

Submitted by:



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8595 Prairie Trail Drive
Englewood, CO 80112

Response to Lexington- Fayette Urban County Government

Request for Proposal Response Template

Billing Services
Request for Proposal

November 10, 2011

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Executive Summary

Insert a brief overview of your services here. Describe the advantages of your services in business terms.

Best Practice Systems, Inc. incorporated in 2001, provides products and services that will meet and exceed LFUCG's expectation for Billing & Collection Services. Best Practice Systems offers a complete suite of billing services that are exceptional quality, highly secure and simple to use. From electronic transfer of print files to customer service using the back office tool this complete suite of services gives LFUCG power and productivity and significant cost savings.

Included in this fantastic set of services are the following products:

Paper Bill Presentment

The paper bill is not only a source to communicate what a customer owes on their account but also to communicate important information and additional services. Paper bills are also the way that customers perceive your company so BPS concentrates on the quality of that communication so you are always presented in the best light.

Postage is your primary cost in a paper bill. Best Practice Systems uses whatever discount method is most beneficial to your company's bottom line. Because of our mail volume your bottom line benefits because of lower postage prices. CASS certification, NCOA, and DPV ensure that your bill is delivered to the correct address as quickly as possible.

Our printers also give you the flexibility to splash color on the page to draw attention to a particular marketing message or an amount that is past due.

Electronic Bill Presentment and Payment

eBill provides your customers with a customized interface built from LFUCG's style sheets. Customers logging into the eBill system will easily navigate through bills and payments with modern tabbed interfaces and easy to use buttons which means more customers will use it saving you money.

Setting up automatic payments is simple and secure. Customers click through an easy to understand set of instructions and within seconds automatic payment is set. Bill and payment history are easy to read and reprint if needed. Payment instruments such as checking accounts, savings accounts, money market accounts, credit card, etc. are simple to set up or remove and even easier to use.

Of course payment instruments and personal information is protected by the most stringent security. Encryption protocols, rotating random keys, and physical security are all part of the extensive security process which is PCI Level I compliant (listed on VISA's Global Registry of Service Providers) and also backed by the SAS70 (available upon request.)

IVR

Many customers still prefer to make their payments and check balance due amounts over the phone. BPS provides a robust, yet easy-to-implement Phone Payment solution for both inbound payments and outbound campaigns.

With our Phone Payment system, you get:

- An easy, inexpensive solution to implement
- Integrated reporting with all other payment methods
- Outbound calling, allowing customers to transfer to service personnel, make a payment or hear customized messages
- Industry-specific outbound calling templates

The standard IVR will allow a customer to dial into a unique 800 number, enter their account number, review their balance or last statement, make a payment or transfer to a customer service representative.

Standard language provided is English. Spanish is provided in premium options and other languages can be custom programmed. Standard login into the system would require the customer to enter their account number. Single Sign-on from an existing IVR can be accomplished and quoted inside the custom IVR. Standard IVR enables a customer to make one credit card or ACH payment per call. Call and payment statistics are provided through Waypoint.

Waypoint

Coordination between files transferred, processed files and payment files is crucial. Equally crucial is the coordination among IT, Accounting, and Customer Service. Waypoint is a tool which provides a place for this coordination.

- IT uses Waypoint to upload print files, administer user rights and download payment files.
- Accounting tracks payments, future payments, and views consolidated invoice information. Accounting can also edit print files down to the invoice level and set files to release automatically to print or manually after files have been reviewed.
- Customer Service uses Tracker Tools to mirror customers while they use the online payment services, send additional copies of invoices via fax or email, or make payments on behalf of customers. Customer Service can also enroll customers in eBill.
- Executives use the dashboard to view daily payments being posted and future scheduled payment via the online payment portal, IVR system and Point of Sale transactions.

Waypoint is a powerful back office tool which will reduce the amount of time effort and energy spent to collect money.

Implementation

Best Practice Systems is fast, flexible and focused. Our implementation teams are excellent in executing a detailed plan but are also flexible in bending the plan to meet your needs. Meeting and exceeding your expectation is paramount for a project manager and is their sole focus.

You can expect your Billing & Collection Services to be configured, tested and live within 30 to 45 days. Even though we are quick to implement quality is not sacrificed. A tested proven Billing & Collections solution is what you and your customers will receive.

Conclusion

Best Practice Systems offers an unmatched array of innovative solutions that incorporate the processes and activities that have been shown in practice to be the most effective. We quickly pinpoint your best opportunities for enhancement and customer value by leveraging our experience, methodology, technology and world-class best practices.

Best Practice Systems has the industry knowledge and expertise to propel your eBusiness strategies forward — taking you faster and farther with intelligent eBill, print and mail, IVR and self-care solutions. Choosing Best Practice Systems as your partner is a decision you can feel secure about because nobody else has the track record or the scope of products and services we offer.

Requirements Response Matrix

The criteria for prioritizing the requirements were:

(S) Showstopper: Requirement must be supported for legal, audit, or policy reasons. Must be met by vendor for consideration

(H) High: Affects business process greatly.

(M) Medium: Affects productivity, quality of service. Significant value.

(L) Low: Requirement support would be "nice to have."

For each requirement listed in the *Requirements table* provided in below, please respond with one of the following values in the *Vendor Response* column:

2 indicates that this requirement is fully met by the services you are proposing.

1 indicates that you do not currently offer services to meet this requirement and will have to develop new internal processes in order to meet this requirement.

0 indicates that you do not currently offer this service, and do not plan on offering it in the future to meet the requirement.

For any response of 0, or 1, please describe the uncertainty or limitation related to the response

Requirement Description	Vendor Response (0,1,2)	Priority Rating
Requirement 1.1: The ability to set-up a customer billing database to accommodate bill generation and payment history <ul style="list-style-type: none"> KAWC will provide 12 months of data as a starting point The type of data to be stored for each customer is provided in Attachment 1. In the design stage, fields not required to support the billing process will be identified and will not be required to be maintained in the database. Vendors should explain any limitations associated with this requirement 	2	S
Requirement 1.2: The ability to add additional fields for the historical customer database <ul style="list-style-type: none"> A GIS ID will eventually be added. The GIS ID will be a unique ID that will relate back to each customer address. 	2	H

Requirement Description	Vendor Response (0,1,2)	Priority Rating
Requirement 1.3: The ability to use a primary key to link customer data between the 3 billing sources; sewer, WQ, and Landfill <ul style="list-style-type: none"> This is currently a 9-digit code called a premise number. This will be important to link adjustments that come in from the three sources to the appropriate customer account. 	2	H
Requirement 1.4: The ability to link a closed account from previous service to a current account for payment collection and historical purposes	2	H
Requirement 1.5: The ability to maintain multiple addresses and contact info for an account and Identify which address should receive the bill	2	H
Requirement 1.6: The ability to provide a secure environment to store the customer database.	2	S
Requirement 2.1: The ability to accommodate the billing calculations as defined in Attachment 2	2	S
Requirement 2.2: The ability to easily change the rate charged for each fee	2	H
Requirement 2.3: The ability to generate an easy to read, informative bill that contains at minimum, the information in Attachment 3	2	H
Requirement 2.4: The ability to calculate and generate the bill for mailing within 3 days of receiving the data from LFUCG. <ul style="list-style-type: none"> Regular billing cycle process of daily or weekly per data availability from KAWC 	2	M
Requirement 2.5: The ability to add notes to bills for the purpose of informing customers	2	M
Requirement 2.6: The ability to include multiple accounts on one bill <ul style="list-style-type: none"> See the example in Attachment 4 	2	M
Requirement 2.7: The ability to add the LFUCG seal to the bill	2	M

Requirement Description	Vendor Response (0,1,2)	Priority Rating
Requirement 2.8: The ability to accommodate LFUCG edits to the bill design prior to implementation	2	M
Requirement 2.9: The ability to receive and apply adjustments to bills <ul style="list-style-type: none"> • LFUCG will send adjustments to all three fees on a daily, weekly or monthly basis 	2	H
Requirement 2.10: The ability for the vendor to accommodate the LFUCG timeline for implementing the billing system <ul style="list-style-type: none"> • Billing to begin on 4/1/2012 • Vendor may submit an alternate date and provide rationale for alternative 	2	H
Requirement 3.1: The ability to receive and post payments to customer accounts on a daily basis	2	H
Requirement 3.2: The ability to track and collect all accounts receivables through an agreed upon aging date, i.e., 120 days, 150 days, etc.	2	H
Requirement 3.3: The ability to generate and mail a second notice for unpaid accounts <ul style="list-style-type: none"> • Vendor to suggest best practices for this process • Include shut-off process for delinquent customer accounts 	2	H
Requirement 3.4: The ability to receive customer payments via multiple methods <ul style="list-style-type: none"> • Credit Card, EFT, Phone, Mail, Cash, Internet • Vendor should specify methods and best practices around payment methods 	2	H
Requirement 3.5: The ability to apply partial payments in a specific order <ul style="list-style-type: none"> • 1st WQMF, 2nd Landfill, 3rd Sewer 	2	S
Requirement 3.6: The ability to provide customer service to LFUCG user fee customers <ul style="list-style-type: none"> • To answer questions about the bill • To arrange payment 	0 BPS is structured so that we are second in line of consumer contact. It is assumed the biller will handle all direct consumer calls. However, LFUCG's CSR will be able to both view and pay a bill on a customer's behalf via Waypoint.	M

Requirement Description	Vendor Response (0,1,2)	Priority Rating
Requirement 3.8: The ability to receive and apply adjustments to bills <ul style="list-style-type: none"> Each area will send adjustments on a daily, weekly or monthly basis 	2	H
Requirement 4.1: The ability to provide LFUCG access to the vendor's billing data <ul style="list-style-type: none"> For operational purposes Possibly provide a snapshot of the activity at a specified time to allow LFUCG to conduct analysis 	2	S
Requirement 4.2: The ability to provide a unified bill history allowing all three fees' history to be viewed together	2	H
Requirement 4.3: The ability to allow LFUCG the ability to export data fields for download <ul style="list-style-type: none"> For authorized LFUCG users 	2	H
Requirement 4.4: The ability to provide a detailed aging report to LFUCG in an electronic format <ul style="list-style-type: none"> Formatted to allow sorting capabilities 	2	H
Requirement 4.5: The ability to generate a list of active versus inactive accounts and print to an exception report <ul style="list-style-type: none"> To be used in a business process by LFUCG 	2	H
Requirement 4.6: The ability to report on the number of customers that are classified as residential, commercial, industrial or OPA	2	H
Requirement 4.7: The ability for LFUCG to add notes to the bill history <ul style="list-style-type: none"> To be used when reviewing an account 	2	M
Requirement 4.8: The ability for LFUCG to create their own reports from the views/access they will be allowed	2	H
Requirement 4.9: The ability for the vendor to provide standard reports <ul style="list-style-type: none"> Specific report samples will be provided to finalist vendors Vendor should supply price structure breakdown per number of reports provided 	2	H

Vendor Scope of Work

The major components of the desired scope of work for the vendor are comprised of the following items. Please indicate your ability and commitment below with a “yes” or “no” for each line item. A “yes” response is a binding commitment by the vendor to fulfill the responsibility within the scope and price of their RFP response. For any “no” answers, please explain the associated limitations or constraints.

Vendor Responsibilities	Yes or No
Provide services to fulfill the business and technical requirements for a Billing Service	Yes
• To manage this project as the prime contractor, if other firms are involved	Yes
• To develop any customized components necessary to meet the requirements for which you've answered as such	Yes
• To provide solution users, and systems administrators training in the area of report generation, using examples	Yes
• To comply with all RFP response criteria	Yes

Vendor Business Profile & References

Vendor Business Profile

Please submit the following business information items about your company and subcontractors:

- Company name, headquarters address, and local responsible office

Best Practice Systems

Headquarters and Local Address:

**8595 Prairie Trail Drive
Englewood, CO 80112**

- Number of years in business
11
- Number of years active in providing billing services
11
- Annual revenue
\$4,500,000

- Business structure (e.g., C-Corp, S-Corp, LLC)

Corporation

- Ownership (if publicly traded, include exchange and symbol)

Private

- Total number of employees

48

- At least three references (customer name, telephone number) for work performed over the last three years for projects relevant to this one (i.e., comparable functionality for similar size corporation).

Rochester Public Utilities

Contact: Kent Myers

Email: kmyers@rpu.org

Phone: 507-280-1500

The Davey Tree Company

Contact: David Hill

Email: david.hill@davey.com

Phone: 330-593-0306

Slidell Water

Contact: Cheryl Steadman

Email: csteadman@cityofslidell.org

Phone: 985-646-4319

- Resumes of specific Key Project Staff: (e.g., All Project Managers)

See Attached

- Location(s) of Key Project and Support staff

8595 Prairie Trail Drive

Englewood, CO 80112

- List of proposed project personnel who are not employees of your organization (e.g., subcontractors) and their employer(s).

