



Change Order

City of Cartersville

SpryEngage Project

Pull and Display PDF Bill Statements

Change Order#: 1876

February 13, 2024

1. Change Order Summary

Pull and Display PDF Bill Statements	Pricing
Professional Services	\$12,200.00
Discount	\$(12,200.00)
Total Professional Services	\$0.00
Estimated Travel Costs	\$0.00
Grand Total Price	\$0.00

2. Change Order Details

2.1. Scope

Per the SOW, in order to provide the City of Cartersville's customers with the capability to view their bill statements directly within SpryEngage, Cartersville must provide the corresponding PDF files, enabling SpryEngage to seamlessly display these statements to users.

The City of Cartersville follows two distinct streams of bill rendering based on customer e-bill preferences. Customers receiving paper bills have their bills rendered and printed by Arista, the bill print vendor. Electronic billing customers have their bill rendered as PDFs through the CSMWS using a Crystal Reports template, facilitated by Invoice Cloud. This enables customers to access the PDF renderings through the Customer Web portal and Invoice Cloud. In each case, there is no mechanism for Cartersville to directly supply the necessary PDFs of the bill statements to SpryEngage.

Following an investigation by the SpryEngage team, it has been determined that retrieving the PDF statements from Cartersville's servers is feasible and can be leveraged to make them available within the SpryEngage customer portal via an enhancement to SpryEngage.

2.2. Details of Work

Get and Display PDF Bill Statements:

The proposed solution revolves around facilitating the acquisition and display of PDF bill statements within SpryEngage. When a customer logs into SpryEngage, they will be able to view all the bill statements that are available in the CSM database. The ability to view these statements as PDFs will depend on whether they are available in CSMWS to be pulled over. If the statement is not available or connection to the CSMWS is not available, SpryEngage will display a message that the PDF is not available.

Efforts will be focused on implementing a process for retrieving any available PDF bill statements from Cartersville's servers, and making them accessible within SpryEngage. The solution will utilize the same CSMWS.

Assumptions

1. SpryPoint will need internal/external URLs for CSMWS as well as username and password for the test and production instances of the CSMWS. This will allow SpryEngage to query the CSMWS for PDF statements.
2. SpryEngage will make a request to CSMWS to retrieve a PDF statement for a specific statement number. The time it takes to open the bill in SpryEngage will be dependent on CSMWS.
3. Only bill statements made available to SpryEngage by CSMWS will be viewable by Cartersville's customers.
4. SpryEngage will display the PDFs as-is. SpryEngage will not adjust the content of the PDFs.
5. Cartersville is responsible for the availability and maintenance of Cogsdale Web Service and Crystal Reports template.
6. Any changes to the Cogsdale environment or Cogsdale configuration impacting the **Pull and Display of the PDF Bill statements** functionality may result in a Change Order from SpryPoint .
7. Cartersville is responsible for ensuring the test and production CSMWS interfaces are identical as SpryPoint will be developing this solution using the test CSMWS. The production SpryEngage will utilize the production CSMWS on/after go-live.

2.3. Assumptions

This Change Order is subject to the original terms and conditions of the SpryPoint Master Subscription Agreement signed September 7, 2023. If there are any conflicts in this agreement versus the Master Subscription Agreement, this agreement shall prevail.

1. Currency is in USD.
2. Quote is valid until March 22, 2024.
3. Services to be performed remotely.
4. Outstanding SaaS fees previously invoiced (INV-1592) shall be immediately paid in full.
5. The delivery of the enhancement is estimated to be at the end of June 2024.
6. There are some configuration items that the project teams can work through in the interim, assuming the third party environments are available. However, once we get through these items, we will pause the project until we take delivery of the enhancement.

3. Additional Travel

Not Applicable.

4. Estimated Project Schedule

Main Phase / Task	Start Date	End Date
Change Order #1876 Signed-off	2024-03-22	2024-03-22

*** The overall project schedule will need to be revised to reflect the development delivery dates of this and other development items in scope for the

project. All dates are tentative and will not be confirmed until after the Change Order is signed.

5. Approvals

SpryPoint

Title: _____

Signature: _____

Name: _____

Date: _____

City of Cartersville

Title: _____

Signature: _____

Name: _____

Date: _____

Title: _____

Signature: _____

Name: _____

Date: _____