

CLERK-TREASURER DEPARTMENT – CITY COUNCIL UPDATE

January 27, 2014

Mari Ripp, Clerk-Treasurer

Projects/Work Completed this month & last month:

1. Paper products & supplies delivered and installed; some in progress
2. December 15, 30 and 31, 2013 claims and payroll and January 15, 2014 claims
3. Minutes of December 2, 9, 16, 2013 and January 6, 13, 15 and 21, 2014
4. Ordinance No. 1287-2014 Final Budget
5. Ordinance No. 1289-amending time for alcohol at HSL Park for Special Events
6. Ordinance No. 1291-Collective Gardens Moratorium
7. Hotel Motel Tax Agreements for 2014
8. Ribbon cutting and reception January 6, 2014 at New Police Station
9. Oath of offices / swearing in for incoming councilmembers
10. January 15, 2014 hosted WQCC After Hours event
11. Ordered and received equipment, staff tables, etc. for new council chambers
12. January 21, 2014 Reception for Rob Stephenson, Retiring Police Chief
13. Acting Chief appointment-Brad Gillaspie
14. Resolution No. 636-Policy and Procedure for Surplus
15. Resolution 639-Declaring Surplus and sale of items

Projects/Work in Progress:

1. 2014 Budget prep for final report for distribution
2. 2014 Goals & Priorities
3. Prep for Council Retreat on 1/25/2014
4. Prep for Police Chief hiring & Interviews and reception 1/30 and 1/31/2014
5. iCompass – Agenda management and packets and Civicweb training; Phase 2 implementation
6. Final LID Billing
7. SDC billing for special final assessment for CERB loans
8. CIAW Scholarship reimbursement
9. 2014 Training plan for CT Dept.
10. 2014 computer and software upgrads, replacement planning
11. AV and IT for new council chambers
12. Sonitrol Security updates
13. WPOA Mediation
14. Assisting in IAFF Arbitration and ULP meetings
15. Teamsters-Public Works and Teamsters-Clerical negotiations
16. 2015 & 2015 Healthcare insurance
17. Prep for 2013 Annual Report and Audit
18. Current Grant monitoring and processing
19. CWCOG Wellness Grant application for 2014 mini-grant
20. AWC Well City Grant
21. Online payments and accessing Utility ebills with Invoice Cloud



CLERK-TREASURER DEPARTMENT – CITY COUNCIL UPDATE

January 27, 2014

Mari Ripp, Clerk-Treasurer

22. Storage / Archives – prep for move of files/boxes
23. Boards & Commissions prepare for upcoming 2014 expiration of terms
24. 2014 Fireworks Permits
25. 2014 Business Licenses

Projects/Work in need of Council direction:

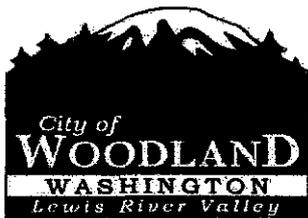
1. xxx

Projects/Work set for Council Agenda next meeting/month:

1. 2/3/2014 Special Events
 - a. 4/20/2014 Community Easter Egg Hunt at Horseshoe Lake Park by Woodland Moose
 - b. 5/9&10/2014 Kids Fishing Derby at Horseshoe Lake Park by Woodland Moose
 - c. 9/20&21/2014 Newfoundland Water Rescue Trials at Horseshoe Lake Park by Pacific NW Newfoundland Club
 - d. 12/6/2014 Winter Fest at Hoffman Plaza/Horseshoe Lake Park by Woodland Moose
2. 2/03/2014-approval of agreement for 2014- Downtown Woodland Revitalization
3. 2/10/2014-Presentation
4. 2/24/2014– December 31, 2013 Preliminary Financial Reports

Reports and Information Attached:

1. AWC Retro Refund and Annual Performance Report
2. Report on Water/Sewer Rate increase *Residential and Commercial examples
3. Summary report-Utility bill adjustments >\$1,000
4. Online payments and accessing Utility ebills with Invoice Cloud



SPECIAL EVENTS AGREEMENT

For Office Use Only:	
(Usage Date)	_____
Fee:	\$ _____
Deposit:	\$ _____
Total Due:	\$ _____

Applicant Name: DALE JEFFERIES Phone Number: 225-7736
 Organization / Business: WOODLAND MOOSE Fax Number: 225-5074
 Mailing Address: P.O. Box 1930 Email: lodge2394@moose
WOODLAND, WA 98674 UNITS.ORG

Are you a recognized Non-profit Organization? Yes No If yes, please attach a copy of your Non-profit 501-3 (c) with this form for eligibility.

Please mark the facilities desired, times, and dates of use.

Terms and Dates of Use

Usage Date(s): 4-20-14 Day(s) of Week: SATURDAY
 Arrival Time: 7:00AM Departure Time: 12:00 NOON
 Day-of Contact Person: DALE JEFFERIES
 Phone Number: 360-609-7238

Type of Activity:

- Parade Street Closure Street Sale Athletic Run/Walk Park Event
 Other _____ COMMUNITY EASTER EGG HUNT

Usage Area:

- Horseshoe Lake Shelter Large Field
 Beach Front Hoffman Plaza
 Use of Lake Other: _____
 Mini Shelter Other: _____

Gate Open yes no

Please list any Street Closures: _____
 Expected number of participants: 200+
 Expected number of spectators: 300+

Office Use Only:	Amount Paid \$ _____	Key#/Color: _____
Approved o Denied o Woodland Park Board: _____	Date: _____	Date: _____
Approved o Denied o Woodland City Council: _____	Receipt No. _____	Date Returned: _____
	Comments: _____	Refund Ck#/Date: _____

Please use checklist to ensure we have all the details we need to process your request.

- Detailed timeline of event activities beginning with setup and ending with cleanup
 - Proposed site plan (see list of plan requirements below)
 - Insurance naming the city as additional insured for event dates if the event is held on city property
 - Dance Permit if there is to be music (recorded or live). Please see fee schedule listed on the Dance Permit
 - Extra porta-potties for groups larger than 100
 - Notification to neighbors and/or businesses of event if necessary
 - Evacuation Plan (if applicable)
 - Medical/Emergency response plan (if applicable)
 - First Aid/Medical Services provided by _____
 - Temporary structure and vehicle access will comply with current fire code and WAC 51.54, International Fire Code Chapter 345.24 yes no
 - Provisions made for:
 - Parking
 - Litter
 - Security
- Will Police/Security be required? yes no

Site plan requirements

- Proposed road closure points and any roadway or driveway obstructions
- Temporary fencing
- Access Points
- Parking identified for special event use
- Location of tents, booths, temporary structures, amusement rides, etc.
- Dimensions of drive isles and vehicle access
- Cooking, open flames, fireworks and other heat sources
- Fire extinguishers (if applicable)

Please Read Carefully

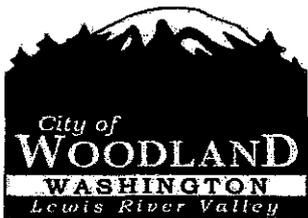
- All events must go through City Council and possibly Park Board. Please submit event application 2 months prior to event to ensure that a timely approval.
- Start and finish at stated time
- Adult supervision is required at ALL TIMES
- Please give 24-hour notice of cancellation
- Use only facilities listed on application
- No tobacco, smoking, or alcohol beverages
- Premises must be cleaned and vacated by 10 pm
- Obtain key (if needed) from the City Hall Annex during business hours for the tap water in the Horseshoe Lake Shelter.
- Deposit will be refunded 10 to 14 days following your event
- User is responsible for damages and clean-up
- Failure to observe rules and regulations of the City may result in loss of usage privileges
- Any emergency situation or bad weather may cause cancellation of facilities without notification.

NOTICE: Deposits will be non-refundable if city employee is called out to unlock, clean up, etc.

Agreement The undersigned hereby makes application to the City of Woodland for use of city facilities described above and certifies that the information given in this application is correct. The undersigned further states that he/she has the authority to make this application for the applicant and agrees that the applicant will observe all rules and regulations of Woodland Municipal Code and policies of the city in which the facilities are requested.

Applicant agrees that City of Woodland and City of Woodland agents, employees, and directors shall not be liable for any damage to person or property by reason of the negligent acts of Applicant, its agents, employees, invitees, or subcontractors. Applicant agrees to protect indemnify for costs, legal and other expenses, and hold harmless City of Woodland and its officers, employees, directors and agents from claims, liabilities, or suits arising out of injury to person or property from negligent acts of Applicant, its agent, employees, invitees, or subcontractors.

Applicant's Signature:  Date: 1-8-14



SPECIAL EVENTS AGREEMENT

For Office Use Only:	
(Usage Date)	_____
Fee:	\$ _____
Deposit:	\$ _____
Total Due:	\$ _____

Applicant Name: DALE JEFFERIES
 Organization / Business: WOODLAND MOOSE
 Mailing Address: PO BOX 1930
WOODLAND, WA 98674

Phone Number: 225-7736
 Fax Number: 225-5074
 Email: lodge2394@mooseunits.org

Are you a recognized Non-profit Organization? Yes No If yes, please attach a copy of your Non-profit 501-3 (c) with this form for eligibility.

Please mark the facilities desired, times, and dates of use.

Terms and Dates of Use

Usage Date(s): 5-9-14 + 5-10-14 Day(s) of Week: FRIDAY + SATURDAY
 Arrival Time: 10:00AM 5-9-14 Departure Time: 4:00PM 5-10-14
 Day-of Contact Person: DALE JEFFERIES
 Phone Number: 360-609-1238

Type of Activity:

- Parade Street Closure Street Sale Athletic Run/Walk Park Event
 Other _____ **KIDS FISHING DERBY**

Usage Area:

- Horseshoe Lake Shelter Large Field
 Beach Front Hoffman Plaza
 Use of Lake Other: _____
 Mini Shelter Other: _____

Gate Open yes no

Please list any Street Closures: _____

Expected number of participants: 200+

Expected number of spectators: 300+

Office Use Only:	Amount Paid \$ _____	Key#/Color: _____
Approved o Denied o Woodland Park Board: _____	Date: _____	Date: _____
Approved o Denied o Woodland City Council: _____	Receipt No. _____	Date Returned: _____
	Comments: _____	Refund Ck#/Date: _____

Please use checklist to ensure we have all the details we need to process your request.

- Detailed timeline of event activities beginning with setup and ending with cleanup
 - Proposed site plan (see list of plan requirements below)
 - Insurance naming the city as additional insured for event dates if the event is held on city property
 - Dance Permit if there is to be music (recorded or live). Please see fee schedule listed on the Dance Permit
 - Extra porta-potties for groups larger than 100
 - Notification to neighbors and/or businesses of event if necessary
 - Evacuation Plan (if applicable)
 - Medical/Emergency response plan (if applicable)
 - First Aid/Medical Services provided by _____
 - Temporary structure and vehicle access will comply with current fire code and WAC 51.54, International Fire Code Chapter 345.24 yes no
 - Provisions made for:
 - Parking
 - Litter
 - Security
- Will Police/Security be required? yes no

Site plan requirements

- Proposed road closure points and any roadway or driveway obstructions
- Temporary fencing
- Access Points
- Parking identified for special event use
- Location of tents, booths, temporary structures, amusement rides, etc.
- Dimensions of drive isles and vehicle access
- Cooking, open flames, fireworks and other heat sources
- Fire extinguishers (if applicable)

Please Read Carefully

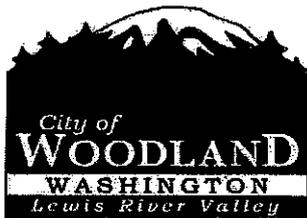
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Applicant's Signature: Dale L. Jefferson Date: 1-8-14



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	(Usage Date)
Fee:	\$ _____
Deposit:	\$ _____
Total Due:	\$ _____

Applicant Name: DALE JEFFERIES Phone Number: 225-7736
 Organization / Business: WOODLAND MOOSE Fax Number: 225-5074
 Mailing Address: PO BOX 1930 Email: lodge2394@mooseunits.org
WOODLAND, WA 98674

Are you a recognized Non-profit Organization? Yes No If yes, please attach a copy of your Non-profit 501-3 (c) with this form for eligibility.

Please mark the facilities desired, times, and dates of use.

Terms and Dates of Use

Usage Date(s): 12-6-14 Day(s) of Week: SATURDAY
 Arrival Time: 11:00 AM Departure Time: 9:00 PM
 Day-of Contact Person: DALE JEFFERIES
 Phone Number: 360-609-7238

Type of Activity:

- Parade Street Closure Street Sale Athletic Run/Walk Park Event
 Other _____

WINTERFEST

Usage Area:

- Horseshoe Lake Shelter Large Field
 Beach Front Hoffman Plaza
 Use of Lake Other: _____
 Mini Shelter Other: _____

Gate Open yes no

Please list any Street Closures: _____

Expected number of participants: 200+

Expected number of spectators: 300+

Office Use Only:	Amount Paid \$ _____	Key#/Color: _____
Approved o Denied o Woodland Park Board: _____	Date: _____	Date: _____
Approved o Denied o Woodland City Council: _____	Receipt No. _____	Date Returned: _____
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- Notification to neighbors and/or businesses of event if necessary
- Evacuation Plan (if applicable)
- Medical/Emergency response plan (if applicable)
- First Aid/Medical Services provided by _____
- Temporary structure and vehicle access will comply with current fire code and WAC 51.54, International Fire Code Chapter 345.24 yes no
- Provisions made for:
 - Parking
 - Litter
 - Security
- Will Police/Security be required? yes no

Site plan requirements

- Proposed road closure points and any roadway or driveway obstructions
- Temporary fencing
- Access Points
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- Location of tents, booths, temporary structures, amusement rides, etc.
- Dimensions of drive isles and vehicle access
- Cooking, open flames, fireworks and other heat sources
- Fire extinguishers (if applicable)

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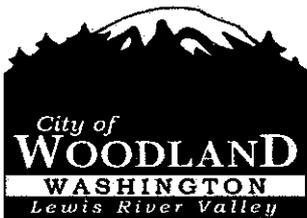
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Applicant's Signature: Dale L. Jefferson Date: 1-8-14



SPECIAL EVENTS AGREEMENT

For Office Use Only:	
(Usage Date)	_____
Fee:	\$ _____
Deposit:	\$ _____
Total Due:	\$ _____

Applicant Name: Cheryl Dondeno Phone Number: 503 591-9187
 Organization / Business: Pacific NW Newfoundland Club Fax Number: _____
 Mailing Address: 20600 SW Johnson Email: CMB555@aol.com
Aloha OR 97006

Are you a recognized Non-profit Organization? Yes No If yes, please attach a copy of your Non-profit 501-3 (c) with this form for eligibility.

Please mark the facilities desired, times, and dates of use.

Terms and Dates of Use

Usage Date(s): 9/20-21/14 Day(s) of Week: Sat-Sun
 Arrival Time: 7:00 AM Departure Time: 5:00 PM
 Day-of-Contact Person: Cheryl Dondeno
 Phone Number: 503 312-7592

Type of Activity:

Parade Street Closure Street Sale Athletic Run/Walk Park Event

Other annual Water Rescue Trials
electricity in Shelter Bldg

Usage Area:

Horseshoe Lake Shelter Large Field
 Beach Front Hoffman Plaza
 Use of Lake Other: Gazebo
 Mini Shelter Other: please anticipate our park walk thru
 Gate Open yes no Fri for porta john drop for trash/litter pick up each day.

Please list any Street Closures: _____
 Expected number of participants: ~~40~~ 30
 Expected number of spectators: 30

gate open Fri/Sat/Sun / Mon AM

Office Use Only:	Amount Paid \$ _____	Key#/Color: _____
Approved o Denied o Woodland Park Board: _____	Date: _____	Date: _____
Approved o Denied o Woodland City Council: _____	Receipt No. _____	Date Returned: _____
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- Evacuation Plan (if applicable)
- Medical/Emergency response plan (if applicable)
- First Aid/Medical Services provided by _____
- Temporary structure and vehicle access will comply with current fire code and WAC 51.54, International Fire Code Chapter 345.24 yes no
- Provisions made for:
 - Parking
 - Litter
 - Security
- Will Police/Security be required? yes no

Site plan requirements

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Applicant's Signature: Cheryl Rondeno Date: 12/19/13



December 20, 2013

Mari Ripp
City of Woodland
PO Box 9
Woodland, WA 98674

RECEIVED

DEC 23 2013

CITY OF WOODLAND

Dear Mari,

We are very pleased to announce a \$1.2M refund for the 2011 Retro Year.

AWC Board of Directors decision

Based on the total refund received from L&I of \$1,210,970, and the Retro Advisory Committee recommendation, the AWC Board of Directors Executive Committee (Retro Board) made the decision to authorize a refund distribution to members in an amount equal to 50% of your service fee. This distribution amount will allow for \$355,767 returned to the members and the balance at the third and final distribution.

Attached is your AWC Retro refund check in the amount of \$1,277.57 ✓

Performance-based refunds

In addition, Retro year 2011 begins a new distribution calculation, limiting those entities with a negative impact on the pool to receive a maximum refund in an amount equal to half of their service fee. This provides a larger portion of the refund to be allocated to members with a positive performance on the pool.

Congratulations!

Because your claims costs had a positive effect on the pool, you will be eligible for an additional performance-based refund for 2011. A check will be issued in December 2014 as the final refund for 2011, closing out that plan year. ✓

Building a larger, stronger pool

Since inception in 2004, membership has grown from 62 members to 101 members in 2014. Our second non-city participant in the Retro program, Kitsap Transit, joins the pool January 1. Arlington and Eatonville begin in January with Arlington as our 100th member. All three entities have a well-established safety program, well-developed return to work program and we look forward to their involvement in AWC Retro.

Thank you for your commitment to the AWC Retro program. Your efforts to manage claims, implement loss control programs, and return injured employees to work as soon as possible continue to ensure the success of the pool.

If you have any questions, please feel free to contact me at 360.753.4137, or email me at brianb@awcnet.org.

Sincerely,

Brian C. Bishop
AWC Retro Program Manager

ASSOCIATION OF WASHINGTON CITIES

WOODLAND City of Woodland

00000000000026379

12/9/2013

INVOICE NUMBER	INV DATE	DESCRIPTION	INVOICE AMOUNT	DISCOUNT	WRITE OFF	NET AMOUNT PAID
2011 RETRO REFUND	12/9/2013	2011 Retro Refund	\$1,277.57	\$0.00	\$0.00	\$1,277.57
			\$1,277.57	\$0.00	\$0.00	\$1,277.57

ASSOCIATION OF WASHINGTON CITIES
 A WASHINGTON NON-PROFIT CORPORATION
 1076 FRANKLIN ST. S.E.
 OLYMPIA, WA 98501-1346
 (360) 753-4137

HERITAGE BANK
 98-7083 / 3251

025283

DATE 12/9/2013
 AMOUNT ***1,277.57

PAY One Thousand Two Hundred Seventy Seven Dollars And 57 Cents

2011 Retro Refund
 PAY ONLY 1,277.57
ONE TWO SEVEN SEVENTY SEVEN DOLLARS AND 57 CENTS

TO THE ORDER OF City of Woodland
 PO Box 9
 Woodland WA 98674
 USA

**** COPY ****

ASSOCIATION OF WASHINGTON CITIES / A WASHINGTON NON-PROFIT CORPORATION

025283

WOODLAND City of Woodland

00000000000026379

12/9/2013

INVOICE NUMBER	INV DATE	DESCRIPTION	INVOICE AMOUNT	DISCOUNT	WRITE OFF	NET AMOUNT PAID
2011 RETRO REFUND	12/9/2013	2011 Retro Refund	\$1,277.57	\$0.00	\$0.00	\$1,277.57
			\$1,277.57	\$0.00	\$0.00	\$1,277.57

THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND A WATERMARK - HOLD UP TO THE LIGHT TO VERIFY

ASSOCIATION OF WASHINGTON CITIES
 A WASHINGTON NON-PROFIT CORPORATION
 1076 FRANKLIN ST. S.E.
 OLYMPIA, WA 98501-1346
 (360) 753-4137

HERITAGE BANK
 98-7083 / 3251

025283

DATE 12/9/2013
 AMOUNT ***1,277.57

PAY One Thousand Two Hundred Seventy Seven Dollars And 57 Cents

2011 Retro Refund
 PAY ONLY 1,277.57
ONE TWO SEVEN SEVENTY SEVEN DOLLARS AND 57 CENTS

TO THE ORDER OF City of Woodland
 PO Box 9
 Woodland WA 98674
 USA

Leann Hopkins

CHECK IS PRINTED ON SECURITY PAPER WHICH INCLUDES A MICROPRINT BORDER & FLUORESCENT FIBERS



December 13, 2013

Re: Individual Annual Performance Report

Retro Members,

AWC Retro is coming to an end of a very successful transition year for 2013. We have great plans in store for 2014 including a web-based training on OSHA reporting in January, increasing the number of locations for the Retro Safety Academy, and the celebration of the 10th Anniversary of AWC Retro.

Please find enclosed your Individual Annual Performance Report. In addition to the yearly AWC Retro Performance Ranking Report, we have included your 2014 Premium Projection, your Experience Modification Factor History and your Claim History Report.

As always, please feel free to contact your retro staff with any questions, comments or service needs you may have.

Happy Holidays from your Retro Team!