N/A

- Names of involved parties, dates, jurisdiction and status of any litigation in which your organization has been involved within the last five years.

BPS is and has not been involved in any litigation.

Project Plan & Deliverables

The vendor will identify and provide the major tasks and associated timelines required to fulfill the scope of work described in this RFP. Any tasks required for this scope of work and not performed by the vendor must be identified as such, with task durations and resources quantified. This includes any and all LFUCG tasks, resources or deliverables. Key task dependencies should also be identified.

Bill Print and Mail Solution

As part of BPS's complete billing solutions, we offer high volume monochrome and full color bill printing and mailing services at low cost to LFUCG.

Mailing

The first class mail will be prepared according to USPS postal discount standards to ensure that mail discounts are incurred on all 1 to 3 oz. mail pieces. The following standards will be followed to ensure proper discounts:

- CASS / DPV certification
- Post Net barcode prepared using CASS/DPV data hygiene and Fast Forward NCOA update
- Mail will be presorted to receive presort USPS discounts.
- An indicia mark will be printed on all #10 envelopes. An escrow account will be set up to fund the indicia mail.
- Fast Forward client feedback on address changes provided through web link.

Insertion and Delivery

Automated Finishing

Envelope and Insert inventory staged

Set up Inserter according to Print Ticket Application

Select Inserter Application on BB&H

Ensure line is completely emptied of all forms, envelopes, inserts from previous job

Load IDF file for 100% insert accuracy review

Load envelopes and inserts

Load forms according to inserter application instruction

Load inserts according to Waypoint Bill Insert Management instructions

Fold / Insert / Seal all statements

Folding and inserting driven by 2D technology

Control marks showing through the window to ensure proper manual intervention

Reprints

Place reprints in reprint box

Customer Service manually reprints statements

Quality Assurance

Confirm correct forms / envelopes being used

- Review the printed statements against print ticket for inventory accuracy
- Compare that Insert Names and Descriptions compare to Print Ticket
- Audit check the following:
 - 100% audit - Envelopes properly sealed
 - 2% audit - Envelopes tap tested
- Reconciliation of completeness of statement insertion
 - Reconcile # packages received against # packages processed
 - Review inserter IDF reports for any missing statements reported

BPS printers and inserters are state of the art equipped with IDF identification which means the right bills are inserted into the right envelopes and mailed to the right customer. Computer processing and rendering servers are located at not only a secure software data center, but also a physically secure data center.

Printers and inserters are physically secure and to enter the area requires identification and security clearance. BPS facilities are HIPPA and PCI compliant and SAS70 Type II certified. Also to enter the data center where the computer servers are kept requires nothing short of your hand. A biometric reader keeps a digital picture of authorized employee's hands and will not allow access unless the correct magnetic card and hand are presented at the scanner. Also two people check in any employee entering the physical location of the software servers are installed.

BPS has researched and implemented proven quality events to not only print and insert with 100% accuracy, but also to secure and protect your data, and to keep your data in sight and online so customers have every opportunity to pay their bill. Following are BPS standard security features which when compared to other companies exceed the "normal operating procedures" used by other print and mail and electronic billing companies.

Though headquartered in Colorado BPS has print locations in major cities throughout the US including El Dorado Hills, CA, South Windsor, CT, Kansas City, MO, Weymouth, MA Albany, NY and Denver, CO. With these print locations BPS continues to print bills even if a major disaster strikes one of these cities or if something simple happens and the files need to be re-routed to one of our other facilities. Built in disaster recovery demonstrates BPS ability to perform even in disastrous circumstances.

Online Bill Presentment and Payment Solution (VueBill B2C)

At Best Practice Systems, we know how important billing management systems are to large biller organizations. Best Practice Systems online bill presentment and payment solution allows customers to view and/or pay their bill 24/7 via a secure hosted interface on LFUCG's website (sample screen shots are located on the included jump drive).

While paper bills and statements are designed for static, one-way communication, BPS transforms this monthly drill into a targeted, on-going dialogue complete with customer self-care capabilities. With real-time, interactive and personalized delivery of bills and statements, LFUCG can get closer to its residents. With BPS, LFUCG will be able to power a range of online, interactive applications, extending well beyond electronic billing and statements to include customer service, marketing and other one-to-one communications. BPS will implement quickly,

reliably and securely, reducing costs as LFUCG increases contact and customer service in ways not possible with paper documents.

With BPS VueBill B2C software and optional modules LFUCG can:

- Enable customers to view and pay bills and statements online, anytime, anywhere.
- Help your customers access and understand critical information and statement details with analyzing capabilities.
- Allow your customers to schedule payments and use their preferred payment methods.
- Direct targeted, one-to-one communication campaigns to get you closer to your customers.
- Strengthen your brand recognition when customers visit your Web site.

With online bills and statements LFUCG can reduce processing and distribution costs while enhancing service quality. Customers will be drawn to LFUCG's web site through regular email notifications as new bills and statements become available to view and pay. While there they can take advantage of self-care functions such as updating addresses or account information, easing the load on LFUCG's call center.

BPS VueBill B2C also:

- Reduces printing, processing and postage costs.
- Saves time and money by providing your customers with self-service access to archived bills and statements.
- Decreases the time it takes to resolve customer issues by allowing customers and customer service representatives (CSRs) to simultaneously view the same online bill or statement.
- Improves the accounts receivables process with flexible online payment scheduling, authorization, execution and reporting.

The BPS VueBill B2C architecture is highly scalable, allowing BPS to implement electronic statement solutions for some of the largest organizations with the largest applications, including applications that require loading over 12 million statements in a day, delivering statements greater than 70,000 pages, and serving over 1.7 million online users.

With BPS VueBill Solutions' XML-based Smart Object technology, data becomes portable and powered for sharing across applications. Because you can maintain presentation-specific rules independent from the business logic that sent the data there in the first place, you gain the flexibility to create customized electronic documents that can be updated and changed with no consequence to the underlying data structures. With VueBill, you can efficiently manage complex, large statements and enhance customer service with the ability to analyze and query data.

Online Bill Payment

Delivering your bill or statement to your customer electronically is only part of the picture. VueBill Payment delivers robust payment capabilities, giving your customers the flexibility to pay bills with their preferred payment method, with advanced scheduling options that allow customers to choose auto-payments, one-time payments and recurring payments across all payment systems. You deliver superior customer service while gaining the control and efficiency of a complete, full-cycle secure electronic payment processing solution that includes customer enrollment, payment authorization, scheduling, execution and reporting. Easy integration with LFUCG's AR system eliminates costly and time-consuming accounts receivables processes.

BPS VueBill Solutions has the industry knowledge and expertise to propel your e-business strategies forward — taking you faster and farther with intelligent eBill, eStatement and self-care solutions. Choosing BPS as your partner is a decision you can feel secure about because nobody else has the track record or the scope of products and services we offer.

Implementation

Best Practice Systems will do 95% of the heavy lifting to set up and configure eBill, Print, and mail. Following is an abbreviated view of the Best Practice Systems organization chart that shows the implementation team and the reporting structure.



The Project Manager is responsible for the project implementation. Project managers are incented to complete projects with complete customer satisfaction. Best Practice Systems project managers have MBA degrees and are skilled in project implementation. If for any reason there is a problem during implementation which needs to be escalated it will be moved to the Director of Operations.

The Director of Operations has authority to make decisions that may impact fees; however, if the fees impacted are greater than \$100,000, the problem is escalated to the Chief Operating Officer who has all necessary decision authority to resolve any problems.

BPS follows the same procedure that LFUCG has defined namely design, build, test, user acceptance test, and implementation. The following sections outline BPS methods, processes, resources, tools and timeline.

Following are the steps in the implementation plan:

- Kick-Off Meeting with Client – 1 - 2 Hrs
 - Identify key players in the implementation
 - Introduce the Project Approval Form
 - Complete the Data Gathering Form
 - Set Mile Stones and Target Dates for Launch and Test
 - Set Weekly or Biweekly Status Meeting Day and Time (30 Mins Weekly)
- Internal Kick-Off Meeting – No Client Time Needed
 - Coordinate Print and eBill
 - Detailed Design Document
 - Set Internal Target Dates
 - Schedule all internal resources
- Internal File & Invoice Setup – No Client Time Needed
 - Configure Invoice
 - Configure FTP
 - Prepare Technical Guide for Client
 - Configure XML Style Sheet
 - Configure Encryption Conditions
 - Configure Style Sheet
 - Configure Balance File
- Invoice Sign Off – Client time 2- 5 Hrs
- Print Interface Design – No Client Time Needed
 - Print Screen Development
 - Payment Adaptor ACH & CC
 - Email Management Configuration
 - Publish to Staging Server
- Print Sign Off – 6 - 8 Hrs
- Database Configuration
- Render Coding
 - Create Invoice File Reader
 - Publish .xls & Images
 - Create Balance File Reader
 - Render Pass

- Client Sign Off on Render 5 – 6 Hrs
- Upload Automation
 - Setup Upload Function
 - Waypoint Setup
 - Modify Render Service
 - Test Invoice File Upload
 - Test Balance File Upload
- Waypoint Configuration
 - Configure Screens
 - Configure Reports
 - Internal Development Test
- Client Testing and Sign
- Launch to Production

Deliverables

Tasks	Deliverables To IT	Deliverables From IT
Internal Kickoff (With CIO)	Project Schedule - Team Design document – Project Description	Deliverables: <ul style="list-style-type: none"> • IT Responsibilities determined, • Architecture Items discussed
FTP Setup (set up FTP directories)	Design Document – FTP	Deliverables: <ul style="list-style-type: none"> • KeyPass - FTP credentials for staging and production • Hooks are put into to process the files in staging and production. Tasks <ol style="list-style-type: none"> 1. Create Client in Keypass 2. Add entry for staging 3. Add entry for production 4. Add user to EFT server on Staging 5. Add user to EFT server on Production 6. Create entry on local CuteFTP for staging and production 7. Test Staging File Upload
Style Sheet Creation	Invoice Template XML Design.xlsx Design Document – Style Sheet (This would list versions of style sheets, style	Deliverables: <ul style="list-style-type: none"> • Style Sheet

	sheet names, and changes)	
Work Flow <ul style="list-style-type: none"> • DB setup • Workflow Emails • Stub Adaptors 	Design document – Client Email Settings Design Document – Client Application Details	Deliverables: <ul style="list-style-type: none"> • (Design document-Database Settings), • Database configured in staging for workflow emails and key database field: Client, Application, Bill • Stub CC and ACH Adaptors set up Tasks: <ol style="list-style-type: none"> 1. Setup Database for Client, Application, Bill 2. Setup Workflow Emails 3. Check the Release Module 4. Run Sample File for Invoice, DBF, BPSLoad, Balance
Waypoint <ul style="list-style-type: none"> • Usable standard screens • Usable standard reports • Ability to upload files and view statements 	Design document – Waypoint	Deliverables: <ul style="list-style-type: none"> • Customer login credentials. Admin account Tasks: <ol style="list-style-type: none"> 1. Setup Group and Client 2. Setup User for new Client 3. Check for Custom Menu changes 4. Check Application table for correct Database Connection Strings 5. Setup Rendering 6. Publish to Staging
File Reader <ul style="list-style-type: none"> • Program file reader • Publish images and style sheet • DB file processing 	XML Design.xlsx Full conditional sample file.txt,	Deliverables: <ul style="list-style-type: none"> • Output XML file • Output PDF file Tasks <ol style="list-style-type: none"> 1. Validate Application setting for File Mask and File Reader 2. Build File Reader to Design Document Specs 3. Run sample file to Test 4. Publish images and style to Staging 5. Publish images and style sheet to Production
Vuebill <ul style="list-style-type: none"> • Site • SSO • Auto Payments 	Design document – SSO VWI.ppt (Includes Help Text) Uploaded test file	Deliverables: <ul style="list-style-type: none"> • Site build • HREF • SSO • Test Harness Tasks

