



Pricing Proposal for City of Tonka Bay, MN

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Simplifying Your Business Day



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
	√	Cash and Money Orders

PAYMENT CHANNELS

Included	Not Included	
√		Online and Standard Mobile App
	√	Automated Phone (IVR) and PSN Call Center
	√	Counter Credit Card Swipes
	√	Virtual Terminal for Your Staff
	√	Cash Payment Locations Arranged by PSN
	√	Residents' Banks' Bill Payment System
	√	Paper Check Scanning (Check 21)

ADDITIONAL SERVICES

Included	Not Included	
	√	Web Customization
√		Data Sharing (System Integration)
	√	eBills
	√	Customized Mobile App
	√	Customized Automated Phone (IVR)
	√	Outbound Auto-Call Messaging
	√	Lockbox Processing

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.

<p>Service Implementation Fee Includes, as applicable: Implementation Team • Training • Online Portal Setup • Standard Mobile App Setup • IVR Setup • PSN Call Center Training Specific to Your Account • Merchant Application Processing • eBill Design • Marketing Support</p>	<p>One-time fee</p>	<p>\$149</p>
<p>Data Sharing/Integration Includes, as applicable: Integration Specialist • Creating Specifications • Developing Interface • Coordination with Your Software Supplier • Testing • Training</p>	<p>One-time fee</p>	<p>WAIVED</p>
<p>Support, Maintenance Fee Includes, as applicable: Online Portal, Standard Mobile 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</p>	<p>Monthly fee</p>	<p>WAIVED</p>
<p>PCI Security Compliance Fee Includes: Required PCI Certification • Compliance with Credit Card Security Requirements • Auditing</p>	<p>Annual fee (one fee regardless of number of accounts)</p>	<p>\$89</p>

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) and/or how the payment is made.

OPTION 1: Residents Pay All Fees

<i>Payment Channel</i>	<i>Check/Savings</i>	<i>Credit/Debit Card</i>
Online • Mobile	\$1.00	2.75% (+50¢ if under \$100)*

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

OPTION 2: You Pay Check Fees & Residents Pay Credit Card Fees

Fees Paid by Your Residents

<i>Payment Channel</i>	<i>Check/Savings</i>	<i>Credit/Debit Card</i>
Online • Mobile	None	2.75% (+50¢ if under \$100)*

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

Fees Paid by You

<i>Payment Channel</i>	<i>Check/Savings</i>	<i>Credit/Debit Card</i>
Online • Mobile	50¢	None

OPTION 3: Fees Paid by You

<i>Payment Channel</i>	<i>Check/Savings</i>	<i>Credit/Debit Card</i>
Online • Mobile •	50¢	50¢ + credit card fees

Credit card fees for VISA, MasterCard, Discover:

Interchange Rate + Network Card Assessment Fee + Discount Rate + Authorization Fee

- *Interchange Rate:* You will pay the special government rate charged by the credit card company. PSN does not mark up the interchange rate to assure you get charged the lowest possible fee for the card being used by your resident. Potential range: 1.6% to 3%. Example: \$100 payment x 1.6% = \$1.60. Most debit cards are regulated and will have an interchange rate of 0.05% + 22¢. If you have a \$100 debit card payment the interchange would be 27¢. PSN will also arrange special utility interchange rates for your utility department should they use this service. Utility department fees are a flat rate between 45¢ - \$1.50; most settle between 65¢ - 75¢.
- *Network Card Assessment Fee:* You will pay the amount charged by the credit card networks; PSN does not mark up this fee. The fee is a percentage based on the total monthly payment amount and is charged monthly. Example: \$1,000 in total monthly payments x 0.14% network fee = \$1.40.
- *Discount rate (a term used by merchant providers) is an added cost. It is a percent of the transaction. You will pay a discount fee of 0.4%. Example: \$100 payment x 0.4% discount fee = 40¢.*
- *Authorization fee is a flat fee of 10¢ per transaction.*

Credit card fees for American Express (if you choose to accept): 2.60% plus \$0.50 if under \$100

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