



Proposal and Response to



Request for Proposal

#002-11

Merchant Services

December 22, 2010

**eGov Strategies, LLC
233 S. McCrea Street
Indianapolis, IN 46225
Phone: 877-634-3468 ext. 2194
FAX: 317-522-0716
www.egovstrategies.com**



December 21, 2010

City Clerk
City of Key West
525 Angela Street
Key West, FL 33040

Re: Request for Proposal #002-11: Merchant Services

EGov Strategies is pleased to present this proposal for services in response to the published RFP. We appreciate your time and consideration in reviewing our proposal. We are confident that the City of Key West will recognize our company as a preferred solution for its merchant services requirements. We are excited to have the opportunity to show the city that eGov Strategies can exceed your stated needs and serve you into the future.

As one of the nation's leading online web service providers, eGov Strategies will partner with you to:

- Provide a Virtual Terminal
- Process all Major Credit Card Brands (Visa/MC/Discover/Amex/Diners), Pin Based Debit and ACH transactions
- Continue to maintain existing or provide multiple payment processing methods, including PC based Software, Counter Top POS Devices, Internet Gateway and Virtual Terminal Options
- Assist with development of custom applications/integrations to your selected hardware and software vendors
- Review and revise systems, processes, and products with appointed City of Key West staff regularly to prevent the program from becoming outdated or stagnant

For your consideration:

1. Our RFP cost proposals are firm for a 90 day period and from a review of your RFP that should fit the timeline for awarding of contract, however if the timeline stretches, please contact us for an extension of the offer to meet your needs.
2. We can provide our services within the timeline and specifications outlined in the RFP while working with the City's software and hardware vendors for a seamless implementation.
3. Pricing quoted covers all costs, expenses and profit incurred by eGov Strategies and is based on a three (3) year base contract and two (2) one-year renewal options.
4. eGov Strategies authorize the submission of the Proposal herein to provide Merchant Services for City of Key West. Our proposal follows the criteria of the proposal outline described in the RFP.

If you need any additional information or details while reviewing our proposal, please feel free to contact me at 877-634-3463 ext. 2194 or by email at astrano@egovstrategies.com.

Respectfully,

A handwritten signature in black ink, appearing to read "April Strano". The signature is fluid and cursive, written over a light blue horizontal line.

April Strano, Sales & Marketing Director
eGov Strategies LLC

eGov Strategies LLC
233 S. McCrea St.
Indianapolis, IN 46225

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(634-eGov)
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Questions? Email us at:
support@egovstrategies.com

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Appendix 1- Proposer Qualifications

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 the requested service.

eGov Strategies is a leading provider of e-government software and services for cities, towns, and counties across the United States. Our founders began working with local government in 1996 by creating and managing the official website of the City of Indianapolis and Marion County, which was heralded internationally as one of the top government websites in the world. **eGov Strategies** LLC was launched in 1999 and now processes payments for more than 300 government clients across the nation.

Having led major e-government initiatives, **eGov Strategies** understands the unique challenges facing local governments, their staff and elected officials. **eGov Strategies'** team is nationally recognized as integration innovator of e-government processes and technologies and brings a "best practices" approach to the planning, design and implementation of your e-government initiative.



The proposed solution uses eGov's Online Payment Center System (with Virtual Terminal Option) allowing your organization to capitalize on municipal-business transactions, while reducing cost to the organization and providing a revenue generating source.

The system reduces transactional cost by:

- Reducing banking and transactional errors
- Lowering printing and mailing costs
- Enhancing staff productivity
- Reducing staff manual handling of printed bills
- Increasing security and reliability of payments
- Increasing flexibility allowing for better management flow of billing timeline internally
- Ensuring payment (with credit card)
- As a revenue generating source the system provides optional convenience fee application for items such as:
 - Permits
 - Fines/Tickets
 - Recreational programs
 - Document Management (birth, death certificates, copy of marriage license, plans, etc.)
 - Sellable Data
 - Taxes
 - Services
 - Utilities
 - Donations
 - other

We provide a low to no-cost solution the system that is configurable to integrate seamlessly with other applications. To determine cost a scope meeting would be required to clearly define the City's needs and the integration implementation plan.

Easy to use, even non-technical users can create payment forms, to include advanced workflow options for complex sales. Understanding payment needs, the system is designed to work with Point-of-Sale options for credit card counter swiping and account management.

Our payment processing partner, **TransFirst**, will handle all aspects of routing transactions to the appropriate networks for authorization and settlement. A merchant application will be required by **TransFirst**. Information regarding TransFirst is provided below:

TransFirst Holdings, Inc is headquartered in Hauppauge, New York at
1393 Veterans Memorial Highway, #307-S
Hauppauge, NY 11788

For the purposes of this RFP response, **TransFirst Health and Government Services, LLC** is the entity responsible for handling all aspects of payment processing for the City.

TransFirst Health and Government Services is located at:
7400 West 110th Street
Suite 500
Overland Park, KS 66210

TransFirst has been a highly recognized Top 10 Processor in the United States. We service over 180,000 merchants through thousands of agents, resellers, referral partners and direct sales. **TransFirst** is a full service processor for Visa, MasterCard, Discover and both Signature and Pin Based debit transaction processing, including chargeback and adjustment processing. **TransFirst** operates a dedicated Health and Government Services division focused on the development of specialized projects for government entity processing.

Expertise in this group includes:

- Interchange management specifically relevant to Government Processing subjects, downgrade research and end user entry revisions to minimize downgrades.
- Integration expertise to manage payments via automation and technology.
- Partner management to ensure appropriate flow to processing modules, PCI compliance and certifications, and creation of custom user guides relevant to third party technology or system vendors selected by the City.
- Invoicing, reporting and research requests that are part of an on-going handling of government entities.
- Citizen acceptance planning for maximizing value of releases of self-service and automation programs throughout the City.
- Relationships with a network of proven vendors, such as **eGov Strategies**, specializing in Government service, already certified to our systems and managing programs throughout the US.

