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## Merchant Services for the City of Key West, Florida

**RFP No. 002-11**

**Proposal Due Date: December 22, 2010 at 3:00 p.m.**

**PRIMARY CONTACT:**

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## Proposal for Merchant Services for the City of Key West, Florida



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## Table of Contents

**A. Transmittal Letter ..... 1**

**B. Appendix 1 - Proposer’s Qualifications ..... 3**

**C. Appendix 2 - References ..... 17**

**D. Appendix 3 - Costs..... 22**

**E. Appendix 4 – Equipment..... 31**

**F. City’s Forms ..... 33**

**G. Addenda..... 40**

### Attachments

- 1. Sample Reports
- 2. Sample Invoice



December 20, 2010

Roger Wittenberg  
Finance Director  
City of Key West  
City Clerk  
525 Angela Street  
Key West, FL 33040

**Re: Request for Proposal (RFP) No. 002-11 for Merchant Services**

Dear Mr. Wittenberg:

FIS, contracting as Metavante, is pleased to submit our response to the City of Key West's RFP for Merchant Services. Our proposal and cost projections shall remain in effect for a period of no less than ninety (90) days from the proposal submission closing date. This period may be extended upon the City of Key West's (hereafter "the City") request. As a leading global banking and payment technologies provider, FIS has the knowledge, experience, and resources necessary to provide the City with a comprehensive electronic payments solution that will not only meet your current needs, but carry you well into the future.

With over 200 federal, state, and local government clients, FIS has 15+ years of experience in payment processing. We process millions of electronic payments through our PayDirect Solutions (formerly Link2Gov) product suite including property taxes, business licenses, permits, utilities, vehicle registrations, driver's license renewals, traffic citations, and more – many more. Our clients utilize FIS' PayDirect Solutions because we know how to build innovative, highly secure, and reliable payment processing applications. Our successful relationships with major and local government entities, including but not limited to, the **Internal Revenue Service (IRS)**, the **State of Florida Division of Corporations**, the **State of Florida Tax Collectors Association**, and the **Monroe County (FL) Clerk of Courts**, are proof that we are a trusted provider of electronic payment services. We continue to build on our reputation as being one of the most advanced EPP providers in the industry by leveraging new technologies to provide our clients with progressive, easy-to-use payment solutions at little to no cost.

Our solution is designed to facilitate and enhance the City's collection of payments by offering highly secure and user-friendly options. Your citizens will be able to make payments using their credit cards, debit cards, or checking accounts at any time, day or night. FIS will deploy cost-effective, fully functional, and seamlessly integrated merchant processing services to the City. Our proposed solution includes:

- Access to our PCI DSS Level I compliant Internet payment gateway for point-of-sale and e-commerce payment processing;
- An easy-to-use Application Programming Interface (API);
- Convenient, easy-to-use Point-of-Sale (POS) and Virtual terminals;

- Detailed, real-time reporting; and,
- Full merchant support services, including dedicated Project Management and Relationship Management personnel.

As the Vice President and General Manager, I hereby confirm that I am authorized to commit FIS to a mutually agreeable contract resulting from this proposal. FIS is considered a sole-source supplier; therefore, we possess all resources internally for performing the work as requested by the City.

If you have any questions pertaining to the information contained in our response, please feel free to contact:

**Jan Whitfield, Vice President of Sales**

tel.: 727.215.2990

e-mail: Jan.Whitfield@fisglobal.com

As we partner on this project you can be most confident that you are in very capable hands. With our proven technology and excellent reputation, we'll ensure success for you, the City, and most importantly the citizens of Key West.

Sincerely,

A handwritten signature in cursive script that reads "Holly Huggins".

Holly Huggins

Vice President, FIS Government, Healthcare, and Education Payments Division  
General Manager, Metavante PayDirect Solutions



## B. Appendix 1 - Proposer's Qualifications

Consists of 6 parts, the response to each part should be Labeled "Attachment (Question #) – (Question descriptions)" and attached to the transmittal letter.

### Attachment 1 – Overview

Question 1. Provide a brief overview of your company including the following:

- The name and location of your company, including the office location that will be serving the City.
- A brief description of your business.
- The number of years your company has been in business.
- Is your company a subsidiary of another corporation? If so, what is the name of the parent company?
- The number of staff dedicated to provide requested service.

### ABOUT FIS

With annual revenues over \$5 billion, FIS (NYSE: FIS) is the leading provider of core processing for financial institutions; card issuer and transaction processing services; and outsourcing services to financial institutions and retailers. FIS has a strong global presence supporting the success of more than 14,000 clients in more than 90 countries. Further, FIS has processing and technology relationships with 40 of the top 50 global banks, including 9 of the top 10, and is the prime payment processor for major and local government agencies across the U.S., including the Internal Revenue Service (IRS).

FIS is headquartered in Jacksonville, Florida with support centers, data processing facilities, and strategic operating centers at over 190 locations worldwide with a global workforce of over 31,000 strong.





## Proposal for Merchant Services for the City of Key West, Florida



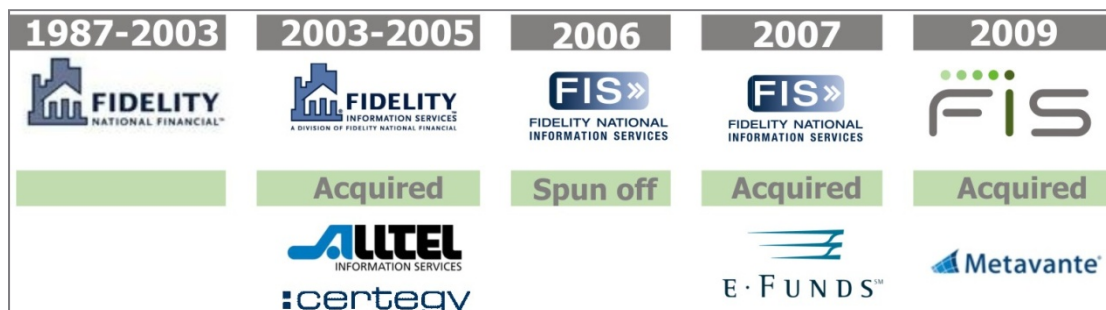
As a Fortune 500 company, FIS is a member of Standard & Poor's (S&P) 500® Index and has been a perennial leader in the annual FinTech 100 rankings by *American Banker* and *Financial Insights*.

### Corporate Highlights

- #1 financial technology provider in the world
- #1 market leader in credit card, prepaid card processing, and loyalty programs
- Market segments: insurance, utilities, healthcare, federal, state, and local governments, large financial institutions, community banks, credit unions, and international banking
- Processes nearly 70 million cards annually
- Prime EBT contractor for 12 states
- 1 of only 3 certified payment processors for the Internal Revenue Service (IRS)
- Services provided to over 57% of credit unions and 56% of community banks in the U.S.
- Check authorization programs for 70 of the nation's top 100 retailers
- Support for more than 70 million credit card accounts, 9 million loyalty accounts, 125 million debit cards, 301,500 ATMs, and nearly 2 million POS locations through NYCE
- More than 6,000 debit, credit, and checking account loyalty and rewards programs
- In 2009 FIS processed more \$280 million e-bill payments and \$100 million prepaid card transactions representing more than \$7.5 billion in value

### CORPORATE HISTORY

FIS traces our roots to the 1960's with the inception of data processing services at Marshall & Ilsley Bank (the predecessor to Metavante) in 1964 and the launch of Systematics' core banking solution in 1968. Beginning in the late 1990's, the company began experiencing explosive growth and change—acquiring more than 40 companies including such industry leaders as Certegy (2006), eFunds (2007), and Metavante (2009). This acquisition growth strategy enabled the company to expand its current banking and payment capabilities while entering into new global markets. A former subsidiary of Fidelity National Financial (FNF), FIS was spun off into a separate, publicly-traded and NYSE-listed company (NYSE: FIS) in 2006.





## Proposal for Merchant Services for the City of Key West, Florida



In 2009, FIS acquired Metavante, a Milwaukee, Wisconsin-based provider of banking and payments technologies to approximately 8,000 financial services firms and businesses worldwide. The strategic transaction to combine the two companies closed on October 1, 2009, positioning FIS as the largest technology provider to the global financial industry.

With FIS' acquisition of Metavante, our government payments business unit, PayDirect Solutions (formerly Link2Gov), became part of the FIS Government, Education, and Healthcare (GEH) division under FIS' Payment Solutions Group. GEH offers a wide range of services including bill presentment/payment for government entities, tuition payment, and utility companies; campus cards for universities; and numerous healthcare solutions.

### **PAYDIRECT SOLUTIONS GOVERNMENT PAYMENTS (FORMERLY "LINK2GOV")**

Link2Gov developed its first Web-based electronic payment application in 1995, while operating under the name Link2Gov.com. In February 2000, Link2Gov.com merged with G-Link Corporation, a privately held company focused on providing IVR-based applications to government agencies. This merger enabled the resultant company, Link2Gov Corp., to offer more sophisticated e-payment solutions. Link2Gov Corp. was incorporated in the State of Tennessee on September 25, 2001. In November 2005, Link2Gov Corp. became a subsidiary of Metavante Corporation of Milwaukee, Wisconsin. With FIS' acquisition of Metavante, the Link2Gov product line was newly branded as PayDirect Solutions.

Since 1995, FIS has processed millions of electronic payments for federal, state, and local governments across the U.S. through our PayDirect Solutions product suite. From the *Department of Motor Vehicles* to the *Sheriff's Department* to the *Treasurer's Office*, FIS has worked with nearly every government agency possible in providing electronic payment processing solutions. We utilize our experience, knowledge, and relationships with other key players in the industry in a consultative approach to assist our clients in selecting the optimal payment applications and payment types that are the most beneficial and cost-effective. Whether it involves integrating existing equipment or software with our payment gateway or FIS developing the application ourselves, we are well versed at meeting the unique and diverse needs of our government clients.

With a team of 68 employees, PayDirect Solutions will service the City's account. PayDirect is located at 113 Seaboard Lane, Suite A-250, Franklin, Tennessee, 37067. PayDirect operations are managed by Ms. Holly Huggins, FIS GEH Division Vice President and PayDirect Solutions General Manager.





## Attachment 2 - Process

**Question 2. Merchant proposer must be able to provide beginning to end merchant services, including equipment/software, credit and charge transaction authorization, routing and settlement for all major credit and debit cards. Describe this process and identify any joint venture or affiliated relationships required to complete the processing of the transaction.**

As a leading electronic payments provider for government agencies across the U.S., FIS provides a complete end-to-end solution. By partnering with FIS, the City is able to contract with a single vendor for all needs related to electronic payments, providing a single source of accountability for services provided. The flexibility of our solution allows the City to utilize any or all of our available payment applications. It is your choice. Additionally, payment types and methods are flexible and can be configured to meet the unique needs of each department or transaction type. Further, new departments, payment types, and payment methods can be quickly added providing a solution that will carry you well into the future. The payment solution is fully hosted by FIS and integrates into our PCI DSS Level I compliant payment gateway for payment processing, ensuring high reliability and security at all times. Our comprehensive solution includes:

- Access to our reliable and highly secure Internet payment processing gateway via an easy-to-use Application Programming Interface (API) and Point-of-Sale (POS) terminals/software for real-time transaction processing and reporting;
- A single source for settlement of all payment types through all payment channels;
- Robust online reporting with information on all transactions and settlements in real-time; and,
- Professional implementation, training, marketing, and client/customer support services.

The processing of payments through FIS' solution can be described in four (4) steps.

### 1. AUTHORIZATION

The transaction begins with the Citizen interacting with the City's website or with a City clerk at the point-of-sale. The card is entered or swiped, and the transaction is submitted to PayDirect through an API, upon which time it is immediately transmitted to the PayDirect Gateway and on to the Acquirer, and after which the Acquirer submits the transaction request on to the appropriate Card Issuer via the appropriate Card Network. These steps can take place either as a pair of authorization/settlement requests, or as a single charge request that combines the two steps. The transaction request results are transmitted back down the path in the opposite direction, culminating with the citizen being presented with a receipt or a decline. The average authorization response time is 0.2 to 3 seconds. All authorized transactions are placed in a batch and continue to accrue until the batch is closed during transaction cut time.

(The above is the standard process for credit card transactions. Other payment methods such as PIN-based, PIN-less debit, BillMeLater, ACH, and other alternative methods follow similar flows.)



## 2. CLEARING

For approved transactions, basic information is sent to post against the customer’s bank, credit, or other account. This information can include merchant name, phone number, or description of the type of transaction. Clearing typically takes place the 1st evening after the transaction, but is handled completely by the backend without interaction with the merchant.

## 3. SETTLEMENT

For all successful transactions, the Issuer transmits the money via ACH to the Acquirer who settles it into the PayDirect clearing account, who performs the final settlement to the City’s FI. Eventually the Citizen is responsible for paying this debt with the issuer and settling the transaction.

All settlement funds will be transmitted to an account(s) as designated by the City through automated clearing house (ACH) entries or wire transfer. FIS offers the following settlement models:

- ▶ *Direct Settle* –Processor settles funds directly to the City typically within 48-72 hours.
  - City receives multiple ACH entries and multiple settlement reports.
  - Settlement is facilitated by the Processor.
  - Limited support and validation of funds movement performed by FIS personnel.
  
- ▶ *FIS Settle* –Processor settles with FIS. Funds are then consolidated and settled with the City within 24-48 hours of transaction cut time.
  - Single Point Settlement – City receives one set of settlement reports and one Automated Clearinghouse (ACH) entry for all payment activity.
  - Settlement is facilitated by FIS.
  - Full support and validation of funds movement can be performed by FIS personnel.
  - Next day funds availability via pre-funding and wire transfer.

