mr. T's Riverside Liquor Store & Smoke Shop has been in the business of keeping customers in Cardwell, Missouri satisfied and happy since 1983, when it was established by Brian Poynor's

grandparents, then passed down to his parents and now currently owned by him and his wife, Nicole Poynor. Mr. T's encompasses a liquor store, smoke shop, café, gas station and convenience store.

The Challenge

Like most high-volume credit card payment businesses, card processing fees make up a large portion of operating expenses—and like most people who own and operate them, Nicole Poynor was in the habit of shopping around every couple of years looking for the best rate. In addition to a constant need to find the lowest fees, Mr. T's was also greatly in need of more responsive customer service. That's when Poynor connected with Karla Wilson, area vice president of Retriever Payment Systems, who stepped up to the challenge with prompt, friendly and fast service, as well as the lowest fees for processing.



Mr. T's Riverside Liquor Store & Smoke Shop has been a client of Retriever Payment Systems since 2014. It includes a convenience store, café and gas station with pay-at-the-pump capabilities. You could say it's a bit of an institution in its home town of Cardwell, Missouri where customers come from near and far to find the things they need—and the things they need to relax and enjoy themselves— including playing the Missouri Lottery and Club Keno.

As a highly transactional, high-payments-volume business, a large portion of their payments are taken by credit card. As such, it's extremely important to their bottom line to find the best rate on card processing—and equally important that any technical issues with their processing equipment be taken care of stat.

"Our business can't operate if card terminals are down," said Nicole Poynor, owner of Mr. T's Riverside. "We are open for business a large portion of the day, and while it doesn't happen very often, the times we have had a technical issue, we've been able to call, text or email Karla and she takes care of it the same day."

"Karla and other team members at Retriever always go above and beyond. There is nothing bad I can say—our rate is good and the customer service we get from Retriever is beyond good."

Nicole Poynor
Owner, Mr. T's Riverside Liquor Store & Smoke Shop

Results:

- Lowest fees for card processing – reduced fees by several hundred dollars per month
- Dedicated service rep located near them
- Fastest response time and in-person service
- World class payment processing powered by Worldpay from FIS

Personal and Proactive – A True Partnership

Prior to 2014, Poynor spent a large amount of time continually searching out different payment processing companies to find the lowest fees for card processing and having to switch providers every couple of years to keep costs in-check.

Since partnering with Retriever Payment Systems, however, not only have fees remained steady, the company proactively reduced them so she is paying less now than ever before.

"Retriever looked at our account and actually let us know they were going to lower our rate because of our volume of business and our relationship," said Poynor. "They were able to save us several hundred dollars a month."

Aside from partnering with Mr. T's to help them reduce operational expenses and improve overall profitability, something they can't put a price tag on is the stellar, in-person service and fast response times they get with Retriever and their dedicated relationship manager, Karla Wilson.

"Any time we need her, Karla answers the phone every time—she's even answered on vacation—and resolves issues within a matter of hours" said Poynor. "Karla and other team members at Retriever always go above and beyond. There is nothing bad I can say—our rate is good and the customer service we get from Retriever is beyond good."

Now that's a level of partnership you don't see every day.