Additionally, **TransFirst** has a dedicated technology division focusing on new product development initiatives for all industries. **TransFirst** continues to explore a variety of products including new types of terminals, terminal software, internet based products, reporting tools,

fraud detection and prevention tools, access mechanisms, loyalty programs, and stored value programs. **TransFirst's** mission is to continually research, evaluate and select those products and services that provide access to the industry's most efficient, state of the art products, services and automation tools. As new vertical markets are acquired, we tailor our research to those markets and implement those products and programs, which seem most suited to the needs of the markets.

TransFirst was founded in 1995 as ACS Merchant Services by the senior management team of one of the nation's top 15 payment processing companies. The company changed its name to **TransFirst** as part of a recapitalization in 2000 by GTCR Fund VII. In May 2007, Welsh, Carson, Anderson and Stowe acquired **TransFirst** from GTCR.

TransFirst Health and Government Services, LLC is both a division and subsidiary of TransFirst Holdings, Inc.

Upon notice of contract award, **TransFirst** will assemble an Account Management Team in conjunction with **eGov Strategies**, which will include a cross functional group of senior staff dedicated to a seamless implementation of our services. For this project, April Strano, Sales and Marketing Director for **eGov Strategies**, will serve as the primary point of contact and coordinate all efforts to ensure a timely implementation. Additional resources available include Sheila Raebel, Vice President of Business Development, **TransFirst Government Services** and David Broughton, National Relationship Manager, **TransFirst Government Services**.

A dedicated Account Management Team that will be developed upon notice of contract award. For this project, Scott Jarumbo, National Account Manager – Government Services, will serve as the primary point of contact and coordinate all efforts to ensure a timely implementation as well as on-going support of the City of Key West's accounts. Generally, response time is within 2 business hours of receipt of a phone message or email inquiry.

Additionally, **TransFirst** employs over 700 associates nationwide and provides unparalleled commitment to customer service beginning with an in-house, full-time employee staffed 24-hour Merchant Support Helpdesk that operates 365 days a year, including holidays. **TransFirst** is committed to servicing our merchant customers' merchant services requests quickly, effectively and on the first call. The average wait time before your call is answered by one of our trained support professionals is under 30 seconds.

Attachment 2 – Process

Question #2 – Merchant Proposer must be able to provide end to end merchant services, including equipment/software, credit and charge transaction authorization, routing and settlement for all major credit and debit card brands. Describe this process and identify any joint venture or affiliate relationships required to complete the processing of the transaction.

TransFirst is a full service processor for Visa, MasterCard, Discover and both Signature and Pin Based Debit transactions, including Authorization, Settlement and Dispute Processing. In addition, **TransFirst** provides Authorization services for American Express transactions and transmits transactional information to American Express for settlement and dispute management.

TransFirst does not require the use of any joint venture or affiliated relationships to complete the processing of transactions. **TransFirst** will work with any City selected hardware/software vendors to complete customized processing systems, including any future implementations of convenience fees. Our specialized government integration team completes successful integrations with companies providing services to government entities on a regular basis in a timely manner.

eGov Strategies, LLC is fully integrated to **TransFirst** and is a current vendor for the City. Utilizing eGov Strategies' on-line payment options or virtual terminal application will allow the City to easily and quickly implement new payment technologies.

Benefits

- Reduces or eliminates cost of many municipal payment transactions.
- Reduces errors.
- Offers convenient, secure and reliable 24-hour customer service.
- Creates one central location for bill and payments transactions.
- Tracks constituent-customer account information for personalized self-management of accounts.
- Extensive tracking and reporting features for municipal-staff users.
- Optional Electronic Bill Present (EBP).
- Easily integration options.
- Flexible templates permit custom scripting for advanced users to develop stand-alone applications.

In addition, **TransFirst** will provide API documentation for our proprietary gateway to H T E Sunguard for use with its Click2Gov application as requested by the City.

Attachment 3 – Customer Service

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

The following types of issues (but not limited to) that **TransFirst's** merchant support call center handles: Statement Inquiries, Account Changes, Additions (locations, services, equipment, and card types), supply orders, Transaction/Batch Inquiries, Issuing Bank Information, Interchange Questions, POS Troubleshooting, Coding Corrections/Changes, Application Updates, Added Services (check, gift cards, etc) and Equipment swaps.

Our customer service representatives must successfully complete the **TransFirst** University training program. This curriculum trains our call center support representatives on all of **TransFirst's** proprietary systems as well as third party hardware products, such as POS devices. Support representatives also learn about the authorization network, settlement and deployment partners before they are allowed to service customers. The training received by the center employees is modular and is broken into the following subsets:

- Customer Service I: Statements and Supplies
- Customer Service II: Interchange, downgrades and Transaction Central support
- Technical Support I: Basic Terminal types
- Technical Support II: Advanced and new terminal types.

Total training time for this curriculum equals about 272 hours.

TransFirst's in-house technical support department technicians range in responsibility from Level 1 to 3 depending on the expertise required to resolve any given technical problem. Our technicians use and troubleshoot a variety of processing terminals and applications released by **TransFirst**. They are also adept in utilizing **TransFirst** proprietary systems as well as those of our partners including TSYS, Global, Chase Paymentech and First Data.

In the event a terminal went down during the weekday or on the weekend/after hours, City Staff should contact our merchant support desk for technical troubleshooting. If troubleshooting fails to rectify equipment problems, our merchant support desk would issue an equipment swap for the same or similar make/model terminal within one business day.

