



Better Business Bureau  
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PROGRAMS & SERVICES

FOR BUSINESSES

## BBB BUSINESS REVIEW

Is this your Business?

**THIS BUSINESS IS NOT BBB ACCREDITED**

### Publisher's Payment Processing

Phone: (707) 266-6673

Fax: (541) 494-4003  
*View Additional Phone Numbers*  
1750 Delta Waters Rd STE 102 PMB 204, Medford, OR 97504-9181  
Send email to Publisher's Payment Processing  
<http://www.publisherspayment.com>

**F** **On a scale of A+ to F**  
Reason for Rating  
BBB Ratings System Overview

*BBB Business Reviews may not be reproduced for sales or promotional purposes.*

### BBB Accreditation

Publisher's Payment Processing is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and are not accredited because they have not sought BBB accreditation.



To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

## Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that *lowered* Publisher's Payment Processing's rating include:

- Length of time business has been operating.
- 878 complaints filed against business
- Failure to respond to 6 complaints filed against business.
- 13 complaints filed against business that were not resolved.
- 34 serious complaints filed against business.
- Length of time business has taken to resolve complaint(s).
- Business has failed to resolve underlying cause(s) of a pattern of complaints.
- BBB does not have sufficient information to determine size of business. BBB evaluation of business is based on rating formula's smallest size classification.

## Customer Complaints Summary

[Read complaint details](#)

878 complaints closed with BBB in last 3 years | 281 closed in last 12 months

| Complaint Type                  | Total Closed Complaints |
|---------------------------------|-------------------------|
| Advertising / Sales Issues      | 236                     |
| Billing / Collection Issues     | 378                     |
| Delivery Issues                 | 119                     |
| Guarantee / Warranty Issues     | 1                       |
| Problems with Product / Service | 144                     |
| <b>Total Closed Complaints</b>  | <b>878</b>              |

### Additional Complaint Information

On November 1, 2012, BBB recognized a pattern of complaints from consumers regarding improper billing and collection practices. Consumers allege they receive bills from this company for magazines they currently have subscriptions for, implying it is time for renewal. However consumers claim the subscriptions are not expired, nor did they originally order through this company.

Consumers further allege the company's renewal advertisement states it has the lowest renewal fee, but consumers find that renewing directly through their magazine's publisher costs less. Consumers also claim the company charges a \$20 processing fee to cancel renewals.

On November 5, 2012, BBB notified the company of the complaint pattern. To date, the company has not responded to BBB's request to address the pattern.

## Customer Reviews Summary

[Read customer reviews](#)

1 Customer Review Customer Reviews on Publisher's Payment Processing

| Customer Experience           | Total Customer Reviews   |
|-------------------------------|--------------------------|
| Positive Experience           | 0                        |
| Neutral Experience            | 0                        |
| Negative Experience           | 1                        |
| <b>Total Customer Reviews</b> | <b>1 Customer Review</b> |

### Government Actions

BBB knows of no significant government actions involving Publisher's Payment Processing.

What government actions does BBB report on?

### Advertising Review

BBB has nothing to report concerning Publisher's Payment Processing's advertising at this time.

What is BBB Advertising Review?

## Additional Information

BBB generally reports 100% of all reportable complaints except for those businesses who maintain a large volume of complaints. BBB currently publishes 30% for Publisher's Payment Processing.

BBB file opened: 09/26/2011

**Contact Information**

Principal: Ms Laura Lovrien (President)  
Ms Jane Buehl (Branch Manager)

**Business Category**

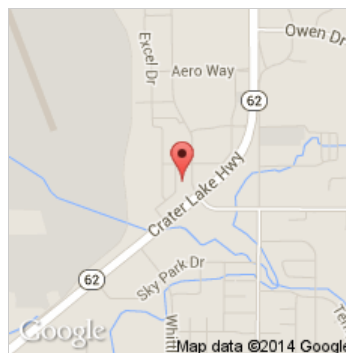
Magazines - Subscription Agents, Magazine Sales by Mail, Magazine Sales

**Alternate Business Names**

A C P A, American Consumer Publishing Association Inc, American Consumer Publishing Inc, Orbital Publishing Group Inc, P P E S Publisher Periodical Service, Publishers Payment Processing, Publishers Services Network, Raybor Management Inc, United Publishers Network, Publishers Billing Association, Publishers Billing Exchange, M B S, Magazine Billing Services, Publishers Payment, Liberty Publishers Group Inc, Circulation Billing Services, Magazine Billing Network, Publishers Billing Emporium, Liberty Publishers Service Inc, Publishers Payment Services, Publishers Magazine Payment, Publishers Magazine Billing, Publishers Billing Services, American Consumer Publishers Association, Global Publishers Service, G P S, Allied Publishing Services, Associated Publishers Services, Billing Services of America, Bradford Publishing Service, Global Publishers Center, Lake Shore Publishers Service, Magazine Distribution Service, Magazine Payment Services, Magazine Subscriber Services, Magazine Subscriptions Center, National

**Industry Tips**

Holiday Shopping Tips: Buying by Mail  
Magazine Subscription Solicitations



**Customer Review Rating plus BBB Rating Summary**

Publisher's Payment Processing has received 1.00 out of 5 stars based on 1 Customer Review and a BBB Rating of F.

BBB Customer Review Rating plus BBB Rating Overview

*As a matter of policy, BBB does not endorse any product, service or business.*

*BBB Business Reviews are provided solely to assist you in exercising your own best judgment. Information in this BBB Business Review is believed reliable but not guaranteed as to accuracy.*

*BBB Business Reviews generally cover a three-year reporting period. BBB Business Reviews are subject to change at any time.*

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