



## SUCCESS STORY REEVES-SAIN DRUG STORE

reevessain.com

### Background

For more than 45 years, Reeves-Sain Drug Store has been a trusted member of the Murfreesboro, Tennessee community. The pharmacy offers diverse clinical services like compounding, immunizations, and hormone therapy with patient-centered perks like delivery and a drive-through. Patients can even enjoy an old-fashioned soda bar, gift shop, and in-store U.S. Post Office.

### Challenge

Owner of Reeves-Sain Drug Store, Rick Sain, noticed unpredictable credit card processing fees continuously pop up. He cited growing fees, unexpected charges, and lack of visibility into these additional costs as a source of increasing frustration.

Rick described recurring “gotcha fees”—including \$500 technology upgrade and reporting fees—that felt unpredictable and added unnecessary financial strain. Other competing processors offered merchant services, but each required separate signature pads—complicating workflow at the pharmacy counter and making switching feel like a big lift.



*We weren't having major pain points, but the fees kept piling up. RedSail Pay eliminated that. The savings are real.*

Rick Sain, Owner

### Results

After a seamless, one-month transition to RedSail Pay, Rick reported:

- ✓ **Transparent Monthly Statements:** No more nickel and diming
- ✓ **Easy On-Boarding:** No new equipment or disruptive processes
- ✓ **Monthly Savings:** An average of \$220

RedSail Pay ultimately removed obstacles, saved money, and improved visibility—all without requiring operational change.

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