The City should contact their assigned account manager in the event an issue is not or cannot be resolved during the first call to our customer service/merchant support desk. Regular office hours will be provided to the City upon notice of contract award.

Attachment 4 – Merchant Statement

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

A Sample **TransFirst** Merchant statement is included as Addendum 1 in Tab 6 – Addenda.

In the event City staff identifies differences between internal deposit records and Merchant Account Statements, they should contact the City's assigned account manager and provide the Merchant ID, DBA Name, Date of discrepancy, and copies of any internal deposit records via fax or email.

Additionally, ALL **TransFirst** merchants are given access to TransLink, our web-based reporting tool. TransLink is offered to our merchants with various access levels. TransLink offers easy, online access to a comprehensive selection of reports 24 hours a day, seven days a week. Merchants can have real-time, online access to data.

With a browser and access to the internet, along with a password and log-on, TransLink streamlines the reconciliation of merchant services activity with extensive reporting of batched transaction detail and helps merchants manage their credit card acceptance.

For an online demo, please visit:

<https://www.transfirst.com/translinkdemo/merchantdemo/index.html>

Additional information about TransLink, including screen shots of sample reports, please refer to Addendum 2 in Tab 6 – Addenda of our RFP response.

Attachment 5 – Exception to Scope

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

eGov Strategies takes no exceptions to the requirements of this Scope of Services.

Attachment 6 – Implementation Timeline

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

Upon notice of contract award, **eGov Strategies** and the **TransFirst** Account Management team will meet with designated City staff to create a conversion and implementation plan that meets the specific department's requirements. Any changes or changes in a current procedure as a result of the conversion will be addressed and outlined in the department's general conversion plan as well as discussed in the weekly meetings that will be established with each department to review the implementation plan throughout the entire phase of the conversion.

Once a contract is signed, weekly calls will be held at both the City level and at the department level. The City level calls will provide to City staff, overall progress of the conversion as the Department level call will provide the Department with its progress for that particular project.

Initial calls at all levels will occur within 2 weeks of the contract being signed. The initial calls will include an interrogatory between **TransFirst** Account Management and designated department representatives throughout the City. This process will include collection of detailed information regarding technology in use, required process flow, requested improvements in new project, special requirements and vendor or third party details. From this point, **TransFirst** will develop a detailed conversion project plan and present this to all parties. Scheduled weekly calls will be set to provide updates and progress reports back to all involved parties. Prioritization will be in conjunction with the City assigned manager(s); urgent needs that are not pre-determined but occur with any existing account can be accommodated real-time, outside the originally scheduled conversion project plan. Conversion of merchants is considered the foundation for future success in any processing relationship and heavy emphasis on correct management of this project will be clearly communicated to all involved staff.

TransFirst will complete the conversion of accounts within the City's outlined schedule of events.

Appendix 2 - References

Appendix 2
References

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

Reference 1

Name of Account: City of Corona, CA

Phone Number 951-736-2452 Name of Contact Linda Chretien

Title Customer Service Administrator Email Linda.Chretien@ci.corona.ca.us

Installation Date Installed in 2004, recontracted in 2008 Duration of project Entering 7th year

Scope of work completed TransFirst supports multiple transaction entry methods for all revenue departments for the City of Corona, CA. We provide single source reporting solutions for all revenue divisions for custom Web, Online Bill Payment, Finance/Treasury, Utility auto and manual recurring payments, Utility ACH (electronic check) payment, Billing, Licensing, Permitting and Special Event processing functionality.

Reference 2

Name of Account: City of Newport Beach, CA

Phone Number 949-644-3242 Name of Contact Cecilia Valenti

Title Fiscal Operations Supervisor Email cvalenti@newportbeachca.gov

Installation Date Installed in 2004 Duration of project Entering 7th year

Scope of work completed TransFirst supports multiple transaction entry methods for approximately 20 revenue departments throughout the City of Newport Beach. TransFirst provides single source reporting solutions for revenue divisions using custom Web, IVR, Online Bill Payment, Finance/Treasury/Cashier Groups, Citations, Business Licenses, Libraries, Special Events and Parking Facility processing functionality.

Appendix 2
References

Reference 3

Name of Account: City of Oklahoma City, OK

Phone Number 405-297-2963 Name of Contact Jason Martinez

Title Assistant City Treasurer Email JC.Martinez@okc.gov

Installation Date January 2009 Duration of project Entering 2nd year

Scope of work completed TransFirst supports multiple transaction entry methods for approximately 10 revenue departments throughout the City of Oklahoma City. TransFirst provides single source reporting solutions for revenue divisions using direct Web integration, IVR, Finance/Treasury, Cashier Groups utilizing 3rd party integrated software, Courts, and Parking meter processing functionality.

Reference 4

Name of Account: New York Waterway

Phone Number 201-902-8753 Name of Contact Carol Bullock

Title Director-Revenue Systems and Control Email Bullock@nywaterway.com

Installation Date September 2009 Duration of project 1 ¼ years

Scope of work completed TransFirst supports multiple transaction entry methods for approximately 35 Ticket Vending Machines and Ticket Offices utilizing a custom gateway integration and 3rd party hardware as well as stand-alone POS terminals and 3rd party Website processing for Ferry tours. TransFirst provides single source reporting tools to Revenue Control staff for simplified reconciliation of batch deposits.

