



What Do Ben & Jerry's Ice Cream, Maple Syrup and TRI Customer Service Have in Common?

1. All are from Vermont
2. Each has a "hands-on" tradition of extraordinary quality
3. Smiling customers, guaranteed.

In some ways TRI customer service reflects our local environment. Our frugal Yankee heritage and "stick-to-it-ness" helps fuel our passionate approach to helping our customers and driving down credit card processing costs.

The customer service staff draws from years of experience with hardware/software providers, network processors, banks, and merchants in retail, restaurants and lodging to deliver fast, practical and insightful assistance.

That's why we can offer the TRI Conversion Guarantee, the only payment processing guarantee in the industry. From solution design, implementation, onsite training to 24/7 support, TRI customer service is there every step of the way.

We handle big problems. A worker at a ski area added too many zeros to a refund and entered an \$11,000,000 refund (refunds don't need to be approved, so an undetected error can quickly enter the system). We noticed this transaction was kicked out as possible fraud, immediately contacted our customer so the appropriate \$110 was refunded.

We handle small problems. A new employee doesn't know how to settle batches. The money from her shift doesn't appear in the company bank account. Working with the customer and the bank, TRI "finds" the money and helps train the new worker so this problem doesn't happen again.

We handle all problems by really listening to our customers and delivering prompt and effective solutions. Don't just take our word for it. See what our customers say about our service

Want to learn more about TRI? Contact us for a free, no-obligation analysis of your current program. You may be surprised to see how much you could be saving. And if you're ever in Richmond, Vermont (nestled between the peaks of Mount Mansfield and Camel's Hump) stop by. The ice cream and maple syrup are in the lunch room.