Retro Staff



Brian Bishop
Program Manager



Peri Smith
Retro Claims
Coordinator



Melissa Taylor
Retro Claims Analyst
& Stay at Work
Coordinator



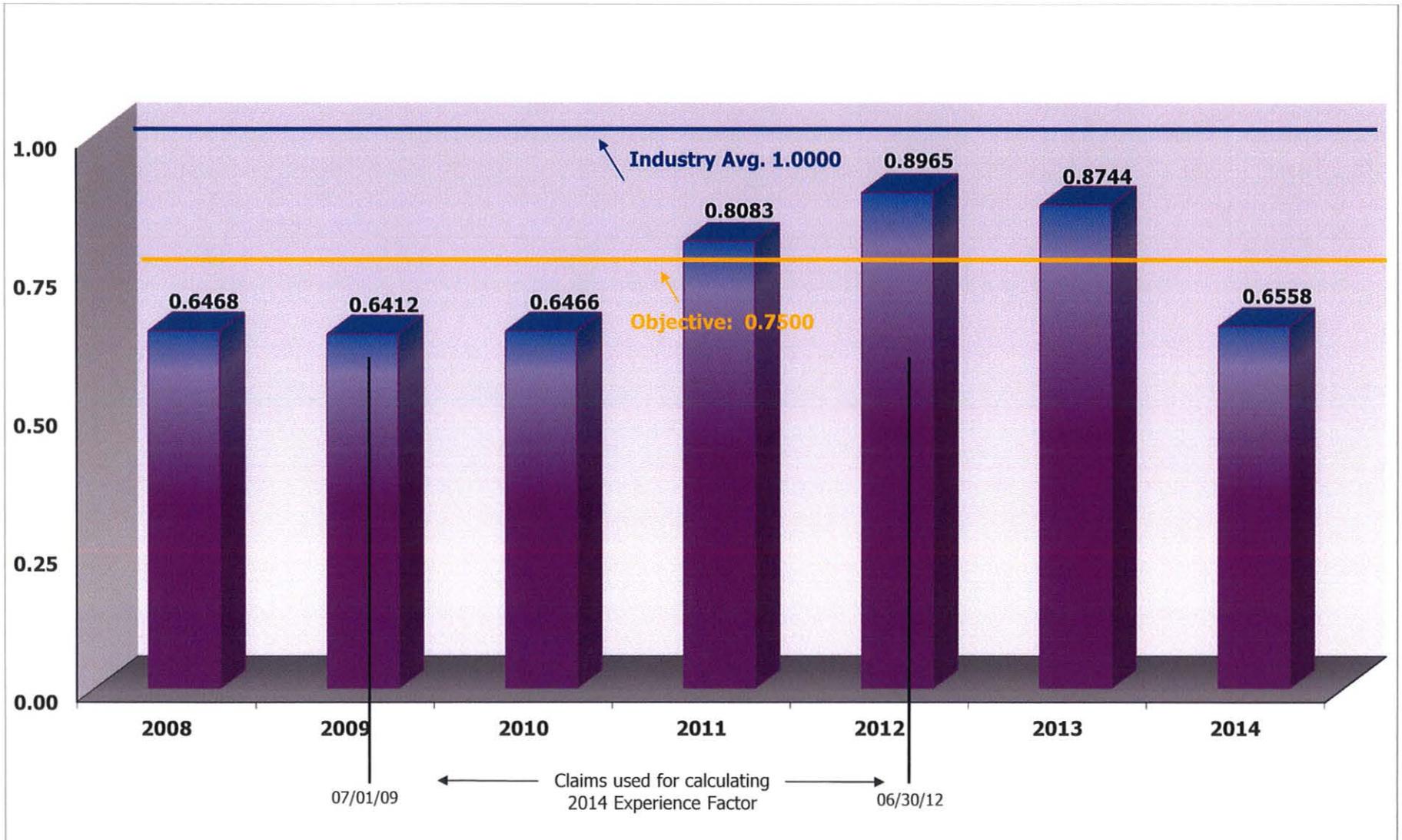
Roger Neal
Loss Prevention
Coordinator



Chase Anderson
Member Programs
Assistant



City of Woodland Experience Modification Factor History



City of Woodland

2014 Premium Projection

BASED UPON:

2012/2013 WORK HOURS

2014 RATES APPLIED TO

2014 EXPERIENCE MODIFICATION FACTOR OF:

0.6558

CLASS	HOURS	ACCIDENT FUND RATE	PREMIUM	MEDICAL AID RATE	PREMIUM	STAY AT WORK RATE	PREMIUM	MANUAL PREMIUM
0803	20,834	0.7215	\$15,032	0.4245	\$8,844	0.0145	\$302	\$24,178
5305	26,617	0.0700	\$1,863	0.0537	\$1,429	0.0014	\$37	\$3,330
6904	4,752	0.9478	\$4,504	0.4243	\$2,016	0.0192	\$91	\$6,611
6905	19,450	0.7348	\$14,292	0.3845	\$7,479	0.0148	\$288	\$22,058
6906	575	0.0000	\$0	0.3845	\$221	0.0000	\$0	\$221

	72,228		\$35,691		\$19,989		\$718	\$56,398
		EXPERIENCE MODIFICATION IMPACT						(\$19,412)

STANDARD PREMIUM: \$36,986

SUPPLEMENTAL PENSION PREMIUM (AT 2014 RATE OF 0.0910)	\$6,520
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TOTAL PREMIUM: \$43,507

LESS EMPLOYEE PORTION:	
1/2 MEDICAL AID	\$6,554
1/2 SUPPLEMENTAL PENSION	\$3,260

NET PREMIUM PAYABLE: \$33,692

CLASS CODE DESCRIPTIONS:

- 0803 Public Works, Parks & Rec
- 5305 Office Clerical/Admin
- 6905 Police/Law Enf Officers
- 6906 Volunteer Police/Law Enf Officers

- Accident Fund** pays time loss benefits and permanent partial disability (PPD) awards
- Medical Aid Fund** pays medical bills and voc rehab
- Supplemental Pension** pays cost of living increase on time loss benefits and pension claims

SOME NUMBERS MAY NOT BE EXACT DUE TO ROUNDING.



City of Woodland

Claim History Report

Source: 10/2013 Claim History
1/1/09 - 11/25/13

FISCAL YEAR	# MED. AID	# TIME LOSS	REJECT CLAIMS	TOTAL CLAIMS	# OPEN	MED AID \$ PAID	T/L \$ PAID	PPD/ OTHER	TOTAL \$ PAID	TOTAL RESERVE*	TOTAL INCURRED
2009	0	0	0	0	0	\$0	\$0	\$0	\$0	\$0	\$0
2010	1	0	0	1	0	\$407	\$0	\$0	\$407	\$0	\$407
2011	1	0	0	1	0	\$521	\$0	\$0	\$521	\$0	\$521
2012	2	0	0	2	0	\$4,989	\$0	\$0	\$4,989	\$0	\$4,989
TOTALS:	4	0	0	4	0	\$5,917	\$0	\$0	\$5,917	\$0	\$5,917
AVERAGE:	1	0	0	1	0	\$1,479	\$0	\$0	\$1,479	\$0	\$1,479
2013	2	0	0	2	0	\$1,514	\$0	\$0	\$1,514	\$0	\$1,514

* RESERVES ARE NOT ESTABLISHED UNTIL A CLAIM HAS BEEN OPENED AT LEAST 7 MONTHS.

THREE YEAR WINDOW USED TO DETERMINE YOUR 2014 EXPERIENCE FACTOR

THE 2014 EXPERIENCE FACTOR CALCULATION WAS PERFORMED JUNE 1, 2013





AWC Retro Performance Ranking

Your rank is determined by your losses in that year. Your loss ratio is a comparison of your premiums paid verses your actual claims costs. The lower the loss ratio the better for the program and its members. Those with higher loss ratio percentages are contacted by AWC Retro staff, who analyze the losses, identify trends, and ultimately focus on a recommendation for a loss control plan that will help lower future losses.

2008 80 Members		
Rank	Employer	Loss Ratio
69	Aberdeen	209%
39	Anacortes	34%
43	Bainbridge Island	46%
10	Battle Ground	1%
12	Blaine	2%
61	Bonney Lake	125%
1	Brewster	0%
34	Buckley	24%
33	Burlington	18%
45	Camas	50%
27	Cashmere	11%
71	Chelan	306%
20	Clarkston	7%
30	Clyde Hill	16%
1	Concrete	0%
23	Coulee City	8%
44	Coulee Dam	47%
64	Coupeville	167%
11	Covington	2%
1	Creston	0%
24	Dayton	10%
73	Des Moines	326%
79	Du Pont	1088%
54	Duvall	92%
72	Ellensburg	313%
46	Federal Way	56%
75	Fife	430%
77	Forks	641%
31	Friday Harbor	16%
78	Gig Harbor	1005%

2009 89 Members		
Rank	Employer	Loss Ratio
75	Aberdeen	211%
42	Anacortes	33%
43	Bainbridge Island	36%
44	Battle Ground	36%
18	Blaine	6%
29	Bonney Lake	12%
54	Brewster	73%
15	Buckley	5%
24	Burlington	9%
35	Camas	23%
25	Cashmere	9%
74	Chelan	202%
81	Clarkston	407%
1	Clyde Hill	0%
1	Concrete	0%
14	Coulee City	4%
51	Coulee Dam	60%
52	Coupeville	60%
28	Covington	11%
69	Creston	127%
11	Dayton	1%
39	Des Moines	31%
72	Du Pont	160%
16	Duvall	5%
23	Ellensburg	8%
57	Federal Way	78%
49	Fife	51%
61	Forks	82%
86	Friday Harbor	532%
19	Gig Harbor	7%

2010 92 Members		
Rank	Employer	Loss Ratio
64	Aberdeen	110%
22	Anacortes	4%
88	Bainbridge Island	565%
71	Battle Ground	163%
31	Blaine	11%
81	Bonney Lake	271%
84	Brewster	338%
1	Brier	0%
67	Buckley	130%
17	Burlington	2%
42	Camas	24%
46	Cashmere	40%
53	Chelan	55%
18	Clarkston	2%
1	Clyde Hill	0%
25	Concrete	5%
91	Coulee City	2436%
1	Coulee Dam	0%
92	Coupeville	2625%
73	Covington	169%
1	Creston	0%
12	Dayton	1%
38	Des Moines	21%
21	Du Pont	4%
51	Duvall	51%
62	Ellensburg	100%
83	Federal Way	325%
59	Fife	93%
66	Forks	127%
63	Friday Harbor	105%

2011 93 Members		
Rank	Employer	*Loss Ratio
66	Aberdeen	64%
53	Anacortes	34%
81	Bainbridge Island	122%
31	Battle Ground	5%
43	Blaine	11%
79	Bonney Lake	117%
75	Brewster	94%
1	Brier	0%
52	Buckley	33%
10	Burlington	1%
58	Camas	45%
1	Cashmere	0%
20	Chelan	4%
77	Clarkston	114%
17	Clyde Hill	2%
1	Concrete	0%
50	Coulee City	26%
13	Coulee Dam	1%
63	Coupeville	56%
34	Covington	6%
62	Creston	54%
91	Dayton	330%
57	Des Moines	44%
68	Du Pont	69%
54	Duvall	35%
73	Ellensburg	81%
83	Federal Way	150%
47	Fife	18%
16	Forks	2%
46	Friday Harbor	16%

2012 92 Members		
Rank	Employer	*Loss Ratio
68	Aberdeen	103%
34	Anacortes	9%
54	Bainbridge Island	52%
1	Battle Ground	0%
44	Blaine	22%
67	Bonney Lake	102%
16	Brewster	1%
78	Brier	179%
38	Buckley	13%
17	Burlington	1%
59	Camas	61%
40	Cashmere	16%
53	Chelan	51%
74	Clarkston	134%
77	Clyde Hill	179%
1	Concrete	0%
92	Coulee City	2922%
1	Coulee Dam	0%
1	Coupeville	0%
23	Covington	3%
1	Creston	0%
91	Dayton	1092%
36	Des Moines	10%
39	Du Pont	15%
88	Duvall	429%
48	Federal Way	30%
56	Fife	54%
22	Forks	3%
86	Friday Harbor	387%
18	Gig Harbor	2%

2008

80 Members

Rank	Employer	Loss Ratio
1	Goldendale	0%
55	Grand Coulee	98%
76	Grandview	590%
63	Granger	163%
50	Issaquah	59%
1	Kalama	0%
41	Lacey	42%
21	Leavenworth	8%
51	Marysville	63%
53	Mercer Island	87%
26	Mill Creek	11%
37	Morton	29%
65	Moses Lake	174%
52	Mountlake Terrace	65%
59	Napavine	104%
42	Odessa	46%
16	Okanogan	4%
38	Omak	33%
18	Othello	6%
48	Pasco	57%
60	Port Orchard	108%
56	Port Townsend	99%
29	Pullman	16%
68	Quincy	196%
1	Raymond	0%
62	Ridgefield	155%
13	Roslyn	3%
74	Sequim	330%
14	Shelton	3%
40	Shoreline	42%
67	Snohomish	177%
66	Snoqualmie	174%
80	South Bend	1448%
25	Steilacoom	10%

2009

89 Members

Rank	Employer	Loss Ratio
59	Goldendale	79%
37	Grand Coulee	28%
64	Grandview	100%
80	Granger	390%
84	Hoquiam	462%
38	Issaquah	29%
31	Kalama	14%
70	Lacey	152%
73	Leavenworth	180%
60	Marysville	81%
41	Medina	32%
67	Mercer Island	121%
71	Mill Creek	156%
83	Milton	459%
1	Morton	0%
33	Moses Lake	19%
56	Mountlake Terrace	76%
50	Napavine	53%
46	Oak Harbor	44%
1	Odessa	0%
79	Okanogan	385%
88	Omak	894%
45	Othello	39%
55	Pasco	73%
78	Port Orchard	330%
17	Port Townsend	6%
68	Pullman	122%
53	Quincy	70%
76	Raymond	259%
1	Ridgefield	0%
1	Roslyn	0%
89	Sammamish	1292%
47	Sequim	47%
20	Shelton	7%

2010

92 Members

Rank	Employer	Loss Ratio
68	Gig Harbor	140%
87	Goldendale	471%
15	Grand Coulee	2%
55	Grandview	62%
29	Granger	10%
74	Hoquiam	169%
72	Issaquah	167%
34	Kalama	14%
57	Lacey	70%
79	Lakewood	256%
48	Leavenworth	43%
50	Marysville	51%
1	Medina	0%
44	Mercer Island	39%
69	Metro Parks	144%
86	Mill Creek	359%
90	Milton	1654%
47	Morton	43%
54	Moses Lake	58%
78	Mt Lk Terrace	226%
30	Napavine	11%
39	Oak Harbor	22%
85	Odessa	347%
1	Okanogan	0%
37	Omak	17%
16	Othello	2%
76	Pasco	189%
75	Port Orchard	169%
19	Port Townsend	2%
26	Pullman	6%
32	Quincy	11%
89	Raymond	1395%
1	Ridgefield	0%
1	Roslyn	0%

2011

93 Members

Rank	Employer	*Loss Ratio
42	Gig Harbor	10%
92	Goldendale	378%
12	Grand Coulee	1%
29	Grandview	5%
21	Granger	4%
35	Hoquiam	6%
56	Issaquah	41%
1	Kalama	0%
48	Kennewick	25%
86	Lacey	164%
49	Lakewood	25%
24	Leavenworth	4%
74	Marysville	84%
1	Medina	0%
71	Mercer Island	78%
51	Metro Parks	29%
19	Mill Creek	4%
37	Milton	7%
1	Morton	0%
85	Moses Lake	163%
45	Mt Lk Terrace	13%
1	Napavine	0%
69	Oak Harbor	72%
26	Odessa	5%
90	Okanogan	271%
15	Omak	2%
28	Othello	5%
89	Pasco	183%
39	Port Orchard	9%
70	Port Townsend	74%
44	Pullman	12%
87	Quincy	182%
25	Raymond	5%
30	Ridgefield	5%

2012

92 Members

Rank	Employer	*Loss Ratio
31	Goldendale	8%
58	Grand Coulee	61%
28	Grandview	7%
15	Granger	1%
80	Hoquiam	190%
35	Issaquah	10%
71	Kalama	122%
51	Kennewick	41%
63	Lacey	82%
50	Lakewood	35%
25	Leavenworth	4%
76	Marysville	176%
1	Medina	0%
73	Mercer Island	126%
46	Metro Parks	25%
37	Mill Creek	12%
32	Milton	8%
1	Morton	0%
66	Moses Lake	87%
52	Mt Lk Terrace	50%
1	Napavine	0%
33	Oak Harbor	9%
26	Odessa	5%
60	Okanogan	66%
81	Omak	202%
90	Othello	1088%
72	Pasco	124%
87	Port Orchard	390%
29	Port Townsend	7%
41	Pullman	17%
83	Quincy	215%
89	Raymond	678%
49	Ridgefield	33%
1	Roslyn	0%

2008 80 Members		
Rank	Employer	Loss Ratio
1	Sumas	0%
58	Sunnyside	103%
19	Toledo	6%
32	Toppenish	16%
49	Tukwila	58%
35	Tumwater	25%
22	University Place	8%
17	Washougal	6%
57	Wenatchee	101%
28	Westport	15%
47	White Salmon	56%
36	Wilbur	28%
1	Winlock	0%
70	Woodland	300%*
1	Woodway	0%
15	Yelm	4%

Key	
	5 Years Negative Impact
	4 Years Negative Impact
	3 Years Negative Impact
	2 Years Negative Impact
	1 Year Negative Impact

2009 89 Members		
Rank	Employer	Loss Ratio
36	Shoreline	24%
22	Snohomish	8%
65	Snoqualmie	106%
48	South Bend	48%
58	Stanwood	78%
87	Steilacoom	566%
12	Sumas	3%
85	Sumner	484%
82	Sunnyside	444%
1	Toledo	0%
40	Toppenish	31%
63	Tukwila	95%
13	Tumwater	3%
21	University Place	7%
26	Washougal	9%
77	Wenatchee	271%
66	West Richland	107%
1	Westport	0%
34	White Salmon	20%
1	Wilbur	0%
62	Winlock	86%
1	Woodland	0%*
27	Woodway	11%*
30	Yelm	13%
32	Zillah	17%

2010 92 Members		
Rank	Employer	Loss Ratio
52	Sammamish	54%
60	Sequim	96%
33	Shelton	13%
49	Shoreline	48%
40	Snohomish	22%
82	Snoqualmie	315%
1	South Bend	0%
35	Stanwood	15%
20	Steilacoom	3%
24	Sumas	5%
41	Sumner	22%
36	Sunnyside	15%
43	Toledo	32%
28	Toppenish	10%
70	Tukwila	150%
77	Tumwater	224%
27	University Place	6%
65	Washougal	117%
61	Wenatchee	98%
80	West Richland	259%
13	Westport	1%
58	White Salmon	73%
45	Wilbur	39%
1	Winlock	0%
14	Woodland	2%*
1	Woodway	0%*
23	Yelm	5%
56	Zillah	66%

2011 93 Members		
Rank	Employer	*Loss Ratio
1	Roslyn	0%
38	Sammamish	8%
55	Sequim	37%
41	Shelton	10%
60	Shoreline	47%
78	Snohomish	115%
82	Snoqualmie	125%
65	South Bend	62%
14	Stanwood	2%
88	Steilacoom	182%
1	Sumas	0%
36	Sumner	6%
64	Sunnyside	57%
72	Toledo	79%
33	Toppenish	6%
67	Tukwila	66%
80	Tumwater	119%
23	University P	4%
61	Washougal	48%
76	Wenatchee	103%
40	West Richland	10%
84	Westport	152%
27	White Salmon	5%
22	Wilbur	4%
18	Winlock	3%
11	Woodland	1%
93	Woodway	672%
59	Yelm	47%
32	Zillah	5%

2012 92 Members		
Rank	Employer	*Loss Ratio
30	Sammamish	8%
57	Sequim	55%
47	Shelton	25%
21	Shoreline	3%
84	Snohomish	218%
85	Snoqualmie	260%
82	South Bend	213%
20	Stanwood	2%
75	Steilacoom	139%
1	Sumas	0%
64	Sumner	82%
55	Sunnyside	53%
1	Toledo	0%
70	Toppenish	118%
79	Tukwila	181%
61	Tumwater	71%
45	University Place	24%
27	Washougal	6%
62	Wenatchee	81%
43	West Richland	20%
1	Westport	0%
42	White Salmon	17%
69	Wilbur	112%
1	Winlock	0%
19	Woodland	2%*
1	Woodway	0%*
65	Yelm	85%
24	Zillah	4%

*Please note: L&I changed how they compute the loss ratios in 2011. Ultimately, the lower the % the better.



