

## Top Merchant Payments Pains

In a [recent #PaymentsGeek Roundtable Webinar](#), the attendees were asked to share the payments pains they're seeing in their organization.

*These responses were collected in May 2020 during the COVID19 crisis we're currently experiencing.*

### Poll: What are the top payments pain points you're seeing in your organization?

#### New customer journeys

This closely relates to the current situation surrounding COVID-19 and the new regulations around delivering products and services through new channels like contactless and curbside deliveries. Many merchants are having to rethink their in-store strategies from payments all the way to things like store layout and how to handle customer service requests because of the crisis.

#### Accepting new alternate payment methods

Many consumers and merchants have called for contactless options in-store and are looking for new payment methods. With the revenue hardships merchants are facing, finding payment methods, like bank transfers that reduce the cost of accepting payments, is a top priority for merchants.

#### Supporting increasing third party integrations

The payments stack is becoming more and more complex. There is a growing number of integrations companies can make to third party services like fraud or chargeback providers as well as processors and acquirers. As more integrations are added to the stack, the opportunity for complexity grows. Many merchants have trouble optimizing their stack as they increase the number of payments integrations.

#### Addressing security & compliance

In today's environment, merchants have to hold and secure credentials, implement a hosted payments page or work with i-frames and i-fields. They have to think through in-app security, online security, and in-store security along with ever-changing compliance and regulations. Security problems are only going to get increasingly more complex.

What are your top payments pains? *Modo* works with enterprises to reduce cost of payments acceptance, move payments to the cloud, and regain control of their payments operations. *We'd love to chat!*

Take control of your payments stack with Modo

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