

**TOWN OF CHINO VALLEY
MEETING NOTICE
COUNCIL FINANCE SUBCOMMITTEE**

**Tuesday, October 29, 2013
5:00 P.M.**

**Chino Valley Council Chambers
202 N. State Route 89, Chino Valley, Arizona**

AGENDA

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. APPROVAL OF MINUTES**
 - 3a.** September 17, 2013 minutes.
- 4. OLD BUSINESS**
 - 4a.** Xpress Bill Pay Demo.
- 5. NEW BUSINESS**
 - 5a.** Discussion and Review of online bill pay proposals.
- 6. ADJOURNMENT**

Dated this 22nd day of October, 2013
By: *Joe Duffy, Finance Director*

The Town of Chino Valley endeavors to make all public meetings accessible to persons with disabilities. Please call 636-2646 (voice) or 636-1787 (TDD) 48 hours prior to the meeting to request a reasonable accommodation to participate in this meeting. Supporting documentation and staff reports furnished with this agenda are available for review in the Town Clerk's Office, 202 N. State Route 89, Chino Valley, AZ or on the web at <http://www.chinoaz.net/general/financecom.shtml>.

Public notice is hereby given that FOUR (4) OR MORE MEMBERS of the Mayor and Town Council may be present at this meeting.

**MINUTES OF THE REGULAR MEETING
OF THE COMMON COUNCIL FINANCE COMMITTEE
OF THE TOWN OF CHINO VALLEY**

**Wednesday September 17, 2013
5:00 P.M.**

The Common Council Finance Committee of the Town of Chino Valley, Arizona, convened for a regular meeting in the Chino Valley Council Chambers, located at 202 N. State Route 89, Chino Valley, Arizona.

Councilmember Pat McKee called the meeting to order at 5:05 P.M.

Members present: Councilmember Pat McKee (chair), Councilmember Linda Hatch

Members absent: Vice-Mayor Darryl Croft

Staff present: Finance Director Joe Duffy, Town Manager Robert Smith, General Services Director Cecilia Watts, Administrative Technician Sally Self, Senior Accountant Cindy Sandlin

3. APPROVAL OF MINUTES

3a. August 20, 2013 minutes.

Councilmember Hatch moved, seconded by Councilmember McKee to approve the August 20, 2013 minutes, and passed.

4. OLD BUSINESS

Mr. Duffy reported that at the October 8, 2013 Council meeting he would discuss procurement code procedures.

5. NEW BUSINESS

5a. Discussion and Review of Xpress Bill Pay Proposal.

Mr. Duffy highlighted the on-line bill payment procedure using Xpress Bill Pay and its compatibility with the Town's Clarity system. Highlighted points are customer notification, mailing expenses, the Town's billing and check process. Questions were raised regarding initial set-up and ongoing fees charged to the Town.

Councilmember Hatch moved, seconded by Councilmember McKee to table review of Xpress Bill Pay proposal, and passed.

5b. Approve revision to charter per Council direction.

Councilmember Linda Hatch as moved, seconded by Councilmember McKee to amend the Council sub-committee charter of the Finance Committee charter to reflect the example presented, and passed. The frequency changed to annually and as needed, and meeting day and time changed to 3rd Tuesday at 5:00 P.M.

6. Adjournment

Councilmember Hatch moved, seconded by Councilmember McKee to adjourn, passed at 5:30 P.M.