RESIDENTIAL

RESIDENTIAL 3/4" METER

2013

2014

Last Modified	Charge	Charge Type	Units	Usage	Bill
10/17/13	Inside 5/8-3/4	Water	1	3000	85.81
10/17/13	Water Utility Tax	Tax	1		5.58
10/17/13	Res Inside	Sewer	1	3000	150.51
10/17/13	Sewer Utility Tax	Tax	1		9.78
10/17/13	Residential 1-60 Gall	Garbage	1		21.92
10/17/13	Extra Garbage	Extra Gbg	1		0.00
10/17/13	Garbage Utility Tax	Tax	1		1.42
10/17/13	State Tax	Tax	1		0.79
10/17/13	Residential/1-60 Gall	Recycling	1		8.54
10/17/13	Recycle Utility Tax	Tax	1		0.56
					284.91

Last Modified	Charge	Charge Type	Units	Usage	Bill
10/17/13	Inside 5/8-3/4	Water	1	3000	91.85
10/17/13	Water Utility Tax	Tax	1		5.97
10/17/13	Res Inside	Sewer	1	3000	161.05
10/17/13	Sewer Utility Tax	Tax	1		10.47
10/17/13	Residential 1-60 Gall	Garbage	1		21.92
10/17/13	Extra Garbage	Extra Gbg	1		0.00
10/17/13	Garbage Utility Tax	Tax	1		1.42
10/17/13	State Tax	Tax	1		0.79
10/17/13	Residential/1-60 Gall	Recycling	1		8.54
10/17/13	Recycle Utility Tax	Tax	1		0.56
					302.57

Last Modified	Charge	Charge Type	Units	Usage	Bill
10/17/13	Inside 5/8-3/4	Water	1	800	45.33
10/17/13	Water Utility Tax	Tax	1		2.95
10/17/13	Res Inside	Sewer	1	800	69.99
10/17/13	Sewer Utility Tax	Tax	1		4.55
10/17/13	Residential 1-60 Gall	Garbage	1		21.92
10/17/13	Extra Garbage	Extra Gbg	1		0.00
10/17/13	Garbage Utility Tax	Tax	1		1.42
10/17/13	State Tax	Tax	1		0.79
10/17/13	Residential/1-60 Gall	Recycling	1		8.54
10/17/13	Recycle Utility Tax	Tax	1		0.56
					156.04

Last Modified	Charge	Charge Type	Units	Usage	Bill
10/17/13	Inside 5/8-3/4	Water	1	800	48.51
10/17/13	Water Utility Tax	Tax	1		3.15
10/17/13	Res Inside	Sewer	1	800	161.05
10/17/13	Sewer Utility Tax	Tax	1		10.47
10/17/13	Residential 1-60 Gall	Garbage	1		21.92
10/17/13	Extra Garbage	Extra Gbg	1		0.00
10/17/13	Garbage Utility Tax	Tax	1		1.42
10/17/13	State Tax	Tax	1		0.79
10/17/13	Residential/1-60 Gall	Recycling	1		8.54
10/17/13	Recycle Utility Tax	Tax	1		0.56
					256.41

COMMERCIAL

COMMERCIAL 2" METER

2013

2014

Last Modified	Charge	Charge Type	Units	Usage	Bill
10/17/13	Inside 2	Water	1	6500	238.99
10/17/13	Water Utility Tax	Tax	1		15.53
10/17/13	Res Inside	Sewer	1	6500	397.56
10/17/13	Sewer Utility Tax	Tax	1		25.84
10/17/13	Comm/5-YD x 1 Fro	Garbage	1		464.28
10/17/13	Extra Garbage	Extra Gbg	1		0.00
10/17/13	Garbage Utility Tax	Tax	1		30.18
10/17/13	State Tax	Tax	1		16.71
10/17/13	Residential/1-60 Gall	Recycling	1		95.14
10/17/13	Recycle Utility Tax	Tax	1		6.18
					1,290.42

Last Modified	Charge	Charge Type	Units	Usage	Bill
10/17/13	Inside 2	Water	1	6500	255.80
10/17/13	Water Utility Tax	Tax	1		16.63
10/17/13	Res Inside	Sewer	1	6500	425.11
10/17/13	Sewer Utility Tax	Tax	1		27.63
10/17/13	Comm/5-YD x 1 Fro	Garbage	1		464.28
10/17/13	Extra Garbage	Extra Gbg	1		0.00
10/17/13	Garbage Utility Tax	Tax	1		30.18
10/17/13	State Tax	Tax	1		16.71
10/17/13	Residential/1-60 Gall	Recycling	1		95.14
10/17/13	Recycle Utility Tax	Tax	1		6.18
					1,337.67

Last Modified	Charge	Charge Type	Units	Usage	Bill
10/17/13	Inside 2	Water	1	800	134.11
10/17/13	Water Utility Tax	Tax	1		8.72
10/17/13	Res Inside	Sewer	1	800	84.71
10/17/13	Sewer Utility Tax	Tax	1		5.51
10/17/13	Comm/5-YD x 1 Fro	Garbage	1		464.28
10/17/13	Extra Garbage	Extra Gbg	1		0.00
10/17/13	Garbage Utility Tax	Tax	1		30.18
10/17/13	State Tax	Tax	1		16.71
10/17/13	Residential/1-60 Gall	Recycling	1		95.14
10/17/13	Recycle Utility Tax	Tax	1		6.18
					845.54

Last Modified	Charge	Charge Type	Units	Usage	Bill
10/17/13	Inside 2	Water	1	800	143.51
10/17/13	Water Utility Tax	Tax	1		9.33
10/17/13	Res Inside	Sewer	1	800	90.52
10/17/13	Sewer Utility Tax	Tax	1		5.88
10/17/13	Comm/5-YD x 1 Fro	Garbage	1		464.28
10/17/13	Extra Garbage	Extra Gbg	1		0.00
10/17/13	Garbage Utility Tax	Tax	1		30.18
10/17/13	State Tax	Tax	1		16.71
10/17/13	Residential/1-60 Gall	Recycling	1		95.14
10/17/13	Recycle Utility Tax	Tax	1		6.18
					861.74

January 27, 2014 City Council Workshop

Clerk-Treasurer Report

Utility Bill adjustments >\$1,000

1. #2834 କ Lewis River Inn (\$1,279.02) + \$397.20 = (\$881.82)
8/16/2013 bill/leak
 2. #1104.0 Hi School Pharmacy (\$1,763.61)
12/16/2013 and 10/17/2013 bill/Leak
 3. #28171 Woodland East Estates (\$57,145.77)
12/16/2013 bill/Leak
 4. #3805.0 1712/1716/1720 Lewis River Rd Apartments/Christopherson (\$1,768.96)
12/16/2013 bill/Leak
-

Hi-School Pharmacy

Account ID	Meter ID	Read Date	Read	Usage	
1104.0	S-527038	12/09/13	838,050	15,500	2700
1104.0	S-527038	10/10/13	822,550	13,100	3300
1104.0	S-527038	08/08/13	809,450	2,900	
1104.0	S-527038	06/10/13	806,550	2,900	
1104.0	S-527038	04/08/13	803,650	2,000	
1104.0	S-527038	02/11/13	801,650	2,200	
1104.0	S-527038	12/09/12	799,450	2,500	2633
1104.0	S-527038	10/11/12	796,950	6,900	3233
1104.0	S-527038	08/11/12	790,050	7,100	
1104.0	S-527038	06/11/12	782,950	7,900	
1104.0	S-527038	04/09/12	775,050	2,600	
1104.0	S-527038	02/09/12	772,450	2,400	
1104.0	S-527038	12/13/11	770,050	3,000	
1104.0	S-527038	10/10/11	767,050	6,800	
1104.0	S-527038	08/09/11	760,250	5,900	
1104.0	S-527038	06/09/11	754,350	4,300	
1104.0	S-527038	04/06/11	750,050	3,300	
1104.0	S-527038	02/02/11	746,750	3,600	
1104.0	S-527038	12/06/10	743,150	3,400	
1104.0	S-527038	10/14/10	739,750	4,900	
1104.0	S-527038	08/11/10	734,850	4,900	

1104.0 Hi-School Pharmacy						
						Audit Ending
Bill Posting						1,355.73
Bill Posting						1,355.73
Last Modified Date	Charge	Units	Usage	Bill		
12/16/2013	Inside 1"	2,700	1	15500	123.15	358.67
12/16/2013	Water Utility Tax		1		8.00	23.31
12/16/2013	Com Inside		1	15500	189.21	891.66
12/16/2013	Sewer Utility Tax		1		12.30	57.96
12/16/2013	Small Comm /1-60 Gallon		1			21.92
12/16/2013	Extra Garbage		1			0.00
12/16/2013	Garbage Utility Tax		1			1.42
12/16/2013	State Tax		1			0.79
Payment						
Receipt						1,168.37
Bill Posting						1,168.37
Bill Posting						1,168.37
Last Modified Date	Charge	Units	Usage	Bill		
10/17/2013	Inside 1"	3,300	1	13100	134.19	314.51
10/17/2013	Water Utility Tax		1		8.72	20.44
10/17/2013	Com Inside		1	13100	222.21	759.90
10/17/2013	Sewer Utility Tax		1		14.44	49.39
10/17/2013	Small Comm /1-60 Gallon		1			21.92
10/17/2013	Extra Garbage		1			0.00
10/17/2013	Garbage Utility Tax		1			1.42
10/17/2013	State Tax		1			0.79

credit		charge
w	(673.18)	257.34
wut	(43.75)	16.73
s	(1,651.56)	411.42
sut	(107.35)	26.74
	(2,475.84)	712.23

current	1,355.73
credit	(2,475.84)
charges	712.23
new bal	(407.88)

1/7/14
Spharmis

⊗ Mari's signature req'd.

this account will have an adjustment done on 1/14/14

(1,763.61)

mm

Woodland East

2817.1 Woodland East Estates								Account ID	Meter ID	Read Date	Read	Usage		
Bill	Payment		Audit Ending Balance	Comment										
			76,974.58	19,828.81	76,974.58	2817.1	70226541-A	12/13/13	5047550	1,076,100				100500
Bill Posting						2817.1	70226541-A	10/10/13	3971450	2,683,900	110000			
	Last Modified Date	Charge	Units	Usage	Bill									
	12/16/2013	Multi-Unit 1 Mtr Inside	127	1,076,100	100,500 23,687.71	2817.1	70226541-A	06/10/13	1082450	100,300				
	12/16/2013	Water Utility Tax	1		1,539.70 372.88	2817.1	70226541-A	04/08/13	982150	89,800				
	12/16/2013	Multi-Unit 1 Mtr Inside	127	1,076,100	100,500 44,555.43	2817.1	70226541-A	02/10/13	892350	101,700				100467
	12/16/2013	Sewer Utility Tax	1		2,896.10 575.15	2817.1	70226541-A	12/08/12	790650	91,000				
	12/16/2013	Residential 1-60 Gallon	129		2,827.68	2817.1	70226541-A	10/11/12	699650	155,400				
	12/16/2013	Extra Garbage	1		0.00	2817.1	70226541-A	08/04/12	544250	116,100				
	12/16/2013	Garbage Utility Tax	1		183.80	2817.1	70226541-A	06/11/12	428150	118,200				
	12/16/2013	State Tax	1		101.80	2817.1	70226541-A	04/09/12	309950	98,300				
	12/16/2013	Residential/1-60 Gallon	130		1,110.20	2817.1	70226541-A	02/07/12	211650	95,600				
	12/16/2013	Recycle Utility Tax	1		72.16	2817.1	70226541-A	12/05/11	116050	98,900				
Receipt	11/15/2013			14,922.41	0.00									
Bill Posting	10/22/2013			14,922.41	14,922.41									
Receipt	9/16/2013			20,385.28	0.00									
Bill Posting	8/22/2013			20,385.28	20,385.28									
Receipt	7/15/2013			19,817.09	0.00									
Bill Posting	6/21/2013			19,817.09	19,817.09									
Receipt	5/15/2013			19,202.07	0.00									
Bill Posting	4/22/2013			19,202.07	19,202.07									
Receipt	3/15/2013			19,899.11	0.00									
Bill Posting	2/21/2013			19,899.11	19,899.11									
Receipt	1/16/2013			18,291.81	0.00									
				171,200.54	112,517.77									
CREDIT		CHARGE				CURRENT				76,974.58				
W	(23,687.71)	5,736.67				CREDIT				(72,678.94)				
WUT	(1,539.70)	372.88				CHARGES				15,533.17				
S	(44,555.43)	8,848.47												
SUT	(2,896.10)	575.15				NEW BAL				19,828.81				
	(72,678.94)	15,533.17												
	(57,145.77)													

⊗ Mari's signature req'd

1/8/14
shomus-

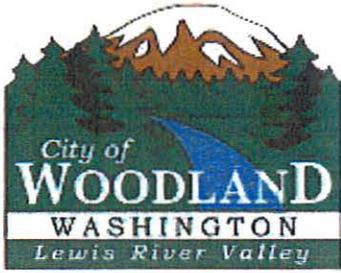
this account will have a Deissue/Reissue billing for Dec13!

mm

Watch Feb 14'

14 units - 11 units full - average 1000 cf per unit

600³³
39⁰²
931⁸³
60⁵⁷



City of Woodland - Utility Billing Dept
PO Box 9 - 230 Davidson Ave
Woodland, WA 98674

Phone: (360) 225-8281 Fax: (360) 225-7336

RECEIVED

DEC 20 2013

Date Received: _____

CITY OF WOODLAND

REQUEST FOR WATER LEAK ADJUSTMENT

Customer Information

Name on Account: Aaron Christopherson ; Raymond Birds

Account Number: 3805.0 Are you Tenant or Owner? (please circle)

Email Address: aaron@pinnaclewa.com Contact Phone: 1360.431-6640

Service Address: 1716/1712/1720 Lewis River Rd.

Mailing Address: 9200 SE Sunnybrook Blvd. STE 170, Clackamas, OR 97015

Leak Repair Information

Date Leak Discovered: 12/19/13 Date Repaired: 12/19/13

Description of Leak: Two water pipes were completely ~~stopped~~ and water was gushing out. separated

Please Note: Completion of the adjustment will be made to your water and sewer bill. The adjustment will be based on the average usage for the previous six months. Once the review is complete, the City of Woodland will issue the bill. The adjustment will be based on the average usage for the previous six months. Once the review is complete, the City of Woodland will issue the bill.

Mari
FYI -
Refund 96
\$1,768
Your copies

Copies of receipts for any material used must accompany this request in order to be considered.

Please return this completed form to the City of Woodland.

I have read, understand and agree with these leak adjustment guidelines.

Date Submitted: 12/20/13

Signature: [Signature]

41,200 cf ↘ \$4350⁵⁷

Service Group/FTD	Caption	Service	Amount	Manual
Water	Multi-Unit 1 Mtr Inside	Water Service	\$1,156.01	<input type="checkbox"/>
Tax	Water Utility Tax		\$75.14	<input type="checkbox"/>
Sewer	Multi-Unit 1 Mtr Inside	Sewer Service	\$2,037.15	<input type="checkbox"/>
Tax	Sewer Utility Tax		\$132.41	<input type="checkbox"/>
Garbage	Comm/1-300 Gallon X 3	Garbage Service	\$862.72	<input type="checkbox"/>
Extra Gbg	Extra Garbage	Lewis River RD 1712/16 Extra Gbg	\$0.00	<input type="checkbox"/>
Tax	Garbage Utility Tax		\$56.08	<input type="checkbox"/>
Tax	State Tax		\$31.06	<input type="checkbox"/>

600³³
 3902
 931⁸³
 60.57

 2581.61

Because we have had issues w/this meter I deissued the original bill @ 41,200 cf & charged @ 11,000 cf. This average is not based on any numbers other than city wide average & then lowered a bit because of no hard evidence.

ADJUSTMENTS FOR AUGUST 2013

ACCT #	NAME LAST, FIRST INITIAL	WATER	W UT	SEWER	S UT	GBG	G UT	TAX	RECYCLE	R UT	MISC	LT CHG	S/O	TOTAL	COMMENTS
1280.4	LEWIS RIVER MOTORS											(31.11)		(31.11)	INCORRECTLY APPLIED PAYMENT
1088	HUGHES/MILLS	(137.33)	(8.93)	(359.13)	(23.34)							(59.63)		(588.36)	(270.07)
1088	HUGHES/MILLS	87.65	5.70	211.21	13.73							0.00		318.29	LEAK
1450	BARRAGAN											(19.12)		(19.12)	COURTESY
2647	ZUERCHER	(232.84)	(15.13)	(382.44)	(24.86)									(655.27)	(140.58)
2647	ZUERCHER	188.68	12.26	294.60	19.15									514.69	LEAK
2825	KEARNEY												(40.00)	(40.00)	COURTESY
2834	LEWIS RIVER INN	(380.67)	(24.74)	(820.29)	(53.32)									(1,279.02)	(881.82)
2837	LEWIS RIVER INN	172.75	11.23	200.21	13.01									397.20	LEAK
3176	HANSEN	(197.16)												(197.16)	OVER PAYMENT REFUND
3619	BUSIG	(140.00)												(140.00)	BILL ERROR
3786	OAK TREE											(181.03)		(181.03)	COURTESY
3786.1	OAK TREE											(67.01)		(67.01)	COURTESY
3789	COX											(17.36)		(17.36)	COURTESY
														0.00	
														0.00	
TOTALS	14	(638.92)	(19.61)	(855.84)	(55.63)	0.00	0.00	0.00	0.00	0.00	0.00	(375.26)	(40.00)	(1,985.26)	(1,985.26)



PROPOSAL

FOR

THE CITY OF WOODLAND

Presented by:

Connie Hobbs

chobbs@invoicecloud.com

(360) 210-4247

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1.0 EXECUTIVE SUMMARY

INTRODUCTION

This proposal is offered to The City of Woodland (“City”) to further develop and improve the electronic payment options of the City. By taking advantage of Invoice Cloud’s experience in the rapidly growing and changing technology of electronic bill presentment and payment, the City will work with a single contractor and still be able to expand their payment options while decreasing the costs of bill presentment.

The Invoice Cloud service fulfills the City’s need for a secure, branded online payment solution that integrates with the City’s in-house software(s) and billing records. The service operates in an application service provider (ASP) environment (Software as a Service) and will process real-time payments. Customers will be offered the option to pay their utility bills with e-checks, credit cards, or debit cards. The Invoice Cloud solution will enhance the online payment capabilities already offered by the City by providing paperless billing, enrolled scheduled, and automatic recurring payments.

Invoice Cloud is an experienced merchant services and gateway services provider and can offer the payment processing flexibility requested by the City. Invoice Cloud offers a submitter program that relieves the City of collecting convenience fees for credit card or electronic check payments (ACH). Invoice Cloud is responsible for the costs and collection of the convenience fees.

By using Invoice Cloud’s email notification management feature to present invoices and collect payments online through a branded customer portal, the City can enhance convenience to their customers and provide a way for customers to benefit the environment. The Invoice Cloud paper suppression functionality can reduce unnecessary paper usage that currently results from paper billing and invoicing for the reminders to start and for the original utility bill (available today for all invoice types including utilities) when permissible by the State.

To provide quick and pain-free implementations, Invoice Cloud has; 1) created a SaaS (Software as a Service) application that requires no additional software upgrades or maintenance by the City, 2) set forth an easy to follow implementation and training process, 3) readied the technical and customer support necessary to get the City started, and 4) developed an “Online Billing and Payment Adoption Kit” designed to guide the City through the process of promoting online payments and paperless billing to their customers.

Distinguishing Features:

- Public sector “Submitter Program” provides integrated merchant and gateway services that relieve the City of collecting or managing convenience fees.
- Responsive and dedicated implementation and support staff that work together to please your customers and staff.
- Secure, branded electronic invoice presentment makes the adoption of paperless billing easy and reduces printing and postage costs.
- An automated process lets you know when your customer has signed up to go paperless for reminders and therefore doesn’t require a paper bill in the mail.
- Joint marketing campaigns that encourage your customers to pay and receive their bills online.
- Synchronized integration will automatically update in-house software with daily payment data.



- Customers can easily manage their accounts online with one-time scheduled payments, Auto-Pay, 24 months of billing history, and customized email notifications and confirmations.
- By handling sensitive data entry, transmission and storage on the City's behalf, Invoice Cloud effectively relieves the City of the burden and expense of extensive data encryption compliance standards and audits.
- Paper checks created by online bank payment systems can be eliminated with IC Online Bank Direct.

Best Value

Invoice Cloud offers the most cost effective solution available on the market today. It provides the easiest unified payment system to use and implement, thus creating the overall best value for City. If City selects the Invoice Cloud service on technical merit, Invoice Cloud will work City to satisfy the City's financial requirements and constraints.

The City's cost burdens are lowered when customers go paperless reducing the unnecessary paper usage that currently results from paper billing and paper check remittance. Invoice Cloud's easy to use interfaces increase customer self service, resulting in quicker inquiry resolution (higher customer satisfaction) and less labor required from City staff.

Conclusion

Invoice Cloud is able to meet all the requirements of the City plus offer many additional features. Our robust service capabilities along with our experience, excellent record of customer service and satisfied clients make Invoice Cloud the perfect partner to fulfill the payment processing needs of the City.

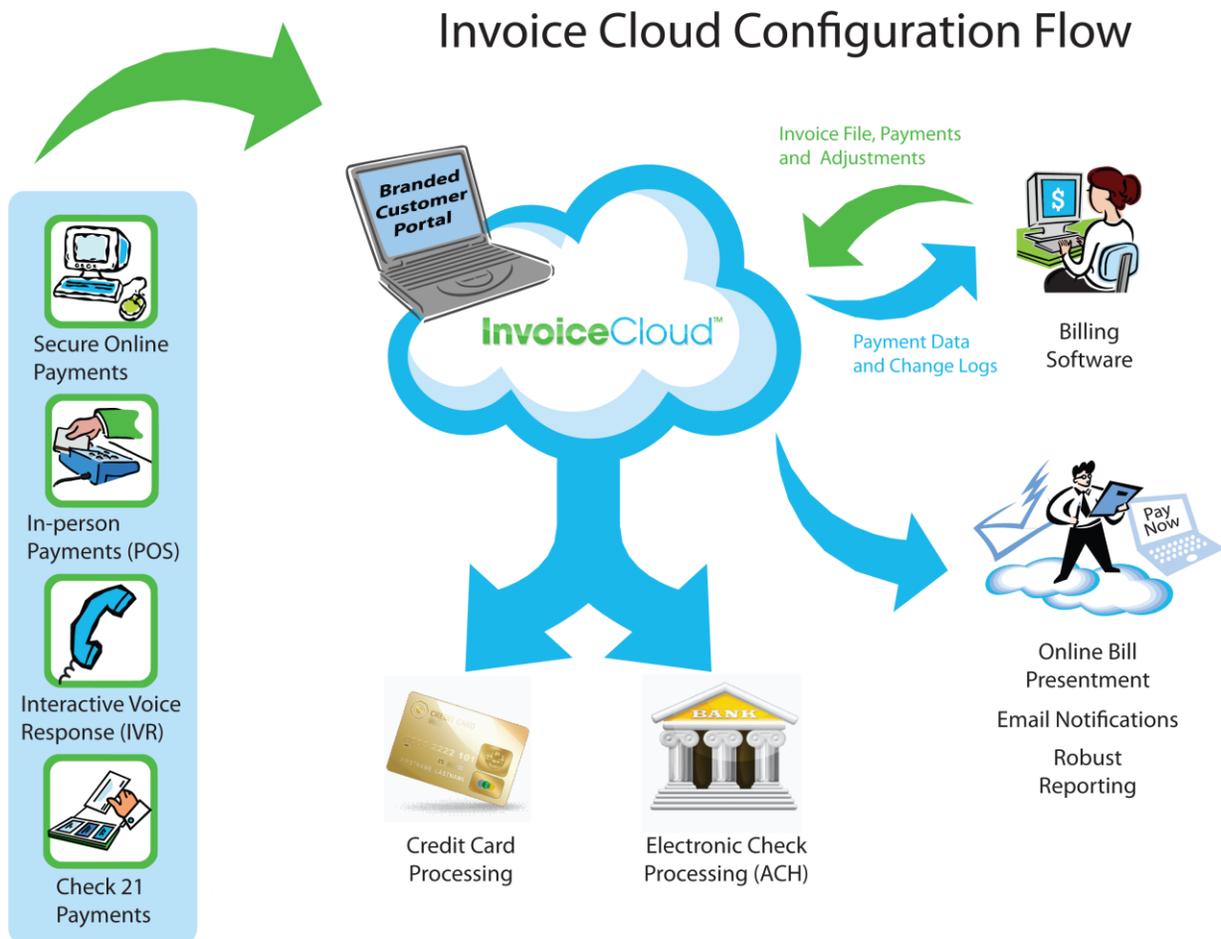
SECTION 2.0 – SCOPE OF SERVICES

INTRODUCTION

The Invoice Cloud service will allow the City to offer online payment processing in a securely hosted, “real-time” environment. Customers will be able to locate, view and print account statements and payment records (up to 18 months old) via the Internet and pay online using credit cards, debit cards and electronic checks (ACH). Multiple bill types can be paid online, including utility bills, personal and real estate taxes, licenses, vehicle excise, and miscellaneous invoices.

The system has been designed top to bottom to be easy to use, resulting in high user satisfaction and few customer support questions. Invoice Cloud maintains full compliance with current Payment Card Industry (PCI) standards, Cardholder Information Security Program (CISP) regulations and National Automated Clearinghouse Association (NACHA) rules and guidelines.

