

City of Beaufort
Credit Card Gateway (RFP 2016-103)
Questions and Answers Submitted by November 30, 2015

1. Can you expand on the meaning of the statement in section IV. Submission Requirements II. Proposal Format c. Firm's Work History and References "Provide a brief description on the structure of financing that was developed for the project."

Answer: Please provide information on your company's per transaction fee structure and whether there are any costs for equipment and/or software.

2. How many utility accounts does the City maintain?

Answer: The City does not bill any utilities. However, the City issues Business Licenses. Between January 1, 2015 and December 1, 2015 there were 5,609 receipt transactions on active business license accounts. During the past renewal period for calendar year 2015, 1,087 business license customers chose to pay their renewals via a traditional credit card payment process that amounted to \$276,046 out of \$3.7M. With the ability to make payment online we expect the volume of credit card transactions to increase. In addition, the permitting process may become a component of this process in the future.

3. Is there a recent copy of a merchant account statement that can be shared? Or is there a transaction report available for a month of payment history?

Answer: Yes – please see attached.

4. What is the average bill payment amount, per transaction?

Answer: The average bill payment amount per transaction is \$666

5. What is the range of payment amounts?

Answer: During the period January 1, 2015 and December 1, 2015, the range of payments was between \$125 and \$80,544.47

6. What is the average number of transactions monthly?

Answer: The average number of transactions is 509 per month. However, business license renewals are mailed to customers in January/February with a due date of April 15th. Therefore there is a higher volume of transactions experienced in February, March and April.

7. What is your gross dollar amount monthly?

Answer: Monthly amounts vary based on when renewals are sent out and when payment is due with a higher volume. The average monthly gross dollars are \$339,673. The lowest volume is in December and January (\$30K to \$50K) with the highest volume between February and April (\$500K to \$1.1M).

8. What percentage of bills/tickets are credit card? Debit Card or eCheck?

Answer: This is a new program and therefore current credit card transactions are minimal (see response to #2). We expect an increase in credit/debit card transaction activity through the implementation of the Tyler product.



P.O. Box 20427
Tampa, FL 33622-0427

Merchant ID: [REDACTED]

City of Beaufort

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Merchant Processing Statement

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492 1 MB 0.439

CITY OF BEAUFORT
1911 BOUNDARY ST
ATTN: KATHY TODD
BEAUFORT SC 29902-3825

Billing Questions / Technical Support / Supplies

Contact customer service at

(800) 383-0561

or

customer.service@sterlingpayment.com

You may also access your information online at

www.sterlingpayment.com

NEW INFORMATION FOR MERCHANTS ON TRANSITION TO EMV



Swipe



Insert



Wave



Tap

EMV contact and contactless chip cards are being issued to consumers in ever increasing numbers, so now is the time to plan for the transition to the more secure EMV technology to ensure you and your customers are protected.

EMV helps protect merchants and consumers against lost, stolen and counterfeit cards. In October 2015, the liability for fraudulent use of these cards will shift to merchants that do not have EMV-enabled point of sale terminals.

EMV Update from Sterling:

- Sterling is now deploying state of the art EMV-enabled payment terminals to provide customers with more ways to pay, including Apple Pay and Google Wallet.
- Sterling continues to work with our industry partners to provide our merchants with affordable, easy-to-implement EMV solutions with the industry's best security capabilities.
- Sterling will make the transition to EMV easy and convenient for you.

