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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, January 22, 2009

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, January 22, 2009

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

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

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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

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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

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Company Overview

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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

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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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The Real-Time Bill Payment Company TM

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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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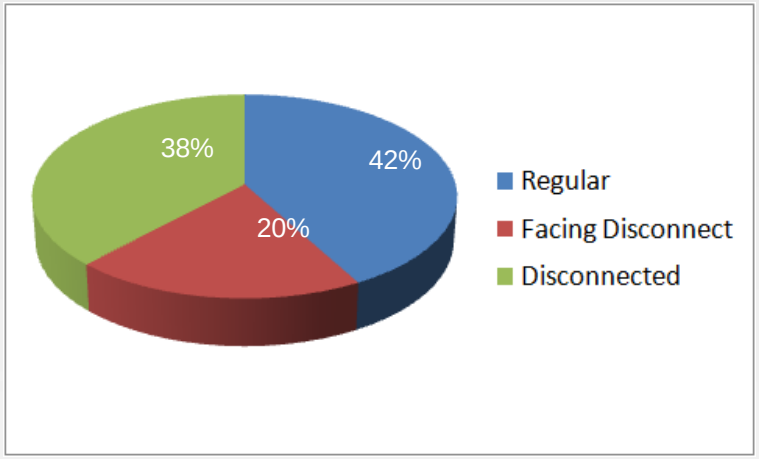
Actual Usage Data

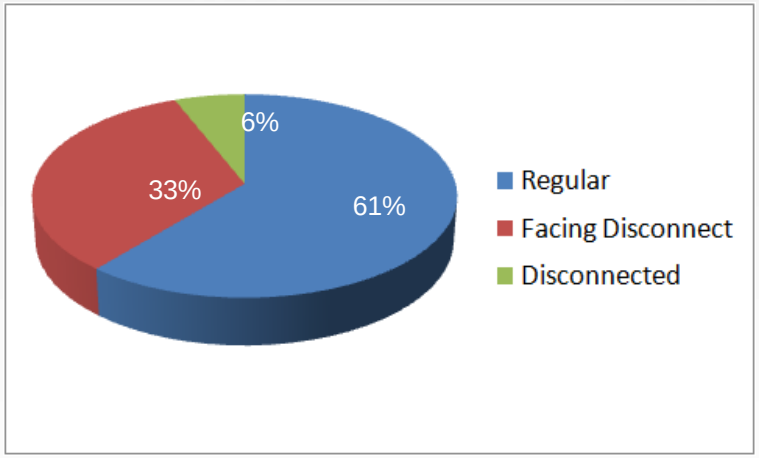
Utility 1: Usage Data

- 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

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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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