

## PROFESSIONAL SERVICES AGREEMENT AMENDMENT

This Amendment to Professional Services Agreement for Reimbursement of Products and or Services (hereinafter referred to as "Amendment") is entered into by and between Munster, IN (hereinafter referred to as "Client"), and eGov Strategies LLC (hereinafter referred to as "eGov"). All terms and conditions of the original Agreement remain in place unless explicitly altered in this Amendment.

NOW, THEREFORE, the parties agree to an Amendment to the Professional Services Agreement for reimbursement of products and services as detailed in Appendix A, Scope of Work.

### Payment for Services

Standard pricing for our implementation services is provided below. Note that the volume of usage impacts the ongoing usage charge of the system.

E-BILLING & AUTOPAY FUNCTIONS	SETUP COST
Configure & Customize E-Billing (Manager & Email Template)	\$2,500
Configure & Customize AutoPay (Manager & Email Template)	\$3,500
Feature E-Billing & AutoPay / Add Sign-Up Options to My Account	\$1,000
<b>SETUP COSTS</b>	<b>\$7,000</b>
Total Number of Accounts	<b>8,500</b>
Estimated E-Billing Users (20%)	1,700
• # E-Billing Emails per User per Year   Total E-Billing Emails per Year	12   20,400
• E-Billing Usage Charge per Year (payable in advance of go-live)	<b>\$600/year</b>
Estimated AutoPay Usage (10%)	850
• # AutoPay Emails per User per Year   Total AutoPay Emails per Year	36   30,600
• AutoPay Usage Charge per Year (payable in advance of go-live)	<b>\$900/year</b>
<b>EMAIL USAGE CHARGE</b>	<b>\$1,500/year</b>

Email usage charges may be reviewed and adjusted annually. eGov will not limit service based on a customer exceeding their estimated usage charge. Rather, the rate will be adjusted at the anniversary of the functionality rollout.

### Authorization of Change

IN WITNESS WHEREOF, the parties have signed this Amendment as of the date set forth above by officials to bind their respective organizations:

	eGov Strategies LLC	Munster, IN
By:	_____	_____
Printed:	C. D. James	_____
Title:	CEO	_____
Date:	_____	_____

## APPENDIX A SCOPE OF WORK



### PURPOSE OF THIS DOCUMENT

This document summarizes the various E-Billing and AutoPay features to be configured for the Town of Munster, Indiana, designed to enhance payment portal functionality by extending the balance lookup and online payment functions currently utilized by the Town.

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## TOWN OF MUNSTER SECURE FILE EXCHANGE INTEGRATION ENHANCEMENTS

eGov supports integration to back-office systems via the secure exchange of various files for two purposes: 1) to provide the bill payer with the information that they require to make a payment; and 2) to provide the back-office system with an electronic record of payments made, thus eliminating manual data entry.

The Town of Munster currently uses the secure file exchange process for presenting bill and balance file information to customers and to process the payments made from the previous business day(s).

The new features to be added will enable constituents to do the following:

- Sign-up to receive their monthly bill via email (E-Billing)
- Sign-up so that payments are made automatically every month (AutoPay)

### E-BILLING AND AUTOPAY CONFIGURATION

The eGov Payments team will work with you to plan how your E-Billing and AutoPay system should be configured by answering the following questions:

#### E-BILLING SYSTEM CONFIGURATION

What date(s) are payments due?	(Example: 25 <sup>th</sup> of Every Month)
Are statement dates and due dates the same for all customers?	(If so, what is the date every month?)
Are statement dates and due dates included in export file(s)? Which file (balance or bill file)?	<input checked="" type="checkbox"/> Bill File <input type="checkbox"/> Balance File
When should the bills be sent to users who have registered for E-Billing?	<input checked="" type="checkbox"/> Statement Date <input type="checkbox"/> Different Day _____