**For more information, contact Sterling
Merchant Services at (800) 383-0561.**

Deposit Summary

Post Date	Day	Bankcard		Deductions & Misc*			Net Activity	Bank Deposits **			
		Sales	Returns	Debit/EBT	Interchange	Tran Fees *		Other/Misc	Net Amount	Submit	Effective
08/01	Sat	20.00		1,267.06			1,287.06	1,287.06	08/01	08/04	
08/02	Sun	203.44		20.00			223.44	223.44	08/02	08/04	
08/05	Wed	248.00		38.71			286.71	286.71	08/05	08/06	
08/06	Thu	2,034.61		134.45			2,169.06	2,169.06	08/06	08/07	
08/07	Fri	208.88					208.88	208.88	08/07	08/10	
08/08	Sat	57.00					57.00	57.00	08/08	08/11	
08/09	Sun	94.15		2,141.60			2,235.75	2,235.75	08/09	08/11	
08/12	Wed	407.31		247.62			654.93	654.93	08/12	08/13	
08/13	Thu	357.54		2,925.76			3,283.30	3,283.30	08/13	08/14	
08/14	Fri	663.76					663.76	663.76	08/14	08/17	
08/15	Sat	196.16					196.16	196.16	08/15	08/18	
08/16	Sun	82.00		114.04			196.04	196.04	08/16	08/18	
08/19	Wed	218.88		222.17			441.05	441.05	08/19	08/20	
08/20	Thu	969.10		179.26			1,148.36	1,148.36	08/20	08/21	
08/21	Fri	337.12		454.67			791.79	791.79	08/21	08/24	
08/22	Sat	4,691.00		288.89			4,979.89	4,979.89	08/22	08/25	
08/23	Sun	6,597.47					6,597.47	6,597.47	08/23	08/25	
08/25	Tue			82.19			82.19	82.19	08/25	08/26	
08/26	Wed	610.64		80.83			691.47	691.47	08/26	08/27	
08/27	Thu	238.16		20.00			258.16	258.16	08/27	08/28	
08/28	Fri	3,290.55					3,290.55	3,290.55	08/28	08/31	
08/29	Sat	436.82		48.00			484.82	484.82	08/29	09/01	
08/30	Sun	115.00					115.00	115.00	08/30	09/01	
08/31	Mon				-400.26	-3.50	-403.76	-403.76	08/31	09/01	
Totals:		\$22,077.59	\$0.00	\$8,265.25	\$-400.26	\$-3.50	\$0.00	\$29,939.08	\$29,939.08		

* Deductions: Debit & EBT funding is included with Bankcard/Voyager. The transaction fees are billed separately.

** Dates: Post Date = Date of the next 5:00 AM (Eastern) cutoff time following the closing of your batch.
 Submit Date = Date the direct deposit is initiated into your bank account.
 Effective Date = Date that deposit should post to your bank account. Your bank may choose a different date.

Card Type Summary

Card Type ***	#Sales	Sales Volume	Avg Sale	#Returns	Return Volume	Net Volume	(Issuance)	(Redemption)
DEBIT	33	\$8,265.25	\$250.46			\$8,265.25		
MAST	13	\$7,923.03	\$609.46			\$7,923.03		
VISA	57	\$14,154.56	\$248.33			\$14,154.56		
Totals:	103	\$30,342.84	\$294.59			\$30,342.84		

*** Note: Your Merchant Services Provider deposits funds for VISA, MAST, DSVR, DEBIT, EBT and VYGR only. Deposits for other card types (AMEX, DISC, JCB, DINE) originate from each card's respective organization, but they are summarized here for your convenience.

Merchant ID: [REDACTED]

City of Beaufort



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Deductions & Misc

Category	Description	Card Type	Rate	Volume	#Items	Per Item	Amount
Interchange	Credit Qualified + Discount	MAST	0.0040	\$7,923.03			\$-31.69
Interchange	Credit Qualified + Discount	VISA	0.0040	\$14,154.56			\$-56.63
Interchange	PassThru - Business card Card not Present	VISA	0.0225	\$403.31	4	\$0.1000	\$-9.47
Interchange	PassThru - Business Enhanced - Card Not Prese	VISA	0.0245	\$203.65	2	\$0.1500	\$-5.29
Interchange	PassThru - Business Enhanced - Retail	VISA	0.0230	\$2,882.59	2	\$0.1000	\$-66.50
Interchange	PassThru - Business Level 2 Face-to-Face	MAST	0.0216	\$20.00	1	\$0.1000	\$-0.53
Interchange	PassThru - Business Level 4 Data Rate II	MAST	0.0231	\$25.00	1	\$0.1000	\$-0.68
Interchange	PassThru - Business Level 4 Face-to-Face	MAST	0.0231	\$210.00	2	\$0.1000	\$-5.06
Interchange	PassThru - CPS RETAIL DB	VISA	0.0080	\$366.90	4	\$0.1500	\$-3.54
Interchange	PassThru - CPS RETAIL2	VISA	0.0143	\$1,149.83	8	\$0.0500	\$-16.84
Interchange	PassThru - CPS RTL2 DB	VISA	0.0065	\$117.72	1	\$0.1500	\$-0.92
Interchange	PassThru - High Value Public Sector	MAST	0.0155	\$164.55	1	\$0.1000	\$-2.65
Interchange	PassThru - MC Emerg Market Education and Gov'	MAST	0.0065	\$150.00	1	\$0.1500	\$-1.13
Interchange	PassThru - PUBLIC SECTOR	MAST	0.0155	\$920.25	4	\$0.1000	\$-14.66
Interchange	PassThru - Purchasing card Card not Present	VISA	0.0265	\$385.02	4	\$0.1000	\$-10.60
Interchange	PassThru - Signature Business - Card Not Pres	VISA	0.0260	\$296.36	4	\$0.2000	\$-8.51
Interchange	PassThru - Signature Business - Retail	VISA	0.0240	\$45.60	1	\$0.1000	\$-1.19
Interchange	PassThru - SIGNATURE PREFERRED CNP	VISA	0.0240	\$846.39	1	\$0.1000	\$-20.41
Interchange	PassThru - SIGNATURE PREFERRED RETAIL	VISA	0.0210	\$270.70	3	\$0.1000	\$-5.99
Interchange	PassThru - US Business Card Not Present DB	VISA	0.0245	\$658.92	5	\$0.1000	\$-16.65
Interchange	PassThru - US Business Card Present Debit	VISA	0.0170	\$778.20	4	\$0.1000	\$-13.63
Interchange	PassThru - US CORPORATE CARD PRESENT	VISA	0.0250	\$75.00	1	\$0.1000	\$-1.98
Interchange	PassThru - US CPS Regulated Debit	VISA	0.0005	\$5,674.37	13	\$0.2200	\$-5.70
Interchange	PassThru - US MCW PUBLIC SECTOR	MAST	0.0155	\$180.31	2	\$0.1000	\$-2.99
Interchange	PassThru - US MWE Public Sector	MAST	0.0155	\$6,252.92	1	\$0.1000	\$-97.02
Total Interchange							\$-400.26
Tran Fees	Auth Fee	MAST			13		\$-0.65
Tran Fees	Auth Fee	VISA			57		\$-2.85
Total Tran Fees							\$-3.50
Total Deductions & Misc							(\$403.76)

