

TO: BRUCE WYATT
FROM: FRED HOUSTON
RE: On-Line Payments
DATE: May 11, 2012

The water department receives many requests for the ability to make on-line payments. These requests are primarily received from newer customers. Samantha has been looking for an on-line payment company that will be able to work with our software and provide the services needed. She interviewed the following companies:

- PSN – Wisconsin
- Sturgis – South Carolina
- Singular Bill Pay – Florida
- Municipal Code – Florida
- BIS – Tennessee
- nCourt - Georgia

Following review of companies, we have chosen nCourt. This company will set the city up with a link from our website to their website. It will have the City of Crossville logo on it, but it is their website. nCourt will collect the payments and transfer the money to us on the following day.

I have decided to transfer all convenience fees charged by nCourt for payment of the payer. The city will not pay anything to nCourt for any costs, including set up. This is a free service to us that can be terminated with a 30—day notice, at no charge.

The city will be able to include property taxes, court fees, and water and sewer bills.