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COUNTY DEPARTMENT AGENDA REQUEST

Department/Division: Information Systems

Department Head: Russell Prince

Presenter, if needed: Nina Madrid

Preferred Meeting Date: Thursday, December 11, 2008

Wording for the Agenda:

Consideration of staff's request for authorization to proceed with the implementation of credit card payments for utility bills with Paymentus Corporation at no cost to the County.

Background/History/Details:

Many citizens have expressed a desire to use credit cards for payment of water bills and other charges by the County. A resolution passed by the Board of Commissioners on 3/23/06 authorizes the acceptance of credit card payments to the County for various fees and charges. Proposals from Munis, the County's financial software vendor; Wachovia, the County's banking vendor; and Paymentus Corp., a company that can interface with the County's financial software, have been evaluated by staff of the Water System, Finance Dept. and Information Systems. Staff is recommending Paymentus Corp. Paymentus does not charge an implementation fee, a monthly fee, nor a minimum transaction fee. They collect a convenience fee from the user. Payments can be made online or by automated phone system and would be automatically deposited to the County's bank account and a posting file uploaded daily into our financial system. Water System would be the 1st to use this payment option. In the future, staff hopes to implement credit card payments for building permit fees, recreation fees, business license fees, Fire/EMS fees and others.

What action are you seeking from the Board of Commissioners?

Approval to proceed with the implementation of credit card payments for utility bills with Paymentus Corporation. The County Attorney is adjusting the agreement which will need to be executed by the Chairman if this request is approved.

If this item requires funding, please describe:

No funds required.

Has this issue come before the Commissioners in the past? Yes

If so, when? Wednesday, November 5, 2008

Do you need audio-visual for the presentation? No

Back-up Material Submitted? Yes

STAFF USE ONLY

Approved by Finance? Yes

Reviewed by Legal? Yes

Approved by Purchasing? Yes

Approved by Administrative Staff? Yes

Staff Notes

Administrator's Approval Yes

Confirmed Meeting Date Thursday, December 11, 2008

- ○ Recognition/ Presentation
- ○ Public Hearing
- ◉ Old Business
- ○ New Business
- ○ Consent
- ○ Report
- ○ Other

Fayette County GEORGIA

Where Quality Is A Lifestyle

To: Board of Commissioners
Jack Krakeel

From: Nina Madrid

Date: November 26, 2008

Subject: Approval to proceed with the implementation of credit card payments for debts with Paymentus Corporation

Many Fayette County citizens have expressed their desire to use credit cards to satisfy any debt which may be owed to Fayette County, including but not limited to, taxes, utility bills, license and registration fees, fines and penalties. On March 23, 2006, a resolution was passed by the Board of Commissioners authorizing the acceptance of credit cards for payment of all types of amounts payable to the County.

I, along with Lisa Quick of the Water System and Toni Jo Howard of the Finance Department, were tasked with finding an alternative payment solution for our citizens that is both cost effective and easy to use. We searched for a process that could be implemented quickly and efficiently at a minimal cost to the County. We evaluated proposals from Munis, our financial software vendor; Wachovia, our banking vendor; and Paymentus Corporation, a company that can interface with our financial software. After reviewing the proposals we are recommending Paymentus Corporation.

Paymentus Corporation, which has offices in Atlanta GA and Richmond Hill ON, provides real-time payment options that are available 24/7, 365 days per year, to utility companies and municipalities throughout the United States. Unlike the other vendors evaluated, Paymentus does not charge an implementation fee, nor do they have a monthly fee or a minimum transaction fee. Additionally, there is no cost for the hardware, software, telecommunications, professional services, financial services or support. Both Paymentus Corporation and their payment processor, Chase Paymentech, are PCI compliant and provide security and validation to minimize NSFs and secure credit information. The entire cost of their services is contained within the convenience fee and is paid by the customer who chooses this payment option. Payments can be made online or by automated phone (IVR system.) Online payments would be made through a link on the County's website. The link would access the payment site which would be tailored to look like the County's website. The IVR system would consist of a telephone access number that would connect citizens to an automated system for payments by phone. Citizens would be fully advised of the added transaction fee at the start of either payment process. The funds from the payments would be automatically deposited to the County's bank account with details of the payments available online upon completion of the transaction. A customized posting file would be generated and uploaded into our financial system on a daily basis. The implementation time is expected to take 4 to 6 weeks.

The Water System will be the initial department to utilize this service and provide their utility bill customers with these additional payment options. In the future, minor modifications can be made so that this same process can be made available to other County departments so that they may also offer their customers the convenience of making payments online or by phone at any time.