		<ol style="list-style-type: none"> 1. Check DB setup: Client Application, Bill ID, Adaptor 2. Create VS2010 project closest existing project 3. Replace old client name with New client name 4. Replace ClientID, ApplicationID, BillID 5. Create Visual Template and CSS 6. Change Text throughout site 7. Modify Customer Screens/Feature 8. Test
IVR	<p>Design Document - IVR</p> <p>IVR Call Tree</p> <p>Prompt List</p>	
Print	<p>Design Document - Print</p> <p>MSR.xlsx</p>	
<p>Backend</p> <ul style="list-style-type: none"> • BPSLoad • Balance File • Automated Payment Report • 5 Days email • Credit Card Expiry • 	<p>Design document – Backend</p> <p>Files for IT to test with: BPSLoad, Balance File, DBF</p>	<p>Deliverables:</p> <ul style="list-style-type: none"> • Build custom automated reports • 5 days email • Cash Application Report • Credit Card Expiry • Setup BPSLoad • Setup Balance File upload • Setup DBF file upload
Customer Email Setup	<p>Design document – Email Settings & Templates</p>	<p>Deliverables:</p> <ul style="list-style-type: none"> • Setup customer emails in staging <p>Tasks:</p> <ol style="list-style-type: none"> 1. Create email account 2. Setup account in Postini
Customize Waypoint	<p>Design Document – Waypoint</p>	<p>Deliverables:</p> <ul style="list-style-type: none"> • Custom Reports • Custom Screens • Custom Features <p>Tasks</p> <ol style="list-style-type: none"> 1. Build Custom Options 2. Add new menu items 3. Internal IT Test 4. Publish to Staging 5. Publish to Production

ACH Formatting <ul style="list-style-type: none"> • Transmission • File formatting 	Design document – ACH Test Transactions in Staging	Deliverables: <ul style="list-style-type: none"> • ACH Test file for AE to send to bank Tasks: <ol style="list-style-type: none"> 1. Setup ACH Adaptor Record in Database
ACH Transmission	Design Document – ACH Test transaction in Staging	Deliverables: <ul style="list-style-type: none"> • Send ACH record to bank with proper security protocol Tasks: <ol style="list-style-type: none"> 1. Setup ACH Module with FTP 2. Set up VisualCron Schedule on Staging 3. Setup VisualCron Schedule on Production
Credit Card	Design document – Credit Card	Deliverables: <ul style="list-style-type: none"> • Build Credit Card Gateway or use existing gateway Tasks <ol style="list-style-type: none"> 1. Build Credit Card Gateway or use existing gateway 2. Check to make sure Bill Database entry is correct 3. Enter Correct Information in Adaptor Table 4. Publish code to staging 5. Run a test transaction 6. Publish to Production 7. Test a live credit card
Billing Data	Design Document – Billing data	
User Acceptance Testing		
Publishing		<ul style="list-style-type: none"> • Publish Databases • Publish code • Test
Test Publishing	Test to ensure it works	
Data Conversion		
Go Live		

Assumptions and Constraints

Insert assumptions & constraints here.

BPS assumes LFUCG will send data files electronically to include 12 months of previous customer data to establish customer data base, usage fees and rates for bill calculation and creation, balance files to determine overdue accounts to generate and mail delinquent notices.

BPS has no constraints based on the Scope of Work provided in the RFP

Vendor Questions

Please respond to the following questions.

- 1) Can you please describe best practices for developing a customer billing database, including security issues, and indicate what you need from LFUCG to accomplish this? We will want to populate the database with 12 months of history.

The development of the customer billing database will occur in Waypoint. Waypoint 2.0 is a revolutionary back office tool to manage your eBill, print and mail functions. The dictionary defines waypoint as, "A point between major points on a route, as along a track." Waypoint tracks your bill file from reception to delivery both electronic and print and mail.

The BPS Load process is used to upload external data into the Best Practice Systems database. This process can be used to create customer databases and accounts, enroll new customers, load out of band payment information or even dishonor payments from eBill. BPS Load files are formatted in XML and are sent to the "in" directory of your FTP site. BPS load files are recognized by Best Practice Systems by their file name.

A Balance load occurs in "Statement" systems. A Balance load usually happens along with Statement Loads although a Balance file can stand on its own.

The Balance Load process is used to upload external data into the Best Practice Systems database at the account level. The file is flexible such that a client can send any data to the customer at the account level. The balance file upload performs the following functions:

- Upload account information. The balance and account table are used store data that is viewed in Vuebill, data that is used for challenge questions, new address or account name information, and data that is used to populate pay fields. Any data that is different in the balance file will replace older data in the balance table or account table.
- Add new accounts to Account table. If the option to load accounts is set up, when a Balance file is received and it contains an account number that doesn't exist in the account table, an account will be loaded.

All files are transmitted via secure FTP with PGP Encryption.

- 2) Please describe the common standard reports you provide for other utility customers.

Below are the most common reports provided. However, BPS will develop any type of report required by LFUCG.

Payment Report: This report details processed payment information based on the dates selected.

Paper Suppression: This report details those customers whose status changes *from* or *to* paper suppressed. View dates and enrollment info.

Enrolled User Report: This report shows all customers who are enrolled. Run the report by Active or Inactive status and selected date range.

Scheduled Payments: This report details all accounts with future scheduled payments, their amounts, payment dates, and date the scheduled payment was created.

File Receipt and Delivery: This report details the receipt and delivery of data files sent between BPS and LFUCG including any errors or omissions.

All reports are fully accessible 24/7 online and in electronic format. The reports can be printed or exported in the following formats: PDF, XLS, XLSX, RTF, MHT, CSV, Text, or Image.

- 3) Please describe the customer payment methods your company can accommodate.

BPS can accommodate all customer payment methods. Payment instruments and personal information are protected by the most stringent security. Encryption protocols, rotating random keys, and physical security are all part of the extensive security process which is PCI Level I compliant (listed on VISA's Global Registry of Service Providers) and also backed by the SAS70 (available upon request.)

- 4) Please describe the customer service options, and the associated price for each, your company can support. Include the hours of operation and location of the customer service staff.

Customer Service Support is available 6:00am to 6:00pm MST. Customer Service staff is located at BPS headquarters. BPS also provides after-hours support with guaranteed response within one hour of the call. There are no additional costs for Customer Service Support.

- 5) Please define a 'go-live' strategy; including testing, to meet the 4/1/2012 target date, Vendor may supply an alternative implementation schedule with explanation as to alternative schedule.

Go Live Strategy

Kick off Conference Call	Day 1
Client Time Required: 2 Hrs	
Deliverable: Data Gathering Form	
Statement Development (ID1) Rendering Design & FTP Setup	Day 3
Statement Development (ID2) Statement Sign Off	Day 10
Client Time Required: 4 - 6 Hrs	
Deliverable: Pre Rendered Statement	
Statement Development (ID3) Database Setup and Render Coding	Day 17
Statement Development (ID4) Render Pass & Client Testing	Day 22
Client Time Required: 4-6 Hrs	
Deliverable: Statement from Rendering Engine	
Print Programming (PP1)	Day 25
Client Time: 2 – 1Hrs	
Deliverables: Printed Statement	

Statement Development (ID5) Upload Automation	Day 25
Client Time: 2 - 6 Hrs	
Deliverable: Waypoint Login Credentials	
Statement Development (ID7) Vault Completeness Review	Day 32
Go Live	Day 35

BPS works with LFUCG to define the scope of the project. In the event that a necessary item outside of the scope of the project needs to be addressed the project manager will define in a change request details of the proposed enhancement and then give a fixed cost investment for the client to approve and sign.

BPS project managers excel in project evaluation and 98% of the time, catch all variables and possible enhancements which provide a solid implementation plan on which to build your platform for print, mail and eBill.

BPS implementations typically only take 35 days to implement. If, however LFUCG has need to move more quickly BPS does so at no additional charge and has the ability to maneuver quickly to meet the LFUCG's needs.

Best Practice Systems has researched and implemented proven quality events to not only print and insert with 100% accuracy, but also to secure and protect your data, and to keep your data in sight and online so customers have every opportunity to pay their bill. Best Practice Systems standard security features when compared to other companies exceed the "normal operating procedures" used by other print and mail and electronic billing companies.

Pricing Matrix and Terms

Our objectives are not only to obtain the best value via component pricing, but also to mitigate the unpredictability in the potential volatility of ongoing costs.

Please provide a description of your pricing approach, along with any associated assumptions and rationale, to accomplish this. All vendors must supply pricing information in the format below. However, if vendor has an alternative approach to pricing, that may be included as well. Prices should be stated in U.S. dollars and offered for at least 90 days. **Pricing information in hardcopy must be submitted in a separate envelope; pricing information in electronic format must be submitted in a separate file.**

On average, LFUCG will require about 115,000 bills per month to be generated and serviced.

***Included is a more comprehensive price proposal than as defined in the following required format.

Year	Billing Service Price Per Bill	Customer Service Price Per Bill	Print/Mail Price Per Bill	Total Price Per Bill
Year 1	Transaction Fee Model: \$0.11 per payment for eBill and IVR \$0.11 per enrollee for eBill Convenience Fee Model (paid by customer): \$4.95 per payment	Included	\$0.0990 per one page package	
Year 2	Transaction Fee Model: \$0.11 per payment for eBill and IVR \$0.11 per enrollee for eBill Convenience Fee Model (paid by customer): \$4.95 per payment	Included	\$0.0990 per one page package	
Year 3	Transaction Fee Model: \$0.11 per payment			

	<p>\$0.11 per enrollee for eBill</p> <p>Convenience Fee Model (paid by customer):</p> <p>\$4.95 per payment</p>	Included	<p>\$0.0990 per one page package</p>	
Year 4	<p>Transaction Fee Model:</p> <p>\$0.11 per payment for eBill and IVR</p> <p>\$0.11 per enrollee for eBill</p> <p>Convenience Fee Model (paid by customer):</p> <p>\$4.95 per payment</p>	Included	<p>\$0.0990 per one page package</p>	

Pricing Approach:

Please describe your pricing model and suggest payment milestones.

BPS offers several different pricing models based on bill volume, type(s) of services, number of services, transaction fee based and convenience fee based.

eBill Pricing

Standard eBill Pricing - Transaction Fee Model

One Time Fees

EBPP Presentment and/or Payment	\$5,000 (waived if other services provided)
Waypoint Implementation.....	Included
eMail Management System.....	Included
eBill Design	Included
ACH Implementation.....	Included
Standard CC Gateway (Authorize.net)	Included

Monthly Fees (Standard)

Bill Presentment	\$0.110	per enrollee
Bill Payment.....	\$0.110	per payment
All Data Load (\$500 Minimum)	\$0.010	per record
Security and Maintenance.....	\$500	per month

Standard eBill Pricing - Convenience Fee Model

One Time Fees

EBPP Presentment and/or Payment	Waived
Convenience Fee (charged to the customer)	\$4.95 per payment
Waypoint Implementation.....	Included
eMail Management System	Included
eBill Design	Included
ACH Implementation.....	Included
Standard CC Gateway (Authorize.net)	Included

Monthly Fees (Standard)

All Data Load (\$500 Minimum)	\$0.010 per record
Security and Maintenance.....	\$500 per month

Quoted prices are estimates based on 115K monthly billing volumes.




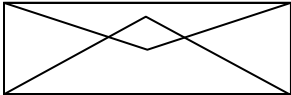


Print Pricing

Standard Print Pricing

One Time Fees

Print Setup and Implementation.....	Included
Waypoint Implementation.....	Included
Per Package Pricing for Print.....	\$0.0990 per one page package

Visual Pricing for Print Services

Thumbnail	Description	Unit Price
Paper		
	#20 White	\$0.0150
	Laser Image 1 st Page – Duplex	\$0.0350
Envelopes		
	#10 Single Window:	\$0.0200
	#9 Return Envelope	\$0.0200
Auto Insertion		
	Insert 1 st Page	\$0.0000
Total per One Page Package		\$0.0990
	Discounted Presort Meter Price	TBD

Interactive Voice Response (IVR) Solution

Standard IVR Pricing – Transaction Fee Model

One Time Fees

Inbound IVR	\$4,000 (waived if included with eBill and/or Print)
Payment.....	\$0.1100 per payment
Minutes.....	\$0.1500 per minute
Waypoint Implementation.....	Included

Standard IVR Pricing – Convenience Fee Model

One Time Fees

Inbound IVR	Waived
Convenience Fee (charged to the customer)	\$4.95 per payment
Waypoint Implementation.....	Included

Assumptions per component:

Please describe any assumptions associated with your pricing model.

The pricing models assume a bill volume of approximately 115,000 per month.

Under the convenience fee model it is assumed the payer will be responsible for the convenience fee.

It is also assumed LFUCG is wishing to implement eBill, Print and Mail and IVR services. Each service is broken out individually so LFUCG can clearly see the costs of each independently if all three services are not implemented.



Aaron J. Meade, MBA

61 Surrey Drive • Castle Rock, CO 80108 • 720.879.7756 • ameade@gmail.com

Summary Highly motivated leader with vast experience working among teams in variety of complex environments and industries. A proven change agent who adapts and applies many new ideas to solve difficult problems. Driven to be highly successful in all capacities while continuously learning and improving skills.

