

Report to Council

Report Title: Online Payment Services–Paymentus Contract

Prepared By: Trish Serratore, Chief Financial Officer

Department: Finance

Date: December 14, 2021

Report Number: FIN2021-36 **File Number:** C11FIN, L04

Attachments: Paymentus Contract

Recommendation:

That the Council of the Municipality of Brockton hereby receives Report Number FIN2021-36 – Online Payment Services – Paymentus Contract, prepared by Trish Serratore, Chief Financial Officer for information purposes and by doing so authorizes staff to enter into an agreement with Paymentus for online payment service.

Report:

Background:

In order to improve customer service to the residents, staff have explored options on offering ecommerce solution to the residents to allow for online credit card payment options for all services, including utilities and taxes.

Paymentus is a merchant services provider with leading payment technologies that can streamline and consolidate the Municipality’s payment channels. As a third-party merchant processor, Paymentus performs the processing of credit card and electronic transactions between the Municipality, the credit card associations (Visa, MasterCard, Discover, American Express, etc.), and the financial institutions that issue the credit cards. In addition to payment card processing, Paymentus offers a customer service portal where customers can access paperless eBilling, manage autopay settings, and receive payment reminders. The Municipality of Brockton would also have access to a portal where staff can generate reports about decision-making analytics, manage outbound notifications, and receive 24-7 support.

Analysis:

The staff of the Municipality of Brockton researched several payment processing companies used throughout area municipalities in order to expand payment options to the residents of Brockton. Paymentus has contracts with other local municipalities, giving them local experience with other software programs that Brockton already possesses. Paymentus is able to integrate with Keystone and the software provided by eSolutions (the

website host). As the credit card processor, Paymentus is responsible for PCI compliance, thus mitigating the risk of Brockton processing these transactions.

As outlined in the Paymentus Proposal attachment, Paymentus charges a 2.5% fee per credit card transaction, and \$1.95 per Interac Online transaction. These fees can be paid by the Municipality, or can be charged to the user at the time of payment. This option can be changed at any time, and can be customized to the type of bill that the customer is trying to pay (e.g. tax bills, daycare fees, dog tag invoices, program registration invoices, etc.). We have not accepted credit card payments to date due to the significant costs charged to the Municipality. Paymentus can aid in minimizing added costs for Brockton by implementing this service to residents who wish to pay by credit card.

Brockton has the option to have Paymentus card readers available at the front counter. Currently, the Municipality has Moneris terminals at the Municipal Office, Recreation Office, and Lobbies Park/Food Booth. These terminals could be returned to Moneris, saving the Municipality \$1,577 per year in service fees alone. The credit card readers would cost a one-time purchase fee \$250 per reader, a total cost of \$750. Service fees are expected to be the 2.5% transaction fee as stated above.

By partnering with Paymentus, the Municipality of Brockton can offer additional methods of payments to customers who want to take advantage of certain perks, such as earning rewards points from spending on their credit card, to processing transactions and by offering to take payments over the phone and processed through Paymentus. By allowing residents the option to pay through credit card, the Municipality can lower outstanding taxes receivable and increase cash flow.

Sustainability Checklist:

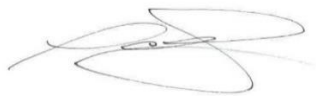
What aspect of the Brockton Sustainable Strategic Plan does the content/recommendations in this report help advance?

- | | |
|---|-----|
| • Do the recommendations help move the Municipality closer to its Vision? | Yes |
| • Do the recommendations contribute to achieving Cultural Vibrancy? | N/A |
| • Do the recommendations contribute to achieving Economic Prosperity? | Yes |
| • Do the recommendations contribute to Environmental Integrity? | N/A |
| • Do the recommendations contribute to the Social Equity? | N/A |

Financial Impacts/Source of Funding:

- Do the recommendations represent a sound financial investment from a sustainability perspective? Yes
- Possible increase in collections due to multiple avenues available to residents and business to pay for their municipal services and tax bills. Decrease in operating costs if Brockton transitions to the Paymentus card reading services.

Respectfully Submitted by:

A handwritten signature in black ink, appearing to be 'Trish Serratore', with a stylized, looped design.

Trish Serratore, Chief Financial Officer

Reviewed By:

A handwritten signature in black ink, appearing to be 'Sonya Watson', with a cursive, flowing style.

Sonya Watson, Chief Administrative Officer