* Indicates account management moved to a new merchant accounting division. There were no double assessments.

This is a summary of deductions and adjustments that posted to your processing account during the month. For a complete detailed breakdown of all daily funding, deductions and bank deposits, please download your free Merchant Processing Detail report from our website, or you may contact our Customer Service Department.

PIN Based Debit / EBT Fee Summary

Category	Description	Card Type	Rate	Volume	#Items	Charge Per Item	Amount
Tran Fees	Approvals	DEBIT	0.0000	\$0.00	33	\$0.2500	\$-8.25
Tran Fees	Declines	DEBIT	0.0000	\$0.00	1	\$0.2500	\$-0.25
Network Fees *	Interlink (direct)		0.0080	\$1,971.33	11	\$0.2000	\$-17.97
Network Fees *	Network Participation Fee		0.0000	\$0.00	1	\$2.0000	\$-2.00
Network Fees *	Pulse (direct)		0.0090	\$383.98	5	\$0.2200	\$-4.56
Network Fees *	Star (direct)		0.0090	\$1,815.03	6	\$0.2925	\$-18.09
Network Fees *	US REGULATED		0.0005	\$4,094.91	11	\$0.2100	\$-4.36
Other/Misc	Monthly Fee		0.0000	\$0.00	1	\$5.0000	\$-5.00
Total Debit/EBT Fees							\$-60.48**

* Note - Your transactions are automatically routed through the least expensive debit network available on each and every transaction.

** Note - This amount is included in your "Month End Fees." Please see the following section.

Note - The monthly Network Participation Fee applies to Jeannie, Pulse and Star PIN debit annual network fees.

This is not a bill. All fees have already been deducted.

Month End

Post Date	Description	#Items	Charge Per Item	Total
08/31/2015	AVS Fees			\$-1.20
08/31/2015	Batches	36	\$0.2000	\$-7.20
08/31/2015	Dues - MC Keyed			\$-0.72
08/31/2015	Dues - MC Large Ticket			\$-0.63
08/31/2015	Dues/Asmnts/Stlmnt - MC			\$-9.78
08/31/2015	Dues/Asmnts/Stlmnt - VS Credit			\$-9.19
08/31/2015	Dues/Asmnts/Stlmnt - VS Debit			\$-8.84
08/31/2015	Monthly Fee	1	\$13.5000	\$-13.50
08/31/2015	*Network Fees			\$-21.50
08/31/2015	PIN Based Debit / EBT	1	\$60.4800	\$-60.48
08/31/2015	Unmatched Authorizations (VISA)	1	\$0.0450	\$-0.05

Total Month End (debited directly from your bank account - see following section)

\$-133.09

*Network Fees include Visa FANF Location, Visa FANF Keyed, Visa FANF Reporting and MasterCard Acquirer License fees.