- Outstanding problem solving ability
- Extremely adaptable change agent
- Motivational leader and team player
- Quick learner
- Exceptional computer skills
- Work well under pressure
- Superb oral presenter
- Excellent decision making skills

Objective Accomplished, hardworking professional seeking to leverage my extensive leadership background and sales/marketing/management experience to help an exciting organization exceed its goals and objectives as a valued team member.

Experience **Best Practice Systems, Centennial, Colorado**
2008 - 2010 *Account Executive, Implementation Lead,*

- Worked directly with the CEO in designing and developing implementation and operational procedures that improved interdepartmental coordination
- Developed a testing plan that was used to successfully test \$100,000+ development projects
- Works directly with clients and developed relationships that resulted in 100% to 200% increases in implementation upsell revenues
- Effectively coordinated website marketing efforts without increasing costs that resulted in 256% organic and 169% total traffic year over year (Nov '08 compared to Nov '09)
- Became the in-house XSL-FO expert which saves many hours of outsourced programming charges each week
- Worked with clients doing needs assessment surveys which lead to new technologies and tens of thousands of dollars additional programming revenue

2005 - 2006 **Big House Productions, LLC, Colorado Springs, CO**
Partner in charge of Finances, Webmaster, Director

- Effectively managed show budgets, accounts receivable, accounts payable, and all other necessary monetary activities in order to maintain profitability
- Key in decision making process so as to develop and maintain strong competitive advantages
- Formulated ideas with CEO to develop Big House Productions and helped establish ideal start-up strategies and groundwork revenue producing streams



2004 - 2004 **Hewlett Packard Inc.**, Colorado Springs, CO
Inside Business Sales Representative – Manhattan Region
Carried \$2 million per quarter sales budget for one of the most demanding territories in the inside business sales segment
Worked as a member of a two-man team successfully providing solutions to fast-paced business clients within a cross section of Manhattan
Through keen customer service skills developed relationships with customers one of which resulted in a \$150,000 sale
Worked with Northeast Territory Manager to develop demographic analysis processes that allowed new-hires smoother transition into positions

2001 - 2004 **Gateway Computers Inc.**, Gateway Country Colorado Springs, CO
Retail Sales Leader, Operations Advisor, Senior Solutions Advisor
Increased training revenue per unit by more than 600% in two months by implementing an employee motivation program
Created reports to discover sales trends and help recognize sales reps strengths and weaknesses
Reorganized staff to increase profitability and overall efficiency, including training new managers and sales representatives
Developed, trained, and coached a new position to reduce shrinkage and monitor merchandising
Implemented and streamlined all in-stock inventory processes

Education **University of Colorado at Denver**
Masters in Business Administration, 2006
University of Colorado at Colorado Springs
Bachelor of Science in Organizational Management, 2004



NAME: **Nathan Hansen**

EDUCATION: BA, Mathematics, University of Colorado, 2003.
FBI-IRD Common Software Process (CMM 3.0) training course 2003

SUMMARY: Highly self-motivated and talented Software Engineering professional possessing exceptional technical skills and DoD Top Secret-Level Security Clearance. Demonstrated ability to streamline software tools to increase efficiency. Strong background in new product development that enhances market share and revenue base. Solid track record of exceeding goals through successful completion of complex projects, strategic planning and business expansion.

EXPERIENCE HISTORY:

BEST PRACTICE SYSTEMS, INCORPORATED – Centennial, Colorado 2008 - Present

Architect / Sr. Software Engineer

Actively recruited by Best Practice Systems - BPS is a leading-edge company that provides electronic billing and print technology to small- and mid-size companies throughout the United States.

- Architected and developed workflow applications which processes invoice files for import, electronic distribution, print, and payment processing for ACH and payment gateways.
- Architected and developed Audit applications which analyze file processes and report on problems and anomalies in data and processing.
- Architected and developed of render farms to provide distributed rendering of clients statements and invoices.
- Developed web sites to provide electronic pay and presentment of bills using the latest advancements in security and protection – under the guidance of PCI compliance.

HIGH PERFORMANCE TECHNOLOGIES, INCORPORATED – Arlington, Virginia 2006 - 2008

Sr. Scientific Software Engineer / Team Lead – Project 003

Recruited by HPTI's Advanced Systems - Homeland Security - Intelligence Agencies business practice to support the intelligence community on Project 003. HPTi designs and develops short-cycle solutions in collaboration with government agencies. This collaboration results in immediately field able solutions that address today's user needs and challenges as well as tomorrow's architectural framework.

- Collaborated directly with the client's analysts to develop tools which would allow them to perform their work more efficiency. Managed development life cycle of short turn around tools which aided in analyst of copious data from various intelligence sources.
- Developed software that easily allowed the user query disparate native xml databases / feeds which extract and displayed parametric data in a standard analyst visualization tool.
- Developed inter-application messaging tool which allowed inerrability between visualization tools and data processing and analysis service.

INGERSOLL CONSULTING, INCORPORATED – Parker, Colorado 2003 - 2006

Architect / Sr. Software Engineer

Recruited by primary developer of FBI's ViCAP (Violent Criminal Apprehension Program) law enforcement database utilized across the US and in support of Lockheed Martin's IDAC Homeland Security Defense Program for firm with products offering customizable intelligence data analysis and case management tools. In charge of staff for gathering contractual technical requirements, project management, technical support and deciding product and company direction. Write custom demos for top level clientele and develop code for programs.



Expertly directed multiple product lines that resulted in sales increase of 300% that more than doubled revenues over previous years:

- Architected and engineered a COTS web enabled case management tool consisting of Federated Search Engine, Parametric Search Engine, Multi-Threaded Distributed Transaction Queue, GIS Mapping, Geo-Coding, Text Retrieval, Indexing Engine, Metadata driven GUI, Ad-hoc reporting, Fusion Center, Integration of Facial Recognition, Code Optimization, Memory Optimization, Custom Role Provider, Custom Profile Provider and Custom Membership.
- Upgraded the FBI's ViCap program interface from client server architecture to a thin client/web architecture and added Metadata driven Reporting, Form. Performed ad-hoc reporting, statistical analysis and probability/predictive case matching, allowing local and federal law enforcement agents to access and manage case loads with more ease.
- Integrated multi-jurisdiction law enforcement Case Management tool into Lockheed's Maritime Integrated Domain Awareness Solution (MIDAS), a project for the Coast Guard's Deepwater initiative.
- Engineered software showing capability for the DIA (Defense Intelligence Agency) to expand information sharing and research tool.
- Developing clever path portal components that managed various aspects of Checkfree software, including electronic bill presentment, paper bill presentment, Network payment, bill generation and aggregation to print houses.
- Architected and engineered custom software application to manage student information for accounting and case management for a youth juvenile center using the latest in Web Forms, Custom Server Controls, Smart Client Architecture and Predictive Caching.

Successfully managed up to five projects at once with minimal staff and tight deadlines. Overcame obstacles by developing superior project architecture and choosing sound, reliable technologies that supported creation of high-performance products, which increased company visibility and client satisfaction.

Engineered and managed projects in Java and .NET application platforms that served clients with latest cutting-edge technology and functionality.

INDEPENDENT SOFTWARE CONTRACTOR – Thornton, Colorado 2003

Sr. Software Engineer

Contracted by various clients to develop custom applications including system architecture and documentation. Worked with businesses and Project Managers to define projects and design new features, ensuring high-quality deliverables. Wrote unit and functional tests and worked with testing group to develop effective test cases. Kept managers informed of project status and changes. Served as proxy for team manager in meetings as necessary.

- Helped Fortune 500 Company develop Sarbanes Oxley software and control system and financial auditing system utilizing ASP, Oracle and CleverPath Portal, ensuring government compliance.
- Engineered self-learning stock trading and analysis program utilizing latest AI practices, including neural network comities, distributive genetic optimization algorithm and distributed grid computing, cutting time to develop trading strategies by 500%.
- Built HR and time tracking system for large call center that gathered time and attendance from Lucent phone switch and kept track of employee training, certifications and disciplinary actions.
- Developed portal modules for mid-sized call center, standardizing policies and procedures and aiding managers in handling and escalating issues.



- Developed web based vendor management portal, including administration and vendor portals and expeditor portal tool that managed distribution of work orders utilizing fax distribution and work order matching utilizing 2D/3D barcode generation and recognition.
- Created e-Commerce site allowing customers to order products and seminar tickets. Sent orders to warehouse, interfaced with inventory, calculated shipping costs and processed credit card, debit and electronic check checks.
- Made recommendations to manager and team regarding development options and alternate technologies.
- Regularly debugged and fixed application defects in timely manner during both project development and production phases and provided off-hours emergency production support via established on-call schedule.
- Demonstrated leadership while working in cross-functional teams consisting of project managers, user interface designers, database engineers and software engineers from other teams.
- Stayed up on latest software best practices and common software patterns and utilized n-tier development, integrating third party COTS products to reduce development time.
- Scheduled assigned engineering resources for optimal utilization and quickest delivery.
- Continually researched new products and technologies in order to recommend time saving solutions.

INFOMELD DATA ENHANCEMENT AND SERVICES – Broomfield, Colorado 1998 - 2003

Software Architect / Software Engineer

Challenged by developer of custom applications to work with clients on high-level project efforts while managing IT personnel. Oversaw Web server and internal networks while gathering customer requirements and developing applications. Coordinated technical direction with senior executives

- Engineered a web based multi-warehouse distributed Order Fulfillment System for a USPS pilot program.
- Integrated warehouse distribution software with USPS EBUY order distribution network, developing interface test cases and test orders for certification processes.
- Engineered an Ontology Management Tool, which consisted of Parametric Attribute Generation, Parametric Attribute Extraction, United Nation commerce code (UNSPSC) Classification, Ontology (Taxonomy) Generation and License Management.
- Aided United Nation staff in charge of developing UNSPSC codes to ensure taxonomy integrity, version control and version downgrade code conversion.

REQUISITE TECHNOLOGIES, INCORPORATED – Westminster, Colorado 1997 - 1998

Software Engineer - Quality Assurance Liaison

Joined enterprise catalog management solutions firm aiding global client base in transforming raw data into useful product forecasting and strategy information. Tested software for compliance while serving as liaison between data groups, software development and QA teams. Responsible for parametric data extraction and parts classification.

- Prevented expensive recalls via identifying bugs before releases. Achieved by performing real-world test scenarios on products that drastically improved quality while mitigating application shortcomings.



INDEPENDENT SOFTWARE CONTRACTING – Westminster, Colorado 1992 - 1997

Software Engineer

Responsible for managing additional contractors and completing projects for individual clients. Quoted jobs, gathered requirements and created proposals. Maintained strong customer relationships while analyzing and programming tools for process automation. Developed and deployed software including the following:

✦ Data Cleaning – Enabled users to clean part descriptions and numbers while tracking image thumbnails by creating and maintaining QA tool. Utilized latest technologies to assist in catalog generation.

✦ Automated Customer Tracking – Developed customer tracking system to automate customer monitoring, phone calls, customer follow-up dates and customer information that greatly streamlined client operations while reducing costs.

Database Maintenance – Oversaw database tracking user statistics, housing and user referrals that successfully served 200+ users. Generated custom reports that aided client's business strategy.

HARDWARE EXPERIENCE:

Processors: Intel, AMD
Telecommunications equipment: Avaya IP Office
Network equipment: Cisco Firewall, SonicWall Firewall, Zyxel Prestige Firewall

SOFTWARE EXPERIENCE:

Operating systems: Microsoft 95, 98, ME, NT, XP, XP 64bit, Windows 2000, Windows 2003, Windows 2003 RC 2, Windows 2003 64bit

Databases: Microsoft Access, Microsoft SQL Server 2000, Microsoft SQL Server 2005, Oracle 9i, Oracle 10i, MySQL, Sybase, DB2, VistaDB

Programming languages: C#, VB, VB.Net, ASP.NET, Java, Java Script, VB Script

Office automation packages: Microsoft Office, Microsoft Access, Microsoft Excel, Microsoft Word, Microsoft Outlook, Microsoft PowerPoint, Microsoft Project, Microsoft Visio

Design tools: Microsoft Visual Studios 6.0, 2002, 2003, 2005, 2008

Other: Extensive expertise in hands-on use of C#, VB, VB.NET, ASP, ASP.NET, .NET Compact Framework, ASP.NET Server Controls, SOA, Web Services, WSE 3.0, Secure Web Services, Contract First Web Services, Java, BEA WebLogic, BEA Liquid Data, XML, GJXML, XSLT, HTML, DHTML, CSS, VBScript, JavaScript, Perl, PHP, ASP, RSA, PGP, ODBC, MS ODBC Jet Engine, JDBC, DAO, ADO, ADO.NET, MS SQL Server 2000/2005, MS Access, Oracle, Sybase, DB2, IIS, VPN, RAS, AJAX, Apache, BizTalk, CleverPath Portal, SharePoint Portal, Digital Envelope, encryption algorithms, AI, AI strategies, Neural Networks, Genetic Algorithm, Distributive Computing, Grid Computing, UML design, client/server architecture, thin client, regular expressions, Object Oriented programming, Common Language Runtime (CLR), Data Transformation Services (DTS), FTP, SMPT, n-tier development architecture, CMM level 3, Full CSP Lifecycle, GJXML, DOD5051, and CFR-28

SECURITY CLEARANCE:

Top Secret SSBI, 2006 05 22, DOHA.