Appendix 3 - Cost

Appendix 3 costs

APPENDIX 3

COSTS

CITY OF KEY WEST CREDIT CARD TRANSACTIONS

Department/Payment Type/Equipment in Use	City Cost Price/Unit	City Customer Cost Price/Unit
Revenue Department	Interchange Pass through plus 15 basis points plus .08 per transaction	\$5.95 for payments not made at the point of sale to conform to Visa regulations
Parking Department	Interchange Pass through plus 15 basis points plus .08 per transaction	\$5.95 for payments not made at the point of sale to conform to Visa regulations
Building Department	Interchange Pass through plus 15 basis points plus .08 per transaction	\$10.95 for payments not made at the point of sale to conform to Visa regulations
Transfer Station	Interchange Pass through plus 15 basis points plus .08 per transaction	\$3.95 for payments not made at the point of sale to conform to Visa regulations
Key West Bight Marina/Fuel Rents	Interchange Pass through plus 15 basis points plus .08 per transaction	\$6.95 excludes American Express and not made at the point of sale to conform to Visa regulations
Key West Bight Marina/Parking	Interchange Pass through plus 15 basis points plus .08 per transaction	N/A
Park-N-Ride	Interchange Pass through plus 15 basis points plus .08 per transaction	N/A
Garrison Bight Marina	Interchange Pass through plus 15 basis points plus .08 per transaction	N/A
ONLINE		All payments will have same fee as indicated above

All convenience fee pricing is subject to revision based on average transaction size at the time of contract negotiation. All convenience fee pricing and usage is subject to the rules and regulations of Visa, MasterCard, American Express and Discover.

Appendix 3 costs

Fee Description	One Time Costs
Software	Basic option included with convenience fee model
Software Upgrades	Basic option included with convenience fee model
Merchant Application Fee	\$0
Set Up Fee by Processor	\$0
Internal Control and Procedures Review	\$0
Initial Training Onsite	\$0
Additional Training- telephone or written training	\$0

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

Product	Model	Rental Per Month	Purchase Per Device
Terminal			\$699.00 (IP capable)
Printer			N/A
PIN Pad			\$199.00
Check Reader			\$349.00
Imprinter			\$0
Electronic Check Svs Fee			.35
On-line Reporting	N/A		N/A
Wireless Equipment			N/A
Supplies			\$1.00 per receipt paper roll or \$50 per case

TransFirst and eGov Strategies propose the use of the "virtual terminal" in as many departments as possible to alleviate the need for stand-alone equipment; thus reducing the cost to the City.

Appendix 3 costs

APPENDIX 3

COSTS

Monthly Fees: Required per Merchant Account

Fee Description (fees paid by merchant)	Per Item Cost	Monthly Cost
Account Fee		\$10.00
Technical Support		\$0
Monthly Statement		\$0
Security Coverage		\$10.00
Minimum Transaction Volume		\$0
Transaction/Network Access		\$0
Other:		

List All Additional Fees Required to Process Payment Made On-Line through the City Website:

Fee Description	Per Item Cost	Monthly Cost
Charge Backs	\$25.00	
Other		

Settlement:

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

Visa, MasterCard and Discover transactions settle within 48 hours of the transaction date. American Express* transactions will settle within 72 hours of the transaction date. Electronic check transactions settle within 72 hours of the transaction date.

Appendix 3 costs

* The City will be required to set up a merchant account with American Express

Appendix 4 - Equipment





Approvals



Programs

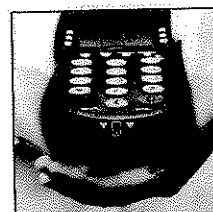
- Retail and restaurant
- Free terminal programs
- Small merchants
- Sunset programs
- Check verification
- Gift and loyalty
- Retail with tip
- Multi-Merchant
- Multi-Application

The Optimum answer for small merchants

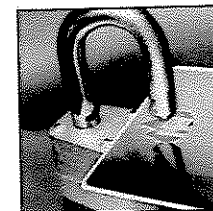
Why settle for a dial terminal that limits your business? The T4205 is everything a merchant needs, nothing they don't. Since the T4205 is built on the extremely successful T4200 platform, your existing certified business applications for T4200 family terminals will run on the T4205 without any modifications. That's right! No re-certification is needed to take immediate advantage of the economically priced and full featured T4205.

The T4205 comes standard with 24MB of total memory, an ARM9 processor for fast transactions and multi-application support. The T4205 is also PCI PED approved so that you can support debit with or without an external PIN pad. No better value exists for sensibly upgrading your install base to PCI PED compliance. You can also accept chip card transactions with the optional EMV-approved reader.

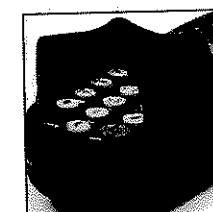
Shouldn't your merchants enjoy the benefits of an economical next generation terminal without compromise? Don't settle for second best, offer the T4205 as part of your total product portfolio offering and see the difference that Hypercom can make for you.



HyperSafe32 prevents merchant slamming



Secure, PCI-PED approved



Optional Privacy Shield

AFFORDABLE, HIGH-END FEATURES.



Powerful > 32-bit ARM9 processor

Fast > V.34 modem standard

Functional > Full multi-application

Easy-to-use > ADA-style key layout and integrated PCI PED approved PIN pad

Adaptable > Optional EMV chip card reader

Economical > Perfect compliment to the T4200 product range

Modern > High-end features and value

Secure > Designed for the most stringent security regulations

Optimum[®]T4205

THE PREMIER, HIGH VALUE, ECONOMICAL POS SOLUTION

TECHNICAL SPECIFICATIONS:

PROCESSOR

- 32-bit ARM9

KEYPAD

- 19 buttons; PCI PED approved; water splash-resistant
- 6 navigation buttons
- ADA-style markings

DISPLAY

- LCD with graphics
- 160 x 80 resolution
- Green LED, backlight

CARD READER

- Magnetic stripe:** Bi-directional, Tracks 1, 2 & 3
- Chip card:** Optional; EMV4.0 Level 1 & 2, ISO 7816
- Up to three-SAM slots

