Banking RFP Clarifying Questions Received and Answered:

Merchant Services:

1. Are you looking to upgrade or change the system you currently use to process credit and debit card transactions? No, currently the system we are using satisfies our needs.

    a. If yes, what will that look like?

2. Does the Reading Public Library have a need for wireless terminals? At this time, we have four iPad terminals (one at each location) and they are Bluetooth enabled and charged via USB. This seems to be efficient for the amount of transactions processed.

3. What percentage of your transactions are Card Present? And Card not Present? More than 95% of our transactions are card present. On occasion, if we are assisting a patron over the phone trying to settle their account, we will accept payment over the phone using card not present.