BEST PRACTICE SYSTEMS

16921 MOLINA PLACE • PARKER, CO 80134
PHONE 303-840-2585 • E-MAIL ROBERTDPOTTS@GMAIL.COM

ROBERT POTTS

- Quick Learner
- Effective Communicator
- Troubleshooter
- Customer Oriented
- Proficient Documenter
- Team Player
- Leader
- Problem Solver
- Self Motivated

OBJECTIVE

Graduate from Brigham Young University seeking to apply my skills learned as an electrical engineer, specifically in a programming setting.

EDUCATION

- Brigham Young University- *BS Electrical Engineering* Provo, Utah
- Worked as a team to build the fastest image processing algorithms using a combination of hardware and software
 - Wrote reports and did presentations for Senior project, demonstrating both written and verbal communication
 - Used oscilloscopes, waveform generators and multimeters to test and debug hardware
 - Created various hardware devices such as UART and SDRAM controllers
 - Built integrated circuits in a class 10 clean room

COMPUTER SKILLS

- Coded in many languages including C/C++/C#, Java as well as VHDL

RELEVANT SKILLS AND AWARDS

- Received the "Grow the Business" award in fourth quarter of 2008 for development of a new reporting system
- Achieved rank of Eagle Scout and served as Senior Patrol Leader on numerous occasions

WORK EXPERIENCE

- 2007-Present Best Practice Systems Inc.- *Programmer* Centennial, CO
- Programmed new Waypoint2 customer and account management tool
 - Responsible for overseeing daily print and eBill uploads
 - Accountable for setup and maintenance for various servers
 - Coded and maintained many eBill websites
- 2007 US Patent and Trademark Office- *Patent Classifier* Harrisonburg, VA
- Organized patents according to relevant technologies
- 2006 Seven Steps Carpet Cleaning- *Technician* Parker, CO
- Worked independently and as a group to clean and protect carpets
- 2004 - 2005 Rite Aid Pharmacy- *Pharmacy Technician* Littleton, CO/Provo, UT
- Helped teach others new computer system
 - Dispensed prescriptions under supervision of the pharmacist

AFFIDAVIT

Comes the Affiant, Meredith Savage, and after being first duly sworn, states under penalty of perjury as follows:

1. His/her name is Meredith Savage and he/she is the individual submitting the proposal or is the authorized representative of Best Practice Systems, the entity submitting the proposal (hereinafter referred to as "Proposer").

2. Proposer will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the proposal is submitted, prior to award of the contract and will maintain a "current" status in regard to those taxes and fees during the life of the contract.

3. Proposer will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.

4. Proposer has authorized the Division of Central Purchasing to verify the above-mentioned information with the Division of Revenue and to disclose to the Urban County Council that taxes and/or fees are delinquent or that a business license has not been obtained.

5. Proposer has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky within the past five (5) years and the award of a contract to the Proposer will not violate any provision of the campaign finance laws of the Commonwealth.

6. Proposer has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."

Continued on next page

7. Proposer acknowledges that "knowingly" for purposes of this Affidavit means, with respect to conduct or to circumstances described by a statute or ordinance defining an offense, that a person is aware or should have been aware that his conduct is of that nature or that the circumstance exists.

Further, Affiant sayeth naught.



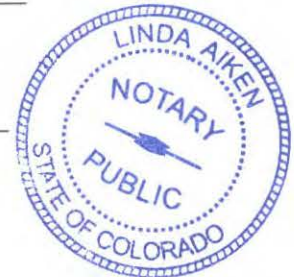
STATE OF Colorado

COUNTY OF Douglas

The foregoing instrument was subscribed, sworn to and acknowledged before me by Meredith Savage on this the 7th day of December, 2011.

My Commission expires: 1/5/2015


NOTARY PUBLIC, STATE AT LARGE



EQUAL OPPORTUNITY AGREEMENT

The Law

- Title VII of the Civil Rights Act of 1964 (amended 1972) states that it is unlawful for an employer to discriminate in employment because of race, color, religion, sex, age (40-70 years) or national origin.
- Executive Order No. 11246 on Nondiscrimination under Federal contract prohibits employment discrimination by contractor and sub-contractor doing business with the Federal Government or recipients of Federal funds. This order was later amended by Executive Order No. 11375 to prohibit discrimination on the basis of sex.
- Section 503 of the Rehabilitation Act of 1973 states:

The Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap.

- Section 2012 of the Vietnam Era Veterans Readjustment Act of 1973 requires Affirmative Action on behalf of disabled veterans and veterans of the Vietnam Era by contractors having Federal contracts.
- Section 206(A) of Executive Order 12086, Consolidation of Contract Compliance Functions for Equal Employment Opportunity, states:

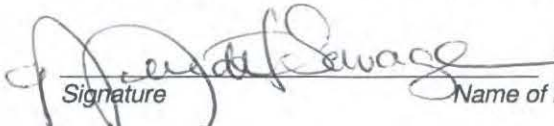
The Secretary of Labor may investigate the employment practices of any Government contractor or sub-contractor to determine whether or not the contractual provisions specified in Section 202 of this order have been violated.

The Lexington-Fayette Urban County Government practices Equal Opportunity in recruiting, hiring and promoting. It is the Government's intent to affirmatively provide employment opportunities for those individuals who have previously not been allowed to enter into the mainstream of society. Because of its importance to the local Government, this policy carries the full endorsement of the Mayor, Commissioners, Directors and all supervisory personnel. In following this commitment to Equal Employment Opportunity and because the Government is the benefactor of the Federal funds, it is both against the Urban County Government policy and illegal for the Government to let contracts to companies which knowingly or unknowingly practice discrimination in their employment practices. Violation of the above mentioned ordinances may cause a contract to be canceled and the contractors may be declared ineligible for future consideration.

Please sign this statement in the appropriate space acknowledging that you have read and understand the provisions contained herein. Return this document as part of your application packet.

Bidders

I/We agree to comply with the Civil Rights Laws listed above that govern employment rights of minorities, women, Vietnam veterans, handicapped and aged persons.


Best Practice Systems
Name of Business

Signature

WORKFORCE ANALYSIS FORM

Name of Organization: Best Practice Systems

Date: 12 / 02 / 2011

Categories	Total	White		Latino		Black		Other		Total	
		M	F	M	F	M	F	M	F	M	F
Administrators	5		5								
Professionals	43	41	2								
Superintendents											
Supervisors											
Foremen											
Technicians											
Protective Service											
Para-Professionals											
Office/Clerical											
Skilled Craft											
Service/Maintenance											
Total:	48	41	7								

Prepared by: Meredith Savage / Sales Director

Meredith Savage
Name & Title

LFUCG MBE/WBE PARTICIPATION FORM

Bid/RFP/Quote Reference # 40-2011

The MBE/WBE subcontractors listed have agreed to participate on this Bid/RFP/Quote. If any substitution is made or the total value of the work is changed prior to or after the job is in progress, it is understood that those substitutions must be submitted to Central Purchasing for approval immediately.

MBE/WBE Company, Name, Address, Phone, Email	Work to be Performed	Total Dollar Value of the Work	% Value of Total Contract
1. N/A			
2.			
3.			
4.			

The undersigned company representative submits the above list of MBE/WBE firms to be used in accomplishing the work contained in this Bid/RFP/Quote. Any misrepresentation may result in the termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and false claims.

Best Practice Systems

Company
12/02/2011

Date



By
Sales Director

Title



MBE QUOTE SUMMARY FORM

Bid/RFP/Quote Reference # 40-2011

The undersigned acknowledges that the minority subcontractors listed on this form did submit a quote to participate on this project.

Company Name N/A	Contact Person
Address/Phone/Email	RFP Package / RFP Date

MBE/WBE Company Address	Contact Person	Contact Information (work phone, Email, cell)	Date Contacted	Services to be performed	Method of Communication (email, phone meeting, ad, event etc)	Total dollars \$\$ Do Not Leave Blank (Attach Documentation)	MBE * AA HA AS NA Female

(MBE designation / AA=African American / HA= Hispanic American/AS = Asian American/Pacific Islander/ NA= Native American)

The undersigned acknowledges that all information is accurate. Any misrepresentation may result in termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and claims.

Best Practive Systems
Company

12/02/2011
Date


Company Representative

Sales Director
Title



LFUCG SUBCONTRACTOR MONTHLY PAYMENT REPORT

The LFUCG has a 10% goal plan adopted by city council to increase the participation of minority and women owned businesses in the procurement process. In order to measure that goal LFUCG will track spending with MBE/WBE vendors on a monthly basis. By the signature below of an authorized company representative, you certify that the information is correct, and that each of the representations set forth below is true. Any misrepresentation may result in termination of the contract and/or prosecution under applicable Federal and State laws concerning false statements and false claims. Please submit this form monthly to the Division of Central Purchasing/ 200 East Main Street / Room 338 / Lexington, KY 40507.

Bid/RFP/Quote # 40-2011

Total Contract Amount Awarded to Prime Contractor for this Project N/A

Project Name/ Contract #	Work Period/ From:
Company Name:	To:
Federal Tax ID:	Address:
	Contact Person:

Subcontractor Vendor ID (name, address, phone, email)	Description of Work	Total Subcontract Amount	% of Total Contract Awarded to Prime for this Project	Total Amount Paid for this Period	Purchase Order number for subcontractor work (please attach PO)	Scheduled Project Start Date	Scheduled Project End Date

By the signature below of an authorized company representative, you certify that the information is correct, and that each of the representations set forth below is true. Any misrepresentations may result in the termination of the contract and/or prosecution under applicable Federal and State laws concerning false statements and false claims.

Best Practice Systems

[Handwritten Signature]

Company Representative

Company

12/02/2011

Sales Director

Date

Title

LFUCG STATEMENT OF GOOD FAITH EFFORTS

Bid/RFP/Quote # 40-2011

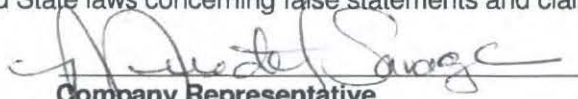
By the signature below of an authorized company representative, we certify that we have utilized the following methods to obtain the maximum practicable participation by minority and women owned business enterprises on the project. Please indicate which methods you used by placing an X in the appropriate place.

- Attended LFUCG Central Purchasing Economic Inclusion Outreach Event
- Sponsored Economic Inclusion event to provide networking opportunities
- Requested a list of MBE/WBE subcontractors or suppliers from LFUCG Economic Engine
- Advertised for MBE/WBE subcontractors or suppliers in local or regional newspapers
- Showed evidence of written notice of contracting and/or supplier opportunities to MBE/WBE firms at least seven days prior to the proposal opening date
- Provided copies of quotations submitted by MBE/WBE firms which were not used and/or responses from firms indicating they would not be submitting a quote
- Provided plans, specifications, and requirements to interested MBE/WBE subcontractors
- Other
Please list any other methods utilized that aren't covered above.

The undersigned acknowledges that all information is accurate. Any misrepresentations may result termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and claims.

Best Practice Systems
Company

12/02/2011
Date


Company Representative

Sales Director
Title

Firm Submitting Proposal: Best Practice Systems

Complete Address: 8595 Prairie Trail Dr., Englewood, CO 80112
Street City Zip

Contact Name: Meredith Savage **Title:** Sales Director

Telephone Number: 888-923-2455 ext. 2014 **Fax Number:** 720-528-7753

Email address: msavage@bestpracticesystems.com

GENERAL PROVISIONS

1. Each Respondent shall comply with all Federal, State & Local regulations concerning this type of service or good.

The Respondent agrees to comply with all statutes, rules, and regulations governing safe and healthful working conditions, including the Occupational Health and Safety Act of 1970, *29 U.S.C. 650 et. seq.*, as amended, and KRS Chapter 338. The Respondent also agrees to notify the LFUCG in writing immediately upon detection of any unsafe and/or unhealthful working conditions at the job site. The Respondent agrees to indemnify, defend and hold the LFUCG harmless from all penalties, fines or other expenses arising out of the alleged violation of said laws.