CONFIGURATION FLOW



2.1 ELECTRONIC INVOICE PRESENTMENT

The Invoice Cloud service was designed to present bills online and promote paperless billing. The City will be able to notify customers automatically when their bill is ready and provide an exact replica of the

printed bill online. By taking advantage of Invoice Cloud’s marketing collateral and programs, the City can promote the adoption of paperless billing. Paperless billing increases convenience for customers and reduces print and mail costs for the City.

Electronic invoice presentment includes two components: electronic notification that a bill is due and ready to view online, and the ability to view an exact replica of the paper bill online. Once a customer registers or makes a payment and inputs the email address connected to their account, they will begin to receive email notifications. If the City already has customer email addresses, they can add them directly into the system and email notifications can be sent without any action on the part of the customer.

Email Notifications

At the conclusion of the payment process, the customer receives an immediate email confirmation of payment. Email notifications are delivered for all of the following events: bill available for payment, bill payment receipt, registered user welcome email, failed auto payment, failed scheduled payments, auto payment registration, paperless registration, late fee bill notice, ACH rejects, credit card expiration and customer registration. If the customer has scheduled the payment or signed up for AutoPay, they will also receive notice of pending payments. The customer and the City will be notified via email of any transactions rejected due to insufficient funds or other processing issues. The email notification includes reason code for the reject.

Email notifications are very flexible. All notifications are template driven so that the City can customize the messaging on the notification and use them, if desired, to alert customers to current or pending City events or due dates. Concise reporting is available in the City biller portal regarding the status of customer email notifications, including whether the customer opened and clicked the email to view/pay the electronic bill.

EASY TO USE NOTIFICATIONS



You have a new invoice from Town of Orleans Water Department! [View Invoice or Pay Now](#)

Dear John Wallace

A new invoice is now available to view online.

Town of Orleans has implemented a convenient online billing and payment system for you to access and pay your bills. Simply click on the **View Invoice or Pay Now** button to get started. You can review and print your invoice, pay electronically now, or schedule the date your invoice will be paid.

You may also access your invoice via our Customer Portal at <https://www.invoicecloud.com/townoforleans>.

If you have any questions regarding your account, please email us at customerservice@townoforleans.gov. Be sure to include your first name, last name, and account number.

Thank you for choosing to view and pay online,
Town of Orleans

Account Information

Account Number:
AVERYT-6

Invoice Number:
1022

Invoice Due Date:
12/22/2008

Balance Due:
\$155.50

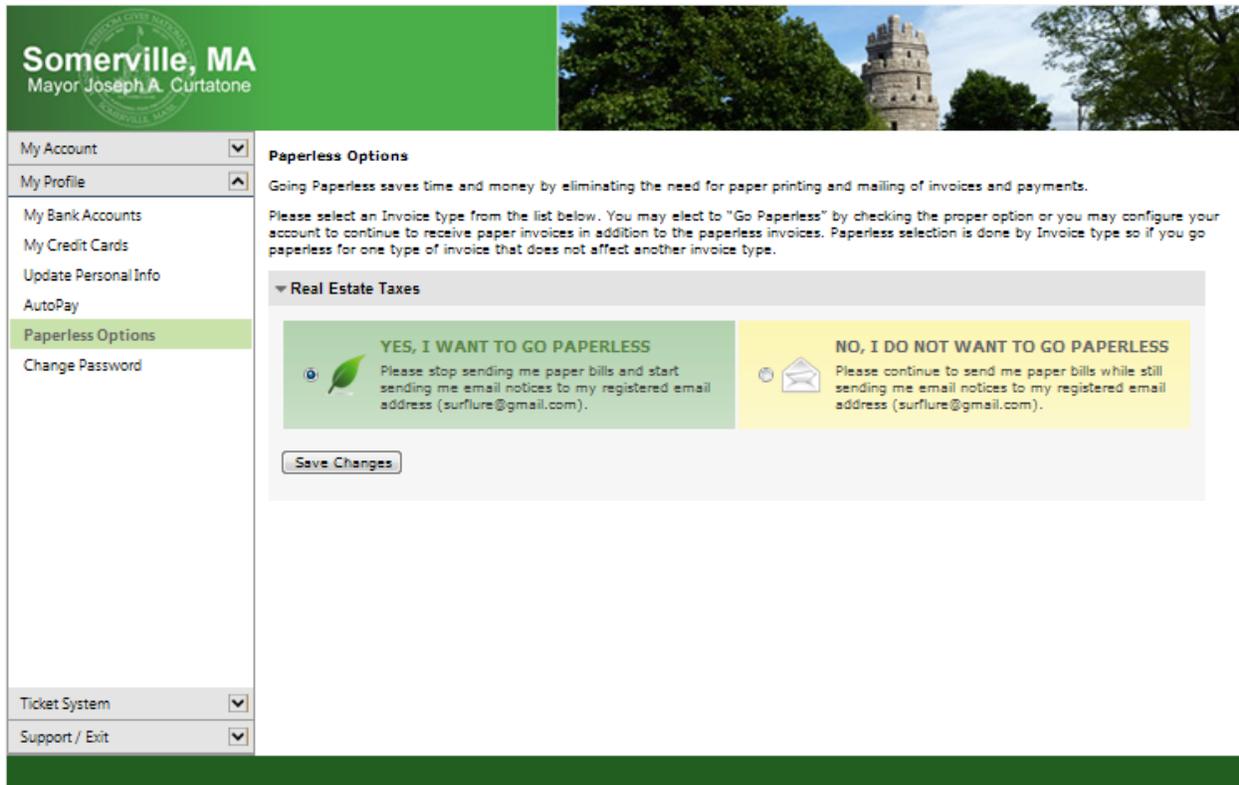
To ensure that customer payments are made by the due date, the Invoice Cloud service offers the ability to send 1st, 2nd and 3rd bill notifications via email. The Biller can customize these template driven notifications so that they are sent a certain number of days before the due date with content that states the number of days remaining until the bill is past due. Once the customer pays the bill (or schedules it for payment), the remaining reminder emails are not sent. For example, a customer signed up for Auto-Pay, will receive the first email notification (which includes the fact the bill is scheduled for Auto-Pay) but they will not receive bill notifications 2 and 3.

Paperless Billing

To reduce the negative impact of printed invoices and receipts on the environment, the Biller can replace printed bills with paperless billing, for the reminders to start and hopefully for the original utility bill when permissible by the State. By encouraging customers to go paperless, the Biller can reduce its print and mail costs as well as the labor associated with those activities. Significant cost savings to the Biller will be realized through the adoption of paperless billing by customers. This is one of the most important benefits gained from implementing the Invoice Cloud electronic presentment and payment service.

It is easy for customers to sign up to “go paperless” and discontinue getting a paper bill. They simply save their paperless preference in their “my account profile” and then click through the automatically generated email containing terms and conditions to authorize their consent. When a customer goes paperless, the Biller will automatically be notified that a bill does need to be printed. This can be integrated into the Biller’s printing process so that “paperless” bills are not exported for printing.

SIMPLE TO SIGN UP FOR PAPERLESS BILLING



Invoice Cloud has built in messaging (optional) and self service modules that encourage customers to move to paperless billing. Customers become very comfortable receiving notifications about their bills,

using self-serve options, and paying online. These activities increase efficiency for staff and customers, save time and money, and make payment processing more effective for all parties.

Because electronic bills look just like paper, customers are more willing to give up paper bills. It saves them having to file or destroy the bill and waiting to receive through the postal service. They also appreciate using less paper and saving trees. If they need a printed bill, they can download and print the electronic bill 24x7. As part of their paperless adoption program, the City of New Bedford is conducting an iPod sweepstakes for customers that sign up to go paperless.

GO PAPERLESS PROMOTION



New Bedford-ma.gov
Come aboard the city that goes to sea....

Sun. April 17, 2011

Residents Businesses Visitors City Offices Government Local Links

Home

Search

Hot Topics

Our Dept. Tax Title Pay Online Moody Bond Ratings

Treasurer's Office / Online Bill Payment

It's now fast and easy to pay and/or view your bills online.

The City of New Bedford is excited to offer payers an easy and secure way to view, print and pay their water / sewer, motor vehicle excise bills and real estate and personal property tax bills online. We support electronic presentation (viewing) and billing because it is more convenient for our payers and better for the environment.

Access, view and pay your water / sewer bills online.

Access, view and pay your real estate tax, personal property tax and motor vehicle excise bills online.

View or Pay your Bill

View or Pay your Bill

Go Paperless to Win an iPod!

Sign up to receive your water/sewer, real estate and/or personal property bills electronically, it's fast and easy. By eliminating paper statements, you reduce paper waste and save trees.

iPod nano Features

- 2,000 Song Capacity
- Choice of colors
- Clips to Sleeve or Jacket
- Built-in FM radio

Paperless Benefits

- Replica of Paper Bill
- Less Clutter & Filing
- Help the Environment
- Convenient Access to Bills

Go Paperless by 5/2/2011 to enter the drawing

If you've already gone paperless, you are automatically entered. No purchase necessary to enter or win. Must be a legal U.S. resident. One entry per account. Not applicable to Motor Vehicle Excise accounts.

Less Paper. More Music!

Privacy Policy Official Rules

Undeliverable Email Address Alerts

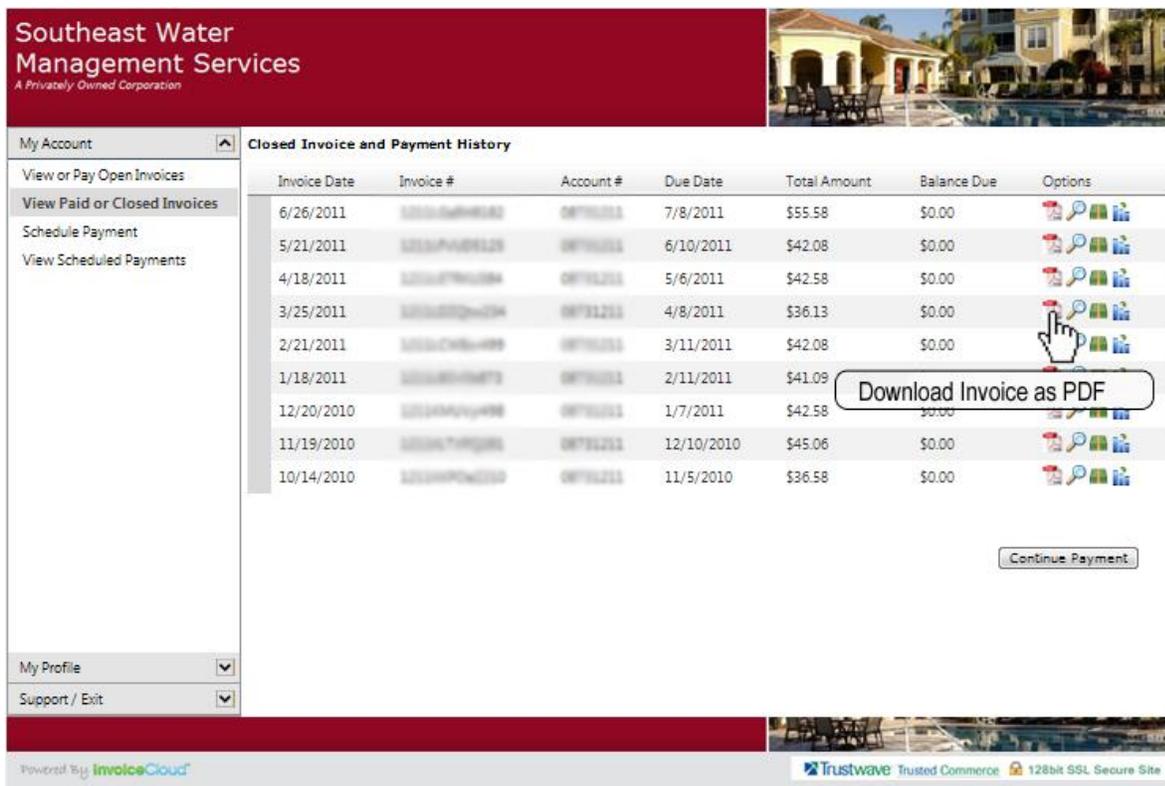
Invoice Cloud has put in place certain functions that help the Biller ensure that all payers receive their bills. For example: if a payer signs up for paperless billing and subsequently cancels an email address without providing a new one, creating an undeliverable email, Invoice Cloud will automatically enroll that payer in paper billing. This ensures that they don't miss a bill and provides complete bill run integrity.

The City and/or personnel will receive an email notification in the event of expired or incorrect email addresses used in the delivery of the ebills. The Customer is also re-enrolled in paper statement delivery if the paperless bill is undeliverable due to spam filters. A Paperless Bounced Email report is available 24/7 that shows any paperless customers who have not received their “bill ready” email notification.

2.2 CUSTOMER EXPERIENCE

The Invoice Cloud solution has a very intuitive design that customers immediately feel comfortable using and layman’s language is used to indicate each step of the process. The interfaces are user friendly, providing a logical step by step process both for customers and personnel. Customers used to viewing a paper bill will see the exact bill layout and information on their online. Built-in help tools, like roll over messaging for every icon, provide immediate guidance.

USER FRIENDLY HELP TOOLS



Southeast Water Management Services
A Privately Owned Corporation

My Account

- View or Pay Open Invoices
- View Paid or Closed Invoices
- Schedule Payment
- View Scheduled Payments

Closed Invoice and Payment History

Invoice Date	Invoice #	Account #	Due Date	Total Amount	Balance Due	Options
6/26/2011	1221064848182	08791211	7/8/2011	\$55.58	\$0.00	[Icons]
5/21/2011	1221064848128	08791211	6/10/2011	\$42.08	\$0.00	[Icons]
4/18/2011	1221064848084	08791211	5/6/2011	\$42.58	\$0.00	[Icons]
3/25/2011	1221064848034	08791211	4/8/2011	\$36.13	\$0.00	[Icons]
2/21/2011	1221064847989	08791211	3/11/2011	\$42.08	\$0.00	[Icons]
1/18/2011	1221064847943	08791211	2/11/2011	\$41.09	\$0.00	[Icons]
12/20/2010	1221064847898	08791211	1/7/2011	\$42.58	\$0.00	[Icons]
11/19/2010	1221064847853	08791211	12/10/2010	\$45.06	\$0.00	[Icons]
10/14/2010	1221064847808	08791211	11/5/2010	\$36.58	\$0.00	[Icons]

Download Invoice as PDF

Continue Payment

My Profile

Support / Exit

Powered by InvoiceCloud

Trustwave Trusted Commerce 128bit SSL Secure Site

CUSTOMER EXPERIENCE

There are two key features of the Invoice Cloud service; ease of use and customized flexibility. The customer portal is easy for customers to use and navigate. The customer portal is full featured including, bill viewing, payment history, automatic recurring payments, scheduled payments and customer requests. Customers transition smoothly within the same interface from viewing their account and current bill to making a payment online. Plus, the interface is customized to Biller specifications. Biller artwork will be used to create a customized portal interface that mimics the Biller website (subject to Biller approval), making the process from Biller website to customer portal seamless to the customer. All of the branded screens seen in this proposal are standard to our offering. All email communications, presented bill formats, and system options are customized and branded to reflect the Biller.

Accessing the Customer portal

Customer payment processing is done through the customer payment portal, securely hosted by Invoice Cloud. Invoice Cloud provides a “Virtual Path” or URL link which is posted on the Biller website or application. By clicking on the “View or Pay your Bill Online” button (provided by Invoice Cloud to match the biller website), customers are taken to the biller’s branded customer portal as shown on the following images.

SAMPLE BILLER PAGE WITH LINK TO SERVICE



Town of Harwich Massachusetts Incorporated in 1694

Online Bill Payment
[Printer-Friendly Version](#)

TAX BILL PAYMENTS

The Town accepts ACH debits/electronic checks (electronic fund transfer from your checking or savings account) and credit/debit card payments of tax bills.

Use of a charge or debit card will incur a convenience fee of up to 2.95%, depending on the type of card used. The fee when using an ACH debit is 40 cents. The Town of Harwich receives only your bill payment amount. Convenience fees cover various administrative costs associated with accepting payments and are non-refundable. The convenience fee is automatically calculated and is shown on the payment page before you submit your payment for processing. Convenience fees will appear as a separate charge from the bill amount on your bank or credit card statement.

View or Pay your Bill Online

Due to privacy laws, you will be required to enter your bill # and Reg. # to pay an excise tax bill.

On the customer portal (shown below), customers will recognize that the bill pay site is secure in several ways; the page displays the Trustwave Trusted Commerce seal, there is lock icon with 128 bit SSL secure site tag, and the URL begins with https.

SAMPLE BRANDED CUSTOMER PORTAL



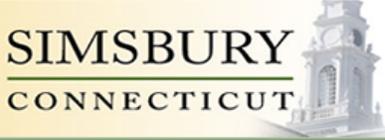
The screenshot shows a customer portal for the Town of Harwich, Massachusetts. At the top, a banner features the town's name and the text "Incorporated in 1694" over a scenic background. The main content area is divided into two columns. The left column has a heading "Pay and/or View Bills Online" followed by a paragraph about the town's online services, a "Fast and Easy" section describing "Express Pay", a "Safe and Secure" section, and an "Eco-Friendly" section. Below these is a "HAVE A QUESTION?" section with contact information. The right column has a green box titled "What would you like to pay?" with a list of tax categories: Real Estate Taxes, Personal Property Taxes, Motor Vehicle Excise Taxes, and Boat Excise Taxes. At the bottom of this box is a "Sign In" button. The footer of the page includes the InvoiceCloud logo, the Trustwave Trusted Commerce seal, and a 128bit SSL Secure Site icon.

Locating the Bill

Customers must first locate their bill either by going to the Biller’s secure, branded payment portal where they can view their bill and or pay online or by clicking on the “View or Pay Now” button in the email notification. Once the payer’s email address is in the system, the payer has the option to access their bill through the ensuing “A new bill is ready” email notifications.

Customers locate their account using a variety of data (as determined by the Biller) including, name, address, bill #, account ID, or phone number. Invoice Cloud can accommodate data from one or multiple sources and can display only the data requested by the Biller in the desired layout through the development of invoice templates. If bill information is in the public domain, customers can search for their accounts with publicly available information as displayed below. After entering partial or exact data as determined by the Biller, the Customer views a list of accounts that fit their criteria and selects the appropriate account by clicking the view/pay button.

CUSTOMIZED REAL ESTATE UTILITY LOCATOR PAGE



Already Registered?
Please Sign In to your Account

To use this feature, you must have already registered for Real Estate Taxes. If you have more than one account, each account requires initial registration.

Sign In 

Not Registered? Please locate your Account

Please enter your information into **at least one** of the fields below, submit and scroll down to view search results. For best results, enter a partial description (i.e. 124 Main rather than 124 Main Street or Doe rather than John Doe), where supported.

List # (No Spaces) <i>(Must be an exact match.)</i>		<input type="text" value="List # (No Spaces)"/>
Last Name <i>(This field supports partial matches)</i>		<input type="text" value="Last Name"/>
Property Street Name <i>(This field supports partial matches)</i>		<input type="text" value="Property Street Name"/>

Viewing the Bill Online

The registration/one time pay screen (below) includes icons to view their bill and the option to register or make a one time payment. The Biller will determine whether to allow one time payments or require registration. The service offers two options for viewing the bill online, PDF and html. Both formats can be printed; some customers may not have Adobe reader to view PDFs. The online bill replicates the Biller's original paper statement format to make switching to paperless billing as simple as possible.

SECURE PAYMENT PORTAL TO VIEW AND PRINT OR PAY ONLINE



Your Invoice

Invoice Number	Due Date	Balance Due	View or Print
06302011R00001443	8/1/2011	\$1,127.00	

Express Registration to Pay Online

You may skip the registration process and go directly to One Time Pay to pay this invoice.

However, if you are a first time user, you will need to create an account to be able to use these extended features:

- Review Invoice History
- Review Payment History
- Schedule Automatic Payments
- Pay With Previously Saved Remittance Information

[Register Now](#) ➔

One Time Pay

One Time Pay is the fastest way to make your payment. After clicking the "Pay Now" button below, you can enter your payment information and submit it for processing.

If you would like to take advantage of advanced features and functionality, please proceed towards the Register Now option.

Note: Registration is not required to pay your invoice. Please feel free to choose how you would like to proceed.

[Pay Now](#) ➔

Online Bill Looks Just Like Paper Bill

The electronic bill format will replicate the Biller's current print format or include alterations as specified by the Biller. The Biller's customized bill format will be able to be viewed and saved as either a PDF or html file. The service also supports the use of bar codes on bills.

CUSTOMIZED UTILITY BILL FORMAT

Town of Harwich
Fiscal Year 2010
Preliminary 1st Quarter
Real Estate Tax Bill

Dorothy Parkhurst
Treasurer / Collector



Parcel ID	Bill No.
25/U4-A30-R	00000019
MAKE CHECKS PAYABLE TO:	
Town of Harwich P.O. Box 15041 Hartford, CT 06115-0415	
REGULAR OFFICE HOURS:	
Monday - 8:30 AM to 8:00 PM Tuesday thru Thursday - 8:30 AM - 4:00 PM Friday - 8:30 AM to 12:00 PM	
Due on or before 11/1/2010 without penalty.	
Pay Online Visit www.town.Harwich.ma.us	

Jane Shelby
 101 State St
 Harwich, MA 02645

PROPERTY DESCRIPTION	
Record Owner	
Property Location	
Class	1010
Book/Page	151579/

Assessed owner as of January 1, 2009

JANE SHELBY
 101 STATE ST
 HARWICH, MA 02645

Town of Harwich
 Fiscal Year 2010
 Preliminary 1st Quarter
 Real Estate Tax Bill

Make Checks Payable To:
Town of Harwich P.O.Box 150415 Hartford, CT 06115-0415

* Prior Years Taxes, Contact Collector

1st Quarter Receipt		Keep This Portion For Your Receipt	
Parcel ID	Bill No.		
1504115050	00000030		
Community Preservation Act		\$152.57	
Residential Tax		\$5085.50	
Subtotal		\$5,238.07	
2nd Qtr. Due 11/1/2010		\$1320.78	
1st Qtr. Due 8/1/2010		\$1298.26	
Payments/Credits		\$3917.29	
AMOUNT DUE 11/1/2010		\$1,320.78	

2279208201070000000190000000000000

PROPERTY DESCRIPTION	
Record Owner	
ABATE CHARLES E ET AL	
Property Location	
9 QUAIL HOLLOW	
Class	1010
Book/Page	151579/

Assessed owner as of January 1, 2009

NATIELLO ERMELLIA
 9 QUAIL HOLLOW
 HARWICH, MA 02645

Town of Harwich
 Fiscal Year 2010
 Real Estate Tax Bill

Make Checks Payable To:
Town of Harwich P.O.Box 150415 Hartford, CT 06115-0415

Pay Online Visit www.town.Harwich.ma.us
--

Interest at the rate of 14% per annum will accrue on overdue payments from the due date until payment is made.