Settlement timing can vary based upon the type of payment being taken or the type of settings the City elects to use. The daily cut off time for next day deposit via Fedwire\*\* is 12:00 a.m. CST. The daily cut off time for next day deposit via ACH is 12:00 p.m. CST. FIS can also deposit funds via ACH with a cut off time of 12:00 a.m. CST. Following is a typical settlement schedule by payment type and settlement method.

Payment Method	Transaction Day*	Direct Settle (ACH)	FIS Settle (ACH)	Pre-funded Settlement (Wire**)
Bankcard (MC/Visa)	Day 0	Day 2 (Business Days)	Day 2 (Business Days)	Day 1 (Business Days)
Non-Bankcard (Amex/Disc)	Day 0	Day 3 (Business Days)	Day 2 (Business Days)	Day 1 (Business Days)
E-Check	Day 0	Day 2 (Business Days)	Day 2 (Business Days)	Day 1 (Business Days)



\* Transactions occurring over the weekend or during a holiday are settled the next business day.

\*\*Wired settlement may incur additional expenses.

FIS offers consolidated and split settlement capabilities as well. Consolidated settlement allows the City to receive one deposit for *all* payment types providing a streamlined reconciliation process. Split settlement allows settlement funds to be split amongst designated departments. All settlement data, including a breakdown of fees per application, is available in real-time via our online reporting tool.

#### 4. REPORTING

Reporting is the fourth, unofficial step of transaction processing. Every step of the transaction process may be reported on using FIS' real-time online reporting tool, DataPoint, as well as the daily Merchant Activity File that is transmitted via SFTP. The reporting allows the City to reconcile the activity you know to have occurred with what has occurred on the backend.

##### ONLINE REPORTING

FIS provides advanced, real-time transactional reporting via our online reporting tool, DataPoint. This tool allows authorized City employees to generate transaction, batch, and refund reports to verify and manage transaction history. The application is versatile in report creation and presentation, permitting users to omit displayed fields, change field names to coincide with customer/industry terminology, and save frequently generated reports. Reports may be grouped and sorted as well. In addition to the reporting features, refunds can be submitted and tracked online.

DataPoint enables authorized users to run reports based on a variety of different search criteria. The **Basic Transaction Summary** report allows users to specify a date range, and will return all the transactions that occurred within that date range along with a subtotal of those transactions. The **Advanced Transaction Summary** report allows users to search based on a number of different fields (last four of credit card number, receipt number, etc.) and will return all the transactions that matched that criteria. In addition, a **Batch Summary** report can be generated for any specific date. The Batch Summary is a single, consolidated report that allows for quick and easy reconciliation. This report shows the City what dollar amount will display in your settlement account that day. It includes the Batch ID, Settle Merchant Code, Batch Date, Status, Transaction Count, Total Amount, Adjust Count, Adjust Amount, and Batch Description. It also allows the City to drill down to individual batches and transactions per sales outlet. All reports are available 24 hours a day, 7 days a week. Transaction data is available for a period of 13 months through the online reporting tool.

Key features include:

- ✓ Transaction history review
- ✓ Customized reconciliation reports
- ✓ Transaction, monthly, refund, line item, and batch summary reports
- ✓ Location activity tracking
- ✓ Convenience fee reporting
- ✓ Credit card, debit card, and check volume analysis
- ✓ Ad-hoc queries using the search tool
- ✓ Display and print reports in chart or graph form



- ✓ Browse transaction level detail
- ✓ View new retrieval requests daily
- ✓ Export data to XML, CSV, TIFF, PDF, Web Archive, and Excel

**MERCHANT ACTIVITY FILE (MAF)**

In addition to the online reporting, FIS generates a daily, custom **Merchant Activity File (MAF)** in a flat file format that may be retrieved via our secure FTP site. Produced at the close of business each day, this file allows the City to reconcile transactions and update systems with payment information. The Merchant Activity File is created 3 to 4 hours after settlement cut time and includes transaction data that is generated from settlement batches. The data files available within the merchant activity file are all data components associated within a transaction.

During the implementation process, FIS will collaborate with City personnel to develop a custom Merchant Activity File layout based on your individual specifications. Below are the various fields that may be included in the file.

Transaction ID	Time Stamp	Merchant Time Stamp
L2G Merchant Account	Payment Type	Transaction \$ Amount
Convenience \$ Fee	Merchant's \$ Amount	Card/Check Last 4
Card/Check Extra Data	User Part 1	User Part 2
User Part 3	User Part 4	User Part 5
User Part 6	Account/Billing Full Name	Account/Billing Address
Account/Billing City	Account/Billing State	Account/Billing Zip
Account/Billing Email	Account/Billing Phone	Authorization Code

Sample reports have been provided as **Attachment 1** for the City's Review.

**END-TO-END SOLUTION OVERVIEW**

**INTERNET PAYMENT GATEWAY**

The City's comprehensive electronic payment solution will interface with FIS' exclusive Internet Payment Gateway for fast and reliable payment processing, as well as real-time Internet-based reporting. Our gateway provides comprehensive functionality and exceptional security and dependability. It is fully PCI DSS Level I compliant, and has further security credentials via our Independent Validation and Verification (IV&V) certification granted through the U.S. Treasury Department. The high level of availability provided by our gateway is accomplished through a sophisticated array of redundant systems and protocols.

Our gateway connects directly into the nation's largest payment processors allowing the City to accept an array of payment methods. It is fully capable of processing credit, signature debit, PIN debit, PINless debit, and smart cards. It processes all major credit cards (Visa, MasterCard, American Express, and Discover), as well as other specialty cards that may be requested. Our gateway can also process all major debit networks. In fact, FIS owns and operates NYCE, one of the country's largest debit networks. In addition, FIS' gateway accepts ACH payments.



As a secure alternative to credit cards, FIS accepts payments via BillMeLater. This quick and easy payment option allows customers to enter their date of birth and last four digits of their social security number to obtain a line of credit. Within just a few seconds, status of the credit check is granted. Upon approval, payment is made on behalf of the customer by BillMeLater. Approximately 10 days after their purchase, customers are sent a statement by BillMeLater with payment due in about 25 days.

One of the unique facets of FIS' gateway is its ability to accept and track up to six (6) City-defined fields of data, known as "user parts", along with a payment transaction. In addition to the standard fields of data FIS tracks per transaction, user parts enable the City to store additional data inside each individual transaction. This data is made available through our online reporting tool, as well as the merchant activity file that is available to the City for download. By utilizing user parts, the City can customize the information contained in each transaction. User parts have a length of up to 255 characters and may include data such as citizen account numbers, street address, registration number, etc.

Additional attributes of our gateway include, but are not limited to:

- Full compliance with Visa, MasterCard, American Express, and Discover
- Real-time authorizations
- PCI and VISA Pilot program for surcharging
- IV&V Certification for U.S. Treasury Dept.
- Supports multiple payment channels and methods
- Split settlement capabilities
- Consolidated settlement capabilities
- Seamless integration with the City's existing website(s)
- Duplicate and fraudulent payment prevention
- Automatic convenience fee calculation
- Real-time, customizable payment reporting services via the Internet

#### APPLICATION PROGRAMMING INTERFACE (API)

FIS' Application Programming Interface (API) offers a quick and easy way for the City to integrate existing software packages, applications, and systems with our payment gateway. The procedures necessary for developing to our gateway are detailed in our *Web Payment Gateway (API) Specifications* document, which may be provided upon request. By following these specifications, the City or your third party development firm(s) may interface existing applications or software with our payment gateway for payment processing and real-time reporting.

Once a transaction is initiated via the API, data is sent to FIS' gateway through an HTTPS post. Once the post is received, the data is transmitted to the back-end processor. A response is then received back from the processor and our database is updated. Return data is then sent to the City.

Transactions occur in real-time, with responses sent back to the City within seconds. This immediate response enables the City to immediately post payment data to your information system, providing a record of the results of the transaction.



## POINT-OF-SALE (POS)

FIS offers and supports a convenient line of Point-of-Sale (POS) solutions that enables City employees to perform an immediate, real-time authorization of a customer's account during face-to-face transactions. Our POS solutions also enable the processing of mailed-in payments, as well as payments taken in a call center environment. FIS deploys and supports the VeriFone Vx series terminals (or comparable models<sup>1</sup>) for accepting face-to-face credit and debit payments. These terminals allow the option to process payments through either a dial-up or broadband connection. We can also install our Web-based virtual terminal solution on existing PCs to meet your POS payment processing needs. Further details regarding our POS product offerings have been provided in Section E – Equipment.

## MERCHANT SUPPORT SERVICES

### PROJECT MANAGEMENT

With decades of combined experience, FIS' Project Management team will implement the City's project in the most efficient manner while maintaining a high level of quality and satisfaction. Members of our staff are either Project Management Professional (PMP) certified or are preparing for their certifications. The team adheres to the standard Project Management Institute (PMI) processes and methodologies for all project implementations.

### RELATIONSHIP MANAGEMENT, CLIENT SUPPORT, & CUSTOMER SUPPORT

FIS will provide full support services to the City through our Relationship Management, Client Support, and Customer Support teams. A dedicated Relationship Manager will work closely with City leaders to manage business-related issues throughout the lifecycle of the contract. The Relationship Manager will become the City's key contact, serving as a sounding board for ideas, a problem solver, and a source of information on new products, services, methods, and industry trends.

In addition, support services will be provided to the City and your customers through FIS' Client and Customer Support teams. Our Client Support staff will provide on-going support for all service-related issues, while Customer Support will offer assistance to the City's customers. Whether your customers want to make payments, need to verify payments, or have questions during the payment process, our support team is here to help. Our call center staff includes bi-lingual agents to offer support in English and Spanish to meet the diverse needs of your customers.

## MARKETING SERVICES

FIS' experienced Marketing team knows how to increase public awareness and drive consumer adoption. Our team has successfully implemented marketing campaigns for governments of all sizes. Our team will collaborate with the City to ensure increased usage of your electronic payment solution.

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<sup>1</sup> <sup>1</sup> FIS will make every effort to deploy terminals as described. However, we may be required to deploy comparable models due to product discontinuation or compliance issues.





## TRAINING

FIS will provide full training services to City personnel as part of the initial project installation. We are committed to providing the highest quality training and education programs in the industry. Well-trained employees of both FIS and the City are vital to the electronic payment solution's success. As such, we will offer thorough education throughout the implementation process and in our continuing education programs.

### Attachment 3 – Customer Service

**Question 3. Describe your customer support function. Including hours of operations, phone numbers, after hours and weekend availability, reaction time, service location, local contact etc. Describe the process and proposed time line if a terminal went down during the weekday and if it went down during a weekend or after hours.**

### RELATIONSHIP MANAGEMENT, CLIENT SUPPORT, & CUSTOMER SUPPORT

At FIS, we take pride in providing the highest level of customer support to our clients and their customers. As such, support is managed by three (3) separate teams each with their own distinct roles and responsibilities. Each team is comprised of in-house representatives with extensive working knowledge in both payment processing and our government payments product line to assist our clients and their customers throughout the life of the contract. The teams include Relationship Management, Client Support, and Customer Support. All teams are located in-house at FIS offices in Milwaukee, Wisconsin and Franklin, Tennessee.

#### RELATIONSHIP MANAGEMENT

The City will be assigned a dedicated Relationship Manager for all business related matters. Working with City executives, your Relationship Manager will be responsible for the overall relationship between the City and FIS. She will be responsible for the overall management and performance of the contract, as well as the strategic partnership. She will regularly schedule on-site visits with the City, as well as conduct periodic business reviews through a forum between our senior executives and the City's senior leaders. Not only will your Relationship Manager promote the City's initiatives within FIS, she will be a fully-integrated member of the team as it relates to the services that are delivered. She will routinely monitor usage, processing volumes, service levels, and any issues that may be reported. Following is a list of the Relationship Manager's other key responsibilities:

- Primary point-of-contact via phone and e-mail during normal business hours for business contracted needs
- Works with City heads and senior management
- Participates in executive briefings
- Strategic planning with the City
- Owns the relationship between the City and FIS
- Regular conference calls and on-site visits



- Attends status meetings as needed
- Tactical contract administration/planning/enhancements
- Billing errors, AR, reconciliation
- Contract renewals

#### CLIENT SUPPORT

FIS' Client Support team will work closely with the City and your assigned Relationship Manager to address any product, technical, or service related questions or issues that may arise. Some of the inquiries handled by our highly trained Client Support Representatives include:

- Application functionality inquiries
- Reporting issues or questions
- Terminal/Workstation issues or questions
- Refund requests
- Supply requests (e.g. terminal paper, order terminals)
- Equipment repair/replacement
- Technical issues (e.g. export file issues, settlement issues, service and communication issues)
- General problems with transaction processing

FIS' Client Support team is available Monday through Friday from 6 a.m. to 8 p.m. CST via toll-free phone (877-513-5465) and e-mail ([support@link2gov.com](mailto:support@link2gov.com)) for all product, technical, and service related issues. Calls received after hours are managed by FIS' After Hours Support team providing support 24/7. If the City experiences any production or service related issues after hours, this team will attempt to resolve the issue on the first call. If further action is required, the issue will be assigned to the Client Support On-Call team and will be handled by the appropriate technical resource(s) for resolution.

Our customer escalation SLAs are available 24/7. As such, the City can expect the same response after hours as during normal business hours.

#### CUSTOMER SUPPORT

Customer support is provided by FIS' Customer Support team with oversight provided by Tom Graceffa, FIS' Client Support Manager. FIS Customer Support will provide on-going support to the City's customers. Whether your customers want to make payments, need to verify payments, or have questions during the payment process, our support representatives are here to help. Our call center staff includes bi-lingual agents to offer support in English and Spanish. Customer Support is available 24 hours a day, 7 days a week via toll-free phone (877-513-5465).