STATE OF GEORGIA

COUNTY OF FAYETTE

RESOLUTION
NO. 2006- 08

A RESOLUTION OF THE COUNTY OF FAYETTE, GEORGIA, AUTHORIZING THE ACCEPTANCE OF CHARGE CARDS AND DEBIT CARDS (HEREINAFTER REFERRED TO COLLECTIVELY AS "CREDIT CARDS") FOR PAYMENT OF ALL TYPES OF AMOUNTS PAYABLE TO THE COUNTY OF FAYETTE, INCLUDING BUT NOT LIMITED TO TAXES, LICENSE AND REGISTRATION FEES, FINES AND PENALTIES, AND ESTABLISHING MINIMAL STANDARDS FOR ALL AGREEMENTS THAT WILL BE ACCEPTED BY THE COUNTY OF FAYETTE FROM CREDIT CARD ISSUERS, CREDIT CARD PROCESSORS, BANKS, OR OTHER APPROPRIATE THIRD PARTIES.

WHEREAS, pursuant to O.C.G.A § 50-1-6, Fayette County is authorized to permit the collection of all types of amounts which are due and payable to the County of Fayette by payment via Credit Card by the party owing said amount; and

WHEREAS, the County of Fayette believes that payment via Credit Card is an option that would be beneficial and convenient to those owing a debt of any description to Fayette County; and

WHEREAS, payment via Credit Card necessitates the involvement of at least one additional party, the Credit Card issuer, processor, or other appropriate party, in the process of collection; and

WHEREAS, said additional party is likely to assess a fee for transactions processed via Credit Card; and

WHEREAS, such involvement and fees must be governed by some minimal standards.

NOW, THEREFORE, be it resolved by the Board of Commissioners for the County of Fayette that, this body hereby authorizes the acceptance of Credit Card payments as a method of collection of debts of all types which are due to the County of Fayette, Georgia if and when a convenience fee based on the underlying debt may be charged at the time of said payment, to the customer making said payment and, this body adopts minimal standards to govern the relationships necessarily created between the County of Fayette and the Credit Card issuer, Credit Card processor, bank, or other appropriate third party when such a payment method is permitted.

1.

When those parties owing a debt of any description to Fayette County satisfy said debt, they shall have the option of rendering payment via Credit Card. All such payments for Fayette County shall be made to Fayette County through the appropriate staff member whose duty it is to collect said debt.

2.

When payment is rendered via Credit Card, a fee is likely to be charged by the Credit Card issuer, processor, or other appropriate party, for processing the payment. Many contracts for Credit Card service require a reduction of the face amount of the debt which must be satisfied in an amount equal to the cost of the processing fee. This may be done through a discount percent from the face amount or a flat administrative fee. An inherent decrease in revenue realized by the County would result from this reduction. This body finds that the reduction in

revenue can be avoided through selective contracting. This body further finds that even if this reduction in revenue were unavoidable, a small revenue reduction would be overcome by the non-monetary benefits of Credit Card use. The Credit Card will be a convenient form of payment for the reduce government overhead, improve government financial security, and improve governmental cash flow.

3.

Selective contracting shall be employed to avoid uncontrolled reductions in County revenue. This body shall approve only those contracts for Credit Card service, either directly with the Credit Card issuer or through the Credit Card processor, bank, or other third party, which permit the assessment of a convenience fee, charged directly to the customer who is tendering the Credit Card for payment and which is based on the amount of the debt due to the County as a percentage of the value of the debt due or based on a tiered schedule of payment which relates to the value of the debt due. Where charged, this convenience fee shall be in lieu of a reduction in the face value of the debt owed to the County for processing/administrative fees charged to the County. All those Credit Card agreements which prohibit charges of such a tiered or percentage based convenience fee directly to the customer by the collecting official, and instead opt for an unrecoverable reduction of revenue for the County, will be rejected by this body.

4.

This body will accept only those contracts for Credit Card service which guarantee that no portion of the face value of the debt paid via Credit Card by the customer will be reduced by the Credit Card company in response to any dispute of a charge by customer. Such issues must

be resolved consistent with O.C.G.A. § 48-5-380 and similar provisions which set forth the proper methods for requesting a tax refund or similar refunds of fees, not through the Credit Card issuer, or similar party.

5.

All convenience fees charged to the customer to satisfy the processing fees of the Credit Card companies, Credit Card processors, banks or other appropriate third parties, are hereby recognized as payments rendered for value received. The customer shall be deemed to have received the full benefit of said fee upon the payment of the underlying debt due to the County via a more convenient means than previously available in Fayette County.