1st Quarter Payment		Keep This Portion For Your Receipt	
Parcel ID	Bill No.		
25/U4-A30-R	00000019		
Community Preservation Act		\$152.57	
Residential Tax		\$5085.50	
Subtotal		\$5,238.07	
2nd Qtr. Due		\$1320.78	
1st Qtr. Due		\$1298.26	
Payments/Credits		\$3917.29	
AMOUNT DUE 8/1/2010		\$1,320.78	

Registration Options and Benefits

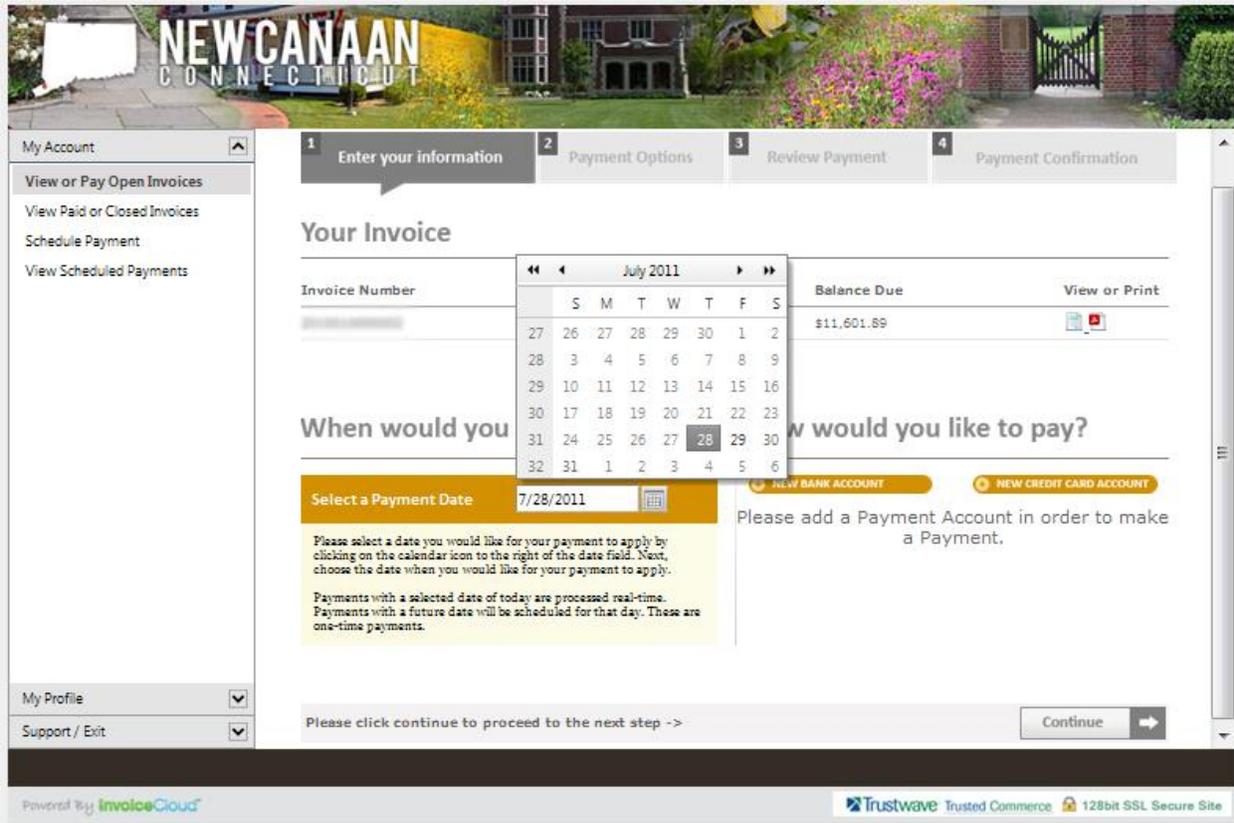
Once the customer has located their bill, they can decide whether to register or make a one-time payment.

If the customer registers, they will have secure access to track their payment activity with drill downs that display detailed billing and payment information. They can easily view all activity on their account (payments due, made and/or scheduled). They can also update their credit card or bank account information and personal information (if Biller allows). They'll be able to store multiple, masked customer payment accounts (bank accounts and credit cards). And they'll be able to sign up for Auto-Pay.

Whether the customer elects to register or make a one time payment, they will be prompted gently through the payment process within the same user interface as described below. The Customer will receive an email confirmation immediately following their payment whichever method they choose.

Scheduled Payments

Customers can select a future payment date that occurs prior to the bill due date. This option is available only to registered users.



Recurring Payments

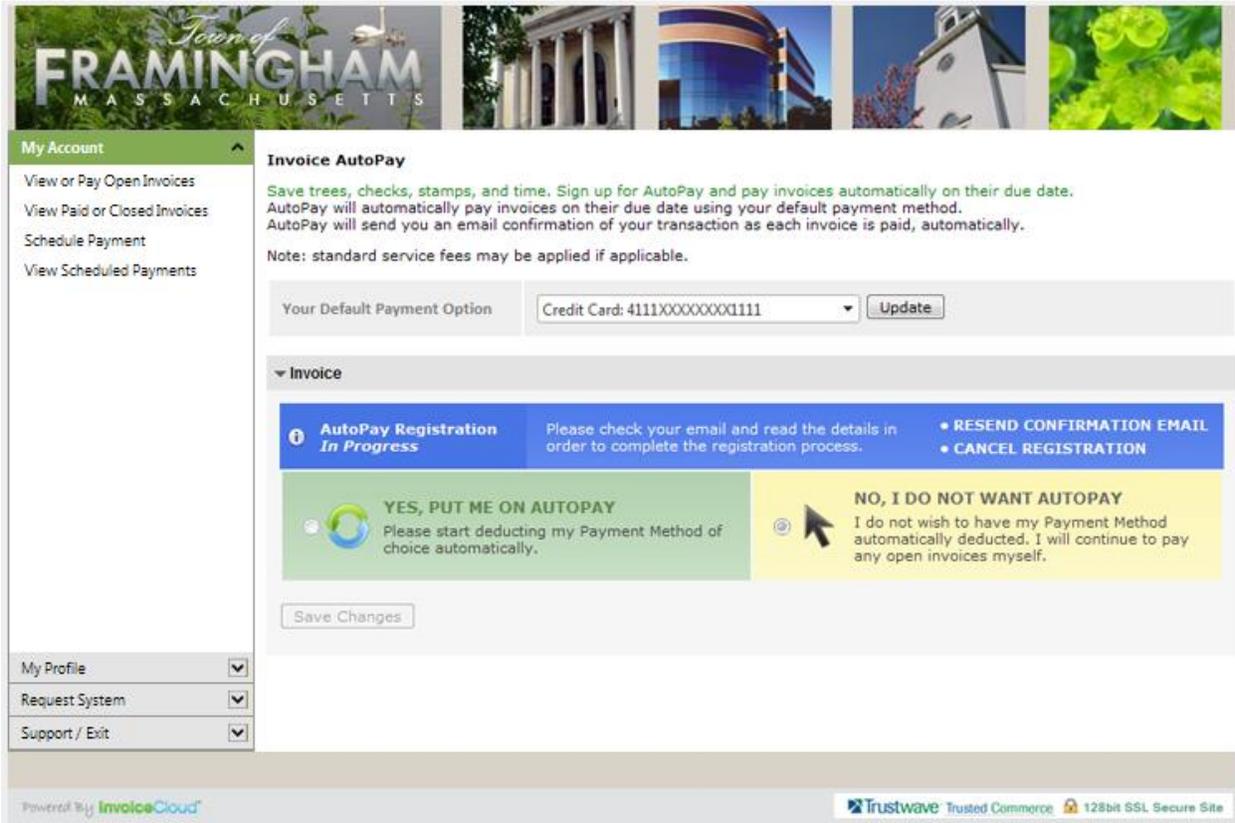
Registered customers may sign up for “Auto-Pay” to have their bills paid automatically on the due date. The City controls this option from within the biller portal. Auto-Pay processes the payment on the due date as specified in the file upload. The system can accommodate budget billing, where customers are charged a different amount than their actual bill amount.

Signing up for Auto-Pay is easy and self-serve. A customer simply accesses their online account, clicks on my profile/Auto-Pay and selects the automatic payments option. Customers may change their payment method on a pending scheduled or Auto-Pay as long as the change is made prior to the payment date.

In cases where the City has received written authorization from the customer to participate in Auto-Pay, City staff may activate the feature on behalf of the customer.

This feature has been designed to comply with the Electronic Signatures in Global and National Commerce Act (E-Sign Act) enacted by Congress on June 30, 2000. Before the enrollment is finalized, the customer must confirm via email their intent to enroll in Auto-Pay.

CUSTOMER PORTAL – AUTOMATIC PAYMENT SETUP



The screenshot displays the 'Invoice AutoPay' setup page for the Town of Framingham, Massachusetts. The page features a header with local imagery and a navigation menu on the left. The main content area includes a 'My Account' sidebar, an 'Invoice AutoPay' section with a default payment method of 'Credit Card: 4111XXXXXXXX1111', and an 'Invoice' section with two options: 'YES, PUT ME ON AUTOPAY' and 'NO, I DO NOT WANT AUTOPAY'. The 'NO' option is currently selected. A 'Save Changes' button is located at the bottom of the 'Invoice' section. The footer contains the InvoiceCloud logo, Trustwave Trusted Commerce, and a 128bit SSL Secure Site icon.

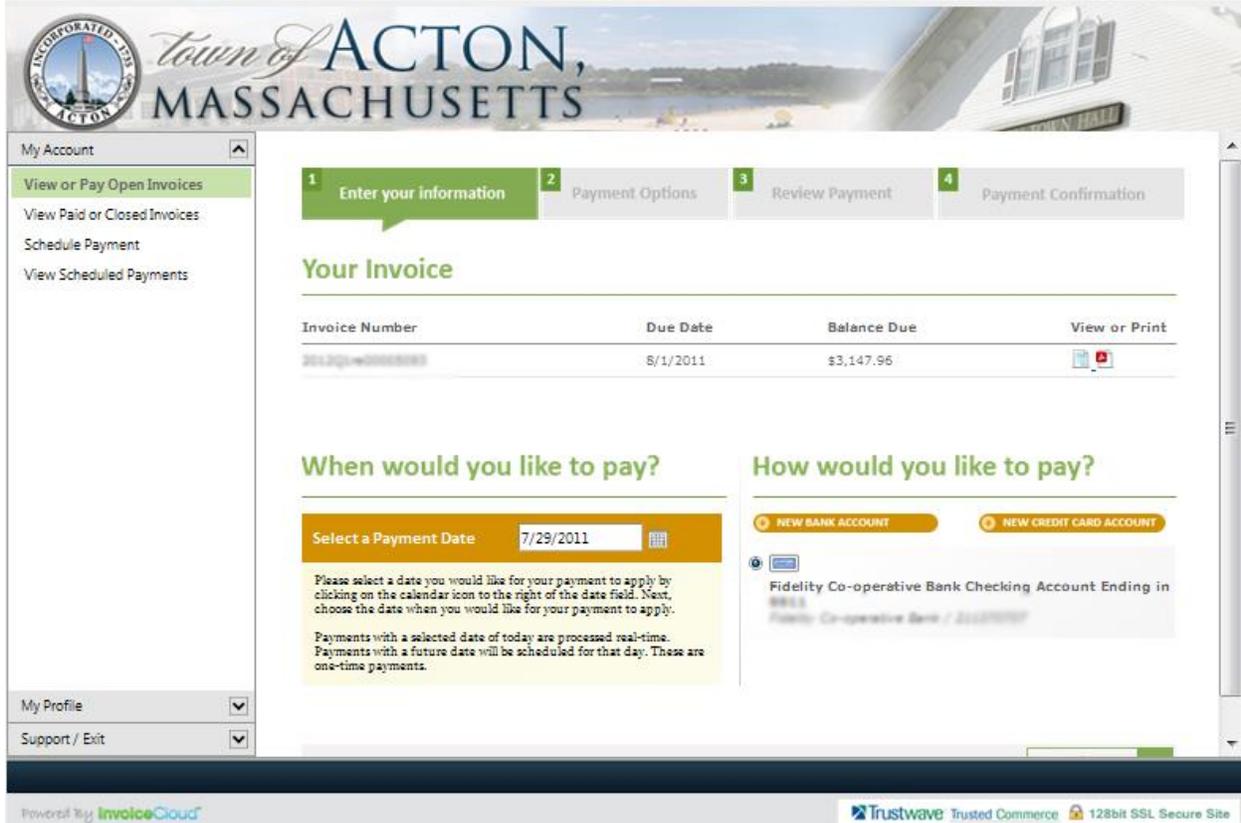
Whether the customer elects to register or make a one time payment, they will be prompted gently through the payment process within the same user interface as described below. The Customer will receive an email confirmation immediately following their payment whichever method they choose.

Making an Online Payment

Step 1. Date and Method of Payment

In Step 1, customers may schedule their payment for a specific date and payment type. If the customer is registered, their primary payment account will automatically be selected. If the customer is making a one time payment, they will need to enter their account information each time they make a payment.

CUSTOMER PORTAL – SCHEDULING PAYMENTS



Town of ACTON, MASSACHUSETTS

My Account

- View or Pay Open Invoices
- View Paid or Closed Invoices
- Schedule Payment
- View Scheduled Payments

My Profile

Support / Exit

1 Enter your information 2 Payment Options 3 Review Payment 4 Payment Confirmation

Your Invoice

Invoice Number	Due Date	Balance Due	View or Print
2011001-000000000	8/1/2011	\$3,147.96	

When would you like to pay?

Select a Payment Date: 

Please select a date you would like for your payment to apply by clicking on the calendar icon to the right of the date field. Next, choose the date when you would like for your payment to apply.

Payments with a selected date of today are processed real-time. Payments with a future date will be scheduled for that day. These are one-time payments.

How would you like to pay?

NEW BANK ACCOUNT NEW CREDIT CARD ACCOUNT

 Fidelity Co-operative Bank Checking Account Ending in 8883
Fidelity Co-operative Bank / 2011001000

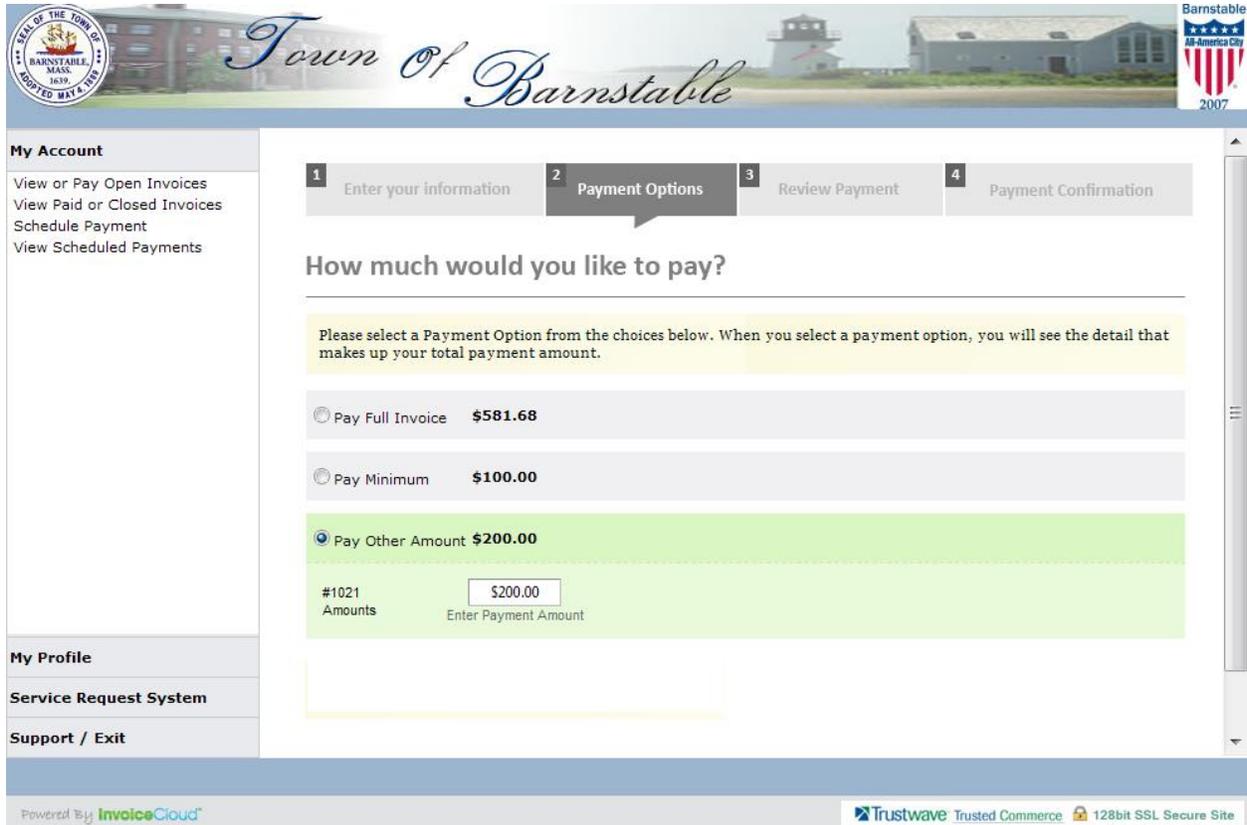
Powered by  Trustwave Trusted Commerce 128bit SSL Secure Site

Step 2. Payment Options

In Step 2, customers specify the amount they wish to pay.

The service can be made to allow payments other than the exact amount due. The allowance of partial payments is the result of business rules set according to the Biller specifications. Partial Payments and/or over payments can be allowed or disallowed by bill type. Below is an example of what the customer payment process will look like if the Biller allows payment amounts above or below the bill amount.

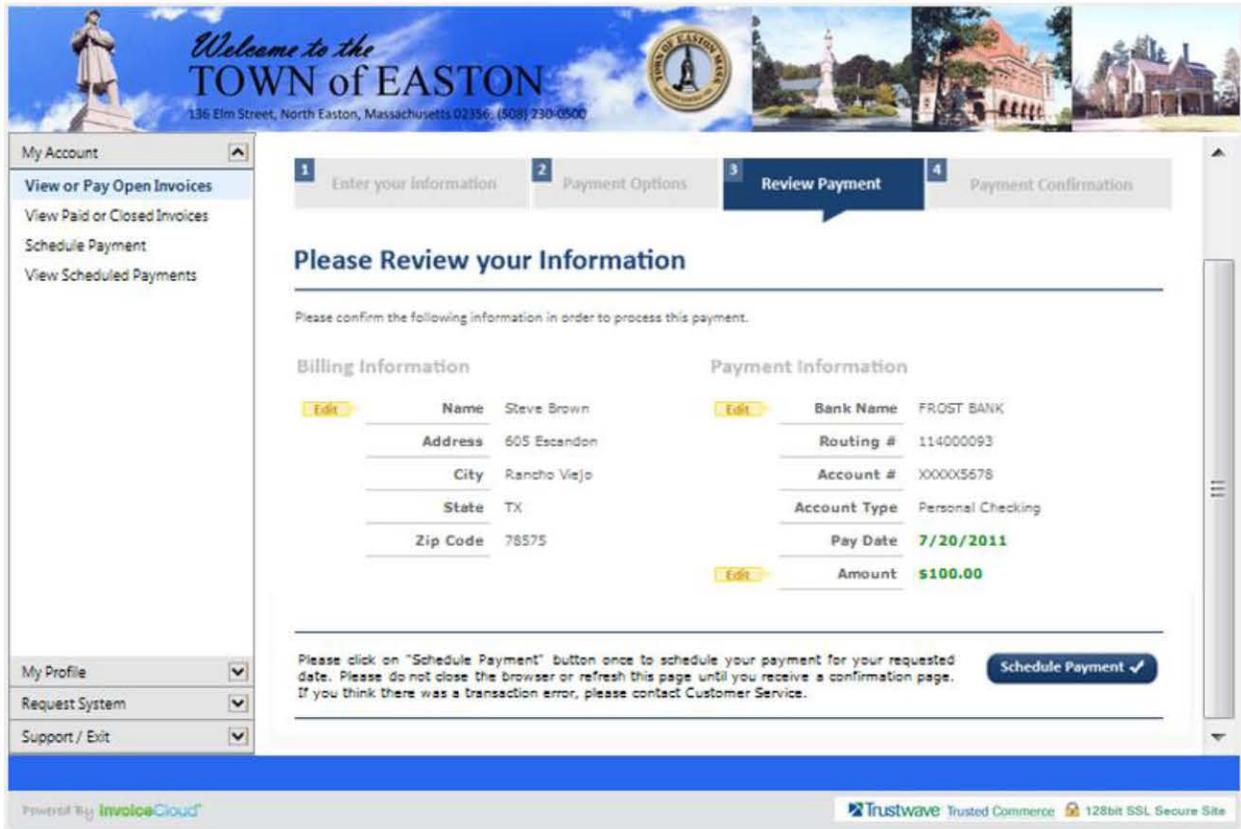
PARTIAL PAYMENT OPTION EXAMPLE



The screenshot shows a payment portal for the Town of Barnstable. The header includes the town's seal and name. The main content area is titled "How much would you like to pay?" and contains a progress bar with four steps: 1. Enter your information, 2. Payment Options (current step), 3. Review Payment, and 4. Payment Confirmation. Below the progress bar, there is a message: "Please select a Payment Option from the choices below. When you select a payment option, you will see the detail that makes up your total payment amount." Three options are listed: "Pay Full Invoice \$581.68", "Pay Minimum \$100.00", and "Pay Other Amount \$200.00". The "Pay Other Amount" option is selected and highlighted in green. Below this option, there is a text input field with "#1021 Amounts" on the left, a value of "\$200.00" in the field, and the label "Enter Payment Amount" below it. The left sidebar contains navigation links under "My Account", "My Profile", "Service Request System", and "Support / Exit". The footer includes "Powered By InvoiceCloud" and security badges for Trustwave, Trusted Commerce, and 128bit SSL Secure Site.

