



Payment Service Network, Inc.

Simplifying your customer's life and your business day

## Pricing Proposal for City of Tenino

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Thank you for allowing me to submit this proposal. Payment Service Network (PSN) provides a vast range of eServices for payment processing, billing and customer communication. After discussing your needs, I have developed the following proposal of services. Please let me know if there is any additional information you require. The staff at PSN looks forward to providing you with personalized service.

This proposal quotes costs for the services that are marked below. If you would like quotes on any additional services, please let me know.

**PAYMENT METHODS**

Included	Not Included	
√		Credit and Debit Card Payments
√		Checking and Savings Payments

**PAYMENT CHANNELS**

Included	Not Included	
√		Online
√		Customer Mobile App*
√		Virtual Terminal (any Internet-connected device)*
√		Automated Phone (IVR) and PSN Call Center
√		Text
√		Credit Card Terminal

*\*Come standard with Online payment services*

**ADDITIONAL SERVICES**

Included	Not Included	
√		Web Customization
√		Data Sharing (System Integration)
√		eBills

## Implementation and Service Fees

Following are non-transactional fees which are either one-time, monthly or annual costs. If you need additional information on these costs, please let me know.

<b>Service Implementation Fee</b> Includes, as applicable: Implementation Team • Training • Online Portal Setup • Standard Customer & Field Payment App Setups • Text Payment Setup • IVR Setup • PSN Call Center Training Specific to Your Account • Merchant Application Processing • eBill Design • Marketing Support	One-time fee	Waived
<b>Data Sharing/Integration</b> Includes, as applicable: Integration Specialist • Creating Specifications • Developing Interface • Coordination with Your Software Supplier • Testing • Training NOTE: Check with your software provider for their fees, if any	One-time fee	Waived
<b>Website Customization Fee</b> Includes: Development of Web Portal with Your Logo	One-time fee	\$50 Optional Upgrade
<b>Support, Maintenance Fee</b> Includes, as applicable: Online Portal, Standard Customer Mobile App, Field Payment App, IVR System Upgrades and Maintenance • Call Center Support for Your Customers • Email Notifications to Payers and Staff • Service Account Manager for Your Staff • Interface/Integration Support (Storage and Maintenance of Customer Data) • Reports • Online Account Management Center • System and Account Monitoring (24/7) • And More	Monthly fee NOTE: If PSN eBills are used, this fee is waived.	\$14.95
<b>eBill Fee</b> Includes: Creation of PDF eBills • Posting Online • Archiving for 24 Months • Email Notifications (Includes “Ready to View,” “Coming Due” and “Past Due,” as Applicable)	Monthly fee NOTE: If PSN eBills are used, the Support, Maintenance fee is waived	\$39.95 Optional Upgrade
<b>Credit Card Terminal Maintenance Fee</b> Optional Service	Monthly fee	\$4.95 With purchase of Credit Card Swipe/Scan Terminal
<b>PCI Security Compliance Fee</b> Includes: Required PCI Certification • Compliance with Credit Card Security Requirements • Auditing	Annual fee Invoiced each December	\$89

## Equipment Cost- Optional Upgrade

<b>Credit Card Swipe Terminal- VeriFone vx520 with EMV Chip Reader*</b> Includes: Terminal • Setup • Shipping	One-time cost per terminal	\$250
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*\*Each terminal can accommodate up to ten different payment types for City, i.e. Utility, Building Permit, Fines, MISC Fees, etc.*

*Note: PSN Virtual payment tool available for staff to make online payments for residents available at no additional cost.*

## Transaction Fees

To cover costs of processing payments through the network of financial institutions, the following fees will apply to each transaction. The fees are based on the type of payment (check, credit card, cash) and/or how the payment is made.

### Fees Paid by Your Customers

<i>Payment Channel</i>	<i>Check/Savings</i>	<i>Credit/Debit Card</i>
Online • Mobile • Virtual • Text • Swipe/Scan • Automated Phone (IVR) • PSN Call Center • Field	\$1.25	2.75% (+50¢ if under \$100)*

*\*Credit cards include your choice of VISA, MasterCard, Discover and American Express*

**NOTE: A \$15 fee is charged to you for any disputed credit/debit card.  
Your customers will be charged a \$35 NSF fee.**