6.

Said fee shall be paid at the moment an obligation is satisfied via Credit Card, and in no case shall this fee be refunded to the customer regardless of any claim he/she may have for refund of the underlying debt for which the Credit Card payment was rendered. The obligation to pay said charge is in no way related to the obligation to pay the underlying debt owed to the County by the customer who is tendering payment via Credit Card.

7.

Any agreement entered into with a Credit Card issuer, Credit Card processor, bank, or other appropriate third party as needed to facilitate the acceptance of Credit Card payments shall require execution by the official required to receive or collect the specified type of debt to be paid via Credit Card, the Credit Card issuer, Credit Card processor, bank, or other appropriate third party, and the Fayette County Board of Commissioners by and through its chairman in order to be binding upon the County of Fayette.

8.

Any agreement made with a Credit Card issuer, Credit Card processor, bank, or other appropriate third party will provide for cancellation of contract by the County of Fayette at any time, after ninety (90) days of notice of such cancellation and be binding for no more than one year but subject to automatic renewal of terms unless notice of termination is given.

SO RESOLVED this 23 day of March, 2006.

BOARD OF COMMISSIONERS OF
FAYETTE COUNTY

By: _____
GREGORY M. DUNN, Chairman

FAYETTE COUNTY GEORGIA

ATTEST:

Karen Morley
Deputy Clerk

Paymentus
Overview & Demonstration

Paymentus

The Real-Time Bill Payment Company

Objectives

1. Demonstrate the power of the Paymentus Real-Time Bill Payment Platform
   - Real-Time, End to End Transaction Visibility
   - Powerful Real-Time Tools for your customer service, finance & collections agents

2. Demonstrate Simplicity
   - Ease of use for your customers and agents
   - Simplified pricing model
   - Simplified implementation, standard 4-6 weeks

Paymentus Solution Overview

Paymentus

The Real-Time Bill Payment Company

The Challenge

Requirements

- Convenient, 24x7 payment options (online, IVR, mobile)
- Cost effective solution and option for credit card, debit and e.checks payments
- Real time tools and information for your customer service agents

Challenges

- How to do it?
- How much will it cost?
- What will it take to get implemented, integrated and launched?

Your search is over…

Paymentus
The Real-Time Bill Payment Company

Paymentus Solution Overview

A real-time bill payment platform, where your customers can easily make payments:

- How they want … by credit card, debit, e.check
- Where they want … IVR, web, mobile payments
- When they want … 24x7, after hours, weekends

Benefits

Make it easier for your customers to make payments!

Reduce the cost of collections, improve cash flow!

Provide real-time payment notification, confirmation & reporting!

Paymentus

The Real-Time Bill Payment Company

Risk Free

1. Absolutely no upfront, ongoing or hidden costs
2. No monthly minimum transaction requirements
3. Industry leading implementation 4-6 weeks

Paymentus eliminates the uncertainty and risks associated with launching new self-serve bill payment options

Paymentus
The Real-Time Bill Payment Company

Simplified per Transaction Pricing Model

Biller Absorbed Model

- No risk. No upfront capital or ongoing integration, security, systems, telecom or support/maintenance costs

User-Pay Model

- The entire cost of the service, including processing fees and systems costs is contained within the convenience fee and paid by the user who chooses this payment option

Hybrid Model

- Biller shares the simplified per transaction cost with the user

Demographics

World of Payment Options

- Electronic Banking
- Pre-Authorized Payments

- 20% of your customers
- Low cost of collections

- Mailed Checks
- Walk-In
- Expedited “Urgent” Payments
- Late or facing disconnections

- 80% of your customers
- Higher cost of collections

Paymentus provides convenient 24x7 payment options in addition to your existing options

Paymentus
The Real-Time Bill Payment Company

The Next Generation of Bill Payments

Paymentus has simplified and eliminated many of the problems in the bill payment industry

Paymentus

The Real-Time Bill Payment Company

The Next Generation of Bill Payments

- Simplified and “bullet-proof” processes
  - No lost transactions
  - No duplicate payments
  - 100% shielding and securing of credit card numbers
- ACH & electronic check verification
  - Reduced NSF with real-time verification of electronic checks against databases of “bad-check” writers
  - We decline eCheck payments in real-time if they don’t meet our criteria
- Simplified implementation & tight integration at no cost
  - Customized posting file and automated posting
  - Flexible and on-demand posting