Step 3. Review Payment

In Step 3, customers are asked to verify or edit their payment information.



Welcome to the TOWN of EASTON
136 Elm Street, North Easton, Massachusetts 02356. (508) 230-0500

1 Enter your information 2 Payment Options **3 Review Payment** 4 Payment Confirmation

Please Review your Information

Please confirm the following information in order to process this payment.

Billing Information		Payment Information	
Edit	Name: Steve Brown	Edit	Bank Name: FROST BANK
	Address: 605 Escandon		Routing #: 114000093
	City: Rancho Viejo		Account #: XXXXX5678
	State: TX		Account Type: Personal Checking
	Zip Code: 78575		Pay Date: 7/20/2011
		Edit	Amount: \$100.00

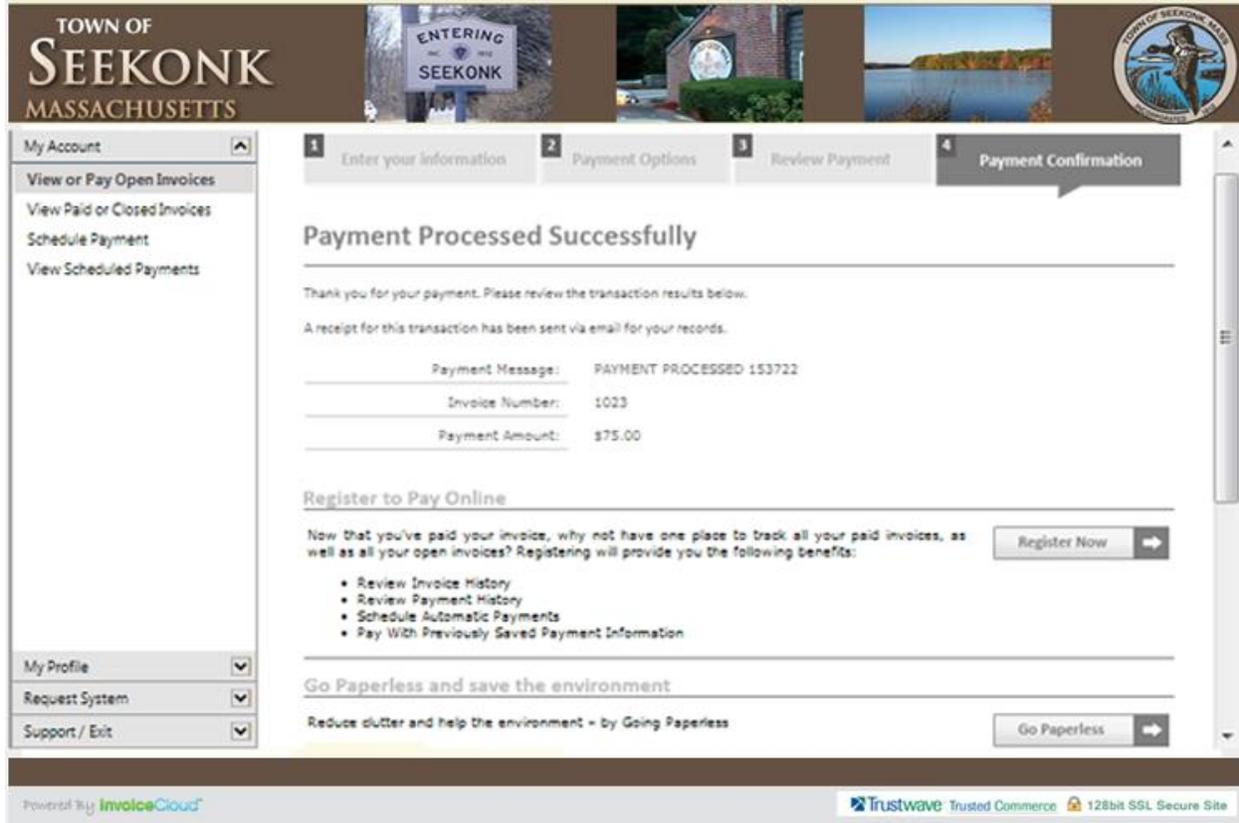
Please click on "Schedule Payment" button once to schedule your payment for your requested date. Please do not close the browser or refresh this page until you receive a confirmation page. If you think there was a transaction error, please contact Customer Service.

[Schedule Payment](#)

Powered by **InvoiceCloud** **Trustwave** Trusted Commerce 128bit SSL Secure Site

Step 4. Payment Confirmation

In Step 4, an online payment confirmation is displayed. In this instance, the customer did not register, so the service prompts them to register and/or go paperless. Customers also receive an immediate “Thank your for your payment” email confirmation.



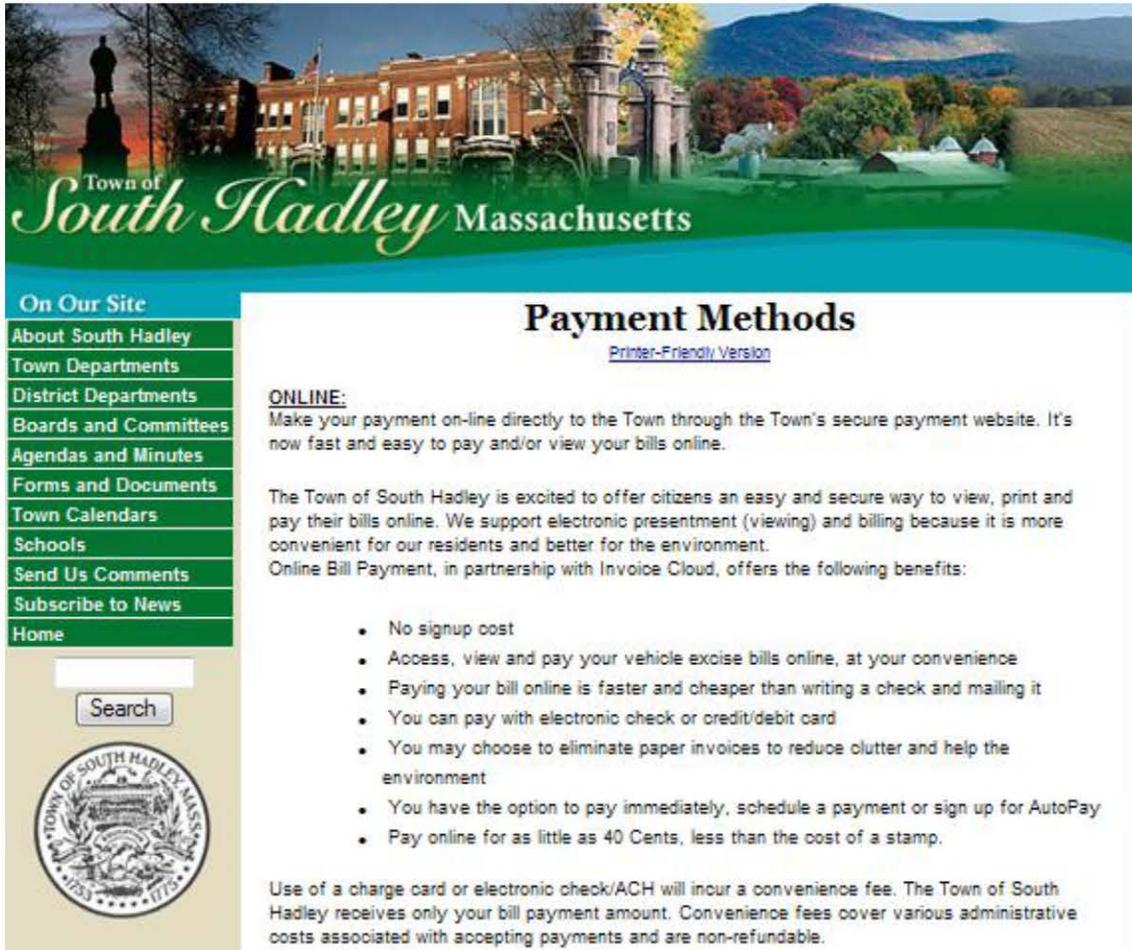
Convenience Fees

Generally, service or convenience/transaction fees are paid by the consumer. These fees are clearly displayed in the Invoice Cloud system. Any convenience fee is displayed twice before the payment is processed, first on the payment options screen and once again on the review payment screen.

To accommodate Visa Rules for Utility payments (largest card brand in the US), Invoice Cloud distinctly shows the utility payer the amount of the utility bill being paid and the amount of the service/convenience fee. Then, the service runs the transaction as a single transaction, disaggregates the transaction so that the utility payment is deposit directly by the processor into the City’s operating account, while the service/convenience fee is deposited directly into the Invoice Cloud account. Convenience Fees are displayed as separate line items on both customer credit card statements and customer bank statements. Of note is the fact that service/convenience fee rules are very complicated and Invoice Cloud can accept all of these card types and offers them all in a compliant manner. Because the principals of Invoice Cloud have over 30 years of direct e-payment experience with municipalities and others, they are completely familiar with and up to date with all service/convenience fee rules and therefore are comfortable enough to indemnify the City.

Customers can be made aware of the nature of convenience fees prior to accessing the system. Below is an example of how the Town of South Hadley describes the convenience fee and that they do not receive it.

CONVENIENCE FEE EXPLAINED BEFORE PAYMENT



Town of South Hadley Massachusetts

On Our Site

- About South Hadley
- Town Departments
- District Departments
- Boards and Committees
- Agendas and Minutes
- Forms and Documents
- Town Calendars
- Schools
- Send Us Comments
- Subscribe to News
- Home

Search

Payment Methods

[Printer-Friendly Version](#)

ONLINE:
Make your payment on-line directly to the Town through the Town's secure payment website. It's now fast and easy to pay and/or view your bills online.

The Town of South Hadley is excited to offer citizens an easy and secure way to view, print and pay their bills online. We support electronic presentment (viewing) and billing because it is more convenient for our residents and better for the environment.

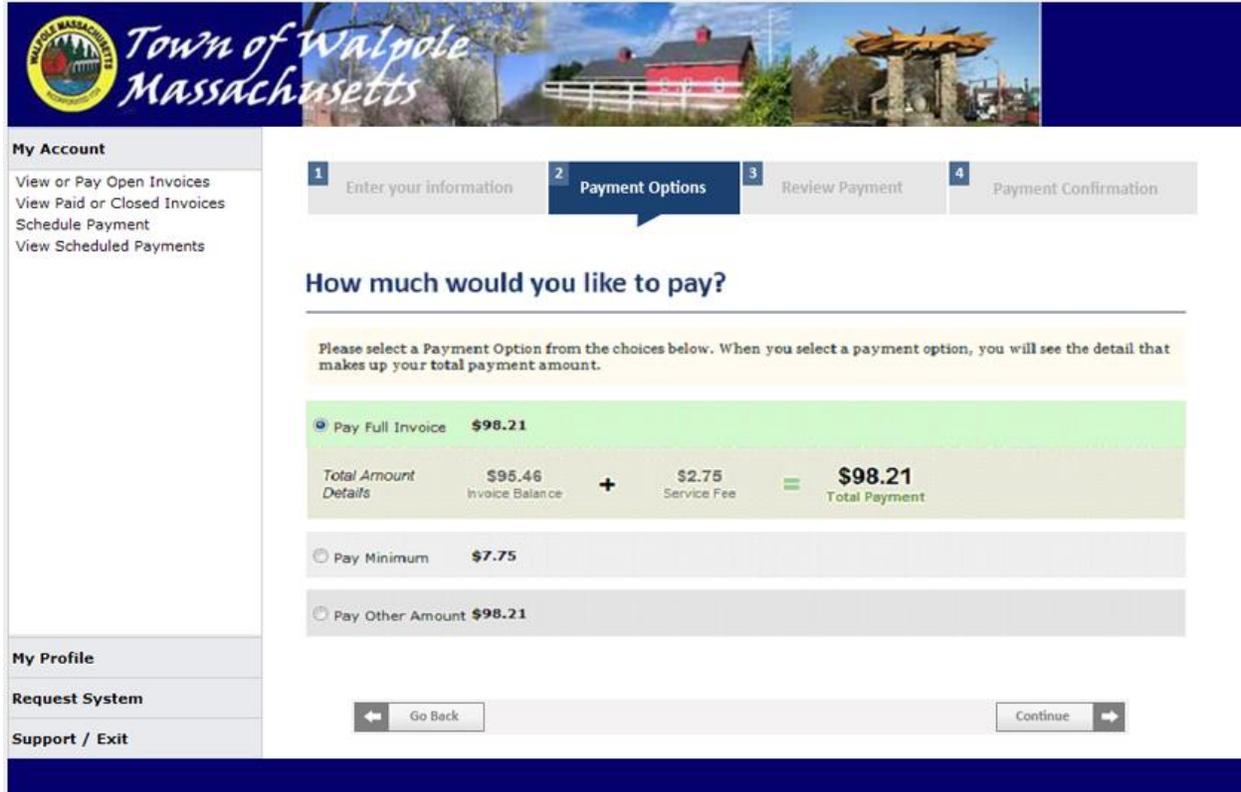
Online Bill Payment, in partnership with Invoice Cloud, offers the following benefits:

- No signup cost
- Access, view and pay your vehicle excise bills online, at your convenience
- Paying your bill online is faster and cheaper than writing a check and mailing it
- You can pay with electronic check or credit/debit card
- You may choose to eliminate paper invoices to reduce clutter and help the environment
- You have the option to pay immediately, schedule a payment or sign up for AutoPay
- Pay online for as little as 40 Cents, less than the cost of a stamp.

Use of a charge card or electronic check/ACH will incur a convenience fee. The Town of South Hadley receives only your bill payment amount. Convenience fees cover various administrative costs associated with accepting payments and are non-refundable.

Below is an example of the first time the customer is informed of the convenience fee within the system. The system will allow a payer to “Go Back” and change their method of payment. The amount will automatically be updated if the customer alters their method of payment. Convenience fee amounts are kept separate from service amounts in the system and in all reporting.

CONVENIENCE FEE CLEARLY DISPLAYED DURING PAYMENT



My Account

- View or Pay Open Invoices
- View Paid or Closed Invoices
- Schedule Payment
- View Scheduled Payments

My Profile

Request System

Support / Exit

1 Enter your information 2 **Payment Options** 3 Review Payment 4 Payment Confirmation

How much would you like to pay?

Please select a Payment Option from the choices below. When you select a payment option, you will see the detail that makes up your total payment amount.

Pay Full Invoice **\$98.21**

<i>Total Amount</i>	\$95.46	+	\$2.75	=	\$98.21
<i>Details</i>	Invoice Balance		Service Fee		Total Payment

Pay Minimum **\$7.75**

Pay Other Amount **\$98.21**

Go Back Continue

Customer Account Management

Using the customer portal, registered customers can search historical bills and payments for research and budgeting purposes. Customers and authorized Biller staff will have 24x7 access to customer invoice and payment history going back 18 months from when the first bills were loaded on the Invoice Cloud system.

Registered customers can log into their account and view invoice and scheduled/past payment information in the My Account section. The My Profile section contains access to bank and credit card accounts, paperless and Auto-Pay options, email and password data.

CUSTOMER ACCOUNT VIEW




My Account

- [View or Pay Open Invoices](#)
- [View Paid or Closed Invoices](#)
- [Schedule Payment](#)
- [View Scheduled Payments](#)

Closed Invoice and Payment History

Invoice Date	Invoice #	Account #	Due Date	Total Amount	Balance Due	Options
8/1/2010	201001003	10	10/5/2010	\$82.93	\$0.00	   
8/1/2010	201001008	10	10/5/2010	\$309.36	\$0.00	   
8/1/2010	201001012	10	10/5/2010	\$386.20	\$0.00	   

Clicking on icon opens payment detail

Payments x

Invoice #	Paid On	Paid Via	Amount	Fee	Total Charged	Message
201001008	9/13/2010	EFT (Check)	\$309.36	\$0.00	\$309.36	PAYMENT PROCESSED 123456

Customer Request System

A customer request ticketing service, also located in the customer portal, is included with the service at no additional charge. This helps billers keep track of customer requests/issues/questions and their resolution and date. When a ticket is opened by a customer, an email alert is sent to the appropriate Biller staff member who can respond and close the ticket.

CUSTOMER TICKETING SYSTEM



My Account ▾

My Profile ▾

Request System ▾

My Requests ▾

New Request

Support / Exit ▾

Request Detail

Request #: 914
 Customer: MORRIS, KEITH
 Account Number: 20100100800000000000
 Date Opened: 5/30/2011 7:51:36 PM

New Detail:
 There is a 750 character limit.

Close Request:

Date	From	User	Detail
5/30/2011 7:51:36 PM	Customer	MORRIS, KEITH	NOT ALLOWED TO PAY DEMAND PAYMENT AND/OR EXCISE TAX FOR DUE DATE OF 5/16/2011 PLEASE UPDATE ACCOUNT TO SHOW CORRECT AMOUNT DUE

Powered by InvoiceCloud
Trustwave Trusted Commerce 128bit SSL Secure Site

2.3 BILLER EXPERIENCE

Invoice Cloud provides a highly versatile administrative tool called the biller portal which allows City personnel to easily control customer accounts and monitor payment activity. City personnel have the ability to add, edit and delete users, review payment information and history, or make a payment on behalf of the customer. The City personnel can quickly and easily resend invoices by email, can accept payments by credit card or check over the phone, and respond to customer service requests through this Invoice Cloud interface. Extensive reporting is available 24/7 in the biller portal.

The Biller Portal

City personnel are able to quickly determine how many customers have registered, how much revenue is pending in scheduled payments, how many customers have gone paperless, or signed up for AutoPay. Navigating the biller portal is quick and easy, requiring little effort to update customer profiles or deactivate customers if necessary. The tool is permissions based, so only authorized personnel can edit accounts. Actions taken to modify a customer account can be done in the customer portal, by logging in as the customer, or in the biller portal from the search invoice screen or customer profile.

The service provides easy to use, hosted interfaces that support the following payment processing functions: authorizations, charges, settlement, credits, refunds, voids, scheduled payments, automatic (Auto-Pay) payments, chargeback and reject notifications.

City personnel are able with one click to login as the customer and see exactly what they are seeing. Both personnel and customer can access the customer account at the same time. For customer support, it is super easy for City personnel to review an account from the customer perspective by clicking on the “login as payer” icon in the biller portal on the search customers screen (computer monitor icon shown below).

MANAGEMENT OF CUSTOMER ACCOUNTS

Search Customers 

Search Criteria <input type="text"/> <input type="button" value="New Search"/>				
Account #	Customer	City	Email Address	Options
AVERYT-1	Steve Brown	Rancho Viejo	rchenue@invoicecloud.com	 
AVERYT-6	John Wallace	Rancho Viejo	rchenue@invoicecloud.com	 
BLAIR-1	Blair Averyt	Rancho Viejo	rchenue@invoicecloud.com	 
Clark-4	Sue Clark	Rancho Viejo	rchenue@invoicecloud.com	 

Once a customer has been selected, it is simple to view their account history and set up. Icons in account history allow the biller to view the invoice related to the transaction, drill down to any payments or credits attached to the invoice, and view any associated late fees or penalties.

CUSTOMER TRANSACTION HISTORY

Update Customer Profile: COMPANIES INC



Please review your profile. Click update to save any modifications.

Customer Info	Options	History	Bank Accounts	Credit Cards	AutoPay	Paper Invoices
Invoice Date	Invoice #	Account #	Due Date	Total Amount	Balance Due	Options
3/25/2011	001455	00000014	5/28/2011	\$113.34	\$113.34	   
5/25/2011	001458	00000014	6/28/2011	\$108.46	\$108.46	   

Phone Payments

City personnel can take payments over phone by making a payment on the customer's behalf in two ways. They can login as the customer and go through the online payment process exactly as the customer would. This can be a very useful training tool for customers, showing them how to make their first online payment and then encouraging them to do it themselves the following month. Alternatively, City personnel can go to the customer profile (the person icon shown above) and enter the payment through the "History" tab. It is very simple to click on the "Apply payments and adjustments" icon and make a "Real-Time Transaction" that will be tied to that customer's invoice. Although most offline postings and adjustments will be made automatically through the billing software synchronization, it is also possible to make a manual offline adjustment by choosing "Offline Posting and Adjustments."

Update Customer Profile: Steve Brown

Please review your profile. Click update to save any modifications.

Customer Info	Options	History	Bank Accounts	Credit Cards	AutoPay	Paper Invoices
Invoice Date	Invoice #	Account #	Due Date	Total Amount	Balance Due	Options
12/15/2008	1023	AVERYT-1	12/22/2008	\$220.80	\$45.80	     



Apply Payments and Adjustments

Robust Reporting

The service offers many standard and ad hoc reports with date ranges and drill down options to view detail. All reports are available 24/7 through the biller portal. Most of the standard reports include date range or bill type criteria, in addition to criteria particular to the report (like name or email for the customer report) to produce targeted results. The Invoice Cloud system uses open architecture and is Open DataBase Connectivity (ODBC) compliant to allow data extraction and facilitate reporting. Pre-configured reports include:

Search Customers	Paperless Report
Search Invoices	Data Synchronization History
Search Payment Transactions	EFT/ACH Rejects
Monthly Summary	View Scheduled Payments
Registration Report	Invoice File History
Auto-Pay Report	Import Errors

Daily Payment Received
 Total Outstanding Invoices
 Email Notification Summary
 Email Statistics

Email Tracking
 Bounced Email Report
 Email Change Report

FLEXIBLE ONLINE REPORT

Data Management							
<ul style="list-style-type: none"> Home Search Customers Search Invoices Search Payment Transactions Monthly Summary Registration Report Paperless Report Data Synchronization History EFT/ACH Rejects View Scheduled Payments Invoice File History Import Errors Daily Payments Received Total Outstanding Invoices Email Notification Summary Email Statistics Email Tracking 							
Search Invoices							
Search Criteria New Search							
Invoice #	Date	Customer	Inv Amt	Amt Due	Email Status	Options	
1022	12/15/2008	John Wallace	\$155.50	\$155.50	Click Through	[Icons]	
1021	12/15/2008	Sue Clark	\$581.68	\$581.68	Click Through	[Icons]	
1020	12/15/2008	Blair Avenyt	\$767.50	\$767.50	Click Through	[Icons]	
1023	12/15/2008	Steve Brown	\$220.80	\$220.80	Sent	[Icons]	
1018	12/15/2008	John Smith	\$155.50	\$155.50	Sent	[Icons]	
1016	12/15/2008	Mary Clark	\$581.68	\$581.68	Sent	[Icons]	
1015	12/15/2008	Steve Brown	\$220.80	\$220.80	Sent	[Icons]	
1017	12/15/2008	Steve Brown	\$767.50	\$767.50	Sent	[Icons]	
1013	12/15/2008	Mary Clark	\$581.68	\$581.68	Click Through	[Icons]	
1012	12/15/2008	Steve Brown	\$220.80	\$220.80	Click Through	[Icons]	
1011	12/15/2008	Steve Brown	\$767.50	\$67.50	Click Through	[Icons]	
3-Conv/Refund	8/1/2009	John Doe	\$247.00	\$247.00	Click Through	[Icons]	
2-Conv	8/1/2009	John Doe	\$247.00	\$247.00	Click Through	[Icons]	
1-NoConv	8/1/2009	John Doe	\$247.00	\$247.00	Sent	[Icons]	
1							

Report Features

Staff can use a large selection of pre-configured reports in the online biller portal (which are regularly synchronized with the City billing software) to access trend data and resolve inquiries. The City can request reports for daily, monthly, or date range activity for payments, scheduled payments, registrations, paperless and ACH/EFT rejects. Detail on each transaction in a batch report is fully viewable by the City through drilldowns. Individual reports containing specific information can be created using the flexible search criteria, including date range. Most reports can be exported to excel files. All stored data is truncated and this is reflected in all reports. Batch and Reject reporting is also provided via email alert.