COMMUNICATIONS

- Primary:** Dial
- Modem:** V.34/33.6Kbps
- Ports:** RS-232 for peripherals, PIN port for external PIN pad

PRINTER

- SureLoad[®] clamshell design, drop-in loading, thermal technology, 384 dots per line
- 10+ lines per second
- Paper roll:** 2.25", 50mm max. diameter

MEMORY

- Total:** 24MB
- Flash:** 8MB
- SDRAM:** 16MB
- SRAM (non-volatile):** 512K
- SRAM Backup:** 5-year battery

POWER

- AC:** 100-240V, 50/60 Hz
- DC:** 7.5V, 2.0A

ENCRYPTION

- PCI PED approved**
- Triple DES:** ANSI X9.52, PIN-ANSI X9.8, MAC-ANSI X9.9 Part 1-ANSI X9.24
- Key management:** DUKPT, Triple DES DUKPT and Triple DES master/session keys

FOOTPRINT

- 3.6 in (w) X 8.2 in (l) X 2.4 in (h)
- 91.7 mm (w) x 208.8 mm (l) X 62.0 mm (h)

WEIGHT

- 14.4 oz / .41 kg

ENVIRONMENT

- Temperature:** 0-45°C/32-115°F
- Humidity:** Max 85%, non-condensing
- ESD:** 12,000 volts

Simple, Easy-To-Use Features

- Run your T4200 family applications on the T4205 without the time and expense of re-certification or re-training your helpdesk. If you already support a T4200 product, the T4205 makes perfect sense!
- Large, ADA-style, 19-key layout allows for easy key recognition. The Clear, Enter, Cancel and "5" keys provide tactile feedback for visually-impaired customers
- Slim form factor makes it perfect for handover installations
- Industry-leading software includes the functionality necessary to introduce value-added opportunities to merchants.

Fast, Time-Saving Performance

- V.34 modem provides superior performance for faster downloads and faster data transfers
- The ARM9, 32-bit processor provides speed and functionality. It delivers four times the processing power and speed of an ARM7 processor used in competitive devices.

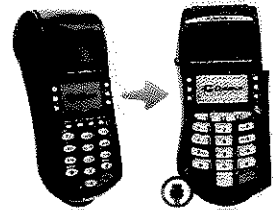
High Value

- With more memory, 24MB standard, than competitive devices in its class, the Optimum T4205 easily handles software size increases due to regulatory requirements as well as the addition of value-added applications
- The T4205 is PCI PED approved for secure PIN transactions
- Check imagers, PIN pads and contactless check readers can be connected using the peripheral port to provide more payment choices
- Secure design meets the most stringent security regulations in the industry, including PCI PED
- The HyperSafe[®]32 architecture provides the ultimate protection against any unauthorized loading of applications. With HyperSafe32 enabled, you can ensure merchant retention opportunities.

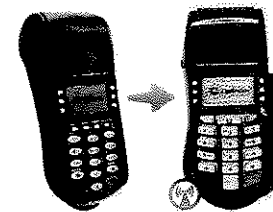
RUNS T4200 FAMILY APPLICATIONS



UPGRADE PATHS TO IP



UPGRADE PATHS TO WIRELESS



AVAILABLE THROUGH



First In Secure Electronic Payments
www.transfirst.com
 Contact TransFirst at 877.840.8605

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GLOBAL LOCATIONS: North America | Central America | Latin America | Asia/Pacific Rim | Europe | Middle East | Africa

Appendix 5 – City Forms

ANTI-KICKBACK AFFIDAVIT

Missouri
STATE OF ~~FLORIDA~~

SS

Platte
COUNTY OF ~~MONROE~~

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: *April J. Strano*
April J. STRANO

sworn and prescribed before me this 21st day of December, 2010

[Signature]
NOTARY PUBLIC, ~~State of Florida~~
Missouri

My commission expires: Feb. 20, 2012

JESSICA KITZMANN
Notary Public - Notary Seal
STATE OF MISSOURI
Platte County
My Commission Expires Feb. 20, 2012
Commission # 08009753

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
by April J. Strano, Sales + Marketing Director
(Print individual's name and title)
for eGov Strategies
(print name of entity submitting sworn statement)

whose business address is 233 S. McCrea St, Indianapolis, IN
and (if applicable) its Federal Employer Identification Number (FEIN) is 35-2077315
(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.

April J Strano
(SIGNATURE)

12/21/10
(DATE)

STATE OF Missouri
COUNTY OF Platte

PERSONALLY APPEARED BEFORE ME, the undersigned authority April Strano who, after first being sworn by me, (name of individual) affixed his/her signature in the space provided above of this 21st day of December, 2010

[Signature]
NOTARY PUBLIC

My commission expires: Feb. 20, 2012

JESSICA KITZMANN
Notary Public - Notary Seal
STATE OF MISSOURI
Platte County
My Commission Expires Feb. 20, 2012
Commission # 03009753

Addendum 1 – Sample Merchant Statement

TRANSFIRST HEALTH SVCS
 QUESTIONS CALL 800-654-9256
 371 CENTENNIAL PARKWAY
 LOUISVILLE CO 80027

05-09 3930
 649077 0140608
 3930-XXX-XXX-74
 071XXXXXXX
 XXXXXX8152
 PAGE 1

ANIMAL HOSPITAL
 1234 MAIN STREET
 HIGHLAND PARK IL 60035-1733

3,079.83

AMOUNT DEDUCTED FROM ACCOUNT

PLAN SUMMARY					NET SALES	AVG TKT	DISC P/I	%	DISCOUNT DUE
PL #	SALES	\$ SALES	# CREDITS	\$ CREDITS					
V	477	84,361.98	02	193.57	84,168.41	176.86	.000	.150	126.54
M	334	63,695.52	03	96.00	63,599.52	190.71	.000	.150	95.54
DS	0	0.00	00	0.00	0.00	0.00	.000	.000	.00
DB	31	3,975.80	00	.00	3,975.80	128.25	.000	.000	.00
**	842	152,033.30	05	289.57	151,743.73	180.56			222.08

