



**McCoy  
myers**

# PAYMENTS PROCESSING

# PATRIOT

## Financial Services & Payment

## Brings Customized Merchant Services



**W**e're proud to announce a new strategic partnership that will bring a customized Merchant Services Product to you.

For years, McCoy Myers & Associates' customers have been using local banks or third-party vendors to help commercial customers process MasterCard, Visa, and Discover debit and credit

cards. The programs previously varied in liability and revenue for the bank, and usually start off with a bang, but soon the third-party's interest in and support of the program dwindles.

To stop this "less than satisfactory" support and help our customers receive as much income from their programs as possible, McM has partnered with Patriot Financial Services & Payments.

Patriot Financial offers:

- Revenue sharing with McM banks.
- Hands-on on-site sales and support for the bank's merchants.
- Next-day funding.
- Integrated Discover processing.
- On-site promotional support and training for merchants and the bank.
- Patriot FSP assumes 100% of all risk and underwriting.

Patriot's management team is made up entirely of banking and electronic payments industry veterans, with over 60 years of experience supporting banks throughout the Southwest.

We are confident that Patriot will help you improve your revenue and provide the best service your customers have ever had. We want you to be proud of your program and know you are achieving the most for you and your customers.

McM makes getting started easy: simply call your McM account manager or a McM salesperson to schedule an appointment to discuss how McM and Patriot can improve your merchant service program. ■

### MCCOY MYERS CELEBRATES SUCCESS

## 30 Years Old, 30 Years Strong

**W**ith \$500 to invest and great plans for the future, Roger McCoy and Terry Myers formed McCoy Myers & Associates on April 25, 1980.

While the two entrepreneurs had little operating revenue and no computer, they won the support of two banks – Bank of Beaver and First National Bank of Guymon – who believed in McM's vision and potential and signed contracts with the company in the first year.

The initial years were tough. Since the company had no computer, all programming was done at the banks.

And since the company was just getting started, many weeks the company's only two employees – Roger and Terry – were lucky to take home \$50.

Fortunately, as time passed McM's customer base grew.

Soon Roger and Terry were joined by Dona McCoy in 1981, Nathan Tatum and Barbara Mansfield in 1982, and Jim Ferguson in 1986.

These employees called a building on Georgia Street in Amarillo their corporate headquarters until 2000.

As technology advanced, McM began opening data centers to accommodate customer growth.

In 1992, the company opened its first data center in Fort Worth, followed by Waco in 1995, Amarillo in 1999, and Midland in 2000.

In 1995, Roger and Terry sold the company to Affiliated Computer Systems (ACS).

One year later, five McM customer banks formed a Bank Services Corporation and bought McM from ACS.

The new millennium ushered in several changes for McM.

In 2000, McM rolled out Meridian Release 1 – the first Windows version of the company's core system.



In 2005, the five banks that formed the Bank Services Corporation sold McM to CSI.

Four years later, McM released Meridian.NET, which created a fully customizable user interface using Microsoft's latest .NET architecture.

Although McM has seen many changes in the past 30 years, the company's customer-first philosophy has remained constant.

In fact, McM's level of customer service has earned the Independent Bankers Association of Texas (IBAT) 5-Star Award for six consecutive years.

"Know what you don't know" is McM's motto.

The company consistently delivers products designed by and for customers. McM incorporates suggestions, contract programming, and input from a strong User Advisory Council into one version for ALL banks.

McM's experience and customer-centered philosophies have enabled the company to partner with 132 community bank customers in six states.

We thank each of you, our customers, for our 30 years of success, and we look forward to working with you for many years to come! ■

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## EOY PROCESSING

# Preparation Pays Off

**E**nd of Year processing for the first year on .NET went exceptionally well, and this success can be attributed to one thing — preparation!

The McM Programming department got the ball rolling when the 2009 IRS Instructions were released in late September. Special attention was given to any changes to regulation or to the design of the forms. For example, the 1099-C had an additional check box to indicate identity theft, and the 5498 was enlarged to include two forms per page instead of three.

The McM Quality Control department verified that the programming changes were correct, and they spent countless hours

testing every scenario they could dream up in .NET.

The collaboration and diligence of the Programming and Quality Control departments really paid off for our customers.

But bank preparation was the largest contributing factor to the success of our 2009 End of Year processing.

One hundred sixty-three bankers attended the EOY classes and Webinars that covered “What’s New,” EOY Reminders, and the EOY Preparation Checklist. In-house banks also covered the Computer Room Processing steps, and all banks reviewed the reports,

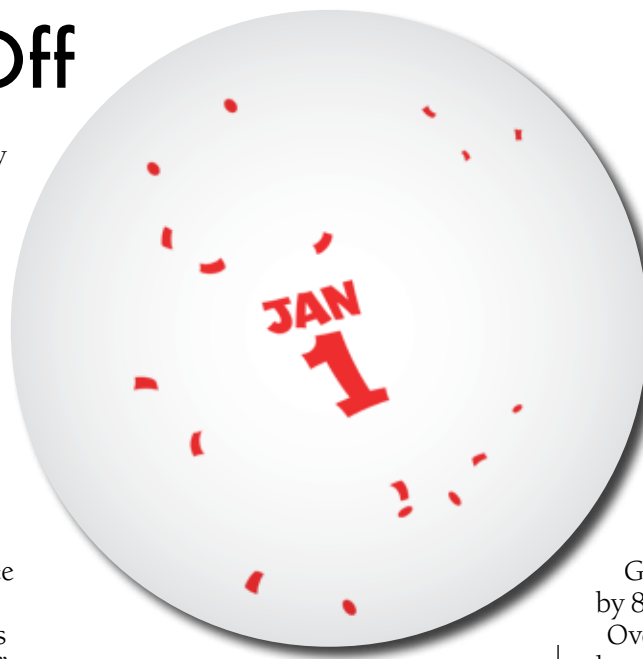
forms, and additional EOY functions. This was the first year that McM conducted EOY Webinars, and they were very well-attended.