Paymentus
The Real-Time Bill Payment Company

The Next Generation of Bill Payments

- Total management and control of the payment life-cycle
  - Real-time end to end transaction visibility
  - Simplified real-time refund and cancellation up to 12 months
- Real-time payment notification, confirmation and reporting
  - Real-time Agent Dashboard to search, confirm and control payments
  - Real-time payment notification for customer
- Powerful self-service tools for the biller
  - Real-time tools for customer service, finance and collections agents
  - Role and permissions based “Agent Dashboard”
  - Self-administration of roles and users

Paymentus
The Real-Time Bill Payment Company

Company Overview

Paymentus
The Real-Time Bill Payment Company

Company Overview

- Paymentus is the fastest growing company in the bill payment industry
- Offices in Atlanta, GA and Richmond Hill, ON supporting utilities and cities with 10,000 customers to 2,000,000 customers
- Paymentus is fully Payment Card Industry (PCI) Compliant
- The Paymentus team has leveraged decades of experience in the presentment and payments industry to build a next-generation bill payment platform

Paymentus eliminates many of the challenges facing conventional companies and conventional processes within the bill payment industry

Paymentus
The Real-Time Bill Payment Company

Our Valued Customers & Partners

ENBRIDGE

County of Pulaski Virginia

Cherokee County

County of Caroline Virginia

County of Adams

CHASE Paymentech

City of Toledo

Houston County Alabama

County of Campbell Virginia

Mason County

French Broad Electric Membership Corp.

accenture High performance. Delivered.

City of Azusa California

City of Powell

Santa Cruz County

Columbia County Commonwealth of Pennsylvania

VISA

American Express

MasterCard

City of Avondale

Northern Wasco County PUD People's Utility District

City of Fairfield California

DISCOVER Financial Services

welcome to HoughtonCounty.net

PWSA The Pittsburgh Water & Sewer Authority Quality Water Quality Service

Paymentus The Real-Time Bill Payment Company

Value Proposition

- Simplified processes and superior technology
- Superior delivery and support model
- Fast, innovative, flexible & 100% customer focused
- Expert technology and operations team

100% reference-ability with every one of our customers

- Simplified per transaction cost model, with no upfront or ongoing costs
- Flexible cost models (user-pay, hybrid, biller-pay)
- Simplified reconciliation into any CIS / billing system
- Real-time back-office tools for customer service, finance, collections agents

Simplified Industry Leading Implementation

We have implemented your Online, IVR and Mobile Payment Sites

- ✓ Online Payment Site Setup
- ✓ IVR Payment Channel Setup
- ✓ Mobile Payment Channel Setup
- ✓ Agent Dashboard Setup
- ❑ Posting File Setup
- ❑ Merchant Account Setup
- ❑ Administrator Setup & Training
- ❑ Launch

Simplified Industry Leading Implementation… 4-6 Weeks

Paymentus
The Real-Time Bill Payment Company

Demonstration

- Customer experience making an online payment
- Agent Dashboard: Powerful & simple tool for customer service, finance and collections agents
- Customer experience making an IVR (automated phone) payment

Contact

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Executive Account Manager

Paymentus Corporation
The Real-Time Bill Payment Company TM

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The Real-Time Bill Payment Company

Additional Slides

Company Overview

Jim Douglass, Chairman

- Former CFO of CheckFree (NASDAQ:CKFR, Market Cap 3.5B+)

Dushyant Sharma, President and CEO

- Former President of Derivion, a leading eBilling provider in North America
- Former General Manager of Metavante's eBilling Network

Expert Technology and Operations Team

- The team has decades of experience building the original eBilling platforms for Derivion and Metavante
- With Derivion, the team has implemented some of the largest EBPP sites in North America such as BG&E, Farmers, Huntington Bank, TECO, JPM Chase, Waste Management

Revenue Management Solutions

Paymentus industry leading innovation delivers Revenue Management solutions that simplify and accelerate the payment life cycle

Account Presentment & Payment

- At no cost, give your customers the ability go online and view their bill details, make a payment, schedule recurring payments and view their payment history
- It's like EBPP for free, without the image of the bill

Multi-Channel Contact Manager

- Integrated outbound IVR call, Email and SMS payment reminder system
- On-demand "press 1 to pay now" option
- Seamless integration into the "Agent Dashboard"