### FIS SUPPORT & ESCALATION PROCESS

To provide the best service possible to our clients, FIS incorporates a standard contact and escalation process in our daily support operations during normal business hours. City representatives contacting FIS PayDirect Solutions will speak directly with a member of the Client Support team. This team will work one-on-one with the City to understand the nature of and triage the issue (i.e. technical issue, operational issue, etc). After obtaining all necessary information, the Client Support team will either a.) resolve the issue on the first call, b.) research the issue, or c.) route the issue to the appropriate resource for further action. Issues routed for further action may require additional technical research or support from personnel within FIS' Operations or Development teams for resolution.

FIS Client Support is available 24x7, with normal hours of 6:00 A.M. to 8:00 P.M. CST. Client Support may be reached via e-mail at [support@link2gov.com](mailto:support@link2gov.com), or by dialing toll-free 877-513-5465, options 2 and 24. FIS strongly recommends any client experiencing an urgent production issue to contact Client Support via telephone to ensure the issue receives immediate attention. Any issues requiring escalation may be submitted to FIS' Client Support Manager. If our Client Support Manager is unavailable, issues may be escalated to FIS Director of Operations Support.

#### OUTSIDE OF NORMAL BUSINESS HOURS:

FIS' After-Hours Support team is available for any production related issues that may occur outside of normal business hours. This team will attempt to resolve the issue on the first call. However, if further action is required, the issue will be assigned to the Client Support On-Call team and will be handled by the appropriate technical resource(s) for resolution.

#### COMMUNICATION SERVICE LEVELS & RESPONSE TIMES:

Priority	Description	First Status Update	Subsequent Status Updates
Critical	<ul style="list-style-type: none"> <li>System outage (application and/or tool)</li> <li>Extensive impact to clients' productivity</li> <li>Extensive impact to clients' customers' productivity</li> <li>Extensive impact to payment processing</li> <li>Extensive financial impact to clients</li> </ul>	Within 30 minutes	No later than every 2 hours
High	<ul style="list-style-type: none"> <li>Significant reduction in system effectiveness (application and/or tool)</li> <li>Significant impact on clients' productivity</li> <li>Significant impact on clients' customers' productivity</li> <li>Significant impact to data integrity and/or delivery</li> </ul>	Within 90 minutes	Every 4 hours



Medium	<ul style="list-style-type: none"> <li>Moderate reduction in system effectiveness (application and/or tool)</li> <li>Moderate impact to productivity and/or number of customers impacted</li> <li>Moderate impact to data integrity and/or delivery</li> </ul>	Within 4 hours	As mutually agreed upon
Low	<ul style="list-style-type: none"> <li>Minor reduction in system effectiveness (application and/or tool)</li> <li>Minor impact to productivity and/or number of customers impacted</li> <li>Minor impact to data integrity and/or delivery</li> <li>General inquiries</li> </ul>	Within 2 business days	As mutually agreed upon
Low E-Mail	<ul style="list-style-type: none"> <li>Low priority items (if urgent, please call)</li> </ul>	Response within 1 business day	As mutually agreed upon

### POS REPAIR/REPLACEMENT PROCEDURES

The following are procedures for repairing/replacing point-of-sale equipment.

#### 1. Repair and Replacement

- 1.1 The City will notify FIS' Client Support team when equipment repair/replacement is necessary. All orders will be managed by FIS' POS Operations Manager.
- 1.2 The City will specify equipment type(s), terminal ID(s) (if applicable), serial number (s), download software application(s) and testing instructions for particular equipment devices to Client Support via established communication methods.
- 1.3 FIS will order fully refurbished replacement equipment of the same make and model and appropriate peripherals through deployment services vendor who will download software application and inject debit keys onto such equipment and test such software on the equipment before redeployment. If same make and model is not available, a compatible model will be ordered and shipped in order to expedite delivery of the replacement request.
- 1.4 FIS will print and include in the shipment, return shipping instructions for damaged/non-functioning equipment and/or peripherals.

#### 2. On-Time Shipment

- 2.1 Qualifying orders for On-Time Shipment are defined as follows:
  - a. Cut Off: Qualifying orders must be submitted by the cut off times as defined in this section.
    - i. Repair/replacement orders 2:00 PM PT/5:00 PM ET
  - b. Just In Time certified items. Qualifying items are certified for Same Day Shipping.



- c. Errors and Exceptions. Orders for which FIS or deployment services vendor encounters errors in the course of executing City specified configuration instructions do not qualify for inclusion in Same Day Shipping.
- d. Orders submitted after Cut Off will not be counted on the day that they are submitted but will be counted on the following day.

#### **Attachment 4 – Merchant Statement**

**Question 4. Please provide a sample Merchant Statement and explain how the City would resolve any differences between internal deposits records and the Merchant Account Statement i.e. (where and who would the city call, documentation required, etc.).**

FIS does not provide monthly merchant statements since they contain fees for all of our clients. Instead, within fifteen (15) days after month end, FIS will provide a detailed invoice to the City indicating all amounts due. Invoices are e-mailed monthly on company letterhead and include the billing address, remittance address, account number, invoice date and number, payment terms, and billing period. The detailed invoice will be itemized to include sales totals, interchange fees, dollar volume, markup, and total. It will also include any fees/dues and assessments, all other contractual processing costs, and ancillary fees. All payments may be paid via check, ACH, or wire transfer. Payment is typically due within thirty (30) days of receipt. FIS can also debit the City's account on the last day of the month, if desired. A sample invoice has been included as **Attachment 2**.

All billing and settlement issues may be reported to your assigned FIS Relationship Manager for research and resolution. A copy of your invoice may be requested for issue resolution.

#### **Attachment 5 – Exception to Scope**

**Question 5. Please indicate any exceptions or concerns taken to IV. Scope of Services.**

FIS does not have any exceptions or concerns regarding the City's Scope of Services.

#### **Attachment 6 – Implementation Timeline**

**Question 6. Please provide an implementation timeline once a contract has been signed.**

During project kickoff, FIS will collaborate with City representatives to refine the business requirements, rules, design, and testing criteria necessary to produce a Scope of Work, thereby producing an agreed-upon document that accurately defines the merchant services project as a whole. As part of this document, both FIS and the City will also agree upon a timeline of milestones in project development.

While a firm timeline cannot be established until this process has taken place, the time elapsed between the Scope of Work and project implementation is typically 4-8 weeks. Clients have connected to our gateway via the API in as little as 2-3 weeks. POS terminals are typically deployed within 2 weeks. FIS expects the City's project to take 3 weeks to complete. The City can be assured your project will be developed and implemented in the most efficient manner possible.



## C. Appendix 2 - References

**Please provide four (4). Use forms and format provided. If sufficient space does not exist insert blank page and continue.**

A completed Appendix 2 - References Form has been provided within the following pages.

**APPENDIX 2  
REFERENCES**

Please list four management-level contacts from government or large credit card accounts.

**Reference 1**

Name of Account: Lee County, FL Tax Collector

Phone number 239-533-6104 Name of contact Richard Passera

Title Actg Director Email: richardp@leetc.com

Installation Date 2009 Duration of project appx. 2 months

Scope of work completed API for tax payments

**APPENDIX 2  
REFERENCES**

**Reference 2**

Name of Account Monroe County, FL Clerk of Courts

Phone number 305-292-3573 Name of contact Lance Guerry

Title IT Manager Email: lguerry@monroe-clerk.com

Installation Date 2003 Duration of project appx. 3 months

Scope of work completed POS & Web for traffic citation payments

**APPENDIX 2  
REFERENCES**

**Reference 3**

Name of Account Sarasota County, FL Tax Collector

Phone number 941-861-8340 Name of contact Diana Chadwell

Asst Tax Collector  
Title \_\_\_\_\_ Email: dchadwell@sarasotataxcollector.com

Installation Date 2002 Duration of project appx. 2 months

Scope of work completed API and POS for tax payments

**APPENDIX 2  
REFERENCES**

**Reference 4**

Name of Account Suwannee County, FL Tax Collector

Phone number 386-364-3432 Name of contact Sharon Jordan  
ext 504

Title Tax Collector Email: sjordan@suwtax.com

Installation Date 2004 Duration of project appx. 2 months

Scope of work completed API & POS for tax payments





## D. Appendix 3 - Costs

**Please fill in cost information as applicable using forms and format provided.**

A completed Appendix 3 – Costs Form has been provided within the following pages.

**APPENDIX 3  
COSTS**

**One-Time Fees:**

<b>Fee Description</b>	<b>One Time Costs</b>
Software	N/A
Software Upgrades	N/A
Merchant Application Fee	N/A
Setup Fee by Processor	N/A
Internal Control and Procedures Review	Covered by convenience fee
Initial Training – onsite	Covered by convenience fee
Additional Training – telephone or written training	Covered by convenience fee
Other:	

**Product Fees: (See Appendix 3 for type of Equipment.)**

<b>Product</b>	<b>Model</b>	<b>Rental per Month</b>	<b>Purchase per Devise</b>
Terminal (Attach type)	Due to space limitations, please see the		
Printer (Attach type)	attached Point-of-Sale Equipment & Supplies		
PIN Pad (Attach type)	Pricing document for all proposed product fees.		
Check Reader-Imager			
Imprinter			
Electronic Check Svs. Fee			
On-line Reporting (Monthly Fee/User ID)			
Wireless Equipment:			
Supplies			
Other:			

FIS can procure Hypercom terminals (like Key West currently uses), but recommends the use of VeriFone devices. The major difference, hardware-wise, between the Hypercom and the VeriFone devices we use is that the Vx510 is a dual comm device, meaning it has the flexibility to upgrade to IP transactions vs. dial only. The T4205 Hypercoms that Key West is currently using are dial-up only. Also, our payment application (MultiPay) that allows for real-time transaction reporting and faster settlement, runs only on VeriFone Omni and Vx series equipment. CALE kiosks will have to be procured by Key West. However, FIS will work with the application

developer to write the interface to our API, and provide key injection services for the kiosk PINpads, if necessary.

**APPENDIX 3  
COSTS**

**Monthly Fees: Required per Merchant Account**

<b>Fee Description (fees paid to Merchant)</b>	<b>Per Item Cost</b>	<b>Monthly Cost</b>
Account Fee	N/A	
Technical Support	N/A	
Monthly Statement	N/A	
Security Coverage	N/A	
Minimum Transaction Volume	N/A	
Transaction/Network Access	N/A	
Other:		

**List All Additional Fees Required to Process Payment Made On-Line through the City website**

<b>Fee Description (fees paid to Merchant)</b>	<b>Per Item Cost</b>	<b>Monthly Cost</b>
Charge Backs	\$20.00 per item*	
Other:	(*waived if convenience fee funded)	

**Settlement:**

Provide applicable period for deposits to City's bank accounts, i.e., 24 hours, 36 hours, 48 hours, 72 hours:

48 hours or less

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**APPENDIX 3  
COSTS  
CITY OF KEY WEST CREDIT CARD TRANSACTIONS  
By MERCHANT STATEMENT  
VOLUMES BASED ON JUNE 2010**

The City would like you to include only your cost and any per transaction fee over and above the interchange/pass through fee in the City column. The City would expect any cost in the City Customer column (convenience fee) be an all inclusive cost including all interchange fees.

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
<b>Revenue Department / Utility Payments / One swipe terminal</b>			
<b>Visa</b>			
Sales # Transactions	370	\$0.25	
Sales \$ Amount	\$60,063.89	0.15%	2.55%
<b>MasterCard</b>			
Sales # Transactions	202	\$0.25	
Sales \$ Amount	\$40,604.88	0.15%	2.55%
<b>American Express</b>			
Sales # Transactions	119	\$0.25	
Sales \$ Amount	\$29,758.35	0.15%	2.55%
<b>Discover Card</b>			
Sales # Transactions	8	\$0.25	
Sales \$ Amount	\$1,412.80	0.15%	2.55%

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
<b>Parking Department / Ticket Payments / One swipe terminal</b>			
<b>Visa</b>			
Sales # Transactions	307	\$0.25	
Sales \$ Amount	\$11,625.50	0.15%	2.55%
<b>MasterCard</b>			
Sales # Transactions	108	\$0.25	
Sales \$ Amount	\$5,756.25	0.15%	2.55%
<b>American Express</b>			
Sales # Transactions	38	\$0.25	
Sales \$ Amount	\$2,282.10	0.15%	2.55%
<b>Discover Card</b>			
Sales # Transactions	12	\$0.25	
Sales \$ Amount	\$3,445.00	0.15%	2.55%

\*More detail on these & other pricing options may be provided upon request.