DAY	REF NUMBER	* PL	# SALES	\$ SALES	\$ CREDITS	DISCOUNT PD	NET DEPOSIT
04	90001550065	D T	55	10,254.95	.00	.00	10,254.95
04	90001560022	D T	20	3,739.15	.00	.00	3,739.15
05	90001580045	D T	34	6,080.00	18.00	.00	6,062.00
05	90001590001	D T	01	414.50	.00	.00	414.50
06	90001600043	D T	39	5,908.82	.00	.00	5,908.82
07	90001610042	D T	36	7,381.05	43.00	.00	7,338.05
08	90001620035	D T	33	8,331.34	.00	.00	8,331.34
11	90001630052	D T	46	6,322.51	.00	.00	6,322.51
11	90001640002	D T	01	200.00	.00	.00	200.00
11	90001650032	D T	29	5,356.19	.00	.00	5,356.19
12	90001660050	D T	38	6,123.67	.00	.00	6,123.67
13	90001670045	D T	40	8,652.98	.00	.00	8,652.98
13	90001680002	D T	01	874.25	.00	.00	874.25
14	90001690041	D T	35	6,334.69	137.65	.00	6,197.04
15	90001700035	D T	31	5,761.97	.00	.00	5,761.97
18	90001710053	D T	47	5,618.88	.00	.00	5,618.88
18	90001720027	D T	20	3,846.75	.00	.00	3,846.75
19	90001730047	D T	43	8,541.31	.00	.00	8,541.31
20	90001740048	D T	40	5,650.23	35.00	.00	5,615.23
21	90001750033	D T	28	5,104.23	.00	.00	5,104.23
22	90001760040	D T	33	4,827.75	.00	.00	4,827.75
25	90001770040	D T	36	7,601.93	.00	.00	7,601.93
25	90001780029	D T	21	3,592.88	.00	.00	3,592.88
26	90001790048	D T	41	7,500.01	55.92	.00	7,444.09
27	90001800044	D T	37	8,119.50	.00	.00	8,119.50
28	90001810032	D T	25	4,545.40	.00	.00	4,545.40
29	90001820036	D T	32	5,348.36	.00	.00	5,348.36

TRANSFIRST HEALTH SVCS
 QUESTIONS CALL 800-654-9256
 371 CENTENNIAL PARKWAY
 LOUISVILLE CO 80027

05-09 3930
 649077 0140608
 3930-XXX-XXX-74
 071XXXXXX
 XXXXXX8152
 PAGE 2

ANIMAL HOSPITAL
 1234 MAIN STREET
 HIGHLAND PARK IL 60035-1733

3,079.83
 AMOUNT DEDUCTED FROM ACCOUNT

DAY	REF NUMBER	* PL	# SALES	\$ SALES	\$ CREDITS	DISCOUNT PD	NET DEPOSIT
DEPOSIT TOTALS			842	152,033.30	289.57	.00	151,743.73

NUMBER	AMOUNT	DESCRIPTION	TOTAL
		MONTHLY SERVICE FEE	7.00
		\$50,000 Breach Security Coverage	6.95
234	42,697.79	VISA CPS REWARDS 1 @ 1.65% + \$.10	727.91
56	11,782.12	VISA CPS REWARDS 2 @ 1.90% + \$.10	229.46
07	2,331.84	VISA BUS RETAIL @ 2.20% + \$.10	52.00
17	3,079.26	VISA SIG PREFERRED CNP @ 2.30% + \$.10	72.52
55	8,913.39	VISA SIG PREFERRED RTL @ 2.10% + \$.10	92.68
71	9,624.33	VISA CPS/RTL CK DB @ 1.03% + \$.15	109.78
08	977.41	VISA CPS/CNP DB @ 1.60% + \$.15	16.84
26	4,624.29	VISA CPS-RETAIL @ 1.54% + \$.10	73.81
02	298.35	VISA CPS-NOT PRES @ 1.85% + \$.10	5.72
01	33.20	VISA EIRF @ 2.30% + \$.10	.86
	84,361.98	VISA ASSESSMENTS	78.03
02	79.05	MC ELITEMERIT3 @ 2.20% + \$.10	1.94
46	10,325.69	MC ENH MERIT3 @ 1.73% + \$.10	183.23
03	718.40	MC ENH MERIT 1 @ 2.04% + \$.10	14.96
05	1,343.37	MC MERIT I @ 1.89% + \$.10	25.89
18	4,456.91	MC MERIT III @ 1.58% + \$.10	72.22
22	3,416.53	MC CORP DATA RT 1 @ 2.65% + \$.10	92.74
04	539.95	MC MERIT I DB @ 1.64% + \$.16	9.50
21	3,414.78	MC MERIT III DB @ 1.05% + \$.15	39.01
49	9,848.74	MC WRLD MERIT 1 @ 2.05% + \$.10	206.80
164	29,552.10	MC WRLD MERIT 3 @ 1.73% + \$.10	527.65
	63,695.52	MC ASSESSMENTS	60.51
31	3,975.80	ATM DEBIT CARD TRANSACTION FEES	30.69
80		NETWORK ACCESS FEES - AMEX	12.00
47		NETWORK ACCESS FEES - DISCOVER	7.05
		TOTAL FEES DUE	2,857.75

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05-09 3930
649077 0140608
3930-XXX-XXX-74
071XXXXXX
XXXXXX8152
PAGE 3

ANIMAL HOSPITAL
1234 MAIN STREET
HIGHLAND PARK IL 60035-1733

3,079.83
AMOUNT DEDUCTED FROM ACCOUNT

DISCOUNT DUE	222.08
FEES DUE	2,857.75
AMOUNT DEDUCTED	3,079.83

VISA/MC HAVE ANNOUNCED CHANGES TO INTERCHANGE RATES WHICH MAY AFFECT YOUR
MERCHANT PRICING EFFECTIVE OCT 2008. DETAILS TO FOLLOW ON YOUR SEPT STMT.

