

# Rollingwood, TX Implementation Exception Plan

<u>Start Date</u>	<u>Finish Date</u>	<u>Tyler Task</u>	<u>City Task</u>
04/23/21	04/23/21	Incode 9 software deployed on City server	
04/26/21	04/26/21	Preparation of the forms (bills and checks)	Configure General Ledger system file and fund maintenance. City will enter initial GL accounts Configure Accounts Payable system file and Bank Codes
04/27/21	04/27/21		
04/28/21	04/28/21		Configure Budget codes and Bank Reconciliation
04/29/21	04/30/21		City will complete entry of all GL account numbers
05/03/21	05/07/21		Configure Utility System to include UB and cash collection system files, UB rate classes, revenue codes, rate tables, adjustment codes, penalty codes, and cutoff codes. Cash Collections terminal codes, operator codes and transaction codes.
05/07/21	05/14/21	Build reports.	City will enter all utility accounts, meter records, place rate tables on accounts, enter adjustments for beginning balances and beginning meter readings, execute all processes around billing, penalty and cutoff.  Send specifications of chart of accounts to Tyler to have them build reports. Provide reports of work accomplished for review by Tyler.
05/14/21			
05/14/21	05/18/21	Review reports of work completed by the City and provide feedback.	
06/01/21		All other applications included in contract 2020-118508-2 including those related to Utility Billing (Mobile Service Orders, Utility Billing Online Component, Notifications for Utility Billing, IVR for Utility Billing and the EasyPay Online Payment Component) will be planned and implemented with Tyler's standard implementation methodology. This implementation process will begin in June 2021.	

I understand that the above plan is a special request by the City of Rollingwood, TX. I understand that the tasks detailed do not represent the best practices recommended by Tyler Technologies for the implementation of Incode Core Financial and Utility Billing Suites. The Start Date represents the first day a Tyler resource is available to begin a task. The Finish Date is the deadline for completion of the task.

All configuration services, will be billed at \$105 per hour. If Support is engaged for assistance in configuration via phone call, text, email or any other method by which Support Services are available, the City will be billed \$105 per hour with a 30-minute minimum charge per contact.

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Amber Lewis  
City Administrator  
City of Rollingwood, TX

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Date