

**TO: Mayor Avis & Members of Council**  
**FROM: Dawn Galusha, Deputy Treasurer**  
**DATE: September 8, 2015**  
**SUBJECT: Point of Sale Service Provider**

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## **BACKGROUND**

The Town of Fort Frances is currently in a contract with Global Payments Canada Inc. Over the past year, the devices at the Civic Centre have been very slow and off-line for long periods at a time. This causes frustration for both the customers and staff, especially during busy due dates. When contacting Global on several occasions, the Customer Service advisors are unable to fix the issues and continue to state that it is an issue at our end. Both Darryl Allen and Frank Wepruk, IT, have looked into the issues and they do not see a problem at our end.

This spring, we were approached by Bentley Beck, Regional Sales Executive at TD Merchant Services. Mr. Beck provided Administration with cost comparisons and analysis of each of our Merchant bills. TD Merchant Services has given the Town a merchant discount rate of 1.47% on Visa transactions and 1.54% on Mastercard transactions, which was lower than the Global rates at the time of analysis.

TD Merchant Services provides 24/7/365 technical support with 4 hour on-site service for calls placed before 4:00 pm, by a local service technician from Lowerys. This will ensure that we are able to process bill payments efficiently, and trouble shoot any POS problems with a local technician. At this time we are ready to proceed with the implementation of TD Merchant Services' point of sale devices at the Civic Centre, Airport, Landfill, and Library. With September being the end of season for the Sorting Gap Marina, the plan is to transition there in May 2016.

## **RECOMMENDATION**

That Mayor and Council approve entering into an agreement with TD Merchant Services for point of sale payment systems at various town locations.

Council Approval of This Report Will Agree to the recommendation of the Administration & Finance Executive Committee to enter into an agreement with TD Merchant Services for point of sale payment systems at various town locations.
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