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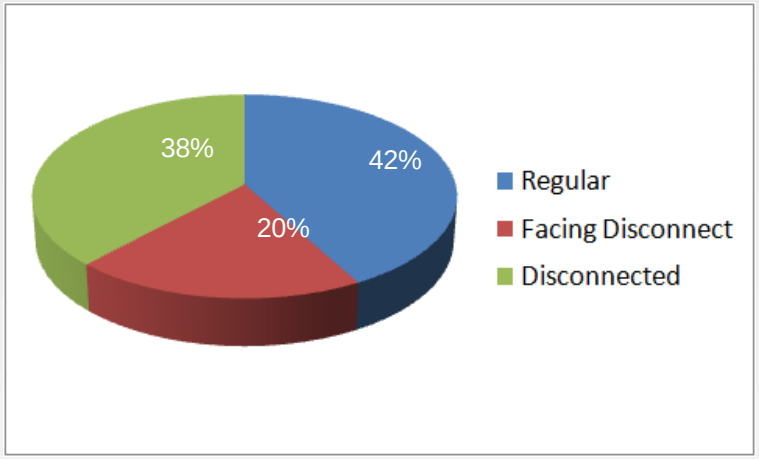
The Real-Time Bill Payment Company

Actual Usage Data

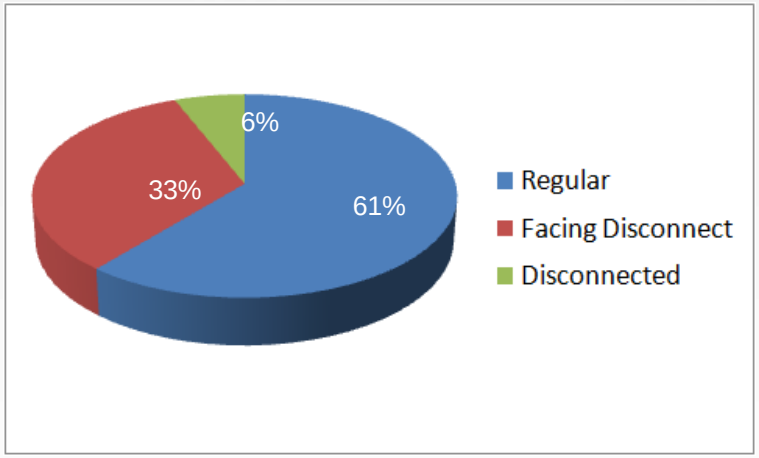
Utility 1: Usage Data

- 42% Regular Customers
- 20% Facing Disconnect
- 38% Disconnected



Utility 2: Usage Data

- 61% Regular Customers
- 33% Facing Disconnect
- 6% Disconnected



Repeat users: 25%

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Utility

- 5% - 10% of bills go into arrears per year
- 25% of accounts indicated that if they had the option to pay by credit card, they would pay immediately, including paying a service fee
- 10,000,000 invoices per year = 500K – 1M invoices in arrears
- $25M to $50M invoices paid immediately!

What We Do

Paymentus Provides

A real-time bill payment network, where your customers can pay bills by credit card, debit & e.check through your website, IVR or mobile phone, 24x7

Paymentus

The Real-Time Bill Payment Company

What We Provide

Utility Receives

- A turn-key & fully hosted, multi-channel payment service (Web, IVR, Mobile) to accept multiple payment options (major credit cards – Visa, Mastercard & American Express)
- Agent Dashboard: search, confirm, and control payments in real-time

Absolutely no cost to the Utility

- No setup, ongoing or hidden costs
- No monthly minimum transaction requirements
- Simplified per transaction fee. The entire cost of the service, including credit card fees and systems costs is contained within the convenience fee

Business Impact

Lower the cost and reduce some of the challenges associated with collections

- By making it easier for your customers to pay their bill
- Real-time payment notification, confirmation & reporting
- No longer absorb credit card and payment processing fees
- No upfront, ongoing systems or support costs

Demographics

Typical demographic of consumers likely to use the service and pay the convenience fee include:

- Customers facing late fees or penalties that require instant payment confirmation
- Households that use credit cards to manage payments & bills
- Loyalty points collectors (small medium commercial accounts)
- Pay how, where and when you want

Our Valued Customers & Partners

ENBRIDGE

City of Azusa California AZUSA

City of Avondale

Power Stream
YOUR CURRENT CONNECTION

NORTHERN WASCO COUNTY PUD
PEOPLE'S UTILITY DISTRICT

Cherokee County

CHASE Paymentech

accenture
High performance. Delivered.

French Broad Electric Membership Corp. — Owned by those we serve

City of FAIRFIELD California

Niagara On-The-Lake HYDRO

centershift
Shifting your focus to solutions

AUB

Conway Corporation

London Hydro

City of Powell

City of Toledo

Abington Memorial Hospital

VISA

MasterCard

American Express

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