2. Failure to submit ALL forms and information required in this RFP may be grounds for disqualification.
3. Addenda: All addenda, if any, shall be considered in making the proposal, and such addenda shall be made a part of this RFP. Before submitting a proposal, it is incumbent upon each proposer to be informed as to whether any addenda have been issued, and the failure to cover in the bid any such addenda may result in disqualification of that proposal.
4. Proposal Reservations: LFUCG reserves the right to reject any or all proposals, to award in whole or part, and to waive minor immaterial defects in proposals. LFUCG may consider any alternative proposal that meets its basic needs.
5. Liability: LFUCG is not responsible for any cost incurred by a Respondent in the preparation of proposals.
6. Changes/Alterations: Respondent may change or withdraw a proposal at any time prior to the opening; however, no oral modifications will be allowed. Only letters, or other formal written requests for modifications or corrections of a previously submitted proposal which is addressed in the same manner as the proposal, and received by LFUCG prior to the scheduled closing time for receipt of proposals, will be accepted. The proposal, when opened, will then be corrected in accordance with such written request(s), provided that the written request is contained in a sealed envelope which is plainly marked "modifications of proposal".
7. Clarification of Submittal: LFUCG reserves the right to obtain clarification of any point in a bid or to obtain additional information from a Respondent.
8. Bribery Clause: By his/her signature on the bid, Respondent certifies that no employee of his/hers, any affiliate or Subcontractor, has bribed or attempted to bribe an officer or employee of the LFUCG.
9. Additional Information: While not necessary, the Respondent may include any product brochures, software documentation, sample reports, or other documentation that may assist LFUCG in better understanding and evaluating the Respondent's response. Additional documentation shall not serve as a

substitute for other documentation which is required by this RFP to be submitted with the proposal,

10. Ambiguity, Conflict or other Errors in RFP: If a Respondent discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, it shall immediately notify LFUCG of such error in writing and request modification or clarification of the document if allowable by the LFUCG.
11. Agreement to RFP Terms: In submitting this proposal, the Respondent agrees that it has carefully examined the specifications and all provisions relating to the work to be done attached hereto and made part of this proposal. By acceptance of a Contract under this RFP, proposer states that it understands the meaning, intent and requirements of the RFP and agrees to the same. The successful Respondent shall warrant that it is familiar with and understands all provisions herein and shall warrant that it can comply with them. No additional compensation to Respondent shall be authorized for services or expenses reasonably covered under these provisions that the proposer omits from its Proposal.
12. Cancellation: If the services to be performed hereunder by the Respondent are not performed in an acceptable manner to the LFUCG, the LFUCG may cancel this contract for cause by providing written notice to the proposer, giving at least thirty (30) days notice of the proposed cancellation and the reasons for same. During that time period, the proposer may seek to bring the performance of services hereunder to a level that is acceptable to the LFUCG, and the LFUCG may rescind the cancellation if such action is in its best interest.

A. Termination for Cause

- (1) LFUCG may terminate a contract because of the contractor's failure to perform its contractual duties
- (2) If a contractor is determined to be in default, LFUCG shall notify the contractor of the determination in writing, and may include a specified date by which the contractor shall cure the identified deficiencies. LFUCG may proceed with termination if the contractor fails to cure the deficiencies within the specified time.
- (3) A default in performance by a contractor for which a contract may be terminated shall include, but shall not necessarily be limited to:
 - (a) Failure to perform the contract according to its terms, conditions and specifications;
 - (b) Failure to make delivery within the time specified or according to a delivery schedule fixed by the contract;
 - (c) Late payment or nonpayment of bills for labor, materials, supplies, or equipment furnished in connection with a contract for construction services as evidenced by mechanics' liens filed pursuant to the provisions of KRS Chapter 376, or letters of indebtedness received from creditors by the purchasing agency;
 - (d) Failure to diligently advance the work under a contract for construction services;


- (e) The filing of a bankruptcy petition by or against the contractor; or
- (f) Actions that endanger the health, safety or welfare of the LFUCG or its citizens.

B. At Will Termination

Notwithstanding the above provisions, the LFUCG may terminate this contract at will in accordance with the law upon providing thirty (30) days written notice of that intent, Payment for services or goods received prior to termination shall be made by the LFUCG provided these goods or services were provided in a manner acceptable to the LFUCG. Payment for those goods and services shall not be unreasonably withheld.

13. **Assignment of Contract:** The contractor shall not assign or subcontract any portion of the Contract without the express written consent of LFUCG. Any purported assignment or subcontract in violation hereof shall be void. It is expressly acknowledged that LFUCG shall never be required or obligated to consent to any request for assignment or subcontract; and further that such refusal to consent can be for any or no reason, fully within the sole discretion of LFUCG.
14. **No Waiver:** No failure or delay by LFUCG in exercising any right, remedy, power or privilege hereunder, nor any single or partial exercise thereof, nor the exercise of any other right, remedy, power or privilege shall operate as a waiver hereof or thereof. No failure or delay by LFUCG in exercising any right, remedy, power or privilege under or in respect of this Contract shall affect the rights, remedies, powers or privileges of LFUCG hereunder or shall operate as a waiver thereof.
15. **Authority to do Business:** The Respondent must be a duly organized and authorized to do business under the laws of Kentucky. Respondent must be in good standing and have full legal capacity to provide the services specified under this Contract. The Respondent must have all necessary right and lawful authority to enter into this Contract for the full term hereof and that proper corporate or other action has been duly taken authorizing the Respondent to enter into this Contract. The Respondent will provide LFUCG with a copy of a corporate resolution authorizing this action and a letter from an attorney confirming that the proposer is authorized to do business in the State of Kentucky if requested. All proposals must be signed by a duly authorized officer, agent or employee of the Respondent.
16. **Governing Law:** This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Kentucky. In the event of any proceedings regarding this Contract, the Parties agree that the venue shall be the Fayette County Circuit Court or the U.S. District Court for the Eastern District of Kentucky, Lexington Division. All parties expressly consent to personal jurisdiction and venue in such Court for the limited and sole purpose of proceedings relating to this Contract or any rights or obligations arising thereunder. Service of process may be accomplished by following the procedures prescribed by law.

17. Ability to Meet Obligations: Respondent affirmatively states that there are no actions, suits or proceedings of any kind pending against Respondent or, to the knowledge of the Respondent, threatened against the Respondent before or by any court, governmental body or agency or other tribunal or authority which would, if adversely determined, have a materially adverse effect on the authority or ability of Respondent to perform its obligations under this Contract, or which question the legality, validity or enforceability hereof or thereof.
18. Contractor understands and agrees that its employees, agents, or subcontractors are not employees of LFUCG for any purpose whatsoever. Contractor is an independent contractor at all times during the performance of the services specified.
19. If any term or provision of this Contract shall be found to be illegal or unenforceable, the remainder of the contract shall remain in full force and such term or provision shall be deemed stricken.

 12/02/2011
Signature Date

Meredith Savage

Cover Letter of Transmittal

LFUCG
Todd Slatin
200 East Main Street, 3rd Floor Government Center
Lexington, KY 40507

December 2, 2011

Dear Todd,

This letter is a formal notification of Best Practice Systems (BPS) to respond to the LFUCG's Request for Proposal for Billing & Collection – Sewer, Landfill & Water Quality Fees.

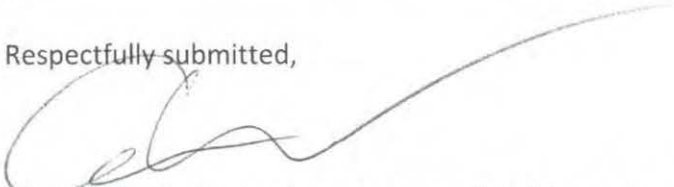
Best Practice Systems clearly understands the goals and objectives set forth in this Billing & Collection – Sewer, Landfill & Water Quality Fees RFP. We have read, understand and agree to the scope, terms and conditions of this RFP.

The total proposed fixed price of the components specified in the Pricing Matrix are included in a separately sealed document per the RFP instructions. The total proposed fixed price is valid for at least 90 days from the opening date of the RFP.

LFUCG will have ownership of the proposed deliverables.

We believe BPS has the best and most cost effective solution for complete, secure, compliant and scalable Billing & Collection Services and is set forth herein as instructed by the guidelines stated in the RFP.

Respectfully submitted,



Clint Waite (Authorized to Contractually Obligate Best Practice Systems)

CEO
Best Practice Systems
8595 Prairie Trail Drive
Englewood, CO 80112
Phone: 888-923-2455 ext. 2255
Fax: 720-528-7753
Email: cwaite@bestpracticesystems.com

Meredith Savage (Contact for Technical and Contractual Clarifications Throughout Evaluation Period)
Sales Director
Best Practice Systems
8595 Prairie Trail Drive
Englewood, CO 80112



Lexington-Fayette Urban County Government
DEPARTMENT OF FINANCE & ADMINISTRATION

Jim Gray
Mayor

Jane C. Driskell
Commissioner

ADDENDUM #1

RFP Number: **#40-2011**

Date: November 10, 2011

Subject: Billing & Collection Services – Sewer, Landfill & Water Quality Fees

Address inquiries to:
Todd Slatin
(859) 258-3320

TO ALL PROSPECTIVE SUBMITTERS:

Please be advised of the following clarifications to the above referenced RFP:

1. Posting of risk management provisions

See attached file "RFP #40-2011 Risk Management Provisions.pdf"

A handwritten signature in cursive script, appearing to read "Brian Marcum".

Brian Marcum, Director
Division of Central Purchasing

All other terms and conditions of the RFP and specifications are unchanged.

This letter should be signed, attached to and become a part of your proposal.

PROPOSAL OF: Best Practice Systems

ADDRESS: 8595 Prairie Trail Dr., Englewood, CO 80112

SIGNATURE OF SUBMITTER:

A handwritten signature in cursive script, appearing to read "Michael Savage".



Lexington-Fayette Urban County Government
DEPARTMENT OF FINANCE & ADMINISTRATION

Jim Gray
Mayor

Jane C. Driskell
Commissioner

ADDENDUM #2

RFP Number: **#40-2011**

Date: November 10, 2011

Subject: Billing & Collection Services – Sewer, Landfill & Water Quality Fees

Address inquiries to:
Todd Slatin
(859) 258-3320

TO ALL PROSPECTIVE SUBMITTERS:

Please be advised of the following clarifications to the above referenced RFP:

1. Responses to this RFP are due at @ 2:00PM on December 1, 2011.
2. Cut-off time to submit questions is 2:00PM on November 21, 2011.

A handwritten signature in black ink that reads "Brian Marcum".

Brian Marcum, Director
Division of Central Purchasing

All other terms and conditions of the RFP and specifications are unchanged.

This letter should be signed, attached to and become a part of your proposal.

PROPOSAL OF: Best Practice Systems

ADDRESS: 8595 Prairie Trail Dr., Englewood, CO 80112

SIGNATURE OF SUBMITTER:

A handwritten signature in black ink that reads "M. Fredella Savage".



Lexington-Fayette Urban County Government
DEPARTMENT OF FINANCE & ADMINISTRATION

Jim Gray
Mayor

Jane C. Driskell
Commissioner

ADDENDUM #3

RFP Number: **#40-2011**

Date: November 21, 2011

Subject: Billing & Collection Services – Sewer, Landfill & Water Quality Fees

Address inquiries to:
Todd Slatin
(859) 258-3320

TO ALL PROSPECTIVE SUBMITTERS:

Please be advised of the following clarifications to the above referenced RFP:

1. The due date for this RFP has been extended to December 8th, 2011 at 2:00PM.

A handwritten signature in black ink, appearing to read "Brian Marcum", written over a horizontal line.

Brian Marcum, Director
Division of Central Purchasing

All other terms and conditions of the RFP and specifications are unchanged.

This letter should be signed, attached to and become a part of your proposal.

PROPOSAL OF: Best Practice Systems

ADDRESS: 8595 Prairie Trail Dr., Englewood, CO 80112

SIGNATURE OF SUBMITTER:

A handwritten signature in black ink, appearing to read "Meredith Savage", written over a horizontal line.

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Focus On...



News

Events

eBill
Now Available
[Click Here!](#)

City hiring 30 new police officers

Planning Commission Meeting -
Subdivision and ND-1 Overlay Items
12/8/2011
1:30 PM

Request for Proposal-Notice, Billing &
Collection Services - Sewer, Landfill &
Water Quality Fees

- Bluegrass Economic Advancement Movement
- Leaf Collection
- LexCall 3-1-1
- Neighborhoods

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- Terms & Conditions

Welcome

Welcome to electronic bill presentment and payment. Please enter your email address and password below to view and pay your bill online. If you have yet to register to receive electronic bills please click the "Enroll" tab. If you have forgotten your password click on "Forgot Password."

