

A necessary ingredient.

Taco Shop | Hays, Kansas

Commerce Bank Merchant Services is committed to helping manage and grow our customers' businesses by applying the right combination of service, experience and knowledge. When Robert Long, owner of Taco Shop of Hays, Kansas felt he was paying too much for payment processing, he knew it was time for a change in his merchant services provider.

Taco Shop was founded in 1970 with the goal of serving high quality Mexican food at a reasonable price. In order to keep prices low, Taco Shop needed a payment provider that held his business goals at the forefront. "By working with Commerce Bank's Merchant Services team, we've been saving well over \$1,000 per month compared to our previous provider and are able to pass these savings onto the consumer," Robert said.

As a small business owner, Robert strives to bring the best possible dining experience to his community by providing his customers with the highest quality ingredients blended with excellent customer service, a necessary component in his success. "In the restaurant industry, I've learned the importance of customer service, and Commerce's

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is excellent," Robert said. "I know I could walk into a branch, or just give them a call and have multiple people ready to assist me if I ever had any problems."

Robert described his process of selecting a payments provider by saying, "Commerce took the time to teach me about its products and customer service, which was really important and comforting. Everything from software to fees to PCI compliance

was carefully explained in each step of the sales and implementation process. Now I'm able to focus on my day-to-day operations instead of banking issues."

Commerce Bank's Merchant Support team is dedicated to high-touch customer service and extending their insight of the payments industry to

its customers. For Robert, this was evident in how Commerce created a cohesive implementation plan for Taco Shop. The Merchant Support team stepped in to assist with a software upgrade and even facilitated meetings with his previous provider to make sure that the transition was successful. "These meetings helped take the stress out of the situation and once we got our software up to speed, the transition from our previous solution to Commerce Bank was completely seamless."