Reconciliation between processing totals and bank deposit totals is aided by our Deposit Reconciliation Report. Batch reports match exactly with bank deposits and detail on each transaction in a batch is fully viewable by the biller. Reconciliation reports are available by invoice type. City staff has access to the biller reports 24/7.

DEPOSIT RECONCILIATION REPORT

Data Management	Deposit Reconciliation (Last 100 Deposits)																																																																																							
Virtual Terminal	Please note: Deposit totals do not include any fees, ACH rejects, or chargeback debits that may post to your bank account.																																																																																							
Process Credit Card	<table border="1"> <thead> <tr> <th>Settle Date</th> <th>Total Iter</th> <th>Visa/MC</th> <th>Check</th> <th>Primary Dep</th> <th>Disc Dep</th> <th>Amex Dep</th> <th>Total Deposits</th> </tr> </thead> <tbody> <tr> <td>8/3/2010 6:45 PM</td> <td>4</td> <td>\$34.27</td> <td>\$1,442.46</td> <td>\$1,476.73</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$1,476.73</td> </tr> <tr> <td>8/2/2010 6:47 PM</td> <td>1</td> <td>\$0.00</td> <td>\$1,961.74</td> <td>\$1,961.74</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$1,961.74</td> </tr> <tr> <td>8/1/2010 6:45 PM</td> <td>3</td> <td>\$0.00</td> <td>\$3,210.20</td> <td>\$3,210.20</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$3,210.20</td> </tr> <tr> <td>7/31/2010 6:45 PM</td> <td>3</td> <td>\$67.72</td> <td>\$4,146.75</td> <td>\$4,214.47</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$4,214.47</td> </tr> <tr> <td>7/30/2010 6:45 PM</td> <td>3</td> <td>\$14,429.77</td> <td>\$11,275.60</td> <td>\$25,705.37</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$25,705.37</td> </tr> <tr> <td>7/29/2010 6:45 PM</td> <td>6</td> <td>\$0.00</td> <td>\$8,786.41</td> <td>\$8,786.41</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$8,786.41</td> </tr> <tr> <td>7/28/2010 6:45 PM</td> <td>14</td> <td>\$0.00</td> <td>\$24,088.91</td> <td>\$24,088.91</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$24,088.91</td> </tr> <tr> <td>7/27/2010 6:45 PM</td> <td>7</td> <td>\$0.00</td> <td>\$11,047.90</td> <td>\$11,047.90</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$11,047.90</td> </tr> <tr> <td>7/26/2010 6:45 PM</td> <td>22</td> <td>\$5,690.98</td> <td>\$40,615.44</td> <td>\$46,306.42</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$46,306.42</td> </tr> </tbody> </table>								Settle Date	Total Iter	Visa/MC	Check	Primary Dep	Disc Dep	Amex Dep	Total Deposits	8/3/2010 6:45 PM	4	\$34.27	\$1,442.46	\$1,476.73	\$0.00	\$0.00	\$1,476.73	8/2/2010 6:47 PM	1	\$0.00	\$1,961.74	\$1,961.74	\$0.00	\$0.00	\$1,961.74	8/1/2010 6:45 PM	3	\$0.00	\$3,210.20	\$3,210.20	\$0.00	\$0.00	\$3,210.20	7/31/2010 6:45 PM	3	\$67.72	\$4,146.75	\$4,214.47	\$0.00	\$0.00	\$4,214.47	7/30/2010 6:45 PM	3	\$14,429.77	\$11,275.60	\$25,705.37	\$0.00	\$0.00	\$25,705.37	7/29/2010 6:45 PM	6	\$0.00	\$8,786.41	\$8,786.41	\$0.00	\$0.00	\$8,786.41	7/28/2010 6:45 PM	14	\$0.00	\$24,088.91	\$24,088.91	\$0.00	\$0.00	\$24,088.91	7/27/2010 6:45 PM	7	\$0.00	\$11,047.90	\$11,047.90	\$0.00	\$0.00	\$11,047.90	7/26/2010 6:45 PM	22	\$5,690.98	\$40,615.44	\$46,306.42	\$0.00	\$0.00	\$46,306.42
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The Biller may also set up the system (using their biller portal) to send daily batch close reports, daily management reports, ACH rejects, file processing notifications, ACH Reject Notifications, paperless customer email bounce reports, and request system notifications to multiple staff members. This allows different departments to get the information they need in a timely manner.

Email Template Management

To facilitate the ability to send communications to customers as part of the online bill presentment process, Invoice Cloud has created an email notification template system. This system allows the biller to present additional announcements and marketing messages to the customer. External communications like newsletters, water quality reports, etc. are not attached to or contained within the email notification. Billers would enter a link to the communication posted on their website into the email template. The primary goal of the service is to present bills and promote online payment, therefore it does not allow attachments which might trigger an email filter and prevent the email from reaching the customer.

The templates are very easy to edit and include a test function. Test emails for all template types can be sent to any email address. Targeted messages with links to inserts, banners, or news announcements can be added to most email templates. The email templates are separated by bill type, so different messages can be assigned to water bills and electric bills.

Email templates are available for each of the following events:

- First Invoice Notice
- Second Invoice Notice
- Third Invoice Notice
- Payment Transaction Receipt
- Declined Auto-Pay Transaction
- Late Fee Invoice Notice
- Declined Scheduled Payment Notice
- Registered Customer Welcome Email
- Auto-Pay Registration
- Paperless Registration
- ACH Reject Notification
- Credit Card Expiration Notification
- Scheduled Payment Confirmation
- Auto-Pay Reminder Notification

EMAIL MANAGEMENT

Email Management

You may view and edit all available email templates in this area. Please choose an Email Template Type from the drop down below. If you support more than one invoice type you will see a second drop down with the invoice types you support. Each Invoice Type is allowed to have a different template.

Email Template Type:

Get Template for Invoice Type:

Invoice

Electric

Real Estate Taxes

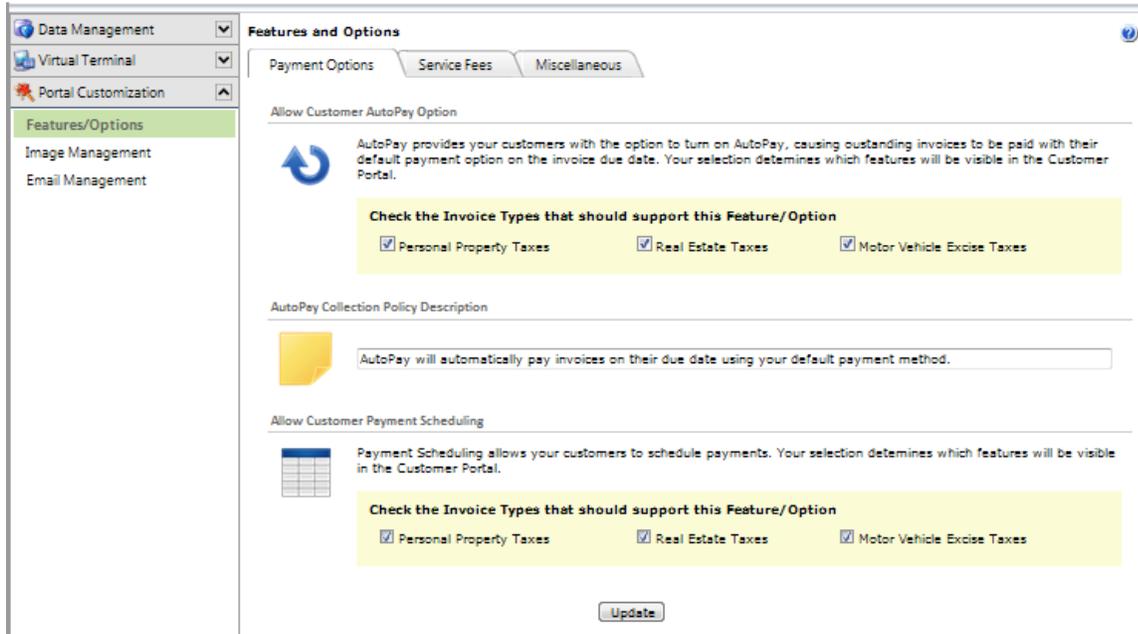
Save your Changes Save And Copy to All Invoice Types Send Test Emails

B **A** **U**                                      

Customized Options Control

Throughout the online presentment and payment service, there are biller controlled options to customize the way payments and customer accounts are handled. Such as allowing AutoPay and scheduled payments, allowing customers to update phone or address, and allowing customers to pay more than the balance due.

BILLER CONTROLLED OPTIONS



Features and Options

Payment Options | Service Fees | Miscellaneous

Allow Customer AutoPay Option

AutoPay provides your customers with the option to turn on AutoPay, causing outstanding invoices to be paid with their default payment option on the invoice due date. Your selection determines which features will be visible in the Customer Portal.

Check the Invoice Types that should support this Feature/Option

Personal Property Taxes Real Estate Taxes Motor Vehicle Excise Taxes

AutoPay Collection Policy Description

AutoPay will automatically pay invoices on their due date using your default payment method.

Allow Customer Payment Scheduling

Payment Scheduling allows your customers to schedule payments. Your selection determines which features will be visible in the Customer Portal.

Check the Invoice Types that should support this Feature/Option

Personal Property Taxes Real Estate Taxes Motor Vehicle Excise Taxes

System Permissions

The City can enhance security by controlling personnel access to data and processes within the system through the permissions management function located in the biller portal (interface used by the City to manage customer profiles, provide customer support, and run reports). The functional areas within the biller portal are further broken down into specific tasks which can be allowed or disallowed by user ID. The City can, for example, allow individual personnel to research payments but not allow them to perform a credit or process a payment.

Flexible Permissions Management

Permissions for User: Renee Chenue

Permission ID	Description	Active
Category: Data Management		
1	Management Reporting	<input checked="" type="checkbox"/>
2	Search Customers	<input checked="" type="checkbox"/>
3	Edit Customer Profile	<input checked="" type="checkbox"/>
4	View Customer Invoices	<input checked="" type="checkbox"/>
5	Access Customer Portal	<input checked="" type="checkbox"/>
6	Search Invoices	<input checked="" type="checkbox"/>
7	Apply Payments and Adjustments	<input checked="" type="checkbox"/>
8	Download PDF Invoice	<input checked="" type="checkbox"/>
9	Resend Email Notifications	<input checked="" type="checkbox"/>
10	Search Payments	<input checked="" type="checkbox"/>
>	Category: Portal Customization	
>	Category: Request System	
>	Category: Upload/Download	
>	Category: Utilities	
>	Category: Virtual Terminal	

[Save Changes](#)

Each permission is applied to a user ID on an individual basis to maximize flexibility. The system administrator can allow or disallow access to functions such as viewing data, creating reports, resending email notices, processing payments, credits or refunds, editing email templates and more. Since it is controlled by the City administrator, changes can be made quickly on an as needed basis.

The City may want to create user IDs that mimic their administrative levels. Personnel can use the same ID login at the same time so they do not need to have their own ID to access the system. Even administrators are unable to access confidential customer payment information. They can see truncated credit card and bank account numbers, but not the complete number. The following permissions can be allowed or disallowed for each user ID.

Management Reporting	Process EFT/ACH
Search Customers	Process Check21
Edit Customer Profile	View Open Batch
View Customer Invoices	Settle Open Batch
Access Customer portal	View Settled Batch History
Search Invoices	Configure Check 21
Apply Payments and Adjustments	Process Non-Invoice Transactions
Download PDF Invoice	Manage Images
Resend Email Notifications	Manage Email Templates
Search Payments	Manage Features and Options
Process Credit Cards	Upload Invoices

Download Return Data

Configure

Search/View Requests

User Management

The City may also set up the system (using their biller portal) to send daily batch close reports, ACH rejects, file processing notifications, and request system notifications to multiple personnel. This allows different departments to get the information they need in a timely manner.

Block Payments Feature

The City has the ability to block future payment attempts from customers (for instance repeat offenders of insufficient funds) by either ACH/electronic check or credit/debit card. Below is the easy to use customer profile screen located in the biller portal.

EASY TO UPDATE PAYMENT STATUS

Update Customer Profile: Steve Brown

Please review your profile. Click update to save any modifications.

Customer Info	Options	History	Bank Accounts	Credit Cards	AutoPay	Paper Invoices
---------------	---------	---------	---------------	--------------	---------	----------------

	Block Payments for Credit Card:	<input type="checkbox"/>
	Block Payments for EFT/ACH:	<input type="checkbox"/>
	Registration Value:	9999
	Registered:	<input type="checkbox"/>

Maintenance Windows

Within the biller portal, City personnel can create a maintenance window for a specific duration at a specified time. When a maintenance window is in effect, customers will see the following message when attempting to use the system:

The Invoice Cloud payment processing system is currently offline for system maintenance.

We apologize in advance for any inconvenience during these brief system updates. Every measure has been taken to keep the system updates as short as possible.

We appreciate your patience and understanding. This enhancement is part of our constant effort to provide you modern and robust processing systems and solutions.

EASY TO SET MAINTENANCE WINDOWS

New Maintenance Window
x

Maintenance Description	<input type="text" value="Enter a Description"/>
Start Maintenance Window At	<input type="text" value="00"/> <input type="text" value="00"/> CDT
End Maintenance Window At	<input type="text" value="00"/> <input type="text" value="00"/> CDT
Active	<input checked="" type="checkbox"/>

Save ✓
Cancel

Help?

InvoiceCloud offers our Billers the option to create Maintenance Windows, which are time spans where users are not allowed to run Transactions. If an attempt is made during a specific Maintenance Window the user will be redirected to a page with a message that the system is undergoing Maintenance.

Maintenance Window time spans are entered using the 24HR format.

Conveyance Feature

The Conveyance feature allows the biller to deactivate the current account holder and then re-use the same account number for a new holder. The account number will remain the same, but the new holder will not have access to the previous holder's information or account history. The biller may also elect to block any future payments from the deactivated holder. This feature is especially useful for new home purchases, where the utility or tax address is to be applied to a new owner.

Flexible Multi-Pay

This service is only offered by Invoice Cloud. Billers can present all their bill types (water, electric, gas) in one bill. Reduce the costs of paper billing by sending only one bill, not four. This patent pending functionality of sub-billing will allow billers to:

- Present all bills as separate line items
- Allow customers to pay specific amounts toward each bill type
- Charge convenience fees on some bill types (line items) and not others

PARTIAL PAYMENTS ON SUB-BILLS

- 1 Enter your information
- 2 **Payment Options**
- 3 Review Payment
- 4 Payment Confirmation

How much would you like to pay?

Please select a Payment Option from the choices below. When you select a payment option, you will see the detail that makes up your total payment amount.

Pay All in Full **\$163.68**

Pay Minimum **\$5.80**

Pay Other **\$163.68**

Cable

\$96.76

Enter Payment Amount

Electric

\$66.92

Enter Payment Amount

Total Amount
Details

\$163.68
Total Payment

Marketing Guidance

Invoice Cloud provides guidance, training and documentation to help the City market electronic invoice presentment and payment to its customers. The Online Billing and Payment Adoption Kit is an excellent reference and 'how to' guide. It contains material such as product information, sample marketing content for biller websites, how to use email templates, print-ready flyers, customer letters, payer adoption techniques and examples, benefit messaging, payment & e-invoicing stats, and online FAQs. Invoice Cloud can work with the City's printer to support their efforts to go paperless with print-ready inserts and the ability to promote the service via the paper statement.

Online Billing & Payment Adoption Kit Contents

A. Product Information

B. Marketing Content for Your Website

1. Website Guide
 - Create a "View or Pay Online" Page and Main Menu Item
 - Link to your Invoice Cloud Virtual Path
 - Access to Online Payment FAQs

C. Using Biller Portal Email Templates

- Editing the Templates
- Necessary Email Changes
- Types of Email Templates

D. Getting the Word Out

1. Getting Started
2. Collecting Payer email addresses
3. Online Billing & Payment, Easy as 1-2-3

E. Driving Payer Adoption

Goals & Objectives
Frequency

Payer Adoption Techniques

1. Printing a message on the front of the bill transmittal envelope
2. Printing a message on the back of the return envelope
3. Including a statement message on your paper invoice
4. Additional messaging for your website
5. Putting an article in your newsletter or other customer communication
6. Running contests to register and suppress paper
7. Placing an insert in your paper statement envelope

F. Marketing Resources

1. Messaging by Benefit Area
2. Payment & E-Invoicing Stats
3. Communication Ideas
4. Marketing Tips
5. Trademark, Logo and Copyright

2.4 ADDITIONAL SERVICES

IC Card Pay™

Billers can accept credit cards for bill payments at the front desk with IC Card Pay. Invoice Cloud provides Point-of-Sale (POS) payment processing through the use of integrated card swipe devices. No additional interfaces or other programming requirements would be necessary to incorporate this service into the system. There are additional fees for this service.

Benefits:

- Eliminates the possibility of miss-keying payment information
- Handles convenience fees for utility payments
- Automatically determines whether a convenience fee applies
- Fully integrated with Invoice Cloud or billing software
- Compact & easy to use - plugs into USB port
- Keeps you PCI Compliant, all transaction data is secure

IC Online Bank Direct™

IC Online Bank Direct eliminates paper checks issued by online banking sites. The biller will be able to register through Invoice Cloud with online banking networks to electronically deposit citizen payments. Electronically depositing these payments will save biller staff time and effort. They will no longer need to manually compare citizen names and amounts to the bank issued checks and then enter them into the appropriate citizen file. They will also not need to send them to the bank for processing and deposit. The IC Bank Direct electronic payments (like lock box files) are matched (when possible) to the payer's account, processed and uploaded into the biller's customer information management system. There are additional fees for this service.

IC Check 21 Pay™

Converting paper checks and deposits into electronic payments is easy using IC Check 21™. The **Check Clearing for the 21st Century Act** (or **Check 21 Act**) is a United States federal law, that allows the recipient of the original paper check to create a digital version of the original check (called a "substitute check"), thereby eliminating the need for further handling of the physical document.

IC Check 21 is tightly integrated with the biller accounting software, providing the same real-time data and reporting as online payments. It is completely bank independent, giving the biller the ability to change banks if desired. IC Check 21's web-based remote deposit with integrated clearing provides the following benefits:

- The use of the reader improves accuracy and speed because there is no manual data entry; therefore there are no keying errors
- Payment information is automatically input into the accounting software eliminating manual entry into the accounting software, reducing labor costs.
- The routing number, account number and credit card number are stored for future use.
- Invoice Cloud will match payment information with a customer when a check or card is subsequently presented
- No trip to the bank to make a deposit – funds transferred electronically
- Faster funds availability by accelerating collections and returns (1-2 days)

- Lower bank charges for e-payment processing
- Eliminate accounts at multiple banks by consolidating deposits electronically
- Check images meet standards of quality - Acceptable, Readable, Usable, Negotiable

IC Cloud Store™

Municipalities provide many services for which a fee must be collected but there is no invoice issued. The IC Municipal Cloud Store allows billers to accept payments for non-invoiced services like birth certificates, licenses, building permits, or activity programs. The following options are available:

- Accept electronic check and or credit/debit cards
- Customer receives immediate email confirmation of payment
- Department receives email notification of purchase event for instant fulfillment services
- Ability to apply convenience fees, if required
- Reporting by service type
- Linked to City branded payment portal
- Each service type can have its own online registration form
- Can be integrated through Invoice Cloud to accept payments over the counter

IC Cloud Pay™

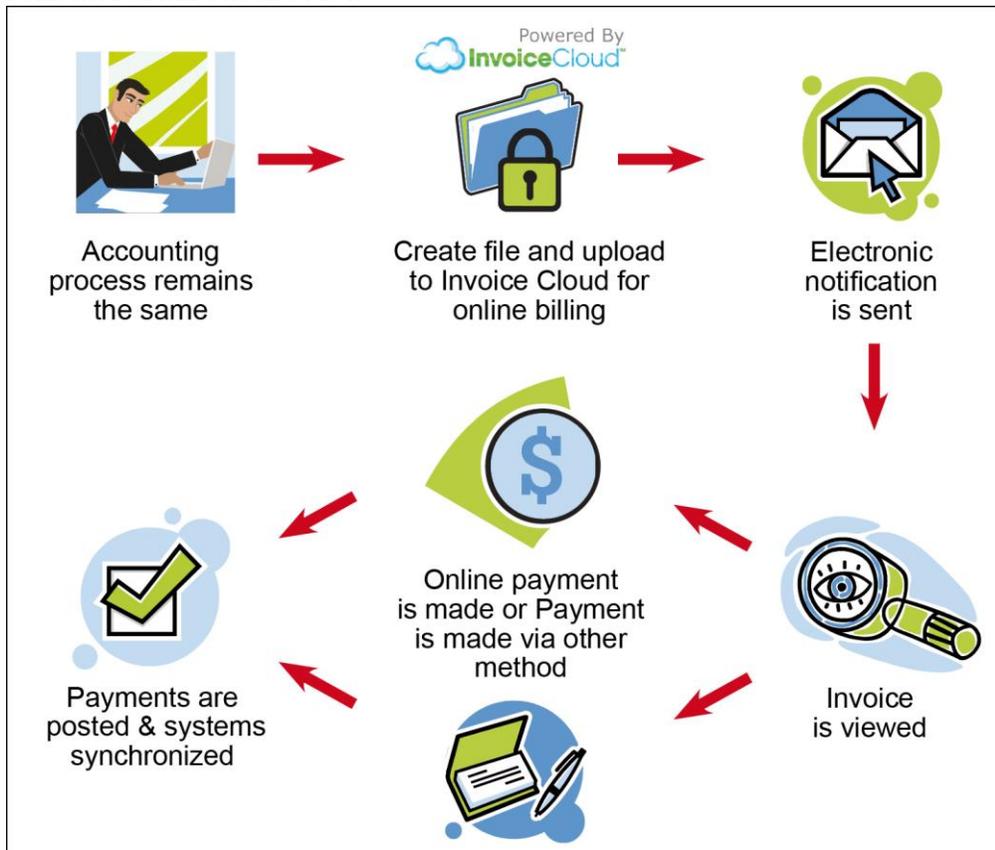
IC Cloud Pay allows billers to accept payments at checkout for various services that customers select from off the shelf billing software products. For example, school lunch programs, parks and recreation, and parking ticket software.