Dated this 18th day of September, 2013

By: *Liz Hart, Town Clerk Assistant*

Town of Chino Valley		
Electronic Bill Pay Proposals		
	Xpress Bill Pay	Payment Service Network
Major Features	Caselle's only Authorized, Preferred & Fully Integrated Electronic Payment Provider	
	Online Bill Presentation	
	Email Notifications	
	Easy Bank Reconciliation	
	Continuous development with Caselle	
Number of Registered Users	466,000	2+ million registered users
Number of Caselle Customers provider currently interfaces with	189	125
Payments Types that can be processed	Can process any/all payment types & integrate with Caselle	
Utilities Payment	Yes	Yes
Business License	Yes	Yes
Accounts Receivable	Yes	Yes
Can customers elect to have paperless billing?	Yes	Yes
Will Caselle be updated when customers elect paperless billing?	Yes	Yes
Can Customers Pay 24/7? Operated Assisted	Yes	Yes
24/7 Technical Support	No, phone support M-F & email support every day.	No, PSN operator 6-6 weekdays, 7-4 weekends
Is Support In English and Spanish	Primary support in English. Limited support in Spanish	Yes
Can customers pay online?	Yes	Yes
Can customers pay with smart phones and tablets	Yes	Yes
Can customers pay in person?	Yes	Yes
Can customer pay over the phone?	Yes, both at Xpress Pay and Town	Yes, \$1 IVR, \$1.75 per transaction regardless of length.
Are customers alerted when bills are due?	Yes	Yes
Can customers pay multiple bills in one transaction?	Yes	Yes
How many years history can customers see	2 years of billing history and 1 year of transaction history	2 years bills, life of payments
Customer Payment Options;		
Credit Card	Yes	Yes
Debit Card	Yes	Yes
Checking Account	Yes	Yes
Savings Account	Yes	Yes
Interface with Rec One?	Yes	No
Auto Pay	Yes	Yes
Notification to Customers if Credit Card is account to expire?	90, 60, and 30 days in advance	Yes
Can customers set up a secondary payment option?	Yes	Yes
Does the Town have real time access to customer activity	Yes	Yes
Are Daily Transaction Reports broken down daily by payment type?	Yes	Yes
Does the system transfer EFT payments to the Automated Clearing House	Yes	Yes
Can Town Customize the Web Interface?	No	Yes \$200 One Time Fee
Is Town required to use vendors merchant services	No	No

Town of Chino Valley		
Electronic Bill Pay Proposals		
	Xpress Bill Pay	Payment Service Network
Will system interface with bank bill pay providers	Yes	Yes
Can Town send attachments with electronic bills	Attachments are sent separate from the bill, but at no charge	Yes, easy PDF uploads
Costs		
Initial Setup Configurations	Quote From Caselle	No
Service Implementation Fee	None	\$199 One Time Fee
Support, Maintenance, Hosting (\$.015 per billing statement hosted)	\$ 50.00 minimum monthly	\$49.95 monthly
Security Compliance Fee	None	\$ 89.00 per year
Monthly Statement Fee	\$ 19.00	None
Gateway Fees:		
Credit Card Processing per transaction	\$ 0.30	\$ 0.30
EFT Online payments per transaction	\$ 0.40	\$ 0.40
IVR Automated Phone	\$1.95 per transaction	\$1.00 per transaction
Live PSN Representative Phone	\$1.95 per transaction	\$1.75 per transaction
Converting bank-issued checks to ePayments	\$.20 per transaction	\$.20 per transaction
EFT Returned Item		
Invalid Account Number	\$ 5.00	None
NSF of Closed Account	\$ 10.00	\$ 9.95
Customer Stop Payment	\$ 25.00	None
Credit Card Disputes		\$ 15.00
SBP Deposit Account Withdrawals	6 free per month the \$3.25 each	PSN Deposits Daily at no charge
Training	On-site training - reimburse travel costs.	PSN provides up to 6 raining modules.
Credit Card Swipes if needed	\$75.00 per Unit. Town can purchase own equipment.	\$360 per unit

Town of Chino Valley

Joe Duffy
202 N. State Route 89, Chino Valley, AZ 86323

Prepared By: Jared Swinford

Date: August 27, 2013

Recurring Monthly Fees

<u>Qty</u>	<u>Description</u>	<u>Rate</u>
1	Gateway Services Processing Fees	
	Credit/Debit Card (per transaction)*	\$0.30
	EFT or eCheck Payment (per transaction)	\$0.40
	Online Banking Consolidation (per transaction)	\$0.20
	<i>*Merchant service fees from the card companies will be billed directly from the respective provider.</i>	
	EFT Returned Items (if applicable):	
	Invalid account or unable to locate account (per return)	\$5.00
	NSF, Account closed, or Account frozen (per return)	\$10.00
	Customer stop payment (per return)	\$25.00
1	Support, Maintenance and Hosting Fee	\$50.00
	Price includes: all end user and administration support via the Xpress Bill Pay toll-free 800 number, upgrades, hosting, and maintenance.	
1	Monthly Statement Fee	\$19.00
TOTAL:		Based upon activity

Setup Charges

<u>Qty</u>	<u>Description</u>	<u>Price</u>
1	Initial Setup, Configuration, and Development* Price includes: Online Payment, Auto Pay, and Card Swipe Modules. You will have the ability to accept the following payments: credit/debit cards, electronic funds transfers (EFTs), and bank bill pays.	Included in Caselle quote
1	On-site Training Price includes: one 8 hour day of training. <i>NOTE: You shall reimburse roundtrip airfare and book hotel.</i> <i>Typically only one 8 hour day of training is necessary.</i>	Included in Caselle quote + airfare/hotel

TOTAL: Included in Caselle quote except for
airfare/hotel.