#### AUTOPAY SYSTEM CONFIGURATION

AutoPay Payment Methods Allowed	<input checked="" type="checkbox"/> Credit/Debit Cards <input type="checkbox"/> ACH
Autopay Configuration	<input type="checkbox"/> Manual Upload <input checked="" type="checkbox"/> Auto-Trigger Payment
AutoPay Date	<input checked="" type="checkbox"/> Date Payment is Due <input type="checkbox"/> Different Day _____
Would you like a pre-deduction notification?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
How many days in advance would you like the pre-deduction notification sent?	10 days is normal.
Options	<input checked="" type="checkbox"/> Allow User to Configure a Maximum Autopay Amount <input checked="" type="checkbox"/> Always use Balance Due as Autopay Amount • Does Not Support Constituent Scheduling of Autopay

## E-BILLING & AUTOPAY FUNCTIONS

### REGISTERING FOR E-BILLING & AUTOPAY

#### 1 USERS MUST CREATE AN ACCOUNT WITHIN 'MY ACCOUNT'

- Rules require that both the **username** and **email address** are unique for this particular client

#### 2 USERS MUST ASSOCIATE ONE OR MORE ACCOUNTS TO THE ACCOUNT

- Generally, this is done on the Details page – after the user searches for their account (e.g. using a bill number identifier)

#### 3 USERS CAN REGISTER SEPARATELY FOR E-BILLING OR AUTOPAY

- Once the account has been associated, links will prompt the user to return to the My Account page where they can sign up for E-Billing and/or AutoPay using a format like the one shown below.

Accounts							
Parcel ID		Address		eBilling	Paperless	AutoPay	Remove
00134 E 00010		27 HEDGEWAY CT		No	Yes	Stop   Edit	Remove
Type	Year	Bill Number	View Bill	Payment Period		Amount Due	Link
General	2020	20205000001	Pages 1 - Page 1	First		\$570.01	Make Payment
School	2019/2020	20202000001	Pages 1 - Page 1	Second		\$4,172.70	Make Payment

Figure 1 - Sample Screen to Sign-Up for E-Billing & AutoPay

- To register for AutoPay, you will be prompted to save a Payment Method (Credit Card or E-Check)
- If you delete your associated Payment Method, your AutoPay will no longer be valid

### E-BILLING AND AUTOPAY REPORTS

- e-Billing > "Registered Users"** to view a list of Registered Users
  - Choose "Show Users with No Associated Account" as needed
  - "Edit" a User to View a User Summary that includes Associated Accounts, E-Billing and AutoPay settings and Transaction History
- e-Billing > Reports > User Account Report** to view a list of users registered for E-Billing and AutoPay
- e-Billing > Templates** is where various templates for E-Billing/AutoPay pages and emails are configured

## **E-BILLING & AUTOPAY NOTIFICATIONS**

**Appendix A** includes most of the email notifications that are sent for E-Billing and AutoPay. The information within these templates can be configured so that your E-Billing and AutoPay notifications meet your specific needs.

### **LIST OF NOTIFICATION TEMPLATES**


Email Notification Templates include the following:

- **Modifications to an Account** – used for both E-Billing and AutoPay
- **E-Billing Notice of a Bill is Available for your Account**
- **AutoPay Reminder that your Payment Will be Taken in \_\_\_\_ Days**
- **AutoPay Reminder that your AutoPay has been Processed**
- **Online Payment Receipt**
- **Status Messages for AutoPay**
  - AutoPay Already Paid Notice

Feel free to edit the “Town of Munster” templates in Appendix A and provide this input back to the eGov Payments team.

## APPENDIX A

### EXAMPLE: E-BILLING AND AUTOPAY NOTIFICATIONS - FOR MODIFICATIONS TO AN ACCOUNT

TOWN OF  
HEMPSTEAD

Fri, Sep 27, 2019 14:35

**To:** [clarson@egovstrategies.com](mailto:clarson@egovstrategies.com)  
**From:** [no-reply@tohmail.org](mailto:no-reply@tohmail.org)  
**Subject:** Town of Hempstead User Account Updated  
**Date:** Fri, Sep 27, 2019 14:35

## Account Modification Notice

**Parcel ID 2234567890 has been successfully enrolled in E-Billing.**

Hempstead, NY

- Example – sent when a User registers for AutoPay or E-Billing.