Addendum 2 – TransLink

TransLink Batch Detail Reporting Screenshots

Benefits:

- 24/7 instant access
- Monitor payment activity
- Track sales trends
- Pull previous statements, authorization records and much more
- Eliminate endless searches through stacks of receipts and boxes of files
- Multi-user access

Merchant Information
Transactions
Authorization
Interchange Report
Card Activity
Chargebacks
Statement
Adjustment History
Note History
Merchant Profile
Application Status
Profitability Statement
Merchant Maintenance
History

Reports:

Transaction History by:

- Date
- Cardholder number
- Transaction amount
- Batch amount
- Authorizations
- Statements
- ACH History
- Chargebacks

Selled Batches and Transaction Look-up

Merchant ID: 000000006
Search By: Merchant ID
Start Date: 05/01/2006
End Date: 05/31/2006
Rows per Page: 25
Create Report

Screen Prints of the various reports begin on the following page.

Authorization Activity

Translink - Authorization Activity - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Go Links

Address: https://www.translink.net/Translink/content/MerchantReports/MerchantAuthorization.aspx?ReportId=128&MenuId=1

Welcome to Translink.

TRANSLINK

Corporate Merchant Reports Portfolio Reports Sponsor Reports Online App Change Forms Administration What's New

Merchant Information sections

Change Report Activity Checks Statements History Merchant Profile Location Status Ability Statement By Card Type Table Description Item Maintenance

Authorization Activity

Merchant ID:

Start Date: 06/10/2005

End Date: 06/24/2005

Find Merchant

Rows per Page: 10

Create Report

Auth Date/Time	Auth Amt	Cardholder #	Card Type	Exp Date	Response Code	Approval Code	Entry Mode	Terminal ID	AVS CVV?	File Source
06/20/05 00:17:46	\$1,553.87	7203	Visa	09/05	Approval	919171	Keyed	000010002	Y	Vital
06/16/05 21:47:48	\$54.07	0638	MC	02/08	Approval	987031	Keyed	000010002		Vital
06/12/05 00:46:18	\$1,405	1313	AMex	07/07	Approval	138531	Keyed	000010002		Vital
06/10/05 22:02:13	\$24.36	1328	MC	01/06	Approval	005219	Keyed	000010002		Vital
06/09/05 17:16:51	\$59.95	5545	Visa	11/05	Approval	068473	Keyed	000010002	N	Vital

5 Records Returned Page 1 of 1

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Internet

The report includes information related to the attempted authorization, such as the date and time, the card used, the source of the authorization request (e.g. terminal or telephone), and the response received.



Settled Batches and Transaction Look-Up

Within a specific merchant, the search may be narrowed by Cardholder Number, by Batch Deposit Amount, or a by specific Transaction Amount by selection the additional criteria from the "Search By" drop-down menu.

Settled Batches and Transaction Look-up

Merchant ID:

Search By: Merchant ID

Start Date: 08/10/05

End Date: 08/24/05

Find Merchant

Rows per Page: 10

Create Report

	Network	Batch Date	Net Deposit	Total Tickets	Number Of Debits	Amount Of Debits	Number of Credits	Amount of Credits	Hold Amount	Terminal ID	Deposit Amount	Deposit Date
Details	VISA	08/10/05	\$59.95	1	1	\$59.95	0	\$0.00			\$29.95	08/11/05
Details	VISA	08/11/05	\$24.36	1	1	\$24.36	0	\$0.00			\$24.36	08/12/05
Details	VISA	08/12/05	\$14.05	1	1	\$14.05	0	\$0.00			\$0.00	08/15/05
Details	VISA	08/17/05	\$54.07	1	1	\$54.07	0	\$0.00			\$54.07	08/18/05
Details	VISA	08/23/05	\$1,529.87	1	1	\$1,529.87	0	\$0.00			\$1,533.87	08/24/05
Details	VISA	08/24/05	\$111.00	1	1	\$111.00	0	\$0.00				08/25/05

6 Records Returned Page 1 of 1

Clicking on a Details button to the left of a batch will cause the Merchant Transaction Detail report to be generated. This report shows detailed information about each of the transactions that were processed in the selected batch.

Search By: Merchant ID

- Merchant ID
- Cardholder Number
- Batch Deposit Amount
- Transaction Amount



Transactions

Translink - Transactions - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address: https://www.transfirst.com/Translink/content/AssociationReports/AssociationTransaction.aspx?ReportId=29&MenuId=4