**APPENDIX 3  
COSTS  
CITY OF KEY WEST CREDIT CARD TRANSACTIONS  
By MERCHANT STATEMENT  
VOLUMES BASED ON JUNE 2010**

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
<b>Building Department / Permit Payments / One swipe terminal</b>			
<b>Visa</b>			
Sales # Transactions	75	\$0.25	
Sales \$ Amount	\$8,621.94	0.15%	2.55%
<b>MasterCard</b>			
Sales # Transactions	25	\$0.25	
Sales \$ Amount	\$11,352.73	0.15%	2.55%
<b>American Express</b>			
Sales # Transactions	38	\$0.25	
Sales \$ Amount	\$7,926.45	0.15%	2.55%
<b>Discover Card</b>			
Sales # Transactions			
Sales \$ Amount			

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
<b>Transfer Station / Dumping Payments / One swipe terminal</b>			
<b>Visa</b>			
Sales # Transactions	34	\$0.25	
Sales \$ Amount	\$1,230.92	0.15%	2.55%
<b>MasterCard</b>			
Sales # Transactions	9	\$0.25	
Sales \$ Amount	\$318.01	0.15%	2.55%
<b>American Express</b>			
Sales # Transactions	6	\$0.25	
Sales \$ Amount	\$369.29	0.15%	2.55%
<b>Discover Card</b>			
Sales # Transactions			
Sales \$ Amount			

**APPENDIX 3  
COSTS  
CITY OF KEY WEST CREDIT CARD TRANSACTIONS  
By MERCHANT STATEMENT  
VOLUMES BASED ON JUNE 2010**

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
<b>Key West Bight Marina / Fuel Rents Supplies/ Two swipe terminal</b>			
<b>Visa</b>			
Sales # Transactions	267	\$0.25	
Sales \$ Amount	\$123,249.99	0.15%	2.55%
<b>MasterCard</b>			
Sales # Transactions	91	\$0.25	
Sales \$ Amount	\$21,959.17	0.15%	2.55%
<b>American Express</b>			
Sales # Transactions	110	\$0.25	
Sales \$ Amount	\$129,954.73	0.15%	2.55%
<b>Discover Card</b>			
Sales # Transactions			
Sales \$ Amount			

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit
<b>Key West Bight Marina Parking / Parking Payments / Three Unattended swipe station</b>			
<b>Visa</b>			
Sales # Transactions	3513	\$0.25	\$1.00
Sales \$ Amount	\$24,816.50	0.15%	
<b>MasterCard</b>			
Sales # Transactions	1462	\$0.25	\$1.00
Sales \$ Amount	\$10,293.25	0.15%	
<b>American Express</b>			
Sales # Transactions			
Sales \$ Amount			
<b>Discover Card</b>			
Sales # Transactions	67	\$0.25	\$1.00
Sales \$ Amount	\$489.50	0.15%	

**APPENDIX 3  
COSTS  
CITY OF KEY WEST CREDIT CARD TRANSACTIONS  
By MERCHANT STATEMENT  
VOLUMES BASED ON JUNE 2010**

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit	
<b>Park-N-Ride/ Parking Payments / One Unattended pay stations**</b>				
<b>Visa</b>		\$0.25	2.55% (min.)	\$1.00)
Sales # Transactions		0		
Sales \$ Amount				
<b>MasterCard</b>		\$0.25	2.55% (min.)	\$1.00)
Sales # Transactions		0		
Sales \$ Amount				
<b>American Express</b>		\$0.25	2.55% (min.)	\$1.00)
Sales # Transactions		0		
Sales \$ Amount				
<b>Discover Card</b>		\$0.25	2.55% (min.)	\$1.00)
Sales # Transactions		0		
Sales \$ Amount				

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit	
<b>Garrison Bight Marina/ Rental Ramp Parking Payments / One swipe terminal</b>				
<b>Visa</b>				
Sales # Transactions	179	\$0.25		
Sales \$ Amount	\$38,751.56	0.15%	2.55%	
<b>MasterCard</b>				
Sales # Transactions	62	\$0.25		
Sales \$ Amount	\$15,974.97	0.15%	2.55%	
<b>American Express</b>				
Sales # Transactions	35	\$0.25		
Sales \$ Amount	\$11,302.70	0.15%	2.55%	
<b>Discover Card</b>				
Sales # Transactions	6	\$0.25		
Sales \$ Amount	\$961.95	0.15%	2.55%	

\*\* - Sales included in 24 pay station on following page. Account to be set separated for accounting purposes upon purchase of new machines (see Appendix 4). Total sales for June from this account, included in total of 24 on next page was \$8,162.

**APPENDIX 3  
COSTS  
CITY OF KEY WEST CREDIT CARD TRANSACTIONS  
By MERCHANT STATEMENT  
VOLUMES BASED ON JUNE 2010**

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit	
<b>Parking / Parking Payments / 24 unattended pay stations *</b>				
<b>Visa</b>				
Sales # Transactions	17,470	\$0.25	2.55% (min.)	\$1.00)
Sales \$ Amount	\$116,734.75	0		
<b>MasterCard</b>				
Sales # Transactions	7,152	\$0.25	2.55% (min.)	\$1.00)
Sales \$ Amount	\$48,735.15	0		
<b>American Express</b>				
Sales # Transactions				
Sales \$ Amount				
<b>Discover Card</b>				
Sales # Transactions	243	\$0.25	2.55% (min.)	\$1.00)
Sales \$ Amount	\$2,127.25	0		

Department/ Payment Type / Equipment in use	Monthly Activity	City Cost Price/Unit	City Customer Cost Price/Unit	
<b>ONLINE / Parking Ticket Payments and Utility Payments / City Website</b>				
<b>Visa</b>				
Sales # Transactions	?	\$0.25	2.55% (min.)	\$1.00)
Sales \$ Amount	?			
<b>MasterCard</b>				
Sales # Transactions	?	\$0.25		
Sales \$ Amount	?		2.55% (min.)	\$1.00)
<b>American Express</b>				
Sales # Transactions	?	\$0.25		
Sales \$ Amount	?		2.55% (min.)	\$1.00)
<b>Discover Card</b>				
Sales # Transactions	?	\$0.25		
Sales \$ Amount	?		2.55% (min.)	\$1.00)

FIS also proposes a 2.45% "agency-funded" discount rate which may be accepted in lieu of the Interchange pass-through plus model requested and indicated in all of the pricing matrices in Appendix 3. 21

The agency-funded discount rate would allow the City to more easily budget the expense of payment processing by knowing exactly the fees that would be assessed on your transactions. The information provided to respondents indicates that the current fees paid by the City range from 2.67% to 7% or higher, when taking into account all pass-through and other fees assessed.





## Point-of-Sale Equipment & Supplies Pricing

All pricing reflects cost + 15%:

<b>Point of Sale equipment and supplies</b>	<b>Cost Per Unit</b>
VeriFone Vx570 dual com 12mg - MultiPay	\$394.66/unit
VeriFone Vx510 dial, 3mg - MultiPay	\$182.85/unit
VeriFone Vx510 dual com, 6mg – MultiPay	\$260.06/unit
VeriFone Vx610 WiFi – MultiPay	\$755.34/unit
VeriFone Vx610 6mg CDMA – MultiPay**	\$921.31/unit
VeriFone PP1000se PINpad (customer facing)	\$61.58/unit
Ingenico i3070 5mg PINpad/card reader for virtual terminal	\$238.42/unit
Magtek mini MICR for check conversion - MultiPay	\$183.75/unit
POS Debit Key injection fee	\$10.00/unit
POS Application Download fee	\$15.00/unit
Other Equipment or peripherals (i.e. cables, power supplies, stands)	Cost + 15%
Supplies - Consumable	Cost + 15%
Any Other Hardware Cost	Cost + 15%

\*\*Vx610 CDMA requires cellular service activation, pricing available upon request



## E. Appendix 4 – Equipment

For informational purposes.

### PAYDIRECT POS

FIS offers and supports a convenient line of Point-of-Sale (POS) solutions that enables City employees to perform an immediate, real-time authorization of a customer's account during face-to-face transactions. Our POS solutions also enable the processing of mailed-in payments, as well as payments taken in a call center environment. We can install point-of-sale terminals or a Web-based virtual terminal solution to meet your POS payment processing needs.

### SWIPE DEVICES

FIS deploys and supports the *VeriFone Vx* series terminals (or comparable models<sup>2</sup>) for accepting face-to-face credit and debit payments. These terminals allow the option to process payments through either a dial-up connection, Wi-Fi, Ethernet, or, in the near future, cellular. They have a small counter-top footprint and are an all-in-one terminal, printer, and PINpad.

For manual transactions, FIS deploys the *Bartizan Manual Swipe* credit card imprinter (or comparable model). This device is very durable and provides an affordable option for accepting manual transactions at the point-of-sale and serving as a back-up to electronic terminals.

### PIN ENTRY DEVICES

City departments processing debit transactions may incorporate a *VeriFone PP1000se* external PINpad (or comparable model). These devices offer a compact design that is perfect for customer-entered PIN numbers at the sales counter.

### CHECK READER DEVICES

For those departments interested in accepting checks at the Point-of-Sale, we offer the *MagTek MiniMICR* check reader (or comparable model). This device connects directly to the VeriFone terminals making check-based payments just as convenient as credit and debit.

### PAYDIRECT MULTIPAY V1.5

FIS utilizes our own *PayDirect MultiPay* application for use with the point-of-sale terminals. This application has the following features:

- Countertop terminal application

---

<sup>2</sup> FIS will make every effort to deploy terminals as described. However, we may be required to deploy comparable models due to product discontinuation or compliance issues.



- Host-based transaction batching
- Fast, scalable set-up and integration
- Employs shopping cart functionality for multiple payments
- Supports up to 20 custom line items
- Enables customer reference number tracking
- Sales, voids, and refunds
- Accepts PINless Debit, PIN Debit, Visa, MC, Amex, Discover, & e-Check
- Transaction reporting at a user/terminal level
- Supports multiple connection options including:
  - Dial-up
  - TCP/IP (via Ethernet LAN)
  - Cellular wireless via Verizon or Sprint PCS
- Supports multi-merchant capabilities
- Supports multiple settlement accounts
- Enables "Payment Items" tracking
- Employs user authentication with access privileges
- Supports customer-defined disclaimer on receipts
- Detects duplicate payments with an option to override
- Employs verbal authorization capability
- Automated system stays current with the most up-to-date release
- Utilizes SSL encryption
- Supports multiple users on the same device

#### PAYDIRECT VIRTUAL TERMINAL

FIS offers our exclusive *PayDirect Virtual Terminal* as a browser-based terminal solution for the City. This solution allows the City to use your existing computers as POS terminals that communicate through the Internet to process a variety of payments. *PayDirect Virtual Terminal* is perfect for transactions occurring at the point-of-sale, processing mailed-in credit card payments, or for call centers accepting payments via live operators. Following is a list of key features of our virtual terminal solution:

- Fast, scalable setup and integration
- No additional peripherals required
- Shopping Cart for multiple payments
- Unlimited custom line items
- Reference number
- Sales and refunds
- Accepts PINless debit, PIN debit, Visa, MC, Amex, and Discover
- Transaction reporting



## F. City's Forms

**Proposer shall complete and return all City forms and any other forms included in this RFP. Omission of any of these forms may result in the disqualification of the offer.**

Completed City forms have been provided within the following pages.

IF BANK LOCATED WITHIN THE CITY OF KEY WEST LICENSE TAX REQUIRED  
NOT TO EXCEED 1,102.00

\*FIS is not a bank located within the City of Key West.

ANTI-KICKBACK AFFIDAVIT

STATE OF FLORIDA *Tennessee*

SS

COUNTY OF MONROE *Davidson*

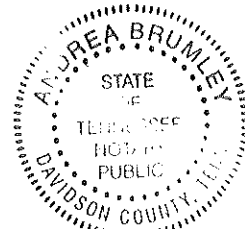
I, the undersigned, hereby duly sworn, depose and say that no portion of the sum herein bid will be paid to any employee of the City of Key West as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

BY: *Holly Huggins*  
Holly Huggins, VP/GM

sworn and prescribed before me this 20<sup>th</sup> day of December 2010

*[Signature]*  
NOTARY PUBLIC, State of ~~Florida~~ *Tennessee*

My commission expires: May 2, 2011



My Commission Expires MAY 2, 2011

**LOCAL VENDOR CERTIFICATION PURSUANT TO CKW ORDINANCE 09-22 SECTION 2-798**

The undersigned, as a duly authorized representative of the vendor listed herein, certifies to the best of his/her knowledge and belief, that the vendor meets the definition of a "Local Business." For purposes of this section, "local business" shall mean a business which:

- a. *Principle address as registered with the FL Department of State located within 30 miles of the boundaries of the city, listed with the chief licensing official as having a business tax receipt with its principle address within 30 miles of the boundaries of the city for at least one year immediately prior to the issuance of the solicitation.*
- b. *Maintains a workforce of at least 50 percent of its employees from the city or within 30 miles of its boundaries.*
- c. Having paid all current license taxes and any other fees due the city at least 24 hours prior to the publication of the call for bids or request for proposals.
  - o Not a local vendor pursuant to Ordinance 09-22 Section 2-798
  - o Qualifies as a local vendor pursuant to Ordinance 09-22 Section 2-798

If you qualify, please complete the following in support of the self certification & submit copies of your County and City business licenses. Failure to provide the information requested will result in denial of certification as a local business.

Business Name \_\_\_\_\_

Phone: \_\_\_\_\_

Current Local Address: \_\_\_\_\_  
 (P.O Box numbers may not be used to establish status)

Fax: \_\_\_\_\_

Length of time at this address \_\_\_\_\_

\_\_\_\_\_  
 Signature of Authorized Representative

\_\_\_\_\_  
 Date

STATE OF \_\_\_\_\_  
 COUNTY OF \_\_\_\_\_

The foregoing instrument was acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.  
 By \_\_\_\_\_, of \_\_\_\_\_,  
 (Name of officer or agent, title of officer or agent) Name of corporation acknowledging)  
 or has produced \_\_\_\_\_ as identification  
 (type of identification)

\_\_\_\_\_  
 Signature of Notary

Return Completed form with  
 Supporting documents to:  
 City of Key West Purchasing

\_\_\_\_\_  
 Print, Type or Stamp Name of Notary

\_\_\_\_\_  
 Title or Rank

\*Not applicable. FIS' principle address is not located within 30 miles of the City of Key West, Florida.

SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(A)  
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS,

1. This sworn statement is submitted to the City of Key West, Florida  
by Holly Huggins, VP/GM  
(Print individual's name and title)  
for FIS  

(print name of entity submitting sworn statement)  
113 Seaboard Lane, Suite A-250  
Franklin, TN 37067

whose business address is Franklin, TN 37067  
and (if applicable) its Federal Employer Identification Number (FEIN) is 37-1490331  
(If the entity has no FEIN, include the Social security Number of the individual signing this sworn statement: \_\_\_\_\_)
  
2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
  
3. I understand that "conviction" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment of information after July 01, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
  
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means:
  1. A predecessor or successor of a person convicted of a public entity crime;  
or



2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. the term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment of income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
5. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement (indicate which statement applies).