Additional Services Available

Check Conversion (per transaction)

Lock Box (per transaction)

Interactive Voice Response (IVR) Payment

800 Operator Assisted Payment

Online Utility Service Signup Module

Online Business License Payment Module

Online Citation Payment Module

Online Registrations

Online Recreation - XpressRec.com

Additional Equipment Available

Credit Card Swipe Terminals (per unit)

\$75.00

Receipt Printers

Check Conversion Scanners

**If you are interested in any of our additional services or equipment, please contact us for pricing.*

Caselle chooses Xpress Bill Pay as its Authorized and Preferred online payment provider

PROVO, UT -- Caselle® named Xpress Bill Pay® as its authorized and preferred provider for Internet and Electronic payment systems on February 26, 2010.

"Our business is helping local governments and special service districts increase productivity and efficiency through our integrated accounting software solutions," says Alan Hutchings, President of Caselle.

Caselle serves local governments, municipalities, counties, and special service districts in 30 states. "More than 1,200 customers have already implemented our software solutions. Now with Xpress Bill Pay by our side, we can give our current and future customers even more services by facilitating integrated electronic payment solutions."

Xpress Bill Pay provides an innovative Internet and Electronic payment system to government and utility organizations.

The system provides Online Customer Payments, Xpress Auto Pay, Electronic Check Conversion, toll free IVR or Live Operator assisted payments, and electronic delivery of all Online Banking Payments. It includes an easy to use interface that allows Caselle customers to receipt electronic payments directly into Caselle's cash receipting application.

"Our user-friendly system is fully integrated with Caselle's Utility Billing software. The partnership with Caselle provides a unique opportunity to add functionality and integration for all Caselle modules," says Keith L. Jenkins, President of Xpress Bill Pay.

Since 2003, Caselle and Xpress Bill Pay have jointly provided these services to customers.

"Over the years, Xpress Bill Pay has adapted their system to fully integrate with Caselle's system. With

this new agreement, both companies will continue to offer easy-to-use integration, superior reporting and state-of-the-art technology designed to help lessen internal workloads for government entities," says Jenkins.

As the Authorized Preferred Online Payment Provider, Xpress Bill Pay users will benefit from all planned software enhancements and upgrades. Later this year, Caselle will release new features that will include a redesigned interface offering a one-step process for receipting transactions for any Caselle module.

"Payment verification will occur automatically for all electronic and online payments, providing tighter integrations between all Caselle and Xpress Bill Pay," says Hutchings.

Caselle customers who use other online providers may still continue to use those services. However, because of the technology upgrades between Caselle and Xpress Bill Pay, all Caselle customers should consider using Xpress Bill Pay as their Internet and Electronic payment provider.

"We encourage all of our customers to make the switch now. Those who are currently not using Xpress Bill Pay for on-line payments should take advantage of these improvements and watch their productivity and efficiency increase," says Hutchings.

> For more information about Caselle, contact Scott Cook at (800) 228-9851, extension 5031 or sales@caselle.com. Or visit www.caselle.com

> For more information about Xpress Bill Pay, contact Jared Swinford at (800) 768-7295, extension 919 or jswinford@xpressbillpay.com. Or visit www.xpressbillpay.com.

For more information contact:

CASELLE®

Scott Cook
1656 South East Bay Blvd., #100
Provo, UT 84606
(800) 228-9851, extension 5031
www.caselle.com

Xpress Bill Pay™
Innovative Internet Payment Systems

Jared Swinford
387 South 520 West, Suite 110
Lindon, UT 84042
(800) 768-7295, extension 919
www.xpressbillpay.com



Payment Service Network, Inc.

SERVICE & COST PROPOSAL FOR CHINO VALLEY, AZ

Submitted on: October 8, 2013

Submitted by: *Ruth Ponder*

National Sales Representative

608.442.5058 DIRECT

rponder@PaymentServiceNetwork.com

Payment Service Network, Inc. (PSN) provides a wide range of eServices for payment processing, billing and customer communication. After discussing your needs, I have prepared the following proposal of services. After reviewing the information, please let me know if there is any additional information you require. The staff at PSN looks forward to providing you and your customers with personalized service.