With bankers trained and prepared, McM employees from every department were on deck, ready to support customers during EOY processing on Thursday, December 31st 2009.

McM employees were scheduled until midnight, but most in-house banks were finished with the mandatory Bank and General Ledger processing by 8:00 pm.

Overall, we received about 20% FEWER calls than the previous year.

Thank you to everyone involved in making this End of Year successful. We wish you the best in 2010! ■



## DATA CENTER EXPERIENCE

# Data Centers are Proven Training Ground

**J**ust as the Proof Department of a bank was once considered the “training ground” for new bank employees, the McCoy Myers data centers have proven to be the training ground for a number of McCoy Myers employees. The experience gained through service in our data centers has given several of our employees valuable insight into bank operations and has prepared them for their future roles with McCoy Myers.

In previous issues of the McCoy Myers Extra, we have highlighted the data center managers and employees. Now we’d like for you to get to know the McM employees who have transitioned from the data center division to other areas within our company.

**Kimme Garcia** – Kimmee has been with McM for two and a half years. After two months of service in the Amarillo data center, Kimmee transferred to the Phone Support department. She brought with her the experience of the daily processing duties she performed in the data center. Kimmee now serves as one of the two Second-Level Support employees in the Phone Support department. Kimmee and her husband are active in their church, and they enjoy participating in their children’s activities.

**Ronnie Trujillo** – Ronnie has served in the Amarillo data center for two of his five years with McM. His position with the data center encompassed the daily after-hours processing routines. Having performed those duties, moving to Night Phone Support was a natural transition for Ronnie. He brings with him experience, knowledge, and confidence in customer support. Ronnie is married, has three children, and enjoys music and sports.

**Stephenie Proffitt** – Stephenie began her career at a customer bank before joining the Hurst data center where she served for

six years. Her experience in daily operations led her to the position of Day Supervisor. Stephenie transitioned to the Phone Support Department and brought her operations knowledge to Amarillo with her. The routines of data center operations prepared Stephenie for the varied customer support calls she receives in the Phone Support Department. Stephenie stays busy participating in many activities with her three children.

**Bradley Herbert** – Bradley has been with McM for almost six years. He began his McM career in the Items Processing and Meridian updates areas of the Amarillo data center. After a year and a half, he transitioned to the Phone Support area where he monitored after-hours calls. Brad’s service in the data center and Phone Support has given him a well-rounded understanding of our systems. He is now using this knowledge in the Programming Department. Bradley has one daughter.

**Frank Guzman** – Frank’s service with McM began nine years ago. After working in the Amarillo data center the first year, he transitioned to the Customer Technology department for the next three and a half years. His service in the data center afforded him the knowledge of back room operations, and his service in the Customer Technology department gave him the technical experience that he has now carried to the Conversion/Installation Department. Frank is the installation lead for Audiotel and Summit Merchant Capture installations and is instrumental in imaging conversions.

**Chris Bennett** – Now approaching his 10-year mark, Chris initially served the Amarillo data center in daily operations. As his knowledge of McM’s operations expanded, he became the night supervisor, then the day supervisor before

transitioning to the McM Links Support department. His six years of experience in the data center gave him the understanding of third-party software integration with the Meridian product. Chris is married, has two children, and he and his wife have just learned they will be blessed with another child later this year.

**Natasha Helton** – Natasha has been with McM for 11 years. On the job the first day the Amarillo data center opened, Natasha performed statement rendering as well as a number of other daily operations functions. After two years with the data center, Natasha moved to the Phone Support department where she served as a customer service representative for the following nine years. The experience she gained while working in the data center helped her in her role in customer support. Natasha was promoted to Phone Support Manager last year. She now manages the Customer Help Desk. She and her husband share the joys of parenting one daughter.

**Chris Helton** – Chris has also been with McM for 11 years. When Chris joined the Amarillo data center, he brought with him the experience he had gained working at a customer bank. Four years after joining the Amarillo data center, Chris served in the Phone Support department assisting banks and the Customer

Technology department and gaining experience in computer installation and monitoring. His current duties are with the Quality Control department. And yes, Chris and Natasha are one of the married couples employed at McM.

**Wendy Guenat** – Wendy transferred to the Conversion/Installation department in 2006 after serving in the Waco data center for nine years. The operations and proof experience Wendy gained during her years with the data center has been an asset to the Conversion/Installation team. Wendy was named a 2009 McM Employee of the Year. Since joining the Conversion team, Wendy not only helps with core conversions but is also instrumental in all imaging conversions and is the lead for Summit Imaging installations. Wendy enjoys the company of her family and supports the local college team—Waco’s Baylor Bears. ■

## Green Banking Webinars coming April 6 & 7



Visit [www.mccoymyers.com](http://www.mccoymyers.com) for more information and to register.