[Click here to make a one time payment without enrolling](#)

What is your email Address?

What is your password?

OK

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- Terms & Conditions

Forgot Password

What is your email address?

Please provide your email address. We will reset your password and send it to you. You will have to set a new password the first time you login.

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- Terms & Conditions

Personal Questions

What is your First Name?

What is your Last Name?

Login Information

What is your email address?

Choose a password:

Enter the password again:

Account Questions

Choose for which type of bill you are enrolling:

Enter your account number:

Enter your LFUCG PIN: You can find this number on your bill.

Click to continue paper statements.

Click the box if you have read and agree with the [terms and conditions](#) of using this site.

OK Cancel

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Personal Questions

Attention

You must agree to the terms and conditions of using the site before you can gain access. If you agree to the terms and conditions please click in the box at the bottom of the page indicating that you agree.

OK

Choose a password: *****

Enter the password again: *****

Account Questions

Choose for which type of bill you are enrolling: eBill

Enter your account number: 120-0239-01

Enter your LFUCG PIN: 5421

You can find this number on your bill.

to continue paper statements.

the box if you have read and agree with the [terms and conditions](#) of using this site.

OK Cancel

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What is your First Name?

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Choose a password:

Enter the password again:

Account Questions

Choose for which type of bill you are enrolling:

Enter your account number:

Enter your LFUCG PIN: You can find this number on your bill.

Click to continue paper statements.

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OK Cancel

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eBill Terms and Conditions

LFUCG believes that the information included on the site is accurate when it is posted on the site; however, such information is subject to change and update at any time without prior notice. You understand and agree that **LFUCG** cannot, and does not, guarantee nor ensure the accuracy, completeness, nor authenticity of the site's contents, site functionality, or your transmission of any information or instructions to, or from, the site. You agree that neither **LFUCG**, nor any of its affiliated companies, nor any other person associated with the creation or use of the site, shall be liable or responsible to any person for any harm, loss or damage whatsoever that may arise in any connection with your use of the site.

You waive all rights that you may have to hold **LFUCG** responsible in connection with any other use of the site.

Based on the emerging nature of Internet transactions and related technology, you agree that these exclusions of liability are fair and reasonable, and that **LFUCG** would not have permitted use of the site by you if not for your agreement with the liability exclusions and disclaimers set out herein.

LFUCG may change these terms and conditions and the services provided by this site from time to time. You will be required to agree to accept these changes on the effective date in order to continue using this Site.

LFUCG has the right to rescind or discontinue your access to this site at any time without explanation to you

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- My Current Bills
- My Bill History
- My Messages

Choose the bill type you would like to view:

Total Account Balance:

Last Payment Made:

Last Payment Date:

Service Address
122255 Anywhere Place
Madison, WI 00000-0000
PH: 555-555-5555

Mail In Address
122255 Anywhere Place
Madison, WI 00000-0000

Account Description & Number	Due Date	Balance Due	Past Due	Current Acct Bal.	Add \$1 to Charity	Total Amount Due
<input type="checkbox"/> Bill #1 120-0239-01	05/31/2010	\$142.30	\$0.00	\$142.30	<input type="checkbox"/>	\$142.30 View
<input type="checkbox"/> Bill #2 120-0239-02	05/31/2010	\$152.36	\$0.00	\$152.36	<input type="checkbox"/>	\$152.36 View
<input type="checkbox"/> Bill #3 120-0239-03	05/31/2010	\$254.33	\$0.00	\$254.33	<input type="checkbox"/>	\$254.33 View
<input type="checkbox"/> Bill #4 120-0239-04	03/31/2010	\$136.68	\$0.00	\$136.68	<input type="checkbox"/>	\$136.68 View
<input type="checkbox"/> Bill #5 120-0239-05	01/31/2010	\$201.21	\$0.00	\$201.21	<input type="checkbox"/>	\$201.21 View

Pay

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Choose the bill type you would like to view:

Total Account Balance:

Last Payment Made:

Last Payment Date:

Service Address
122255 Anywhere Place
Madison, WI 00000-0000
PH: 555-555-5555

Mail In Address
122255 Anywhere Place
Madison, WI 00000-0000

Account Description & Number	Due Date	Balance Due	Past Due	Current Acct Bal.	Add \$1 to Charity	Total Amount Due
<input checked="" type="checkbox"/> Bill #1 120-0239-01	05/31/2010	\$142.30	\$0.00	\$142.30	<input type="checkbox"/>	\$142.30 View
<input type="checkbox"/> Bill #2 120-0239-02	05/31/2010	\$152.36	\$0.00	\$152.36	<input type="checkbox"/>	\$152.36 View
<input type="checkbox"/> Bill #3 120-0239-03	05/31/2010	\$254.33	\$0.00	\$254.33	<input type="checkbox"/>	\$254.33 View
<input type="checkbox"/> Bill #4 120-0239-04	05/31/2010	\$136.68	\$0.00	\$136.68	<input type="checkbox"/>	\$136.68 View
<input type="checkbox"/> Bill #5 120-0239-05	05/31/2010	\$201.21	\$0.00	\$201.21	<input type="checkbox"/>	\$201.21 View

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Choose the bill type you would like to view:

Total Account Balance:

Last Payment Made:

Last Payment Date:

Service Address
122255 Anywhere Place
Madison, WI 00000-0000
PH: 555-555-5555

Mail In Address
122255 Anywhere Place
Madison, WI 00000-0000

Account Description & Number	Due Date	Balance Due	Past Due	Current Acct Bal.	Add \$1 to Charity	Total Amount Due
<input checked="" type="checkbox"/> Bill #1 120-0239-01	05/31/2010	\$142.30	\$0.00	\$142.30	<input checked="" type="checkbox"/>	\$143.30 View
<input type="checkbox"/> Bill #2 120-0239-02	05/31/2010	\$152.36	\$0.00	\$152.36	<input type="checkbox"/>	\$152.36 View
<input type="checkbox"/> Bill #3 120-0239-03	05/31/2010	\$254.33	\$0.00	\$254.33	<input type="checkbox"/>	\$254.33 View
<input type="checkbox"/> Bill #4 120-0239-04	05/31/2010	\$136.68	\$0.00	\$136.68	<input type="checkbox"/>	\$136.68 View
<input type="checkbox"/> Bill #5 120-0239-05	05/31/2010	\$201.21	\$0.00	\$201.21	<input type="checkbox"/>	\$201.21 View

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Total Account Balance:

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Last Payment Date:

Service Address
122255 Anywhere Place
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<input checked="" type="checkbox"/> Bill #2 120-0239-02	05/31/2010	\$152.36	\$0.00	\$152.36	<input type="checkbox"/>	\$152.36 View
<input type="checkbox"/> Bill #3 120-0239-03	05/31/2010	\$254.33	\$0.00	\$254.33	<input type="checkbox"/>	\$254.33 View
<input type="checkbox"/> Bill #4 120-0239-04	05/31/2010	\$136.68	\$0.00	\$136.68	<input type="checkbox"/>	\$136.68 View
<input type="checkbox"/> Bill #5 120-0239-05	05/31/2010	\$201.21	\$0.00	\$201.21	<input type="checkbox"/>	\$201.21 View

Pay

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Choose the bill type you would like to view:

Total Account Balance:

Last Payment Made:

Last Payment Date:

Service Address
122255 Anywhere Place
Madison, WI 00000-0000
PH: 555-555-5555

Mail In Address
122255 Anywhere Place
Madison, WI 00000-0000

Account Description & Number	Due Date	Balance Due	Past Due	Current Acct Bal.	Add \$1 to Charity	Total Amount Due
<input type="checkbox"/> Bill #1 120-0239-01	05/31/2010	\$142.30	\$0.00	\$142.30	<input type="checkbox"/>	\$142.30 View
<input type="checkbox"/> Bill #2 120-0239-02	05/31/2010	\$152.36	\$0.00	\$152.36	<input type="checkbox"/>	\$152.36 View
<input checked="" type="checkbox"/> Bill #3 120-0239-03	05/31/2010	\$254.33	\$0.00	\$254.33	<input type="checkbox"/>	\$254.33 View
<input type="checkbox"/> Bill #4 120-0239-04	05/31/2010	\$136.68	\$0.00	\$136.68	<input type="checkbox"/>	\$136.68 View
<input type="checkbox"/> Bill #5 120-0239-05	05/31/2010	\$201.21	\$0.00	\$201.21	<input type="checkbox"/>	\$201.21 View

Pay

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Choose the bill type you would like to view:

Total Account Balance:

Last Payment Made:

Last Payment Date:

Service Address
12225 Anywhere Place
Madison, WI 00000-0000
PH: 555-555-5555

Mail In Address
12225 Anywhere Place
Madison, WI 00000-0000

Account Description & Number	Due Date	Balance Due	Past Due	Current Acct Bal.	Add \$1 to Charity	Total Amount Due
<input type="checkbox"/> Bill #1 120-0239-01	05/31/2010	\$142.30	\$0.00	\$142.30	<input type="checkbox"/>	\$142.30 View
<input type="checkbox"/> Bill #2 120-0239-02	05/31/2010	\$152.36	\$0.00	\$152.36	<input type="checkbox"/>	\$152.36 View
<input type="checkbox"/> Bill #3 120-0239-03	05/31/2010	\$254.33	\$0.00	\$254.33	<input type="checkbox"/>	\$254.33 View
<input type="checkbox"/> Bill #4 120-0239-04	05/31/2010	\$136.68	\$0.00	\$136.68	<input type="checkbox"/>	\$136.68 View
<input type="checkbox"/> Bill #5 120-0239-05	05/31/2010	\$201.21	\$0.00	\$201.21	<input type="checkbox"/>	\$201.21 View

Pay

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Choose the bill type you would like to view: Total Account Balance:

Service: Total:

Madis: Date:

Attention

This account is delinquent you must contact customer service to arrange for payment and reactivation of this account. Please contact customer service at 800-555-5555.

Account Number	Description & Number	Due Date	Balance Due	Past Due	Current Acct Bal.	Add \$1 to Charity	Total Amount Due
<input type="checkbox"/>	Bill #1 120-0239-01	05/31/2010	\$142.30	\$0.00	\$142.30	<input type="checkbox"/>	\$142.30 View
<input type="checkbox"/>	Bill #2 120-0239-02	05/31/2010	\$152.36	\$0.00	\$152.36	<input type="checkbox"/>	\$152.36 View
<input type="checkbox"/>	Bill #3 120-0239-03	05/31/2010	\$254.33	\$0.00	\$254.33	<input type="checkbox"/>	\$254.33 View
<input checked="" type="checkbox"/>	Bill #4 120-0239-04	05/31/2010	\$136.68	\$0.00	\$136.68	<input type="checkbox"/>	\$136.68 View
<input type="checkbox"/>	Bill #5 120-0239-05	05/31/2010	\$201.21	\$0.00	\$201.21	<input type="checkbox"/>	\$201.21 View

Pay

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Choose the bill type you would like to view:

Total Account Balance:
 Last Payment Made:
 Date:

Service 122255
Madison
PH: 555

A payment has been scheduled for this account. If you would like to edit the payment click "edit." Otherwise click "cancel" to return to your current bills.

Account Description & Number	Due Date	Balance Due	Past Due	Current Acct Bal.	Add \$1 to Charity	Total Amount Due
<input type="checkbox"/> Bill #1 120-0239-01	05/31/2010	\$142.30	\$0.00	\$142.30	<input type="checkbox"/>	\$142.30 View
<input checked="" type="checkbox"/> Bill #2 120-0239-02	05/31/2010	\$152.36	\$0.00	\$152.36	<input type="checkbox"/>	\$152.36 View
<input type="checkbox"/> Bill #3 120-0239-03	05/31/2010	\$254.33	\$0.00	\$254.33	<input type="checkbox"/>	\$254.33 View
<input type="checkbox"/> Bill #4 120-0239-04	05/31/2010	\$136.68	\$0.00	\$136.68	<input type="checkbox"/>	\$136.68 View
<input type="checkbox"/> Bill #5 120-0239-05	05/31/2010	\$201.21	\$0.00	\$201.21	<input type="checkbox"/>	\$201.21 View

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My Messages

Below are messages sent to you from the LFUCG. To view click on "view message."

Account Number	Policy Name	Message Sent	
120-0239-01	Welcome to eBill	01/01/2010	View Message
120-0239-01	Policy Change	01/01/2010	View Message

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Make a One-Time Payment

To schedule a one time payment enter the information asked for and click "Pay."

A Payment will be made for this account:

For this bill type:

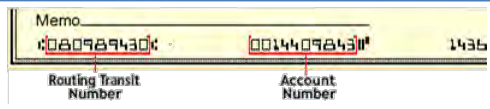
How much would you like to pay?