Neither the entity submitting this sworn statement, or any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 01, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 01, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the final order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH ONE (1) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES, FOR THE CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

Holly Higgins  
(SIGNATURE)

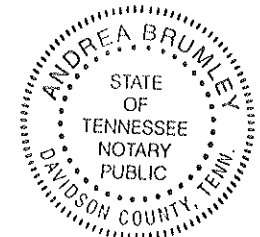
December 20, 2010  
(DATE)

STATE OF Tennessee

COUNTY OF Davidson

PERSONALLY APPEARED BEFORE ME, the undersigned authority Holly Higgins who, after first being sworn by me, (name of individual) affixed his/her signature in the space provided above of this 20th day of December, 2010

Andrea Brumley  
NOTARY PUBLIC



My Commission Expires MAY 2, 2011

My commission expires: May 2, 2011



## G. Addenda

If it becomes necessary to revise any part of this request or if additional data is necessary to enable interpretation of provisions of these document revisions, answers to questions asked, and/or addenda will be provided to all prospective firms who received this document through Demand Star or by directly contacting the City's project manager.

Those plan holders of record in Demand Star will be provided these documents via Demand Star. Those plan holders that obtained this RFP by contacting the City will be notified by email.

Signed Addenda 1 and 2 have been provided within the following pages.

ADDENDUM NO. 1  
RFP 002-11 – Merchant Services

To All Bidders:

The following questions and answers are hereby made a part of RFP 002-11 as fully as completely as if the same were fully set forth therein:

***1) Question - Please provide detailed information on the CALE machines, does the city maintain the machines or are they managed by a third party.***

1) Answer – The City maintains the pay stations in the field with phone and online technical support from CALE Parking USA. Two of our employees have been trained by CALE as technicians. We have an extended warranty contract with them that covers all parts. We pay for processing and software support. See attached for specifications.

***2) Question - Regarding your request for convenience fee model is this for all of your transactions for point of sale or in the future for your online transactions. Please provide on what you are assessing the convenience fee for***

2) Answer – Currently the City does not assess a convenience fee. The City would like the option to process all of its payments, both present and future, through a convenience fee model and a transaction fee model. The City envisions the use of both models for its credit card processing - a convenience fee model would not be practical for the automated pay stations or in the highly competitive marine fuel environment. However, it may be practical for over the counter payments in the revenue, building and other City departments. Currently the City absorbs all merchant charges. The migration to and implementation of a convenience fee model for certain payments will be at the sole discretion of the City Commission.

***3) Question - Anti-Kickback Affidavit can this be limited to the person signing this as we need to make alteration to this document?***

3) Answer – No, the City forms have been designed for a specific purpose any alteration of this format may result in the proposals being considered non-responsive.

***4) Question -Sworn Statement on public entity crimes can this be alter to qualified to actual knowledge of the person signing this?***

4) Answer -- No, the City forms have been designed for a specific purpose any alteration of this format may result in the proposals being considered non-responsive.

***5) Question – Who is the current card processor?***

5) Answer – First State Bank of the Florida Keys/Transfirst.

**6) Question – Who hosts your online website? What payment gateway are they using? Is the site PCI compliant?**

6) Answer – Currently the City does not take payments online.

**7) Question – Is any cardholder data stored for any reason? If so, where is this data stored?**

7) Answer - No, credit card data is destroyed.

**8) Question – Is a convenience or additional fee of any type assessed to the credit card payments made via online payment website?**

8) Answer - Currently the City does not take payments online.

**9) Question – How are the credit card processing fee currently paid for ; direct bill, ACH debit, account analysis, etc?**

9) Answer – ACH debit

**10) Question – Is the “export file of approved transactions” provided by the website vendor or the credit card processor?**

10) Answer - Currently the City does not take payments online.

**11) Question – What is the total dollar amount of credit card transactions accepted last year?**

11) Answer – For the 12 month period ending 11/30/10 it was \$8 million dollars.

**12) Question – What is the average transaction amount of credit card payment?**

12) Answer – For the 12 month period ending 11/30/10 it averaged \$153.00

**13) Do you want to continue renting equipment or want a lease/purchase option?**

13) Answer – Quote both.

**14) Question – Can the City of Key West provide contact information for a representative at Click to Gov?**

14) Answer – For information regarding this application you may contact Alison Osterberg, Project Coordinator - Client Services, SunGard Public Sector, at 407-304-3431

**15) Question - Are there particular departments the City would like to access a convenience fee?**

15) Answer – See answer 2) above.

**16) Question - Could you please list which Authorization Networks Sungard (HTE) Software uses to process transactions, if known? (i.e. TSYS/Vital, Buypass, etc).**

16) Answer - TSYS VitalNet

**17) General – Additional Questions and Answers will be posted on Demand Star and the City's web site only and will not be e-mailed to perspective bidders.**

All Proposers shall acknowledge receipt and acceptance of this Addendum No. 1 by acknowledging Addendum in their proposal or by submitting the addendum with the proposal package package. Proposals submitted without acknowledgement or without this Addendum may be considered non-responsive.

*L Holly Huggins*  
Signature

FIS (contracting as Metavante)  
Name of Business

ADDENDUM NO. 2  
RFP 002-11 – Merchant Services

To All Bidders:

The following questions and answers are hereby made a part of RFP 002-11 as fully as completely as if the same were fully set forth therein:

**1. Please provide the payment application that integrates with the City's CALE Point of Sale equipment?**

1. Below is e-mail correspondence received from Cale.

Payment Application:

Tender Retail "Merchant Connect Multi" ver 4.2.8.

There is no separate application on the 104. The 104 communicates the encrypted information via GPRS directly to our main server. Our server handles the interface to the payment platform via MCM.

(This application is often referred to as the gateway or middleware.)

Payment Platforms: (Gateways?) These are the processing platforms that are supported by MCM.

\*Vital / Tsys

\*FDMS / Cardnet

FDMS / South-Nashville

\*Paymentech

\*Elavon / Nova

Global East

\*Fifth Third

ADS / Heartland

\* NOTE: These platforms are generally very easy to set up. The others seem to take more to get the correct information. In the case of Global, the connections to their platform seem to be problematic at times causing a higher percentage of offline transactions.

**2. Will the City be charging convenience fees through the Click to Gov application only?**

2. No, the City envisions the use of both models for its credit card processing - a convenience fee model would not be practical for the automated pay stations or in the highly competitive marine fuel environment. However, it may be practical for over the counter payments in the revenue, building and other City departments, in addition to an on-line payment processing environment such as Click to Gov. Currently the City absorbs all merchant charges. The migration to and implementation of a convenience fee model for certain payments will be at the sole discretion of the City Commission

**3. Are the City's terminals leased through their existing processor or a Third Party? If leased through a third party, what is the City's intent for use of the existing terminals?**

3. The City intends to buy, lease or rent terminals from the merchant service provider selected in the RFP process.

**4. Can we request the City of Key West RFP#002-11 in Word format?**

4. The City's policy is not to provide word copies of its bid documents used in the RFP and BID process. This is done to prevent the manipulation of the contents whether intentional or through oversight.

**5. Would it be at all possible to get the RFP document in a word form?**

5. See 4 above

**6. On page 1, Opt. g. requests to include a 'Call for Proposal' document, could you please list an explanation of where this document is located/what exactly it is?**

6. It is page 29 of your RFP package it is the last page. It is simply the advertisement that was published in the local paper. This document is for informational purposes only.

**7. I was wondering if I could get a copy of the statements or a summary of usage (statements would be preferred) from September '09 – March '10. I would request a longer time period, but the above dates are all that are referenced in the RFP.**

7. See attached merchant statements.

**8. Is a word form of the RFP available?**

8. See 4 above.

**9. Can you provide a list of certified payment gateways that are supported by the Cale parking system?**

9. See 1 above

**10. Is the provider required to support Cale and Amano parking systems during the transition off of Amano if that is not completed before the May implementation timeline?**

10. CALE only

**11. Does the City bill for monthly parking or marina slip rental fees? Are these recurring and can the City estimate the average fee for each?**



11. Yes. Yes the city bills for slip rentals and certain “upland” leases on a monthly basis. The monthly slip rental charges amount to approximately \$189,000 for a average bill of \$800 and the monthly lease charges amount to \$197,000 for a average bill of \$5,200.

**12. Can the City provide a breakdown of the number and volume of monthly residential versus commercial utility payments?**

<b>Garbage</b>		
	<b>No. of accounts</b>	<b>Total charges</b>
<b>Residential</b>	11600	\$ 338,670.50
<b>Stormwater</b>		
<b>Residential</b>	11503	\$ 93,343.62
<b>Commercial</b>	1110	\$ 100,245.00
<b>Sewer</b>		
<b>Residential</b>	10265	\$ 410,293.65
<b>Commercial</b>	1411	\$ 110,974.71

**13. Does the City require notification of a chargeback before being debited by the merchant provider or can this occur in parallel?**

13. Preferred method would be before.

**14. The City is requesting pricing on check reader-imager equipment in Appendix 3 (Product Fees). Can you provide the transaction number and volume of checks currently accepted by the City (If available, by Department)?**

14. The city does not employ this technology at this time. Pricing of this piece of equipment is optional at this time.

**15. Would it be possible to receive word/excel versions of this RFP?**

15. See 4 above.

**16. Who is the City's current payment processing vendor?**

16. First State Bank of the Florida Keys/Transfirst

**17. What is the Payment Application used for the Amano pay stations currently in use?**

17. N/A – Amano will be discontinued by implementation.

**18. What is the Payment Application used for the CALE MP104 stations?**

18. See number 1 above.

**19. Would the City consider using a payment application other than Click to Gov for Online Transaction Processing?**

19. Yes, the City is currently reviewing other public sector software. There is a distinct possibility that the City will be migrating to a new software vendor in the next 18 months. Therefore the City would consider using a separate payment application at this time, should the application proposed sufficiently serve the City's needs for payment processing.

**20. Would the City consider integrating an alternate payment application into the Sungard (HTE) public sector software?**

20. Yes based upon 19 response above.

**21. May we request a copy of your latest statement?**

21. See attached merchant statements.

**22. Verify type of connection used for equipment. Dial Up or DSL**

22. Dial Up

**23. Provide 3 months of Merchant statements for each location.**

23. See attached merchant statements.

**24. In response to section M regarding your fees: BB&T will not invoice The City of Key West. However, The City of Key West will receive monthly statements with each locations fee. BB&T will debit the fees from their Direct Deposit Account (DDA). Will this accommodate the needs of The City of Key West?**

24. Yes.

All Proposers shall acknowledge receipt and acceptance of this Addendum No. 1 by acknowledging Addendum in their proposal or by submitting the addendum with the

proposal package package. Proposals submitted without acknowledgement or without this Addendum may be considered non-responsive.

*Holly Huggins*  
Signature

FIS (contracting as Metavante)  
Name of Business

# ATTACHMENT 1

**Transaction Summary 9/29/2007 - 10/29/2007 (992 Transactions Returned)**

<b>Total Merchant Amount:</b>	\$4,006.00	<b>Show/Hide Columns</b>					
<b>Total Fees:</b>	\$822.40	<a href="#">User Part 1</a>	<a href="#">User Part 2</a>	<a href="#">User Part 3</a>	<a href="#">User Part 4</a>	<a href="#">User Part 5</a>	<a href="#">User Part 6</a>
<b>Total Transaction Amount:</b>	\$4,828.40	<a href="#">Clerk</a>	<a href="#">Terminal</a>	<a href="#">Status</a>			

