



915 Main Street  
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Caldwell, ID 83605

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## CUSTOMER SERVICE AGREEMENT RENEWAL with City of Meridian

THIS AGREEMENT is made by and between BILLING DOCUMENT SPECIALISTS, hereafter referred to as BDS, located at 915 Main Street, Suite 300, Caldwell, Idaho 83605, a corporation organized under the laws of the State of Idaho and City of Meridian, hereafter referred to as CLIENT. This agreement shall be subject to the following outlined, terms and conditions:

### Summary of Services:

Statement Processing			
First Page	0.18	each	Includes print, fold & Insert, # 10 Double window & tinted # 9 return envelope
Additional Pages	0.13	each	Merged like names or names & addresses to save postage up to 7 pages per envelope
Manual Files	0.21	each	merged mailings over 7 pages to flat envelopes
fast forwarding	5.50 - 7.50	Per Data File	UPSP NCOA moved address changes, including update reports and opt out options. Cost depending on file size
Postage	0.39	each average	USPS postage at cost for all mailings
<b>Lockbox Services:</b>			
Postings	0.10	per transaction	Receive mail, open, scan, post to the web, electronically deposit funds and create import file to A/R
Web postings	0.01	each	Post pdf images of the billing statements to the BDS

			Admin Web site / on line payment site.
On line bank check	0.15	per transaction	Set up programming with each processor to receive data files of transactions, previously received as paper checks, processor then ACH deposits the fund direct to the Bank.
Shredding	10.00	month	BDS has all checks and documents shredded per regulations.
P O Box Rental		at cost	6 month rental on UPSP P O Box for receipt of payments
Maintenance	150.00	month	Maintenance for on line web and OTC payment solutions.
Processor Fees			Drive Payments will invoice the City direct to all processing fees for Credit Cards.
			Profit Stars / Jack Henry Associates will bill the City direct for all check processing fees. BDS will be the direct customer service link to these processors.

IVR			
Inbound Set up with Credit Card Payments	N/C	N/C	
IVR Automated phone payments			BDS will program a dedicated phone number for Client's customers to call
Inbound ( VPS )			to check balances, leave messages and or make credit card payments. This
Per call for balances and messaging			is a touch activated system. Import files and posting of payment
without payment transactions	\$0.25	\$0.25	to the Admin Web Site details by customer search and reporting the same
			as all other payment services.
Per call payment transaction	\$0.75	\$0.75	Some Client are passing on the per transaction fee to the customers, BDS
			advised the user that the fee will apply and totals the amount due. The
			fees
			are separated from the payments in the import file so that only the amount
			due is post to the account.

**LOCKBOX SERVICES:** BDS agrees that there are no changes in the lockbox services from the previously dated contracts for the period of this agreement.

This agreement is subject to the terms and conditions of the original agreement dated 10/01/2006.

By signing below the Client will accept the extension of the services as detailed for the next fiscal year October 1, 2020 to September 30, 2021 at the unit pricing proposed in this notice. At the end of this period, the agreement may be renewed with reviews by both parties. The agreement may be terminated by either party with 120 day written notice. The signatures below indicate acceptance of the agreement.

**Acceptance for:**

City of Meridian

\_\_\_\_\_  
Signature

Date \_\_\_\_\_

Please Type or Print Authorizing Party Name  
\_\_\_\_\_

**Acceptance for:**

Billing Document Specialists



\_\_\_\_\_  
Signature

Date: 08/21/2020

