



TO WHOM IT MAY CONCERN:

The University of Alabama contracted with P.E. Systems Inc (PES) to analyze our credit card payment process, especially focusing on the fees that we pay to our processor. In this day of reduced funding for Universities, losing money that we could be using for added classes, teachers, or benefits to our staff doesn't make sense. We wanted to have the convenience of credit cards available to our students and parents, without having the substantial fees to the University negatively impact all of us.

After analyzing our payment process, PES was able to find savings. These "hidden" fees were not only something we would not have found, we were completely unaware of them. In addition to the savings found, when we made the decision to upgrade our terminals, PES went above and beyond the call of duty by helping us to install and implement them. Their technical expertise was especially helpful in getting our personnel quickly up to speed on using the equipment.

PES has handled all issues quickly and efficiently from the beginning, and has saved us innumerable hours by negotiating fixes to problems with our processor. PES is a "hands on", extremely professional, knowledgeable company. When they told us they would do something, they always followed up with action. We would never have been able to have achieved the savings and accomplished the upgrade in equipment without their invaluable advice and on-campus involvement.

I highly recommend PES to anyone looking to better manage the costs of their credit card business.