Transaction	Merchant	Trans Date	L2G Merchant Code	Pav Method Code	Pav Method	Merch Amt	Fee Amt	Total Amt	Acct Last4	Expiration Date	UserPart 1	UserPart 2	UserPart 3	UserPart 4	UserPart 5	UserPart 6	Clerk	Terminal	Status	Status Descr
<a href="#">5001272651</a>		10/3/2007 11:27:08 AM	L2GOV-TESTY-DISCR-W	NONE	NONE	\$1.00	\$0.00	\$1.00	0536	02/08									0	UnSuccessful
<a href="#">5001274395</a>		10/11/2007 5:07:07 PM	L2GOV-TESTY-DISCR-W	NONE	NONE	\$1.00	\$0.00	\$1.00	0000	02/08									0	UnSuccessful
<a href="#">5001274396</a>		10/11/2007 5:07:18 PM	L2GOV-TESTY-DISCR-W	NONE	NONE	\$1.00	\$0.00	\$1.00	0018	02/08									0	UnSuccessful
<a href="#">5001274397</a>		10/11/2007 5:07:26 PM	L2GOV-TESTY-DISCR-W	NONE	NONE	\$1.00	\$0.00	\$1.00	0007	02/08									0	UnSuccessful
<a href="#">5001274594</a>		10/15/2007 5:09:47 PM	L2GOV-TESTY-DISCR-W	NONE	NONE	\$1.00	\$0.00	\$1.00	0000	02/08									0	UnSuccessful
<a href="#">5001274595</a>		10/15/2007 5:10:03 PM	L2GOV-TESTY-DISCR-W	NONE	NONE	\$1.00	\$0.00	\$1.00	0018	02/08									0	UnSuccessful
<a href="#">5001274596</a>		10/15/2007 5:10:23 PM	L2GOV-TESTY-DISCR-W	NONE	NONE	\$1.00	\$0.00	\$1.00	0007	02/08									0	UnSuccessful
<a href="#">5001274600</a>		10/15/2007 6:46:04 PM	L2GOV-TESTY-DISCR-W	NONE	NONE	\$1.00	\$0.00	\$1.00	0000	02/08									0	UnSuccessful
<a href="#">5001274601</a>		10/15/2007 6:46:43 PM	L2GOV-TESTY-DISCR-W	NONE	NONE	\$1.00	\$0.00	\$1.00	0018	02/08									0	UnSuccessful
<a href="#">5001274602</a>		10/15/2007 6:47:18 PM	L2GOV-TESTY-DISCR-W	NONE	NONE	\$1.00	\$0.00	\$1.00	0007	02/08									0	UnSuccessful
<a href="#">5001272633</a>		10/3/2007 10:23:06 AM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									9	Pending
<a href="#">5001272637</a>		10/3/2007 10:36:56 AM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									9	Pending
<a href="#">5001272644</a>		10/3/2007 11:05:22 AM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272649</a>		10/3/2007 11:24:58 AM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272650</a>		10/3/2007 11:26:58 AM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									0	UnSuccessful
<a href="#">5001272652</a>		10/3/2007 12:10:50 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									0	UnSuccessful
<a href="#">5001272653</a>		10/3/2007 12:24:12 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272654</a>		10/3/2007 12:25:37 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272655</a>		10/3/2007 12:26:44 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272656</a>		10/3/2007 12:32:12 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272680</a>		10/3/2007 1:50:30 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									0	UnSuccessful
<a href="#">5001272681</a>		10/3/2007 1:51:53 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									0	UnSuccessful
<a href="#">5001272682</a>		10/3/2007 1:52:56 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									1	Successful
<a href="#">5001272683</a>		10/3/2007 1:55:41 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272686</a>		10/3/2007 2:05:59 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272692</a>		10/3/2007 2:15:54 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									1	Successful
<a href="#">5001272700</a>		10/3/2007 2:33:40 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									1	Successful
<a href="#">5001272701</a>		10/3/2007 2:34:40 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272702</a>		10/3/2007 2:36:03 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									0	UnSuccessful
<a href="#">5001272704</a>		10/3/2007 2:43:07 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272705</a>		10/3/2007 2:44:39 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									1	Successful
<a href="#">5001272706</a>		10/3/2007 2:46:53 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272707</a>		10/3/2007 2:48:22 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									1	Successful
<a href="#">5001272709</a>		10/3/2007 2:49:56 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272710</a>		10/3/2007 2:51:14 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0536	02/08									1	Successful
<a href="#">5001272713</a>		10/3/2007 2:52:22 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001272714</a>		10/3/2007 2:55:22 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									9	Pending
<a href="#">5001274316</a>		10/11/2007 11:50:12 AM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001274317</a>		10/11/2007 12:01:33 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001274384</a>		10/11/2007 4:59:53 PM	L2GOV-TESTY-DISCR-W	DI	Discover	(\$1.00)	\$0.00	(\$1.00)	3426	02/08									1	Successful
<a href="#">5001274385</a>		10/11/2007 5:02:23 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	3426	02/08									1	Successful
<a href="#">5001274388</a>		10/11/2007 5:04:16 PM	L2GOV-TESTY-DISCR-W	DI	Discover	(\$1.00)	\$0.00	(\$1.00)	3426	02/08									1	Successful
<a href="#">5001274389</a>		10/11/2007 5:05:59 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	1235	02/08									0	UnSuccessful
<a href="#">5001274390</a>		10/11/2007 5:06:10 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	1234	02/08									0	UnSuccessful
<a href="#">5001274391</a>		10/11/2007 5:06:20 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	1230	02/08									1	Successful
<a href="#">5001274392</a>		10/11/2007 5:06:37 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0005	02/08									0	UnSuccessful
<a href="#">5001274393</a>		10/11/2007 5:06:46 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0002	02/08									0	UnSuccessful
<a href="#">5001274394</a>		10/11/2007 5:06:57 PM	L2GOV-TESTY-DISCR-W	DI	Discover	\$1.00	\$0.00	\$1.00	0002	02/08									0	UnSuccessful

## Transaction Details 5001331580

Merchant Transaction Date: 3/4/2008 9:18:20 AM

Link2Gov Transaction Date: 3/4/2008 9:18:20 AM

### Merchant Information

L2G Merchant Code: L2GOV-PAYTC-PAYTC-P      Terminal: 209-886-832      Source: 209-886-832  
 Proc Merchant Code: L2GOV-PAYTC-PAYTC-VIP      Clerk: L2G

### Payment Information

Total Merchant Amount: \$20.00      Pay Method: VI - Visa      Exp / Check Nbr: 12/10  
 Total Fee Amount: \$0.40      Processor: P - PaymentTech  
 Total Transaction Amount: \$20.40      Account Last 4: 1111

### Customer Billing Information

Name:

Address:

Phone:

Email:

### Other Information

UserPart 1:      UserPart 4: 001  
 UserPart 2:      UserPart 5:  
 UserPart 3:      UserPart 6: M

### Line Items

Line Item	Settle Merchant Code	Trans Amt	Fee Amt	Merchant Amt	Refund Amt	Refund Fee Amt	Refund Merch Line Amt	UserPart 1	UserPart 2	UserPart 3
1	L2GOV-PAYTC-PAYTC-00	\$20.40	\$0.40	\$20.00			5			1 \PAYAFDPBVXP20 .00

### Transaction Events

Event ID	Event Time	Event Code Desc	Status Desc	Description	RefNbr	Auth Code	Return Code	L2G RCString	Orig Trans ID
1	3/4/2008 9:18:20 AM	A - Attempt to process	9 - Pending	INITIAL INSERT					
2	3/4/2008 9:18:24 AM	C - Returned from Processor successful	1 - Successful	APPROVED: T=20.40 M=20.00 F=0.40	03/04/2008 VI C L2 G*LINK2GOV E E	tst794  AC50013 0 31580 100		APPROVED	
3	3/4/2008 1:00:00 PM	S - L2G closed transaction	1 - Successful			tst794  AC50013 0 31580 100		APPROVED	
4	3/4/2008 1:00:00 PM	O - Transaction added to Agency's Settlement Batch	1 - Successful	L2GOV-PAYTC-PAYTC-00, Batch:4149		tst794  AC50013 0 31580 100		APPROVED	

Pay Method	Successful Transactions				Settled Transactions				Refunded Transactions				All Other Transactions			
	Merchant Amt	Fee Amt	Total Amt	Count	Merchant Amt	Fee Amt	Total Amt	Count	Merchant Amt	Fee Amt	Total Amt	Count	Merchant Amt	Fee Amt	Total Amt	Count
<b>Grand Totals:</b>	<b>\$153,601.02</b>	<b>\$2,328.93</b>	<b>\$155,929.95</b>	<b>458</b>	<b>\$153,580.02</b>	<b>\$2,328.93</b>	<b>\$155,908.95</b>	<b>437</b>	<b>(\$48.00)</b>	<b>(\$3.52)</b>	<b>(\$51.52)</b>	<b>5</b>	<b>\$2,098,006.09</b>	<b>\$127,098.35</b>	<b>\$2,224,807.00</b>	<b>12,825</b>
<b>CONTRACT: L2GOV (LINK2GOV)</b>																
<b>FEBRUARY 2008</b>																
NONE	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	0	\$1,120,072.69	\$76,349.23	\$1,196,419.18	10,028
Amex	\$36,529.75	\$2,004.41	\$38,534.16	69	\$36,529.75	\$2,004.41	\$38,534.16	69	\$0.00	\$0.00	\$0.00	0	\$227,566.19	\$16,495.15	\$244,061.44	1,678
Debit	\$1,342.00	\$29.00	\$1,371.00	24	\$1,342.00	\$29.00	\$1,371.00	24	\$0.00	\$0.00	\$0.00	0	\$8,578.00	\$48.91	\$8,626.91	83
Discover	\$16.00	\$0.00	\$16.00	16	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	0	\$88,150.29	\$5,513.06	\$93,663.51	114
eCheck Personal	\$140.00	\$1.00	\$141.00	5	\$140.00	\$1.00	\$141.00	5	\$0.00	\$0.00	\$0.00	0	\$116.44	\$3.00	\$119.44	7
JCB	\$2.00	\$0.00	\$2.00	2	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	0
MasterCard	\$50.00	\$1.00	\$51.00	2	\$50.00	\$1.00	\$51.00	2	\$0.00	\$0.00	\$0.00	0	\$206,200.15	\$12,670.76	\$218,871.14	206
Pinless Debit	\$1,457.00	\$16.25	\$1,473.25	15	\$1,457.00	\$16.25	\$1,473.25	15	\$0.00	\$0.00	\$0.00	0	\$101,044.06	\$10.00	\$101,054.06	11
Visa	\$60.00	\$1.20	\$61.20	3	\$60.00	\$1.20	\$61.20	3	\$0.00	\$0.00	\$0.00	0	\$313,148.10	\$15,737.66	\$328,886.19	320
<b>February 2008 Subtotals</b>	<b>\$39,596.75</b>	<b>\$2,052.86</b>	<b>\$41,649.61</b>	<b>136</b>	<b>\$39,578.75</b>	<b>\$2,052.86</b>	<b>\$41,631.61</b>	<b>118</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>0</b>	<b>\$2,064,875.92</b>	<b>\$126,827.77</b>	<b>\$2,191,701.87</b>	<b>12,447</b>
<b>MARCH 2008</b>																
NONE	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	0	\$892.79	\$7.20	\$899.99	18
Amex	\$3,203.53	\$31.85	\$3,235.38	36	\$3,203.53	\$31.85	\$3,235.38	36	\$0.00	\$0.00	\$0.00	0	\$4,425.59	\$20.40	\$4,445.99	26
Debit	\$257.00	\$5.84	\$262.84	12	\$257.00	\$5.84	\$262.84	12	(\$25.00)	(\$0.50)	(\$25.50)	1	\$67.93	\$1.00	\$68.93	12
Discover	\$1,956.18	\$47.42	\$2,003.60	54	\$1,953.18	\$47.42	\$2,000.60	51	\$0.00	\$0.00	\$0.00	0	\$6,991.57	\$30.30	\$7,021.87	43
eCheck Personal	\$70.00	\$2.00	\$72.00	4	\$70.00	\$2.00	\$72.00	4	\$0.00	\$0.00	\$0.00	0	\$10.00	\$1.00	\$11.00	1
MasterCard	\$101,938.44	\$36.93	\$101,975.37	51	\$101,938.44	\$36.93	\$101,975.37	51	\$0.00	\$0.00	\$0.00	0	\$6,989.75	\$40.05	\$7,029.18	51
Pinless Debit	\$2,730.00	\$20.00	\$2,750.00	20	\$2,730.00	\$20.00	\$2,750.00	20	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	0
Visa	\$3,849.12	\$132.03	\$3,981.15	145	\$3,849.12	\$132.03	\$3,981.15	145	(\$23.00)	(\$3.02)	(\$26.02)	4	\$13,815.54	\$177.63	\$13,698.17	220
Visa, MC, Amex, or Discover	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	0	(\$63.00)	(\$7.00)	(\$70.00)	7
<b>March 2008 Subtotals</b>	<b>\$114,004.27</b>	<b>\$276.07</b>	<b>\$114,280.34</b>	<b>322</b>	<b>\$114,001.27</b>	<b>\$276.07</b>	<b>\$114,277.34</b>	<b>319</b>	<b>(\$48.00)</b>	<b>(\$3.52)</b>	<b>(\$51.52)</b>	<b>5</b>	<b>\$33,130.17</b>	<b>\$270.58</b>	<b>\$33,105.13</b>	<b>378</b>
<b>L2GOV Subtotals</b>	<b>\$153,601.02</b>	<b>\$2,328.93</b>	<b>\$155,929.95</b>	<b>458</b>	<b>\$153,580.02</b>	<b>\$2,328.93</b>	<b>\$155,908.95</b>	<b>437</b>	<b>(\$48.00)</b>	<b>(\$3.52)</b>	<b>(\$51.52)</b>	<b>5</b>	<b>\$2,098,006.09</b>	<b>\$127,098.35</b>	<b>\$2,224,807.00</b>	<b>12,825</b>
<b>Grand Totals:</b>	<b>\$153,601.02</b>	<b>\$2,328.93</b>	<b>\$155,929.95</b>	<b>458</b>	<b>\$153,580.02</b>	<b>\$2,328.93</b>	<b>\$155,908.95</b>	<b>437</b>	<b>(\$48.00)</b>	<b>(\$3.52)</b>	<b>(\$51.52)</b>	<b>5</b>	<b>\$2,098,006.09</b>	<b>\$127,098.35</b>	<b>\$2,224,807.00</b>	<b>12,825</b>

Monthly Summary 2/1/2008 - 3/31/2008 (13,283 Total Transactions)

**Refund Summary 3/3/2008 - 3/28/2008 (4 Refunds Returned)**

Total Refunded Transaction Amount: (\$26.02)  
 Total Original Transaction Amount: \$26.02

Refunded Transaction			Original Transaction			
Trans ID	Date	Amount	Trans ID	Date	Amount	Reason/ Comments
<a href="#">5001331643</a>	3/5/2008 2:52:41 PM	(\$1.02)	<a href="#">5001331567</a>	3/3/2008 2:15:21 PM	\$1.02	
<a href="#">5001332057</a>	3/17/2008 2:34:42 PM	(\$10.00)	<a href="#">5001332012</a>	3/17/2008 9:51:40 AM	\$10.00	[Reason not indicate
<a href="#">5001332211</a>	3/18/2008 10:39:24 AM	(\$6.00)	<a href="#">5001332019</a>	3/17/2008 10:03:10 AM	\$6.00	[Reason not indicate
<a href="#">5001332242</a>	3/18/2008 12:52:49 PM	(\$9.00)	<a href="#">5001332020</a>	3/17/2008 10:04:05 AM	\$9.00	[Reason not indicate
<b>Total Refunded:</b>		<b>(\$26.02)</b>	<b>Total Original:</b>		<b>\$26.02</b>	