Other Direct Deposits and Withdrawals - Originated by your Merchant Services Provider

Post Date	Description	Notes	Deposits	Withdrawals	Submitted	Effective
08/31/2015	Month End Fees			\$-133.09	09/01/2015	09/03/2015
Total Other Direct Deposits and Withdrawals			\$0.00	\$-133.09		

Fees are calculated accordingly, however rounding differences may occur and should not be considered an error.

Financial Recovery Service for Eligible Merchants

Did you know that you could be eligible to receive financial compensation from the "Visa/MasterCard Interchange Fee Settlement"? This settlement offers over \$5 billion to compensate eligible businesses and organizations for paying more fees than they otherwise would have for accepting Visa® and MasterCard® as payment from consumers during the period between January 1, 2004 and November 28, 2012.

If you do not want to miss this opportunity for financial recovery from the Visa/MasterCard Class Action Settlement, there is still time to enroll in the risk-free MCAG Settlement Recovery Service that your payment processor, Sterling Payment Technologies, LLC, has arranged for you.

Claim forms are not yet available, and the filing deadline for claim submission has not been announced. However, you may act now by enrolling online to ensure that a claim is filed on your behalf. We will update you in the future with any important news and deadlines related to the settlement.

To learn more about the benefits of MCAG's risk-free service or to enroll, visit <https://mcagvmc.com/portal>, enter code ST2593, and complete an enrollment form. If you have questions or need assistance, please contact a MCAG representative at 1-800-291-6641.

Disclaimer: Claim forms are not yet available from the Class Administrator. When claim forms do become available, class members are not required to sign up with any third-party service in order to participate in the monetary relief, but may instead file their claim directly with the Class Administrator. The claim form will inform most class members of their actual or estimated interchange fees on which it is proposed their claims will be paid. You may accept or dispute this estimate with the opportunity to submit additional information. No-cost assistance will be available from the Class Administrator and Class Counsel during the claims-filing period. For additional information, class members may visit www.paymentcardsettlement.com, the Court-approved website for this case.

Periodically, the Card Brands announce changes to interchange rate programs and processing costs. Effective October 16, 2015, these changes will affect rates and qualification criteria for certain interchange categories. Sterling will be making enhancements to its billing system to consolidate various fees into the Network Fees billing line item at month-end billing. In addition, if you currently receive your daily batches by gross deposit with no deductions, a slight monthly charge may appear on your statement in the Network Fees billing line item for this service. If you have any questions, please contact Merchant Services or your Sales Representative. We value your business and strive to maintain highly competitive rates for our customers.

Effective October 1, 2015, debit network participation fees from STAR will be increasing. In addition to the already existing Pulse and Jeanie network fees, NYCE will be implementing their new network participation fee. Sterling will increase the monthly debit access fee by \$2.00 per month for debit network access to cover these charges. Should you have any questions regarding this change, please call Merchant Services.

At no cost to you, Sterling is providing \$100,000 free breach protection insurance through our preferred PCI DSS merchant security alliance partner, Trustwave Holdings, Inc. This valuable service is but one of many ways we work behind the scenes to protect you from fraud and the ever increasing attempts to steal your customers' card data.

This is not a bill. All fees have already been deducted.

Merchant ID: 

City of Beaufort



08/01/2015 .. 08/31/2015

With the increasing reports on credit card fraud, it is important to implement more effective risk monitoring and fraud tools. The Card Brands and issuing banks have adopted EMV Chip Cards to help protect merchants from losses associated with counterfeit and lost/stolen payment cards. EMV Chip Cards are embedded with a smart chip that interacts with EMV enabled terminals and Point of Sale (POS) systems to make sure the payment card and cardholder are authenticated. Effective October 1, 2015 (and October 1, 2017 for Automated Fuel Dispensers), the U.S. will migrate to EMV technology and the liability for certain fraudulent card-present transactions will shift to merchants that do not use EMV technology. With improved security at the POS, EMV can help reduce chargebacks. As a leading payments provider, Sterling continues to invest in new and improve products to support EMV technology. For more information on EMV enabled solutions, please contact your sales representative or Sterling Merchant Services. We appreciate your business and continued cooperation with payment security.

If your payment card transaction processing volume changes, merchant on file fees may be adjusted monthly for merchants processing lower card payment volumes than expected when the merchant account was first issued. Furthermore, merchants who were originally extended below market pricing based on expected high volumes may be adjusted to market value if payment card processing volumes are significantly less than expected. We value your business and strive to maintain highly competitive rates to our customers.