

eProcessing Network and *The Green Sheet* Advisory Board Overcoming 2021 Supply Chain and Staffing Challenges

December 21, 2021 – From botched takeout orders at favorite cafes, to delays in electronics and auto deliveries, to scant openings for new enrollees at childcare centers, and more, the repercussions of supply chain issues and lack of qualified workers to fill jobs are rippling across the globe, especially at the end of the year. As we look forward to 2022, *The Green Sheet* reached out to their Advisory Board members to weigh in on the following questions and provide insight on how payments leaders are addressing issues the industry is facing as 2021 comes to a close. As a long-time member of the Advisory Board, Steve weighed in on the discussion, published in *The Green Sheet* on December 13th.

1. What did you do in 2021 to attract and retain employees and independent contractors, and what worked and what didn't?

The key to attracting and retaining quality employees and independent contractors is the same this year as it's been throughout the last 25 years when eProcessingNetwork processed its first payment transaction - treat the team with respect and allow them to excel at the job they do best. Allowing our staff to work remotely during the height of the pandemic and moving forward helps keep the best on board when life changes take place. Fostering an employee-centric environment that allows everyone the ability to create and develop NextGen applications to meet the needs of the industry is key to staying relevant in the market.

2. What outreach plans do you have for 2022? Please elaborate

In 2021, we have seen a great interest from resellers needing to offer their merchants the payment solutions necessary to attract and retain customers looking for a frictionless experience; solutions that are easy to implement, affordable and fully integrated. This year we launched a webinar series that focuses on a unique market segment each week, where

we talk through the solutions, devices and services tailored to that market. The time spent with our seasoned Sales Channel Directors has helped re-educate and re-energize our resellers about our full-suite of solutions to help the small- to mid-sized merchant run their business. 2022 will bring even more opportunity to continue educating resellers on the integrated solutions that ePN offers.

3. What have your merchant customers' main issues been, and how have you been able to help?

After adapting to the particular shopping needs that came out of the pandemic, consumers are now accustomed to a seamless buying experience for both online and in-store shopping, with BNPL, BOPIS and curbside pick-up all remaining a part of the merchant's everyday operational modes. The embrace of contactless payments, digital wallets and other cardless payment methods for safety reasons has led to consumers feeling much more comfortable with transacting without plastic in hand. Implementing cash discount programs really helps our merchants differentiate themselves among their competitors if they can appeal to the shopper looking to make their dollar stretch a little farther this holiday season, especially with concerns of supply shortages and inflation.

4. Where do you see the greatest opportunities for new payments professionals, and how best can the industry match qualified people to those opportunities?

Innovation within the payment ecosystem is key for 2022 and beyond, especially since the pace of development is accelerating faster than ever before. The changes taking place within real-time payment systems that are tied to growth of P2P apps, digital currencies and mobile payments will help drive the technologies offered by eProcessingNetwork and other gateways. We are certain that our professionals will help lead in the development of compliant and leading-edge solutions that will meet the expectations of resellers and their merchants.