**Batch Summary 3/3/2008 - 3/28/2008 (27 Batch IDs Returned)**

Batch ID	Settle Merchant Code	Batch Date	Status Desc	Count	Total Amt	Adjust Count	Adjust Amt	Batch Desc
<a href="#">4220</a>	L2GOV-TESTY-PMTEK-00	3/28/2008 1:00:00 PM	Recorded BatchOut	20	\$2,730.00	0	\$0.00	
<a href="#">4219</a>	L2GOV-PAYTC-PAYTC-00	3/28/2008 1:00:00 PM	Recorded BatchOut	7	\$175.00	0	\$0.00	
<a href="#">4218</a>	L2GOV-CONCD-CONCD-00	3/28/2008 1:00:00 PM	Recorded BatchOut	1	\$10.00	0	\$0.00	
<a href="#">4213</a>	L2GOV-TESTY-GLOBL-00	3/27/2008 1:00:00 PM	New (created by system job)	5	\$13.90	0	\$0.00	
<a href="#">4212</a>	L2GOV-PAYTC-PAYTC-00	3/27/2008 1:00:00 PM	Recorded BatchOut	2	\$40.00	0	\$0.00	
<a href="#">4211</a>	L2GOV-CONCD-CONCD-00	3/27/2008 1:00:00 PM	Recorded BatchOut	1	\$20.00	0	\$0.00	
<a href="#">4200</a>	L2GOV-PAYTC-PAYTC-00	3/21/2008 1:00:00 PM	Recorded BatchOut	1	\$20.00	0	\$0.00	
<a href="#">4199</a>	L2GOV-CONCD-CONCD-00	3/21/2008 1:00:00 PM	Recorded BatchOut	1	\$20.00	0	\$0.00	
<a href="#">4196</a>	L2GOV-TESTG-TGLBL-00	3/21/2008 12:00:00 AM	Recorded BatchOut	3	\$57.06	0	\$0.00	
<a href="#">4195</a>	L2GOV-TESTG-NT1SG-00	3/21/2008 12:00:00 AM	Recorded BatchOut	2	\$18.00	0	\$0.00	
<a href="#">4193</a>	L2GOV-PAYTC-PAYTC-00	3/20/2008 1:00:00 PM	Recorded BatchOut	1	\$20.00	0	\$0.00	
<a href="#">4188</a>	L2GOV-TESTG-TGLBL-00	3/20/2008 12:00:00 AM	Recorded BatchOut	2	\$38.03	0	\$0.00	
<a href="#">4187</a>	L2GOV-TESTG-NT1SG-00	3/20/2008 12:00:00 AM	Recorded BatchOut	1	\$9.00	0	\$0.00	
<a href="#">4186</a>	L2GOV-PAYTC-PAYTC-00	3/19/2008 1:00:00 PM	Recorded BatchOut	10	\$210.00	0	\$0.00	
<a href="#">4185</a>	L2GOV-TESTG-TSTPT-00	3/19/2008 12:00:00 AM	Recorded BatchOut	58	\$106,892.83	0	\$0.00	
<a href="#">4183</a>	L2GOV-TESTG-TSTCS-00	3/19/2008 12:00:00 AM	Recorded BatchOut	107	\$1,863.19	0	\$0.00	
<a href="#">4182</a>	L2GOV-TESTG-NT1SG-00	3/19/2008 12:00:00 AM	Recorded BatchOut	8	\$72.00	0	\$0.00	
<a href="#">4181</a>	L2GOV-TESTG-NT1SG-00	3/18/2008 12:00:00 AM	Recorded BatchOut	20	\$160.00	0	\$0.00	
<a href="#">4178</a>	L2GOV-PAYTC-PAYTC-00	3/15/2008 1:00:00 PM	Recorded BatchOut	6	\$97.00	0	\$0.00	
<a href="#">4174</a>	L2GOV-PAYTC-PAYTC-00	3/14/2008 1:00:00 PM	Recorded BatchOut	2	\$40.00	0	\$0.00	
<a href="#">4172</a>	L2GOV-TESTG-TSTPT-00	3/14/2008 12:00:00 AM	Recorded BatchOut	6	\$659.90	0	\$0.00	
<a href="#">4168</a>	L2GOV-PAYTC-PAYTC-00	3/13/2008 1:00:00 PM	Recorded BatchOut	7	\$235.60	0	\$0.00	
<a href="#">4166</a>	L2GOV-TESTG-TGLBL-00	3/13/2008 12:00:00 AM	Recorded BatchOut	1	\$19.00	0	\$0.00	
<a href="#">4165</a>	L2GOV-TESTG-NT1SG-00	3/13/2008 12:00:00 AM	Recorded BatchOut	15	\$82.00	0	\$0.00	
<a href="#">4160</a>	L2GOV-TESTG-NT1SG-00	3/8/2008 12:00:00 AM	Recorded BatchOut	7	\$63.00	0	\$0.00	
<a href="#">4151</a>	L2GOV-PAYTC-PAYTC-00	3/5/2008 1:00:00 PM	Recorded BatchOut	2	\$40.00	0	\$0.00	
<a href="#">4149</a>	L2GOV-PAYTC-PAYTC-00	3/4/2008 1:00:00 PM	Recorded BatchOut	2	\$21.00	0	\$0.00	
<b>Totals:</b>	<b>27</b>				<b>\$113,626.51</b>	<b>0</b>	<b>\$0.00</b>	

**Batch Details 4220**

Batch Out ID: 4220  
Batch Date: 3/28/2008 1:00:00 PM  
Settle Merchant Code: L2GOV-TESTY-PMTEK-00  
Batch Status: Z - Recorded BatchOut

**Line Items**

Transaction Count: 20  
Total Batch Amount: \$2,730.00

Line Item	Merchant Amt	Fee Amt	Trans Amt	Refund Merch Amt	Refund Fee Amt	Refund Amt	Line UserPart 1	Line UserPart 2	Line UserPart 3
<a href="#">5001332613</a>	\$99.00	\$1.00	\$100.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332614</a>	\$249.00	\$1.00	\$250.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332615</a>	\$174.00	\$1.00	\$175.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332616</a>	\$24.00	\$1.00	\$25.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332617</a>	\$99.00	\$1.00	\$100.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332618</a>	\$249.00	\$1.00	\$250.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332619</a>	\$174.00	\$1.00	\$175.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332589</a>	\$24.00	\$1.00	\$25.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332590</a>	\$99.00	\$1.00	\$100.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332591</a>	\$249.00	\$1.00	\$250.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332593</a>	\$174.00	\$1.00	\$175.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332600</a>	\$24.00	\$1.00	\$25.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332601</a>	\$99.00	\$1.00	\$100.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332602</a>	\$249.00	\$1.00	\$250.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332603</a>	\$174.00	\$1.00	\$175.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332608</a>	\$24.00	\$1.00	\$25.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332609</a>	\$99.00	\$1.00	\$100.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332610</a>	\$249.00	\$1.00	\$250.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332611</a>	\$174.00	\$1.00	\$175.00	\$0.00	\$0.00	\$0.00			
<a href="#">5001332612</a>	\$24.00	\$1.00	\$25.00	\$0.00	\$0.00	\$0.00			

**Adjust IDs**

Number of Adjustments: 0  
Total Adjustment Amount: \$0.00

Below is an example of the data contained in the daily Merchant Activity File.

002598758938111	2007	Wanda Burke	125 Third Avenue South Nashville TN 38111	10.25
098234567837215	2007	Sarah Marshall	One Burton Hills Nashville TN 37215	789.44
111778733337443	2006	Leslie Davis	2289 West End Nashville TN 37443	39890.33
114100021437255	2006	Candance Eller	145 Piedmont Road Nashville TN 37255	10.37
123456789037215	2006	Test Customer	123 Test Avenue Test City TN 37215	1000.00
123765933333778	2006	Daniel Jones	1818 Queensbury Court Gallatin TN 33778	20.99
144458965837211	2007	Quinn Davis	7845 Edmondson Pike Nashville TN 37211	10.08
222903848937776	2006	Greg Hallmark	990 Post Road Nashville TN 37776	789.54
223112121237776	2007	Karen Brown	8877 Banbury Court Nashville TN 37776	33344.75
231178611137111	2007	Rebecca Callier	222 18th Avenue South Nashville TN 37111	54908.77
236387889736765	2006	Aaden Walker	3898 Main Street Hendersonville TN 36765	333.80
333365643237215	2007	Mary Black	7500 Hillsboro Road Nashville TN 37215	738.99
406258747437222	2007	Robert William	9985 1st Avenue North Nashville TN 37222	10.09
412510001437995	2006	Violet Blue	958 Second Avenue N. Nashville TN 37995	10.24
444545998937067	2007	Nancy Rhodes	289 Bakers Bridge Road Franklin TN 37067	20.00
585856984537214	2007	Samatha Jones	78 Church Street Nashville TN 37214	10.21
658452577437215	2007	Frank Owens	589 21st Avenue Nashville TN 37215	10.81
777458962237218	2007	Thomas Day	784 West End Nashville TN 37218	10.22
789893367330643	2007	Ellen Harper	2155 Elm Avenue Spring Hill TN 30643	23893.88
856984410037546	2007	Donald Tober	745 Old Hickory Blvd. Nashville TN 37546	10.38
878655454537043	2007	Jack Parker	222 Dunbar Cave Road Clarksville TN 37043	32.00
885124599937215	2006	Paul Reeves	741 Hillsboro Road Nashville TN 37215	10.07
909090545438978	2007	Cathy Smith	90 Urban Street Nashville TN 38978	4000.01
995411000037888	2007	Udal Smith	2154 Maple Lane Nashville TN 37888	10.23

# ATTACHMENT 2

# INVOICE

Sample Customer  
 ,  
 ATTN: John Smith

Account Number: 999999  
 Account Executive: Christine Leverett  
 Territory:  
 Terms: Due On Receipt

QTY	Code	Description	Volume	Markup		Total
				Per Volume	Per Item	
<b>INTERCHANGE FEES</b>						
<b>Amex</b>						
2,833	A00	AmEx Transaction	\$277,005.45	0.0000%	\$0.0000	\$ 0.00
<b>Debit Card</b>						
12	A4R		\$400.14	0.0000%	\$0.0000	\$ 0.00
1	A4RX		\$587.16	0.0000%	\$0.0000	\$ 0.00
1	AFM	AFFN Standard Retail	\$36.50	0.0000%	\$0.0000	\$ 0.00
1	C4S	CU24	\$20.00	0.0000%	\$0.0000	\$ 0.00
119	I4R	Interlink Tier 4 Retail	\$4,993.93	0.0000%	\$0.0000	\$ 0.00
3	NSR	NYCE Std Retail	\$50.66	0.0000%	\$0.0000	\$ 0.00
81	P4R	Pulse Tier 4 Retail	\$4,258.68	0.0000%	\$0.0000	\$ 0.00
110	S3R	Star Tier 3 Retail	\$2,515.43	0.0000%	\$0.0000	\$ 0.00
14	S3RX	Star Tier 3 Retail Max	\$2,193.46	0.0000%	\$0.0000	\$ 0.00
1	Z3R	Shazam Tier 3 Retail	\$40.00	0.0000%	\$0.0000	\$ 0.00
<b>Discover</b>						
2,050	D00	Discover Transaction	\$165,663.94	0.0000%	\$0.0000	\$ 0.00
<b>MasterCard</b>						
2	M60C	MC Commercial Face-to-Face Corporate, World, Elite	\$219.96	0.0000%	\$0.0000	\$ 0.00
1	M60E	Commercial Face to Face Corporate World Elite	\$79.00	0.0000%	\$0.0000	\$ 0.00
8	M60F	MC Commercial Face-to-Face Fleet Card	\$203.50	0.0000%	\$0.0000	\$ 0.00
16	M60G	Commercial Face to Face Petroleum Business	\$1,783.62	0.0000%	\$0.0000	\$ 0.00
2	M65A	MC Commercial Std Business World, Elite	\$30.00	0.0000%	\$0.0000	\$ 0.00
2	M65F	Commercial Standard Fleet	\$415.00	0.0000%	\$0.0000	\$ 0.00
2	M67F	MC Commercial Data Rate 2 Fleet Card	\$1,641.73	0.0000%	\$0.0000	\$ 0.00
1	M67P	MC Commercial Data Rate 2 Purchasing Card	\$84.00	0.0000%	\$0.0000	\$ 0.00
1	M68A	Mc Commercial Data Rate 1 Business World, Elite	\$33.00	0.0000%	\$0.0000	\$ 0.00
8	M68C	Commercial Data Rate 1 Corporate Corporate World	\$304.73	0.0000%	\$0.0000	\$ 0.00
21	M68F	Commercial Data Rate 1 Fleet	\$1,219.56	0.0000%	\$0.0000	\$ 0.00
6	M68P	Commercial Data Rate 1 Purchasing	\$233.52	0.0000%	\$0.0000	\$ 0.00
4	M76A	MC Commercial T & E 1 Business World, Elite	\$798.93	0.0000%	\$0.0000	\$ 0.00
7	M76C	Mc Commercial T & E 1 Corporate, World, Elite	\$855.92	0.0000%	\$0.0000	\$ 0.00
28	M76F	MC Commercial T & E 1 Fleet Card	\$12,250.95	0.0000%	\$0.0000	\$ 0.00

Please remit to:

Accounting Department  
 Link2Gov Corporation  
 PO Box 88310  
 Milwaukee, WI 53288-0310

# INVOICE

Sample Customer  
 ,  
 ATTN: John Smith

Account Number: 999999  
 Account Executive: Christine Leverett  
 Territory:  
 Terms: Due On Receipt

