

SALES INFORMATION			
IC Sales Rep	Carlyn Altheide	Vertical	Local Gov (Util, Tax, Misc)
Order Date	11/16/2021	Billing Software	Harris - Cayenta

BILLER INFORMATION			
Ownership Type	Government	Phone	+1 509-575-6026 Fax
Legal Name	City of Yakima	Website URL	yakimawa.gov
Address 1	129 North 2nd Street	Bus. Open Date	1886
Address 2		Federal Tax ID	91-6001293
City	Yakima	<i>*Federal Tax ID and Legal Name must match on all documents</i>	
State	WA	ZIP	98901

BILLER CONTACT	
Primary Contact Name	James Dean
Phone	(509) 576-6615
Email Address	james.dean@yakimawa.gov

SIGNING AUTHORITY			
Name	Bob Harrison	Title	City Manager
Phone	509.575.6000	Fax	
		Email Address	bob.harrison@yakimawa.gov

BILLER BANK ACCOUNT (FOR INVOICE CLOUD AND NETWORK FEES, AND AS PROVIDED IN THE BILLER AGREEMENT)			
Note: Must include voided business check or bank letter for each unique account			
Billing Method	Direct Debit		
Routing #	125000105	Last 4 Acct #	7411

PAYMENT METHODS ACCEPTED	
Payment Methods	[American Express] [VISA/Mastercard/Discover] [PayPal] [ACH/EFT]

BILLER PRICING (see Invoice Type Parameter Sheet(s) for invoice-type-specific pricing)*			
Description	Interval	Cost Type	Cost
Biller Portal Access Fee	Monthly	Fixed (\$)	\$0.00
Credit Card - Chargeback Fee Non-Submitter	Per Transaction	Fixed (\$)	\$10.00
EFT - ACH Reject Fee Non-Submitter	Per Transaction	Fixed (\$)	\$15.00
PayPal Brands - Chargeback Fee (PayPal Brands)	Per Transaction	Fixed (\$)	\$10.00
Invoice Presentment For Paperless Customers	Per Transaction	Fixed (\$)	\$0.25
Online Bank Direct - OBD Access Fee	Monthly	Fixed (\$)	\$0.00

HARDWARE					
Card Reader Type		Quantity		Cost per Reader	
Card Reader				Billing Interval	

Shipping Address (if different than location address)	
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DATA RETENTION

Months to Keep	24	*Additional Fees apply if greater than 24 months
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IMPLEMENTATION CHARGES

Description	Interval	Cost
Implementation (per SOW)	One-Time	\$0.00 (WAIVED)

NOTES/SPECIAL HANDLING

Payment Method Add-on Requirements: American Express and PayPal Brands
 Product Add-on Requirements: AgentConnect (formerly CSRConnect)
 Product Change Requirements: Conversion from 3rd party IVR to Invoice Cloud IVRTG platform

This BOF documents pricing changes for the 3-year contract extension.

**BILLER ORDER FORM
INVOICE TYPE PARAMETER SHEET**

Invoice Type Parameters must be completed for each invoice type

Invoice Type	Utility	Pricing Model	Non-Submitter
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CURRENT BILLING DETAILS

Please indicate how many bills are sent monthly by placing the bill count for each month below:

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
18000	18000	18000	18000	18000	18000	18000	18000	18000	18000	18000	18000

Avg CC Transaction \$	205.00	Max Invoice \$	125000.00	Bill Frequency	Bi-Monthly	Avg. Bills Per Month	18000
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PRODUCTS AND SERVICES

Products and Services	[EBPP/SSO] [IVR] [OBD] [AgentConnect]
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TRANSACTIONAL PRICING (Paid by Biller)

Payment Source Description	Payment Method	Fee Rate %	Fee Amount \$	Additional Fee \$	Biller Pays Network Fees
All Payment Sources	Credit/Debit/PayPal		\$0.95		Yes
All Payment Sources	ACH/EFT		\$0.50		Yes
Online Bank Direct	ACH/EFT		\$0.25		Yes
IVR	All Payment Methods		\$0.70		Yes

TRANSACTIONAL PRICING EXCEPTIONS

SERVICE FEES (Paid by Payer)

Payment Source Description	Payment Method	Fee Amount	Calculation Type	Max Payment \$	Min. Fee (\$) per Transaction
All Payment Sources	Credit/Debit/PayPal			\$125000.00	
All Payment Sources	ACH/EFT			\$125000.00	

SERVICE FEE EXCEPTIONS

BILLER BANK ACCOUNT (FOR DEPOSITS AND CHARGEBACKS)

Note: must include voided business check or bank letter for each unique account

Routing #	125000105	Last 4 Acct #	7411
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NOTES / SPECIAL HANDLING

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**BILLER ORDER FORM
INVOICE TYPE PARAMETER SHEET**

Invoice Type Parameters must be completed for each invoice type

Invoice Type	Miscellaneous Accounts Receivable (MISCAR)	Pricing Model	Non-Submitter	
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CURRENT BILLING DETAILS											
Please indicate how many bills are sent monthly by placing the bill count for each month below:											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
700	700	700	700	700	700	700	700	700	700	700	700

Avg CC Transaction \$	6500.00	Max Invoice \$	125000.00	Bill Frequency	Monthly	Avg. Bills Per Month	700
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PRODUCTS AND SERVICES	
Products and Services	[EBPP/SSO] [IVR]

TRANSACTIONAL PRICING (Paid by Biller)					
Payment Source Description	Payment Method	Fee Rate %	Fee Amount \$	Additional Fee \$	Biller Pays Network Fees
All Payment Sources	Credit/Debit/PayPal		\$0.95		Yes
All Payment Sources	ACH/EFT		\$0.50		Yes
IVR	All Payment Methods		\$0.70		Yes
TRANSACTIONAL PRICING EXCEPTIONS					

SERVICE FEES (Paid by Payer)					
Payment Source Description	Payment Method	Fee Amount	Calculation Type	Max Payment \$	Min. Fee (\$) per Transaction
All Payment Sources	Credit/Debit			\$125000.00	
All Payment Sources	ACH/EFT			\$125000.00	
SERVICE FEE EXCEPTIONS					

BILLER BANK ACCOUNT (FOR DEPOSITS AND CHARGEBACKS)			
<i>Note: must include voided business check or bank letter for each unique account</i>			
Routing #	125000105	Last 4 Acct #	7411

NOTES / SPECIAL HANDLING