### TOWN OF MUNSTER MODIFICATIONS NOTICE

{Header}

## Account Modification Notice

Utility Bill xxxxxxxx has been successfully enrolled in E-Billing.

{Footer}

**EXAMPLE: E-BILLING BILL NOTICE**

*Example Not Available*

**TOWN OF MUNSTER E-BILLING NOTICE**

{Header}

**Your Utility Bill is Available for Review**

The following Town of Munster account has a new utility bill.

Account Number: **1234567890**

Amount: **\$20.20**

Due Date: **June 25, 2020**

You can review your utility bill and make a payment if you would like. You can also sign up for AutoPay so that your payments are automatically charged to your credit/debit card.

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**EXAMPLE: AUTOPAY REMINDER**

**From:** Town of Hempstead <[no-reply@tohmail.org](mailto:no-reply@tohmail.org)>  
**Sent:** Tuesday, October 22, 2019 10:06 AM  
**To:** Colin Larson <[clarson@egovstrategies.com](mailto:clarson@egovstrategies.com)>  
**Subject:** AutoPay Payment Reminder - Town of Hempstead NY

You are receiving this email as a subscriber to Town of Hempstead NY AutoPay. [View My Account](#)



## AutoPay Payment Reminder

Your second half 2019/2020 General tax payment is due and payable through August 10, 2020 without penalty.

We are writing to remind you that you are subscribed to the Town of Hempstead's Tax AutoPay system and that you have an upcoming automatic payment scheduled on August 1, 2020. Since you are enrolled in our AutoPay service the payment will automatically be withdrawn from your checking or credit account.

**Tax Amount: \$20.20**

**Levy Type: Second Half 2019/2020 General**

**Parcel ID: 2234567890**

We will send you a separate email letting you know when the payment has been processed.

To make a change to your payment settings, please visit the [Receiver of Taxes Payment Center](#), log into your user account, and update your AutoPay settings on the [My Account Summary](#) page.

If you have questions about AutoPay or need technical support, please contact eGov Payments at [support@egovstrategies.com](mailto:support@egovstrategies.com) or 877-634-3468, ext 2.

This email was sent by: eGov Strategies LLC  
101 W Ohio St STE 2250 Indianapolis, IN, 46204

TOWN OF MUNSTER AUTOPAY REMINDER

{Header}

## **AutoPay Payment Reminder**

Your June utility bill for the Town of Munster is due and payable through July 1, 2020.

We are writing to remind you that you are subscribed to the Town of Munster's AutoPay Utility Bill payment system and that you have an automatic payment scheduled for June 21, 2020. Since you are enrolled in our service the payment will automatically be withdrawn from your checking or credit card account.

Amount: **\$20.20**

Due Date: **June 25, 2020**

Account Number: 2234567890

Payment Account Ending in: 1234

We will send you a separate email letting you know when the payment has been successfully processed.

To make a change to your payment settings, please visit the Town of Munster Payment Center, log into your user account, and update your AutoPay settings on the My Account Summary page.

If you have questions about AutoPay or need technical support, please contact eGov Payments at [support@egovstrategies.com](mailto:support@egovstrategies.com) or 877-634-3468, ext 2.

{Footer}

**EXAMPLE: AUTOPAY PAYMENT HAS BEEN PROCESSED**

## Thank You For Your Recent Payment - Town of Hempstead NY

Town of Hempstead <no-reply@tohmail.org>  
To: Colin Larson

We could not verify the identity of the sender. Click here to learn more.