QTY	Code	Description	Volume	Markup		Total
				Per Volume	Per Item	
5	M76P	MC Commercial T & E 1 Purchasing Card	\$486.37	0.0000%	\$0.0000	\$ 0.00
6	MCHA	MC High Value Standard	\$1,013.98	0.0000%	\$0.0000	\$ 0.00
12	MCHD	MC High Value Merit III	\$572.79	0.0000%	\$0.0000	\$ 0.00
15	MCHP	MC High Value Public Sector	\$965.50	0.0000%	\$0.0000	\$ 0.00
8	MCHQ	MC High Value Restaurant	\$162.15	0.0000%	\$0.0000	\$ 0.00
8	MCP	Convenience Purchase - Credit	\$68.00	0.0000%	\$0.0000	\$ 0.00
56	MEMD	Emerging Market Debit	\$5,980.15	0.0000%	\$0.0000	\$ 0.00
2	MIC	MC International Corporate	\$24.46	0.0000%	\$0.0000	\$ 0.00
11	MIE	MC international Electronic (all merchants)	\$590.73	0.0000%	\$0.0000	\$ 0.00
3	MIS	International Standard (all merchants)	\$274.62	0.0000%	\$0.0000	\$ 0.00
4	MKE	Key Entered Credit	\$73.07	0.0000%	\$0.0000	\$ 0.00
6	MKED	Key Entered Debit	\$84.30	0.0000%	\$0.0000	\$ 0.00
191	MM1	MERIT I	\$36,615.84	0.0000%	\$0.0000	\$ 0.00
153	MM1D	Merit I - Debit	\$16,510.26	0.0000%	\$0.0000	\$ 0.00
617	MM3	Merit III	\$60,322.89	0.0000%	\$0.0000	\$ 0.00
1,993	MM3D	Merit III - Debit	\$96,360.23	0.0000%	\$0.0000	\$ 0.00
919	MRAA	Enhanced Merit III Base - Credit	\$61,726.72	0.0000%	\$0.0000	\$ 0.00
2	MRB2	Commercial Refund Group 2	\$(490.89)	0.0000%	\$0.0000	\$ 0.00
22	MRC1	Consumer Credit Refund Group 1	\$(2,604.55)	0.0000%	\$0.0000	\$ 0.00
29	MRC3	Consumer Credit Refund Group 3	\$(2,644.13)	0.0000%	\$0.0000	\$ 0.00
1	MRC4	Consumer Credit Refund Group 4	\$(6.60)	0.0000%	\$0.0000	\$ 0.00
78	MRC5	Consumer Credit Refund Group 5	\$(9,237.17)	0.0000%	\$0.0000	\$ 0.00
29	MRD3	Consumer Debit Refund Group 3	\$(2,314.85)	0.0000%	\$0.0000	\$ 0.00
941	MRKA	Enhanced Public Sector	\$66,212.50	0.0000%	\$0.0000	\$ 0.00
22	MRLA	Enhanced Convenience Purchases - Credit	\$169.44	0.0000%	\$0.0000	\$ 0.00
265	MRPA	Enhanced Service Industry - Credit	\$47,653.54	0.0000%	\$0.0000	\$ 0.00
1	MRQA	Enhanced Key Entered - Credit	\$15.49	0.0000%	\$0.0000	\$ 0.00
670	MRSD	Restaurant - Debit	\$24,893.38	0.0000%	\$0.0000	\$ 0.00
34	MRUA	Enhanced Standard	\$1,428.17	0.0000%	\$0.0000	\$ 0.00
61	MSDD	Standard Debit	\$2,833.96	0.0000%	\$0.0000	\$ 0.00
17	MStd	Standard	\$1,030.09	0.0000%	\$0.0000	\$ 0.00
347	MTKD	SMALL TICKET-DEBIT	\$2,335.81	0.0000%	\$0.0000	\$ 0.00
152	MUC1	Commercial Data Rate 1 (Non-T&E) Business	\$8,074.83	0.0000%	\$0.0000	\$ 0.00
9	MUC2	MC Commercial Data Rate 2 Business Card	\$582.61	0.0000%	\$0.0000	\$ 0.00
55	MUCF	MC Commercial Face-to-Face Business card	\$6,105.43	0.0000%	\$0.0000	\$ 0.00
7	MUCS	Commercial Standard Business	\$184.58	0.0000%	\$0.0000	\$ 0.00

Please remit to:

Accounting Department  
 Link2Gov Corporation  
 PO Box 88310  
 Milwaukee, WI 53288-0310

# INVOICE

Sample Customer  
 ,  
 ATTN: John Smith

Account Number: 999999  
 Account Executive: Christine Leverett  
 Territory:  
 Terms: Due On Receipt

QTY	Code	Description	Volume	Markup		Total
				Per Volume	Per Item	
163	MUCT	MC Commercial T & E 1 Business Card	\$20,695.65	0.0000%	\$0.0000	\$ 0.00
521	MUPS	Public Sector	\$41,299.77	0.0000%	\$0.0000	\$ 0.00
51	MWE3	World Elite Merit III Credit	\$1,843.40	0.0000%	\$0.0000	\$ 0.00
1	MWEC	World Elite Convenience Purchase Credit	\$1.75	0.0000%	\$0.0000	\$ 0.00
7	MWEE	World Elite T&E Credit	\$745.88	0.0000%	\$0.0000	\$ 0.00
2	MWEM	World Elite Merit I Credit	\$108.00	0.0000%	\$0.0000	\$ 0.00
128	MWEP	World Elite Public Sector Credit	\$10,984.10	0.0000%	\$0.0000	\$ 0.00
53	MWER	World Elite Restaurant - Credit	\$1,355.61	0.0000%	\$0.0000	\$ 0.00
68	MWES	World Elite Standard Credit	\$12,901.27	0.0000%	\$0.0000	\$ 0.00
25	MWLD	World T & E Credit	\$2,494.15	0.0000%	\$0.0000	\$ 0.00
1	MWU1	World Merit I Credit	\$20.00	0.0000%	\$0.0000	\$ 0.00
212	MWU3	World Merit III Credit	\$9,206.20	0.0000%	\$0.0000	\$ 0.00
4	MWUC	World Convenience Purchase Credit	\$28.60	0.0000%	\$0.0000	\$ 0.00
591	MWUP	World Public Sector Credit	\$42,596.90	0.0000%	\$0.0000	\$ 0.00
291	MWUR	World Restaurant Credit	\$7,202.55	0.0000%	\$0.0000	\$ 0.00
302	MWUS	World MC Merit III Base	\$63,232.97	0.0000%	\$0.0000	\$ 0.00
<b>Visa</b>						
31	V231	Business Card ? Card Not Present (Non T&E)	\$3,361.65	0.0000%	\$0.0000	\$ 0.00
450	V232	Business Card ? Retail (Non T&E)	\$35,008.76	0.0000%	\$0.0000	\$ 0.00
1	V234	Corporate Card ? Card Not Present	\$119.96	0.0000%	\$0.0000	\$ 0.00
26	V235	Corporate Card ? Retail (Non T&E)	\$2,551.20	0.0000%	\$0.0000	\$ 0.00
1	V237	Purchasing Card ? Card Not Present	\$71.15	0.0000%	\$0.0000	\$ 0.00
40	V238	Purchasing Card ? Retail (Non T&E)	\$2,419.12	0.0000%	\$0.0000	\$ 0.00
3	V240	Visa Signature Preferred Standard	\$1,258.76	0.0000%	\$0.0000	\$ 0.00
51	V241	Visa Signature Preferred Electronic	\$7,266.28	0.0000%	\$0.0000	\$ 0.00
79	V242	Visa Signature Preferred Card Not Present	\$5,857.68	0.0000%	\$0.0000	\$ 0.00
64	V243	Signature Preferred Retail	\$3,576.53	0.0000%	\$0.0000	\$ 0.00
318	VBE	Business Card ? Electronic	\$39,408.57	0.0000%	\$0.0000	\$ 0.00
1	VBL2	Business Card Level II (Non T&E)	\$63.48	0.0000%	\$0.0000	\$ 0.00
21	VBS	Business Card Standard (T&E and Non-T&E)	\$2,623.36	0.0000%	\$0.0000	\$ 0.00
33	VCE	Corporate Card ? Electronic	\$4,284.78	0.0000%	\$0.0000	\$ 0.00
357	VCHN	CPS/Hotel ? Card Not Present Credit	\$58,320.34	0.0000%	\$0.0000	\$ 0.00
161	VCHP	CPS/Hotel - Card Present Credit	\$36,391.65	0.0000%	\$0.0000	\$ 0.00
3,290	VCR2	CPS/Retail 2 for Select Emerging Markets Credit	\$256,044.23	0.0000%	\$0.0000	\$ 0.00
334	VCRS	CPS/Retail Restaurant Credit	\$14,711.09	0.0000%	\$0.0000	\$ 0.00

Please remit to:

Accounting Department  
 Link2Gov Corporation  
 PO Box 88310  
 Milwaukee, WI 53288-0310

# INVOICE

Sample Customer  
 ,  
 ATTN: John Smith

Account Number: 999999  
 Account Executive: Christine Leverett  
 Territory:  
 Terms: Due On Receipt

QTY	Code	Description	Volume	Markup		Total
				Per Volume	Per Item	
1	VCS	Corporate Card Standard (T&E and Non-T&E)	\$548.72	0.0000%	\$0.0000	\$ 0.00
250	VCST	Visa Small TicketCredit	\$2,494.82	0.0000%	\$0.0000	\$ 0.00
110	VEFD	Electronic Interchange Reimbursement	\$9,885.65	0.0000%	\$0.0000	\$ 0.00
798	VERF	Electronic Interchange Reimbursement Fee	\$100,912.82	0.0000%	\$0.0000	\$ 0.00
607	VHND	CPS/Hotel Card Not Present Debit	\$91,983.36	0.0000%	\$0.0000	\$ 0.00
334	VHPD	CPS/Hotel Card Present Debit	\$61,049.41	0.0000%	\$0.0000	\$ 0.00
49	VPE	Purchasing card - Electronic with Data	\$10,845.77	0.0000%	\$0.0000	\$ 0.00
5	VPS	Purchasing Card Standard (T&E and Non-T&E)	\$1,766.32	0.0000%	\$0.0000	\$ 0.00
393	VPSC	CPS/Retail Credit	\$24,562.95	0.0000%	\$0.0000	\$ 0.00
2,990	VPSD	CPS Retail Debit	\$112,301.54	0.0000%	\$0.0000	\$ 0.00
7,063	VR2D	CPS/Retail 2 for Select Emerging Market Debit	\$291,299.88	0.0000%	\$0.0000	\$ 0.00
17	VRCM	Refund Non Passenger Transport	\$(1,909.21)	0.0000%	\$0.0000	\$ 0.00
230	VRCN	Refund MOTO/E-Commerce Non Pass Credit	\$(23,643.91)	0.0000%	\$0.0000	\$ 0.00
131	VRND	Refund MOTO/E-Commerce Non-Passenger	\$(10,364.56)	0.0000%	\$0.0000	\$ 0.00
2,577	VRSD	CPS/ Retail Restaurant - Debit	\$89,238.08	0.0000%	\$0.0000	\$ 0.00
967	VRW1	CPS/Rewards 1	\$55,997.03	0.0000%	\$0.0000	\$ 0.00
1,117	VRW2	Visa CPSReward 2	\$121,410.15	0.0000%	\$0.0000	\$ 0.00
175	VSDD	Standard Debit	\$20,333.55	0.0000%	\$0.0000	\$ 0.00
1,072	VSM D	CPS/Small Ticket Debit	\$8,157.28	0.0000%	\$0.0000	\$ 0.00
129	VStd	Standard	\$29,585.50	0.0000%	\$0.0000	\$ 0.00
		<b>Fees/Dues + Assessments</b>				
		(Adjustments to Actual)			\$0.0000	\$ 0.00
		<b>Link2Gov Fees</b>				
2,833	ATFEE1	Amex Transaction Fee			\$0.0000	\$ 0.00
2,050	DTFEE1	Discover Transaction Fee			\$0.0000	\$ 0.00
9,280	MTFEE1	MasterCard Transaction Fee			\$0.0000	\$ 0.00
	MVFEE1	MasterCard Volume Fee	\$660,931.00	0.0000%	\$0.0000	\$ 0.00
343	TDC	Debit Card Transaction Fee			\$0.0000	\$ 0.00
38,782	TVT	Transaction - Virtual Terminal (TN)			\$0.0000	\$ 0.00
24,276	VTFEE1	Visa Transaction Fee			\$0.0000	\$ 0.00
	VVFEE1	Visa Volume Fee	\$1,469,806.00	0.0000%	\$0.0000	\$ 0.00
		<b>Merchant Fees</b>				
136	FEE	Maintenance - Merchant Number			\$0.0000	\$ 0.00

Please remit to:

Accounting Department  
 Link2Gov Corporation  
 PO Box 88310  
 Milwaukee, WI 53288-0310



LINK2GOV/Metavante  
5430 Data Court, Suite 100  
Ann Arbor, MI 48108  
(734) 222-2000



Invoice Number: 123456  
Page: 5 of 5  
Invoice Date: 09/01/2009  
Services for the month of August 2009

# INVOICE

Sample Customer  
,  
ATTN: John Smith

Account Number: 999999  
Account Executive: Christine Leverett  
Territory:  
Terms: Due On Receipt

QTY	Code	Description	Volume	Markup		Total
				Per Volume	Per Item	
617	FEE	POS Machine / Terminal			\$0.0000	\$ 0.00
1	FEE	Refund Shipping fees			\$0.0000	\$ 0.00
<b>Total Amount Due:</b>						<b>\$0.00</b>

**PLEASE DO NOT PAY THIS INVOICE. THE INVOICE TOTAL WILL BE AUTOMATICALLY DEBITED FROM YOUR ACCOUNT ON THE LAST BUSINESS DAY OF THE MONTH.**

**SAMPLE**

Please remit to:

Accounting Department  
Link2Gov Corporation  
PO Box 88310  
Milwaukee, WI 53288-0310