

Payment Integration

City of Madison, Alabama

Statement of Work

June 25, 2026

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Project Overview

Date:	June 25, 2026
Project Title:	Payment Integration
Agency:	City of Madison
Agency Address:	100 Hughes Road Madison, AL 35758
Agency Contact:	Michelle Parker
Tyler Alabama Account Executive:	Samantha Eley
Description of Project:	Tyler Alabama will provide a web-based payment solution integrated with the City of Madison's Tyler ERP solution.

This statement of work is being completed under the Master Order dated as of August 25, 2022 (as amended or otherwise modified from time to time, the "Master Order"), made by the State of Alabama ("State") and Alabama Interactive, LLC, DBA NIC Alabama, ("Contractor").

NASPO Master Agreement #AR3764

Alabama MA220000003314 - Citizen Engagement Platform (E-Government Services)



Project Requirements

Payment Integration

Upon completing application, end-users will be presented with Tyler's Common Checkout Page.

Payment Integration

Tyler Alabama will provide payment integration documentation to the Tyler ERP team that can be used to integrate an application/service with the Tyler Payments Platform.

Receipt Page - Email

Users will receive an email receipt if an email has been collected. The City of Madison can be blind copied on all receipt emails if requested.

Accepted Payments

The following payment methods will be accepted: Visa, MasterCard, American Express, Discover, and ACH/eCheck. E-Commerce credit card payments will enforce both CVV and Zip Code validation. Additionally, reCAPTCHA validation will be in place for all payment types.

Financial Reporting

The agency will have access to a secure, password-protected, 24/7 reporting site by logging into Tyler Payment Platform: The Payment Engine (TPE) which is provided as a SaaS Service subject to the Commercial License Terms incorporated in Attachment D to the Master Agreement.

Available reports include:

- Order Detail
- Detailed Merchant Disbursement
- Net Revenue
- Refund Detail
- Return Detail

Available transaction details include:

- General Information: Order ID, Reference ID, Service, Payment Type, Order Date, and Status
- Customer Information: Contact Name, Phone Number, Email Address (if provided), and Billing Address
- Order Items: Order Total, Invoice ID, Date, and Total Amount
- Invoice Items: SKU, ID, Instance ID, Description, Unit Price, Quantity, and Item Total
- Transaction History: ID, Type, Date, Implement (Card or Bank Account), Amount, Status, and Batch Date
- Disbursement History: ID, SKU, Source Bank, Destination Bank, Disbursement Date, Amount, and Status

Flow of Funds & Disbursement Schedule

Tyler Alabama will provide all the means necessary for the Agency to reconcile and certify statutory funds. Tyler Alabama will transfer statutory funds to the Treasury eGov account on a weekly basis.



Tyler Alabama will act as agent of Agency for the purpose of collection of funds, and the funds become the property of Agency immediately upon receipt by Tyler Alabama. Accordingly, the End User's obligations shall be deemed satisfied upon receipt of funds by Tyler Alabama.

In the event of a refund, credit card chargeback, or ACH return, Tyler Alabama will net out funds from the following disbursement. If no future disbursements are expected, Tyler Alabama will invoice the agency to recover funds that have been disbursed.

Refunds will be issued by Tyler Alabama, only by written request from the agency. The ability to issue an electronic refund is subject to the payment type used, the customer's issuing bank, and time limitations. It is the policy of Tyler Alabama, to wait ten days from the time of payment before issuing a refund of an ACH payment to give adequate time for a return to occur before a refund is issued.

Hosting, Maintenance, Disaster Recovery

Tyler Alabama hosts and maintains its Payment Platforms in a secure infrastructure. The hosting environment includes redundant power and fire suppression, redundant internet connectivity, redundant firewalls, VPN services, nightly backups, and 24x7x365 monitoring. The payments platform has full fail-over capabilities in an alternate hosting environment.

Tyler Alabama will conduct maintenance during designated maintenance windows and during non-business hours whenever possible.

