CASE STUDY

WENTZVILLE FIRE PROTECTION DISTRICT

CHIEF STEVE MOSHER
OFFICE STAFF: SHANNON BECKEMEYER AND LISA POTTS

HOW DCRS PAYCENTER HAS IMPACTED WENTZVILLE FIRE PROTECTION DISTRICT

ABOUT WENTZVILLE FIRE PROTECTION DISTRICT

The Wentzville Fire Protection District (WFPD) is a large, full-service fire and emergency medical response agency in St. Charles County, Missouri, protecting roughly 88 square miles including the cities of Wentzville, Dardenne Prairie, Flint Hill, Josephville, Lake St. Louis, Foristell, O'Fallon,and unincorporated St. Charles County. They provide fire suppression, EMS, prevention,education, and community outreach, in a fiscally responsible manner, operating from 5 staffed fire stations with modern equipment and well-trained firefighters and paramedics.

CHALLENGES WENTZVILLE FIRE PROTECTION DISTRICT WAS LOOKING TO SOLVE:

- Unified Platform
- Card & ACH Acceptance
- Transparent & Competitive Card Acceptance Rates
- Local Support
- PCI Compliance Assistance
- Quickbooks Integrations
- Compliant Surcharging & Dual Pricing Options

WHAT FEATURES DID DCRS BRING TO THE TABLE WITH THE NEW PAYCENTER SOFTWARE:

- Originally had multiple vendors and agreements to accept Card & ACH payments
- Lowered card acceptance rates and ACH from previous vendors
- Combined Card & ACH into a single platform
- Registration (custom) link for events
- Quickbooks integration (2026!)
- Assisted with PCI Compliance Questionnaire
- DCRS imported all customers/info into Paycenter from QB Desktop to make smooth transition

WHAT WENTZVILLE FIRE PROTECTION DISTRICT WAS LOOKING FOR WITH THEIR NEXT VENDOR:

Both card and ACH acceptance, transparent and possibly lower card acceptance rates, prompt and attainable customer service, possible Quickbooks integration

WHAT DO YOU VALUE THE MOST IN PARTNERING WITH DCRS:

"Support and prompt responses."