SERVICES A LA CARTE

You are able to select whichever services are best for you and your customers. For PSN, it is simply a "flick of the switch" to activate services. We give you choices as to which payment methods you want to offer customers, which payment channels you will open to them and who pays what fees. This proposal quotes costs for the services that are checked below. If you would like quotes on any additional services, please let me know.

- ✓ Online and mobile (smart phones and tablets) payments
- ✓ Automated and/or operator-assisted payments
- ✓ Bank Bill Pay eSolution
 - Auto-Post Check Scanning (Check 21)
- ✓ Virtual Payment Portal (scannerless & swipeless processing)
 - Customized mobile app
- ✓ Customized website
- ✓ Outbound Auto-Call messaging
- ✓ eBills (online billing)
- ✓ Data Sharing (either hands-free or One-Touch integration)
- ✓ Integrated Credit Card Swipe



Simplifying Your Business Day

PSN SERVICES AND FEES FOR CHINO VALLEY, AZ

Service Implementation Fee.....\$199.00 (*One-time fee*)

The implementation fee includes implementation team; web service setup; standard mobile app setup; automated phone service setup; other solution setup (i.e. Bank Bill Pay eSolution, Auto-Call); marketing templates creation; submission of merchant account application(s); links for your website.

Custom Web Design (Optional).....\$200.00 (*One-time fee*)

PSN will customize the payment pages for your customers to include a banner provided by you.

System & Account Management Fee (*with eBill for Utility*).....\$49.95 (*Monthly fee*)

To cover ongoing account maintenance, system upgrades and fees charged to PSN by financial institutions and partners, a monthly gateway fee is required. If you are participating in eBills (online billing), the fee also covers the creation, posting, 24-month archiving and maintenance of your bills on the PSN system. Utility Customers may opt out of paper statements, saving money on postage and printing.

Security Compliance Fee.....\$89.00 (*Annual fee*)

To cover costs associated with maintaining our Level 1 PCI security certification, PSN charges an annual fee—due around December 1.

PSN FEES PAID BY CHINO VALLEY, AZ:

PSN Transaction Fees

Online/mobile eCheck40¢ per transaction

Online/Mobile Credit or Debit Card.....30¢ per transaction*

IVR Automated Phone\$1.00 per transaction*

Live PSN Representative Phone\$1.75 per transaction*

Converting bank-issued checks to ePayments (Bank Bill Pay).....20¢ per transaction*

*Plus Credit Card and Merchant Fees will be billed to the City. When you pay the credit card fees for your customers, PSN is able to qualify your city for special “utility” rates as shown below. There are three fees charged for the merchant account: Interchange, Discount Rate and Authorization Fee. *The sum of all three will be the fee charged to you.* Non-Utility Payments are charged regular government Interchange Rates, however, Discount Rate and Authorization Fee are the same for non-Utility payments.

1. As a utility company, PSN can qualify you for the Utility Rate Program offered by VISA, MasterCard and Discover, if you agree to pay all transaction fees associated with the payment and you agree to allow payers to set up Auto-Pay (recurring payments). Utility interchange rates range from \$0.45 to \$1.50. Most transactions will settle at \$0.75. Some business or corporate cards do not qualify for the Utility Rate Program and are charged regular government Interchange rates.
2. Discount rate (a term used by merchant providers) is an added cost. It is a percent of the transaction. For example: \$100 payment x 0.4% discount fee = 40¢
3. Authorization fee is a \$0.10 flat fee per transaction.

Credit Card Disputes: There is a fee of \$15 for credit card disputes payable by Chino Valley, AZ

Returned Check Fee: There is a \$35 fee for NSF checks payable by your customer. You may also choose to have PSN charge the City \$9.95 per NSF and City charges NSF to customer.

ADDITIONAL SERVICES PRICING

PSN provides many services in addition to the ones I quoted to help you reduce costs. Following are some of those services and the associated cost. If you need additional pricing on other services, please let me know.

- *Auto-Calling service for 15¢ per minute for answered calls only. Each completed call is charged a minimum of two minutes or \$0.30. Each additional minute is \$0.15.*
- *Integrated Credit Card Swipe Terminal- Verifone vx570 DC New: \$360.00 each
PSN will order the swipe terminal and program it so the swiped credit card payments are posted through the PSN payment engine. Each swipe terminal can be programmed for up to four separate payment types, i.e. Utility, Court, Tax, Misc. PSN and Credit Card Transaction fees apply.*