Agency will not incur any additional hosting and maintenance outside of the fees outlined in the Fee Schedule.

Service Level Agreement

Tyler Alabama will provide End-User support Monday-Friday, 8:00 AM – 5:00 PM, excluding Alabama State and Federal Holidays. Tyler Alabama will commit to an acknowledgement within (1) business day of all correspondence and inquiries from Agency and End Users; All correspondence and inquiries that are not service disruptions will be addressed by Tyler Alabama within three (3) Business Days, and Tyler Alabama will continue to work with End-User until each inquiry, research request, problem or incident is resolved.

In the event the service is rendered unavailable or if the delivery of expected critical functionality has failed (such as a comprehensive outage or consistent transaction failures), Tyler Alabama shall use commercially reasonable efforts to resolve the issue after receiving notification of such an event. Tyler Alabama shall provide the Agency with periodic reports on the status of the error and resolution.

Application Ownership

This SOW describes the transactions to be facilitated and the services to be provided through Tyler Alabama for the Tyler Payment Platform and the responsibilities of the parties for the successful completion of this project. Services and applications described in this SOW are "SaaS Services" (as defined in the Master Agreement).

The applications and services developed by Tyler Alabama pursuant to this SOW will be developed using a proprietary application development platform ("Tyler Payment Platform"). For purposes of this SOW, the Tyler Payment platform will be deemed to be SaaS Service solution under the terms of the Master Contract and provided subject to the Commercial License Terms SLA incorporated in Attachment D to the Master Agreement.



If the applications and services created using the Tyler Payment platform involve payment services, the payment processing services to be provided through Tyler Alabama and the responsibilities of the parties for the successful completion of this project are described in this SOW. All payment processing services provided hereunder are SaaS Services (as defined in the Master Agreement).

Subcontractors

Tyler Alabama will not be utilizing any subcontractors to complete the work outlined in this SOW.

Quarterly Vulnerability Scanning Requirement

As of April 1, 2024, Payment Card Industry (PCI) Data Security Standards (DSS) version 4.0 requires additional vulnerability scanning of all business applications (e.g. e-commerce applications) that redirect to third-party payment processors for credit card payments. This requirement (11.2.3), while not new, was added to the Self-Assessment Questionnaire A (SAQ A). It is understood that the business application is not designed or intended to handle any Credit Card Account data. However, requirement 11.2.3 applies to merchant web servers that host the page(s) that either 1) redirect customers from the merchant website to a TPSP/payment processor for payment processing (for example, with a URL redirect) or 2) include a TPSP's/payment processor's embedded payment page/form (for example, an inline frame or iFrame).

This requirement involves using a PCI Approved Scanning Vendor (ASV) to perform quarterly vulnerability scanning. Scans must be completed by the ASV against the external network environment (external IP address or URL) that contains the webpage with the URL redirect or embedded iFrame to connect to Tyler payment processing solutions. A clean scan is required to be submitted quarterly. The Agency may elect to utilize Tyler Alabama's PCI ASV or can provide quarterly scan attestation reports from its own PCI ASV. If the Agency elects to utilize Tyler Alabama's PCI ASV, an additional scanning license agreement will be required.



Deliverables and Fees

Tyler Alabama will provide the following deliverables to the City of Madison:

- This Statement of Work outlining project requirements and details
- Fee Schedule that will serve as the contract order
- Test Environment, with Test payment accounts, for Agency review and testing
- Letter of Acceptance for Agency signature
- Final Production Environment of Payment Platform

Project change requests must be made in writing and may incur additional time and or costs.

Fee Structure

Service Name	Description	Payor	Fee
Payment Integration	Payments Platform - Credit & Debit Card Processing	Citizen	3% + \$1.00
Payment Integration	Payments Platform - ACH Processing	Citizen	\$1.00

Signature

Agreed:

City of Madison, Alabama

By: _____

Printed Name: _____

Date: _____

Alabama Interactive, LLC

By: _____

Printed Name: _____

Date: _____