You are receiving this email as a subscriber to Town of Hempstead NY AutoPay. [View My Account](#)

TOWN OF  
HEMPSTEAD

## Thanks For Your Payment

Your automatic payment has been processed. Here are the details of your payment:

**Amount: \$20.20**

**Levy Type: Second Half 2019 General**

**Parcel ID: 2234567890**

**Receipt: [View Payment Receipt](#)**

To make a change to your payment settings, please visit the [Receiver of Taxes Payment Center](#), log into your user account, and update your AutoPay settings on the [My Account Summary](#) page.

If you have questions about AutoPay or need technical support, please contact eGov Payments at [support@egovstrategies.com](mailto:support@egovstrategies.com) or 877-634-3468, ext 2.

This email was sent by: eGov Strategies LLC  
101 W Ohio St STE 2250 Indianapolis, IN, 46204

TOWN OF MUNSTER PAYMENT CONFIRMATION

{Header}

## Thanks for Your Payment

Your automatic payment has been processed. Here are the details of your payment:

Amount: **\$20.20**

Due Date: **June 25, 2020**

Account Number: 2234567890

Receipt: [View Payment Receipt](#)

To make a change to your payment settings, please visit the Town of Munster Payment Center, log into your user account, and update your AutoPay settings on the My Account Summary page.

If you have questions about AutoPay or need technical support, please contact eGov Payments at [support@egovstrategies.com](mailto:support@egovstrategies.com) or 877-634-3468, ext 2.

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[REDACTED]



**From:** Town of Hempstead NY <no-reply@tohmail.org>

**Date:** Fri, May 10, 2019 13:27

Item	Cost	Quantity	Total
General Tax Payments			
Account Number 1234567890	20.20	1	20.20
Service Fee			0.90
Total			\$ 21.10

[Click for a Printable Receipt of Tax Bill 201919999999](#)

Hempstead, NY

**TOWN OF MUNSTER ONLINE PAYMENT RECEIPT**

{Header}

**Utility Bill #: 1234567890**

Click for a Printable Receipt of Utility Bill 1234567890

**View Printable Receipt**

Town of Munster, Indiana

{Footer}

**EXAMPLE: AUTOPAY NOT RUN DUE TO BALANCE ALREADY PAID**

**AutoPay Notice: Already Paid - Town of Hempstead NY**

? Town of Hempstead <no-reply@tohmail.org>  
To: Colin Larson

 We could not verify the identity of the sender. Click here to learn more.

You are receiving this email as a subscriber to Town of Hempstead NY AutoPay. [View My Account](#)



**AutoPay: Already Paid Notice**

We are writing to let you know that even though you are signed up for AutoPay, we detected that your Second Half 2018/2019 School Tax has already been paid. No AutoPay was processed at this time.

If you have not previously paid and feel this is an error, please contact eGov Strategies directly at 877-634-3468, ext 2.

**Levy Type: Second Half 2018/2019 School**

**Parcel ID: 2234567890**

To make a change to your payment settings, please visit the [Receiver of Taxes Payment Center](#), log into your user account, and update your AutoPay settings on the [My Account Summary](#) page.

If you have questions about AutoPay or need technical support, please contact eGov Payments at [support@egovstrategies.com](mailto:support@egovstrategies.com) or 877-634-3468, ext 2.

This email was sent by: eGov Strategies LLC  
101 W Ohio St STE 2250 Indianapolis, IN, 46204

**TOWN OF MUNSTER PAYMENT NOT RUN**

{Header}

**AutoPay: Already Paid Notice**

We are writing to let you know that even though you signed up for AutoPay, we detected that there was no balance due for your account. No AutoPay was processed at this time.

If you have not previously paid and feel that this is an error, please contact eGov Strategies at (877) 634-348 x2 or email [support@egovstrategies.com](mailto:support@egovstrategies.com).

Amount: **\$0**

Due Date: **June 25, 2020**

Account Number: 2234567890

To make a change to your payment settings, please visit the Town of Munster Payment Center, log into your user account, and update your AutoPay settings on the My Account Summary page.

If you have questions about AutoPay or need technical support, please contact eGov Payments at support@egovstrategies.com or 877-634-3468, ext 2.

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