Include Sub-Totals: No

Rows per Page: 10

Merchant ID	Net Deposit	Total Tickets	Number of Debits	Amount of Debits	Number of Credits	Amount of Credits	Hold Amount	Terminal ID	Deposit Amount	Deposit Date
<input type="button" value="Details"/>	\$167.64	4	4	\$167.64	0	\$0.00			\$167.64	10/03/05
<input type="button" value="Details"/>	\$143.86	6	6	\$143.86	0	\$0.00			\$143.86	10/03/05
<input type="button" value="Details"/>	\$145.32	2	2	\$145.32	0	\$0.00			\$145.32	10/03/05
<input type="button" value="Details"/>	\$204.91	2	2	\$204.91	0	\$0.00			\$204.91	10/03/05
<input type="button" value="Details"/>	\$189.03	10	10	\$189.03	0	\$0.00			\$175.39	10/03/05
<input type="button" value="Details"/>	\$777.17	25	25	\$777.17	0	\$0.00			\$701.22	10/03/05
<input type="button" value="Details"/>	\$1,609.50	28	28	\$1,609.50	0	\$0.00			\$1,509.50	10/03/05
<input type="button" value="Details"/>	\$254.80	3	3	\$254.80	0	\$0.00			\$254.80	10/03/05
<input type="button" value="Details"/>	\$1,053.72	3	3	\$1,053.72	0	\$0.00			\$1,053.72	10/03/05
<input type="button" value="Details"/>	\$1,460.50	2	2	\$1,460.50	0	\$0.00			\$1,460.50	10/03/05

166 Records Returned

Done Internet

Searches are conducted on settled batches for the specified Association and date range. The default date range is two weeks. The results of the search are sorted (within the timeframe of the specified date range) from newest to oldest, based on the Batch Closed Date, with the most recent batches displayed at the top.

Clicking the Details button generates the Association Transaction Detail Report, returning transaction information related to the associated merchant. This report supplies detailed transaction information at the cardholder level.



Card Activity

Translink - Merchant Card Activity - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address: https://www.transfirst.net/Translink/content/MerchantReports/MerchantCardActivity.aspx?ReportId=13&MenuId=1

Settled Transaction Batches

Details	Detail Number	Net Deposit	Number Of Debits	Amount Of Debits	Number of Credits	Amount of Credits	Hold Amount	Terminal ID	Deposit Amount	Deposit Date
Details	1	\$1,553.37	1	\$1,553.37	0	\$0.00			\$1,553.37	08/24/05
Details	1	\$64.93	1	\$64.93	0	\$0.00			\$64.93	03/29/05
Details	1	\$724.00	2	\$724.00	0	\$0.00			\$724.00	02/24/05
Details	1	\$814.32	1	\$814.32	0	\$0.00			\$814.32	11/01/04
Details	1	\$518.31	1	\$518.31	0	\$0.00			\$518.31	07/08/04
Details	1	\$367.46	4	\$367.46	0	\$0.00			\$367.46	06/24/04
Details	1	\$133.68	4	\$133.68	0	\$0.00			\$128.27	04/16/04
Details	2	\$239.28	2	\$239.28	0	\$0.00			\$239.28	04/15/04

Authorizations

Trans Date/Time	Auth Amt	Cardholder #	Exp Date	Response Code	Approval Code	Entry Mode	Auth Src	Terminal ID
08/20/05 00:17:46	\$1,553.37	7502	09/05	Approval	919171	Keyed	5	000010002
03/25/05 19:42:36	\$64.93	7502	09/05	Approval	312224	Keyed	5	000010002
02/22/05 19:16:08	\$74.00	7502	09/05	Approval	312261	Keyed	5	000010002
10/28/04 20:43:07	\$814.32	7502	09/05	Approval	018234	Swiped	5	000010002
07/06/04 23:54:34	\$518.31	7502	09/05	Approval	016043	Swiped	5	000010002
06/22/04 18:22:52	\$163.55	7502	09/05	Approval	012222	Swiped	5	000010002
04/14/04 19:11:10	\$19.32	7502	09/05	Approval	014111	Swiped	5	000010002
04/14/04 01:08:57	\$103.20	7502	09/05	Approval	023100	Swiped	5	000010002

1. Settled Transaction Batches – all batches that have been settled to the specified Merchant account that relate to the specified Card Number. The information listed for settled batches includes: Deposit Amount, Count of Debits and Credits, and ACH information.
2. Authorizations – all transactions that were submitted for authorization by the specified Merchant that relate to the specified card number. The information listed includes attempted authorizations, the transaction amount, the card used and the terminal.
3. Retrieval Requests and Chargebacks – all Retrieval Requests and Chargebacks that the specified Merchant account has received for the specified Card Number



Combined Corporate Merchant Statement

Translink - Combined Corporate Merchant Statement - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address: https://www.transfirst.com/Translink/content/AssociationReports/AssociationCombinedCorporate.aspx?ReportId=308&MenuId=4

Month / Year: August (8) 2005

Rows per Page: 10 Create Report

Merchant ID	DBA Name	City	State	Number of Sales	Sales Volume	Number of Credits	Credit Volume	Discount Paid	Total Deducted From Account
				0	\$0.00	0	\$0.00	\$0.00	\$0.00
				68	\$14,768.96	0	\$0.00	\$295.38	\$339.84
				28	\$8,984.06	1	\$120.00	\$172.84	\$580.71
				24	\$4,714.35	0	\$0.00	\$94.29	\$104.65
				2	\$1,448.74	0	\$0.00	\$28.69	\$55.24
				0	\$0.00	0	\$0.00	\$0.00	\$0.00
				23	\$2,603.00	0	\$0.00	\$54.14	\$78.47
				63	\$1,4734.16	0	\$0.00	\$372.55	\$318.73
				11	\$1,829.73	0	\$0.00	\$37.15	\$72.19
				3	\$116.70	0	\$0.00	\$10.00	\$24.09

171 Records Returned Previous Page Next Page >> Page 1 of 18

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Done Internet

The report has merchant level detail and displays the following information: merchant ID, DBA name, city, state, number of sales, total sales dollars, number of credits, total credit dollars, total discount paid, and total dollar deducted from the merchant account. A grand total of each column is displayed at the bottom of the screen.

System options include a printable report option and a download to an excel spreadsheet to assist with more detailed analysis and review.

