



Lake Havasu City

Lake Havasu City
Municipal Courthouse
Council Chambers
92 Acoma Boulevard
Lake Havasu City, Arizona
86403
www.lhcaz.gov

Legislation Text

File #: ID 18-1711, Version: 1

COUNCIL COMMUNICATION

TO: Honorable Mayor and Council

FROM: Jill Olsen, Administrative Services Director

SUBJECT:

Approve the Agreement with Paymentus Corporation to Provide the City a Payment Platform for City Customers (*Jill Olsen*)

FUNDING SOURCE:

Various Departments

PURPOSE:

Approve the Agreement for cash receipt payment platform for the City and City customers.

BACKGROUND:

The City has chosen to implement a best-of-breed software solution approach. Paymentus offers a comprehensive solution that allows City customers to use one payment solution for most (court is excluded) City transactions. This solution will be our point of sale software that interfaces with the various City software solutions. This solution also provides a transactional reconciliation between the credit card merchant provider and the transactional cash receipts.

COMMUNITY IMPACT:

Paymentus offers users the opportunity to make payments by the most current methods including via online, mobile applications, and telephone. The solution will also provide outbound call reminders to customers that a bill is due. This is provided on a secure Internet interface provided at the Paymentus Corporation.

FISCAL IMPACT:

Appropriations are available for credit cards and merchant services in the amount of \$224,185 for fiscal year 2019. The solution does require a change of merchant providers. The City will pay on a transactional basis to Paymentus versus a merchant provider and credit card exchange fees. Paymentus provides an online payment portal which will eliminate the need for the GOVNow software module, for which we pay approximately \$30,000 annually. Staff estimates a potential \$20,000 in annual saving with more customers paying electronically. Additionally, using one payment solution should save a significant amount of staff time on daily cash transactional reconciliations.

ATTACHMENTS:

Master Service Agreement

SUGGESTED MOTION:

I move to award the Agreement for the City's payment solution to Paymentus Corporation.