



2010 FINALIST—1-15 EMPLOYEES

Merchant Payment Services, Inc.

Address: 1701 Delco Park Dr., Kettering
Top Official: Thomas D. Griffith, president
Founding Year: 1990
Number of Employees: 6
Web Site: www.merchantpaymentservices.com

From humble beginnings working out of the family home and car as an independent sales office for credit card processing, Merchant Payment Services, Inc. has grown to a company serving more than 3,400 accounts nationwide and moved into a new 6,600 square foot facility last year. The team continues to strive to deliver unprecedented levels of support and service to merchants for all their processing and transaction needs. They believe taking the high moral ground of doing business with honesty and integrity is the right way to do business.



The company's guiding principles focus on ethics, standards, disclosure, honesty, integrity, confidentiality, communication and commitment. In addition, it centers on priorities, fair pricing, preparedness, teamwork, empowerment and financial responsibility. All are traits exceptional businesses want to mirror.

"In our industry, there are still so many "trunk slammer" salesmen. We hear about merchants getting burnt left and right... Locally, we provide the personal touch to our merchants... We want our merchants to know that we are here for the long haul. We want to restore honesty and integrity back into our industry within our local community," said Tom Griffith.

The company's culture focuses on family. The team takes time to personally care about one another and their customers' needs as they arise, striving to meet or surpass those needs. The belief is everyone wants to see their family succeed in everything they do. Due to these efforts, much of its business today comes from second- and third-generation referrals and it has experienced some of the highest account retention in the industry.

Community involvement is important to this company as it is a way to give back where it has been blessed to receive. It gives back both locally and internationally. Locally, it sponsors and supports the Special Olympics, ConKerr Cancer Center and Kids Wish Network, among others. Internationally, the company fully sponsors four African families and more than 20 children in third-world countries. The team truly believes in the Giver's Gain attitude – it is better to give than to receive.