SECTION 3.0 – TECHNICAL INFORMATION

3.1 Architecture

Invoice Cloud is a fully hosted system, all payment data is double encrypted and stored on Invoice Cloud server's offsite of the City. The software as a service (SaaS) architecture eliminates the problem of sensitive information storage and PCI (Payment Card Industry) Compliance for billers. The service will be tightly integrated with the City's billing software, making the billing, collection and update process easy. Payment information is continuously exchanged to synchronize the City's software with Invoice Cloud, keeping payer account data current. Payments made through other channels like POS or IVR can also be included in the data synchronization. Because the systems are integrated, payments can be posted manually or automatically, increasing efficiency and reducing the City administrative workload.

FULLY INTEGRATED PROCESS FLOW



Fault Tolerance

The Invoice Cloud service runs on a fault-tolerant system, hosted and managed by Rackspace US, Inc., with full redundancy to protect data and eliminate loss of service or downtime.

In the event of a failure of one or more components in the system, the Invoice Cloud service will continue to operate properly. During a failure, faults are isolated and contained to prevent further propagation. Any decrease in operational quality would be proportional to the severity of the failure. Safe modes are accomplished through reversion. The service will also continue to operate during the repair process. There is the potential for downtime in the case of hardware failure. We have a 1 hour replacement guarantee in the event of a hardware failure.

The service uses the following technology to maintain a high fault-tolerance:

- Transmission Control Protocol (TCP)
- HTML
- Failure detection mechanisms
- Roll-forward and roll-back recovery
- Off-site data and system redundancy

Invoice Cloud actively supports a data integrity platform that complies with the Payment Card Industry Data Standards to: Build and Maintain a Secure Network, Protect Cardholder Data, Maintain a Vulnerability Management Program, Implement Strong Access Control Measures, Regularly Monitor and Test Networks, and Maintain an Information Security Policy. PCI standards were developed to ensure that cardholder data is protected throughout the transaction process. Invoice Cloud facilities are secure both physically and electronically.

Supported Browsers

Invoice Cloud operates with any web browser version that has more than 5% market share. The versions below represent the majority of current browsers in use today. It is very likely that the Invoice Cloud portals will work with older versions and possibly other versions not listed. These are the specific browser versions that are supported for use with the customer and biller portals:

Windows

- Safari 4, 5
- Chrome 10, 11
- Opera 10, 11
- Firefox 3.6, 4
- Internet Explorer 7, 8, 9

iPhone and iPad

- Mobile Safari 4x

Apple/Mac

- Firefox 3.6, 4.0
- Chrome 11
- Opera 10.x, 11
- Safari 4, 5

Ubuntu (Linux)

- Opera 9.6
- Firefox 3.6

3.2 Integration

Because Invoice Cloud is software independent, we are able to integrate to any software based on the exchange of standard file formats, through APIs or Web Services. We take on the integration burden, at no charge to City. A reasonable level of cooperation (provision of file formats) from the biller software provider is necessary to allow full integration which delivers the most benefit to the biller.

Invoice Cloud can accommodate data from one or multiple sources and can display only the data requested by City in the desired layout through the development of invoice templates. Bill type, status, date and other conditions can be used to determine template to be displayed. There is no limit to the number of templates.

3.3 Security/Privacy

Invoice Cloud provides secure, private and PCI compliant storage of customer payment information and is certified by Trustwave's Trust Commerce Program. Data is secure during collection and transmission via SSL with 128 bit encryption or better. All confidential information is treated in accordance with the Payment Card Industry (PCI) standards. Invoice Cloud policies limit access to personal user information that is collected by the system. Our employees receive training about the privacy policies and



procedures of Invoice Cloud Corporation as do our affiliates and partners. We acknowledge that protecting consumer privacy is a key part of our trusted relationship with our clients

To minimize the impact of PCI requirements on City (PCI applies to anyone that touches the credit card process), the system has been designed to mask confidential data, so that the City does not have access to it and therefore does not need to store it or engage in cumbersome processes to protect it. Sensitive customer payment information is masked, even to Invoice Cloud personnel.

The IC service uses double encryption that complies with CISP, PCI, and NACHA regulations to safeguard confidential information. Each biller has a globally unique identifier used to identify file exchange sources. Each administrator login for biller personnel uses a separate user name and password. Each customer must authenticate first their acct with unique id information then create a unique user name (email address) and password. Within the biller portal each administrative login can be assigned permissions detailing what functions each personnel can access. In no cases, can personnel or customers see full credit card numbers or bank account numbers. Elaborate encryption schemes with keys and key management overlays the entire service from data capture through transmission and storage.

Audit Trails

Invoice Cloud application logs control information on all batches of e-bills, payments, logins, and user activity and email notifications. Audit trails are available to track customer/CSR/administrative activities. Transactions, inquiries and selections in the Invoice Cloud service are date and time stamped to provide complete control and accountability.

Privacy

Invoice Cloud is committed to protecting the confidentiality of biller and customer data. Invoice Cloud does not sell confidential data to third parties under any circumstances. If required by law to provide such information, Invoice Cloud will comply. Our privacy policy is available on our website at www.invoicecloud.com.

To combat internal and external risks to the security, confidentiality, and/or integrity of any electronic, paper or other records containing personal information, Invoice Cloud adheres to technical and physical safeguards for the protection of personal information. Our procedures for evaluating electronic and physical methods of accessing, collecting, storing, using, transmitting, and protecting personal information comply with standard best practices as well as State and Federal guidelines, regulations and laws. Our policies limit access to confidential data to our employees and agents and the employees and/or agents of our affiliates and business partners who need the information to fulfill their business responsibilities and are under strict confidentiality requirements. In addition, we employ a Written Information Security Plan (WISP).

SECTION 4.0 – IMPLEMENTATION & SUPPORT

4.1 IMPLEMENTATION

Project Completion and Delivery

To effectively manage and implement the EBPP system for the City, a team comprised of a project manager, implementation coordinator, technical personnel (3) and marketing specialist will be assigned to complete the system integration and delivery from beginning to end.

The project completion and delivery is dependent upon two major factors: the amount integration required for the service to work with City's software and the speed with which City is able to supply the information needed to set up their service. The estimated timeframe for implementing an EBPP service for a single bill type in a single interface that includes online billing and payment and Merchant Services and Gateway Services is 60-90 days after completion of the biller order form and receipt of data files.

This section includes the following documents used during the implementation. Invoice Cloud uses an organized, implementation process that begins with a kick off meeting once the biller order form, merchant services contract and supporting documentation has been approved.

Implementation Process

Your Invoice Cloud service will be fully set up and operational to present invoices, receive payments, provide online accounts to customers, create reports and integrate with your in-house software. Invoice Cloud will help you upload your first bills and test them thoroughly before your service goes live. There are no additional charges for integration with your billing software, implementation or for branding and customizing features like; paperless options, payment functions (partial, AutoPay, etc.), search criteria, bill presentment layouts, or email notifications.

The City is responsible for:

- providing email and phone customer support contact information
- submitting relevant information, like invoice formats and data files to Invoice Cloud (so that we can duplicate the layout electronically, making it easy for customers to adopt online presentment)
- reviewing and approving system set-up (bill layout, customer portal content, etc.)
- modifying message content for emails to customers if desired. Invoice Cloud provides a full set of best practice templates for initial use but many clients use the email reminders to cross market and make announcements
- updating biller website to link to the new virtual path to pay bills online through Invoice Cloud
- supplying their IT and Financial personnel with computers capable of accessing the Internet and providing compatible card swipe, check readers and any other equipment (if applicable) at each point of sale or over the counter location.
- supplying personnel with software capable of opening exported reports (excel, text, etc).

Project Model

This document outlines the steps taken during a new biller implementation. It will vary depending on the services selected and the number of bills types to be presented.



Invoice_Cloud_Project
_Model_and_Items_-_

Biller Order Form

This form includes every service functionality and option available to the biller. It is a comprehensive document that is used by all implementation team members.

Biller Checklist

The biller checklist helps billers to understand their new online presentment and payment service as well as providing a Q&A to make sure all set ups are approved by the biller.



Biller Go Live
Checklist updated 9.26

4.2 TRAINING AND SUPPORT

Training

City personnel will be guided in how to use the system through training documentation, live sessions and access to highly responsive client support. Joint customer and biller portal training sessions are held for administrators and users. All standard training is done remotely if the City wishes to have onsite training, this can be arranged. Additional costs are listed in the EBPP fee schedule. One-on-one training is conducted for City technical personnel regarding the uploading of bill files.

In addition to ongoing phone and Go-To-Meeting training during the first month of use, Invoice Cloud provides a helpdesk ticketing system for billers within their biller portal to get help from Invoice Cloud Client Support. This tool makes it easy for billers to track and retain resolutions. The ticketing system includes a knowledge base so that billers may learn from each other, saving time and resources. By using the Helpdesk, City personnel can get quick instructions on how to deal with incidents as they arise.

Support

Customer Support (for customers) is two tiered with City personnel as the first line of support for customers regarding account, registration and billing questions. Issues with the Invoice Cloud service operation or incorrect credit card charges are routed to Invoice Cloud Client Support via telephone or a biller helpdesk ticket. The most common questions from customers involve locating their account number so that they can register, questions about a recent payment or inquiries regarding bill amounts. These types of questions are best handled by the biller which results in higher satisfaction levels for customers using the online/onsite bill pay system. A customer request ticketing service, located in the customer portal, is also included with the service at no additional charge. This helps City keep track of customer requests/issues/questions and their resolution and date.

Client Support - If City personnel encounter an inquiry which they cannot resolve, such as reconciling a batch or transaction, or an issue arises that requires technical support, they would create a helpdesk support ticket. Invoice Cloud Client Support then resolves the issue and trains the biller on how to

resolve that type of issue in the future (if applicable). Client support is highly responsive and knowledgeable. Most tickets are resolved within 24 hours. Invoice Cloud biller and technical support is available during business hours.

HELPDESK SUPPORT TOOL (BILLER PORTAL)

<ul style="list-style-type: none"> Data Management Virtual Terminal Portal Customization Utilities Customer Support <ul style="list-style-type: none"> Customer Support Service Releases Request System Sales and Marketing Exit / Log out 	<h4>Customer Support</h4> <p>Have a Problem? You may reach us by submitting a new Support Ticket. You will be provided with a ticket number for every issue received. Please submit a separate ticket for each issue.</p> <p>Already have a Ticket Number? If you have a ticket number for a recently submitted issue, you may follow up on it by logging into our HelpDesk system. This link will automatically log you in but you may always reach our HelpDesk by going to http://www.invoicecloud.com/HelpDesk and using your Biller Portal credentials to log in. Take me to the InvoiceCloud HelpDesk</p>	<p> Submit a Support Ticket</p> <p>You will receive a ticket number when we receive your submission. Please keep track of this and follow up on it through our HelpDesk system.</p> <div style="text-align: center; background-color: #e67e22; color: white; padding: 10px; margin-top: 10px;"> <p>Create New Support Ticket</p> </div>
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Routine Technical Support - Technical Support is available during business hours 8 AM-6 PM EST, M-F. While billers can call customer support directly, it more efficient for them to use the helpdesk system because the entire personnel sees those tickets as them come in and the appropriate person to resolve the issue will pick it up and respond.

Emergency After-Hours Support – the helpdesk service is monitored after hours and emergency support issues are addressed within 1 hour. An emergency support issue would involve the system being down and inoperable, not helping a particular payer with a payment issue.

Upgrades and Enhancements

All updates, upgrades and enhancements for the electronic invoice presentment and payment service are performed by Invoice Cloud, in the “cloud” rather than at the City location. There is no additional cost for updates or upgrades. Since Invoice Cloud is a SaaS application, no additional processing software or equipment is required. If updates to the Invoice Cloud service require a software or hardware change, Invoice Cloud will provide support and documentation to facilitate the changes.

Invoice Cloud is highly responsive to the needs of billers and often improves or adds to its service offering. Most enhancements do not require action on the part of the biller. When an enhancement is pending, a Service Announcement is delivered via email outlining the enhancement and how it will affect the biller and/or payer. Upgrades are done at the Invoice Cloud level, so there are no mandatory actions for the biller to take. Support levels are not affected by upgrades.

SECTION 5.0 – COMPANY INFORMATION

5.1 COMPANY BACKGROUND

Invoice Cloud, Inc. (www.invoicecloud.com) provides simple, secure web based electronic invoice presentment and processing solutions that reduce costs, speed payments and help the environment. Invoice Cloud, Inc. is headquartered in Boston, MA with offices in Brownsville, TX and has 16 employees. The Invoice Cloud principals have over 30 years experience in performing the work described in this RFP and formed this company in January, 2009. The guiding philosophy in the formation of Invoice Cloud was to create a service that provided the functionality found in very large companies, was easy to use and put decision makers at the front lines to resolve issues quickly.

Invoice Cloud has many clients throughout the US and enjoys good relationships and communications with those clients, who especially appreciate the expertise and speed of technical support. Invoice Cloud management and staff has well over 60 years of experience directly related to electronic payment.

Invoice Cloud has successfully signed up over 220 billing entities at over 120 municipal locations since 2009. Clients are using Invoice Cloud to provide electronic bill presentment and payment processing to customers, lower their billing costs and promote green services.

Here are a few client comments about their experience with the Invoice Cloud service.

To all,

I am so excited that we have achieved another milestone in our quest to become a seamless bill payer system and in a seemingly short period of time (anything less than 6 months is short for government remember it takes us an hour and half to watch “60 Minutes”) we have provided Maynard residents with a real-time system to review and pay their municipal obligations.

Thank you to each of you for the important role you have played in this initiative.

Michael J. Sullivan
Maynard Town Administrator

Bob,

This [simplified customer login] is a much appreciated improvement that will make a major difference to our registered taxpayers.

Once again, you have listened and followed through.

Much thanks.

Jean Montgomery, Treasurer Collector
Town of Hingham, MA

Mike,

I think a webinar is a wonderful way to get the new information to your customers. Invoice Cloud is very cutting edge and responsive to keeping their product at its best. I really appreciate all the efforts you are making. I think I told you or someone there before, but I was amazed at how smoothly the online portal worked once we went live with it. I braced myself for tons of customer complaints, but only had two. That is amazing from our notoriously cranky customer base!

Good work Invoice Cloud.

Joanne
Dallas Creek Water

Key Personnel – Invoice Cloud

KEY PERSONNEL		
Bob Bennett, CEO	(877) 256-8330 x2521 bbennett@invoicecloud.com	Creator of the Invoice Cloud vision as the leading web based provider of Electronic Invoice Presentment and Processing partnerships. Former President of Sage Payment Solutions, a multifaceted electronic payment company with over \$300 million in annual billings.
Bob Lapides, Executive Vice President	(877) 256-8330 x2522 blapides@invoicecloud.com	A founder of Invoice Cloud with more than 25 years of sales, general and operational management experience in the software, SaaS and consulting services marketplaces.
John Morabito, Chief Technology Officer	(703) 825-3525 jmorabito@invoicecloud.com	Over 20 years experience managing the development of payment systems for banking, credit card, and ACH applications.
Kelton Averyt, SVP Software Development	(956) 542-6825 kaveryt@invoicecloud.com	Pioneer in the design and development of online payment systems. Has been leading software development teams since 1995. Expert in Cloud Technology.

SECTION 6.0 – FEE SCHEDULE

6.1 FEE SCHEDULE

Invoice Cloud is a pay as you go model. There are no annual license fees or up front fees. Portal usage fees are paid monthly and transaction fees accrue as transactions occur. There are no additional EBPP charges for initial document set up, additional documents, future document modifications (within reason), or document complexity. There is no limit to the number of document types that can be set up initially. Processing costs are per bill transaction, there is no additional cost for multi-page bills.

Because Invoice Cloud takes on the burden of integration, no payments are required prior to acceptance of the system by City.

The following fee schedule is broken down into three parts; processing costs if the City absorbs the convenience fee to take advantage of the utility processing rate program (as suggested above), processing costs if the City determines to utilize our submitter program and pass the convenience fee cost onto customers, and costs for optional services and contract requirements. As suggested above, fees will not be coincident with payments but will be debited from the operating account at the end of the month, with detailed statements provided.

Utility Rate Fee Schedule	
I. The average credit card per transaction cost (inc fees below) will be less than \$1.60 for consumer cards. This program is reserved for Utility billers who do not charge a convenience fee to residents.	
II. The cost per ACH transaction is always \$0.95	
Account Access for Branded Customer and Biller Portal	Fee
One biller administrative user name	\$75.00
Each additional unique biller administrative user name	\$10.00
Monthly Access fee for City Customers: The Monthly Account Access Fee is required for all billers utilizing any portion of the Service. In addition to full access by the Biller, the service provides full access to payers for online payment, invoice and payment history - free for billers' customers (payers).	\$0
Electronic Invoice Presentment Fees.	Fee
Electronic Invoice Fee – per transaction *	\$0.40
*Electronic Invoice fee ONLY if paper is suppressed – invoices not mailed. This fee is only collected on accounts that have “gone paperless.” Because it is less than the cost of statement printing and postage, there is no negative impact to City, and is funded out of savings.	
Electronic Payment Fees	
E-Check/ACH – ALL PROGRAMS	\$0.95 per transaction
Visa, MC and Discover (will average less than \$1.50/transaction)	Interchange at pass through, plus fees, dues and assessments, plus \$0.75 per transaction or authorization
Customer Service Requests	
Service Request – per request	\$0

Other Fees for Merchant Services with Utility Program	
ACH Reject Fee	\$15.00 per reject
Credit Card Chargeback Fee	\$20.00 per chargeback
Monthly Statement Fee	\$10.00 per type - Credit Card, EFT, per month
Monthly Secure Gateway Fee	\$10.00 per month
Annual PCI Compliance Fee	\$50.00 per account
Annual Fee	\$99.50 per account

Submitter Model Fee Schedule	
Invoice Cloud will collect and retain online payment service fees paid by the customer, as outlined below. Invoice Cloud is responsible for the cost of the online payment transactions.	
Account Access for Branded Customer and Biller Portal	Fee
One biller administrative user name	\$75.00
Each additional unique biller administrative user name	\$10.00
The Monthly Account Access Fee is required for all billers utilizing any portion of the Service. In addition to full access by the Biller, the service provides full access to payers for online payment, invoice and payment history - free for billers' customers (payers).	\$0
Electronic Invoice Presentment Fees.	Fee
Electronic Invoice Fee – per billing cycle	\$0.40
Electronic Invoice fee ONLY if paper is suppressed – invoices not mailed. This fee is only collected on accounts that have “gone paperless.” Because it is less than the cost of statement printing and postage, there is no negative impact to City. The City saves money when customers go paperless.	
Electronic Payment Fees	
E-Check/ACH	\$0.95 per transaction
Visa, MasterCard, AMEX, and Discover – Fee Per Transaction – Utilities	Fixed Fee – \$2.95 based on average transaction size of \$100 with a maximum transaction size of \$150

Optional Services	
IC Online Bank Direct Program (Optional)	
Monthly Access Fee	\$50.00 per month
Online Bank Transaction Fee	\$.15 per transaction
IC CardPay - Point of Sale Processing (POS) Over the Counter	Fee
Visa, MasterCard, AMEX, and Discover – Fee Per Transaction – Utilities	Interchange, fees, dues, assessments plus 0.75%.
Equipment	\$100 per card swipe
File transmission fees (fees only apply to POS transactions)	Fee

Visa , MC and Discover Authorization Fee	\$.20 per transaction
Amex and Diners Auth Fee	\$.25 per transaction
PIN based debit transactions - per transaction	\$.75
Merchant services set-up fees	\$0
Gateway services set-up fees	\$0
Monthly fees for Merchant Services (POS only)	
These fees only apply to POS transactions. Convenience fees at POS are not allowed for utility payments.	
ACH Reject Fee	\$15.00 per reject
Credit Card Chargeback Fee	\$20.00 per chargeback
Monthly Statement Fee	\$10.00 per type - Credit Card, EFT
Annual Fee	\$95.00 per account
Monthly Secure Gateway Fee	\$10.00
Check 21 - Point of Sale Processing (POS) Over the Counter	Fee
Check Conversion	\$.40 per transaction
Check Scanner Rental	\$100/month

Billing Process

Billers receive a monthly statement summarizing the fees, which are deducted from the operating account each month, for invoice presentment (for customers who have gone paperless) and access. If City chooses the Utility Rate Fee Schedule, then City will have merchant accounts (credit card and ACH), where transaction fees for ACH and Credit Card will be deducted monthly (typically from the operating account that is receiving credit card and ACH deposits), at the end of each month. If City selects the Submitter Program, then Invoice Cloud (IC) will hold the merchant account, convenience fees will be paid to IC by the customers and IC will pay for the costs associated with the ACH and Credit Card transaction fees. Costs for equipment, if any, will be billed the first month that City is live.

Additional Services

Invoice Cloud does not charge for integration with your billing software, implementation or for branding and customizing features like; paperless options, payment functions (partial, Auto-Pay, etc.), search criteria, bill presentment layouts, or email notifications. Any custom file work for integration would be billed out at \$150.00 per hour. It is rare that an Invoice Cloud Utility customer requires any custom development.

If desired, on-site training is available for \$1,000.00 per day, plus travel expenses. On going support and (remote) training is available free of charge through the Customer Support Helpdesk.