



eProcessing Network and *The Green Sheet* Advisory Board: Moving Forward Through Service Amid COVID-19

July 27, 2020 – Figuring out how to save lives during the COVID-19 pandemic while also ensuring that the economy rebounds to stop business failures and job losses is one of the greatest challenges our society has faced. With no blueprint to follow, we are all making the best decisions possible using the information available to us. As the pandemic continued into summer, *The Green Sheet* asked their Advisory Board members to weigh-in on the topic. As a senior member of the board, eProcessing Network President, Steve Sotis provided his insight to the following questions which were published in the July 27th edition of the magazine.

- 1. Given current conditions, how have you planned for and executed a path forward for your company that strikes a balance between fostering safety and economic recovery?**

As a company based in Houston, dealing with natural disasters has made creating a business continuity plan a necessity. Part of that plan is to ensure that ePN employees can work from home in a secure, choreographed manner, and have the equipment and supplies on-hand to allow them to continue to provide excellent stability and support to our resellers and merchants.

Customers are assured that the ePN Secure Payment Gateway, support via our Customer Support lines, the Reseller and Merchant Portals, as well as our Development Center are all operating in a “business as usual” capacity. Our connectivity with processors is uninterrupted, and our partnerships with OEM’s and other providers remains strong and intact.

2. What have you done to help your merchants/clients conduct business safely as they go through the same process?

As a company proudly serving the small business community, ePN understands that providing resellers and their merchants with online tools is vital to those who need to maintain their business during these difficult and complex times.

Partnering with ISOs to implement easy and affordable online and mobile payment solutions for their merchants has been key to helping them keep their business "open", even in times when their physical doors might be closed. We encourage our ISO partners to use the vast resources available to help them build the best strategy for their merchants.

3. How have you worked with business and/or community partners to achieve the same ends?

As a long-time, trusted leader in the industry, eProcessing Network works hard to create solutions and services that not only keep the merchant processing, we offer ISOs the customized, versatile services needed to help their merchants re-open their doors and keep their businesses operating.

Our 3in1 devices truly allow the merchant to operate in a brick, click and go environment, while reducing the amount of physical interaction and avoiding the limitations of a standard POS terminal.

4. What guiding principles should people in the payments community keep in mind as they work to keep their businesses and the industry strong through this crisis and beyond.

Communication with your customers is key. ePN listens to the feedback from their ISOs and the merchant "letters from the front lines" to help better understand and adapt to the ever-changing market. Our experience and tenure allow us the flexibility to quickly adapt to the technological needs of the merchant, and partner successfully with ISOs to tailor services and solutions that make sense for their business – now and in the future.