On what date would you like the payment made?

What payment account would you like to use?

Bank Account

To add a checking or savings account from which to pay, enter the information asked for below.



What is your **Routing Transit Number**?

What is your **Account Number**?

What type of account is this?

What would you like to name this account?

Do you want to save this account for later use? Yes No

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Make a One-Time Payment

To schedule a one time payment enter the information asked for and click "Pay."

A Payment will be made for this account:

For this bill type:

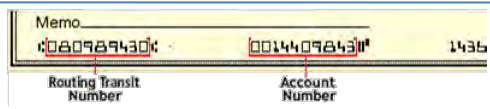
How much would you like to pay?

On what date would you like the payment made?

What payment account would you like to use?

Bank Account

To add a checking or savings account from which to pay, enter the information asked for below.



What is your **Routing Transit Number**?

What is your **Account Number**?

What type of account is this?

What would you like to name this account?

Do you want to save this account for later use? Yes No

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Make a One-Time Payment

To schedule a one time payment enter the information asked for and click "Pay."

A Payment will be made for this account:

For this bill type:

How much would you like to pay? *A convenience fee of \$4.95 will be added to your payment.*

On what date would you like the payment made?

What payment account would you like to use?

Credit Card Account

To add a Credit Card account from which to pay, enter the information asked for below .

Name on Card

Address 1

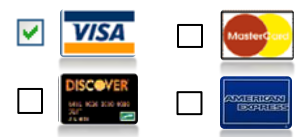
Address 2

City, State, Zip

Account Description:

Account #:

Expiration Date:



Do you want to save this account for later use? Yes No

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Confirm Payment

If everything is correct click on "Pay." If not click on "Back" to edit the payment information.

A payment will be made to	LFUCG
For the following account:	120-0239-01
For this bill type:	eBill
Payment amount:	\$143.30
Payment Date:	05/31/2010
From the following pay account number:	Personal Checking*****9843

- Back
- Pay
- Cancel

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Confirm Payment

If everything is correct click on "Pay." If not click on "Back" to edit the payment information.

A payment will be made to	LFUCG
For the following account:	120-0239-01
For this bill type:	eBill
Payment amount:	\$152.36
Payment Date:	05/31/2010
From the following pay account number:	Personal Checking*****9843

- Back
- Pay
- Cancel

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Confirm Payment

If everything is correct click on "Pay." If not click on "Back" to edit the payment information.

A payment will be made to	LFUCG
For the following account:	120-0239-03
For this bill type:	eBill
Payment amount:	\$254.33
Payment Date:	05/31/2010
From the following pay account number:	VISA*****8910

- Back
- Pay
- Cancel

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Attention

Your Credit Card has been denied. Please enter a different payment account.

OK

For the following account: 120-0239-03

For this bill type: eBill

Payment amount: \$254.33

Payment Date: 05/31/2010

From the following pay account number: VISA*****8910

Back Pay Cancel

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My Bill History

Choose the bill type you would like to view:

Account Description & Number	Due Date	Balance Due	Amount Paid	Status	View
120-0239-01	03/30/2008	\$163.25	\$163.25	Paid	View
120-0239-01	02/28/2008	\$152.36	\$152.36	Paid	View
120-0239-01	01/28/2008	\$154.33	\$154.33	Paid	View
120-0239-01	12/28/2008	\$124.33	\$124.33	Paid	View
120-0239-01	11/30/2008	\$125.33	\$125.33	Paid	View
120-0239-01	10/28/2008	\$154.33	\$154.33	Paid	View
120-0239-01	09/30/2008	\$122.33	\$122.33	Paid	View
120-0239-01	08/28/2008	\$144.33	\$144.33	Paid	View
120-0239-01	07/28/2008	\$147.33	\$147.33	Paid	View
120-0239-01	06/30/2008	\$124.33	\$124.33	Paid	View
120-0239-01	05/28/2008	\$154.33	\$154.33	Paid	View

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Payment Activity

Pay Reference	Amount Paid	Scheduled Date	Payment Date	Status			
1522452	\$142.30	05/31/2010		Scheduled	View	Cancel	Edit
1254564	\$152.36	05/31/2010		Scheduled	View	Cancel	Edit
5654254	\$522.31		03/30/2010	Paid	View		
5488435	\$163.25	03/29/2010		Failed	View		
8575546	\$163.25	03/28/2010		Cancelled	View		

Click to see payments Made in the last: [30](#) [60](#) [90](#) [180](#) [720](#)

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Payment Activity

Pay Reference	Amount Paid	Scheduled Date	Payment Date	Status	
1522452	\$142.30	05/31/2010		Scheduled	View Cancel Edit
1254564	\$152.36	05/31/2010		Scheduled	View Cancel Edit
5654254	\$522.31		03/30/2010	Paid	View
5488435	\$163.25	03/29/2010		Failed	View
8575546	\$163.25	03/28/2010		Cancelled	View

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Attention

Are you sure you want to cancel this payment?

Yes No

Pay Refer	Status	View	Cancel	Edit	
1522	Scheduled	View	Cancel	Edit	
1254564	\$152.36 05/31/2010	Scheduled	View	Cancel	Edit
5654254	\$522.31 03/30/2010	Paid	View		
5488435	\$163.25 03/29/2010	Failed	View		
8575546	\$163.25 03/28/2010	Cancelled	View		

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Payment Activity

Pay Reference	Amount Paid	Scheduled Date	Payment Date	Status			
1254564	\$152.36	05/31/2010		Scheduled	View	Cancel	Edit
5654254	\$522.31		03/30/2010	Paid	View		
5488435	\$163.25	03/29/2010		Failed	View		
8575546	\$163.25	03/28/2010		Cancelled	View		

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Statement Payment Details

Payment to:	LFUCG
Payment account:	120-0239-01
For this bill type:	eBill
Payment amount:	\$143.30
Payment date:	05/31/2010
Payment account description & number:	Personal Checking ****9843
The status of the payment is as follows:	Scheduled
The payment's reference number is as follows:	1522452

The following activities have been completed for this payment: May 27, 2008 08:30:35AM Payment Created

Close

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Statement Payment Details

Payment to:	LFUCG
Payment account:	120-0239-01
For this bill type:	eBill
Payment amount:	\$152.36
Payment date:	05/31/2010
Payment account description & number:	Personal Checking ****9843
The status of the payment is as follows:	Scheduled
The payment's reference number is as follows:	1522452

The following activities have been completed for this payment: May 27, 2008 08:30:35AM Payment Created

Close

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Payment Accounts

Below are saved payment accounts which you can use to pay your bill. If you would like to add a payment account click on either "Add Bank Account," or "Add Credit Card Account" tab. To edit the account description double-click the description text.

Account Description	Routing Transit #	Account Number	Account Type		
Personal Checking	321171728	*****9843	Checking	Edit	Delete
Visa Credit Card		*****0214	Credit Card	Edit	Delete
American Express		*****1144	Credit Card	Edit	Delete

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Manage Auto Payments

This page lists your auto payment instructions. You can add new auto payment instructions and view, change or delete your current instructions. Please go to My Payment Activity to view the scheduled payments based on these auto payment instructions.

Account	Description	Timing		
120-0239-01	Bill # 1	5/28/2008	Edit	Delete
120-0239-02	Bill #2			Add
120-0239-03	Bill #3			Add

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My Payment Activity My Payment Accounts **Auto Payments** Add Bank Account Add Credit Card Account

Edit an Auto Payment

To change your Auto Payment settings, update the information below and click "save". To exit without saving changes, click "cancel".

This Automatic Payment will be made to:

For the following account:

When would you like this account paid?

When the bill is received?

When the payment is due?

Would you like to contribute \$1 to Scottsdale Cares? Yes No

Payment Account:

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Edit an Auto Payment

To change your Auto Payment settings, update the information below and click "save". To exit without saving changes, click "cancel".

This Automatic Payment will be made to: **LFUCG**

For the following account: **120-0239-01**

When would you like this account paid?
 When the bill is received?
 When the payment is due?

Would you like to contribute \$1 to Scottsdale Cares?
 Yes
 No

Payment Account:

Activity Log: **Created on 10/21/2008**

Save **Cancel**

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My Payment Activity My Payment Accounts Auto Payments **Add Bank Account** Add Credit Card Account

Add a Checking or Savings Account

To add a checking or savings account from which to pay, enter the information asked for below and click "Add."

Memo	080989430 0014409843 1436	
	Routing Transit Number	Account Number
What is the Routing Transit Number ?	<input type="text" value="080989430"/>	<input type="text" value="0014409843"/>
What is your Account Number ?	<input type="text" value="0014409843"/>	
What type of account is this?	<input type="text" value="Checking"/>	<input type="button" value="v"/>
What would you like to name this account?	<input type="text" value="Bill Pay Account"/>	

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My Payment Activity My Payment Accounts Auto Payments **Add Bank Account** Add Credit Card Account

Edit a Checking or Savings Account

To change your checking or savings account settings, update the information below and click "save". To exit without saving changes, click "cancel".

Memo		1436
080989430	0014409843	
Routing Transit Number	Account Number	

What is the **Routing Transit Number**?

What is your **Account Number**?

What type of account is this?

What would you like to name this account?

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My Payment Activity My Payment Accounts Auto Payments Add Bank Account **Add Credit Card Account**

Add a Credit Card

To add a Credit Card account from which to pay, enter the information asked for below and click "Add."

Name on Card

Address 1





Address 2

City, State, Zip

Account Description:

Account #:

Expiration Date:

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My Payment Activity My Payment Accounts Auto Payments Add Bank Account **Add Credit Card Account**

Edit a Credit Card

To change your credit card settings, update the information below and click "save". To exit without saving changes click "cancel".

Name on Card

Address 1





Address 2

City, State, Zip

Account Description:

Account #:

Expiration Date:

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My Profile My Bill Accounts Add Bill Accounts My email Notifications

Personal Questions

What is your First Name?

What is your Last Name?

Login Information

What is your email Address?

Choose a password:

Enter the password again:

OK Cancel

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My Profile **My Bill Accounts** Add Bill Accounts My email Notifications

Below are the accounts for which you are currently enrolled to receive an eBill. If would like to add accounts click on the "Add Bill Accounts" tab. To edit the account description double-click the description text.

Account Description	Account Number	
Bill #1	120-0239-01	Delete
Bill #2	120-0239-02	Delete
Bill #3	120-0239-03	Delete
Bill #4	120-0239-04	Delete
Bill #5	120-0239-05	Delete

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My Profile | **My Bill Accounts** | Add Bill Accounts | My email Notifications

Bel... the... Bill. If would like to...
add... the... description double-click

Attention

You will no longer have access to this account but you are still responsible for any remaining balance. Are you sure you want to delete this account?

Bill #2	120-0239-02	Delete
Bill #3	120-0239-03	Delete
Bill #4	120-0239-04	Delete
Bill #5	120-0239-05	Delete

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Account Description	Account Number	
Bill #1	120-0239-01	Delete
Bill #2	120-0239-02	Delete
Bill #3	120-0239-03	Delete
Bill #4	120-0239-04	Delete

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My Profile My Bill Accounts **Add Bill Accounts** My email Notifications

Add Bill Accounts

What type of bill would you like to enroll?

Account Questions

Enter your account number:

Enter your LFUCG PIN: You can find this number on your bill.

Click to continue paper statements.

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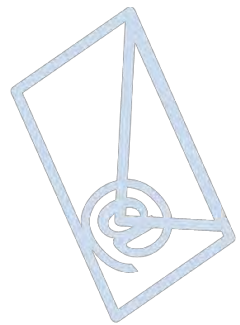
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- My Email Notifications**

Email Notifications

Please send me an email...

- when a bill is uploaded and ready to be paid
- when a payment is scheduled.
- if my payment succeeds
- if my payment fails
- if my Credit Card Expires
- 5 days before the bill is due



Additional Email Addresses for Notification

If you would like to send notifications to additional eMail addresses enter the addresses below:

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

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Contact Us

In Lexington and Fayette County you can contact government offices with questions or comments, or submit a request for a government provided service, by dialing 3-1-1 on your telephone to connect to LexCall. If you need to call LexCall 3-1-1 from outside the geographic boundaries of Fayette County or, if dialing 3-1-1 does not work for you, dial (859) 425-2255 or 425-CALL.

LexCall is also available on the web at <http://lexcall.lexingtonky.gov>.



General Comments

[Click here to review our customer service](#)

Website Comments

[Click here to give us feedback about our website](#)

Contact the Webmaster regarding technical or content issues on this website at: webmaster@lexingtonky.gov

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One Time Payment

Make a One-Time Payment

To schedule a one time payment enter the information asked for and click "Pay."

Enter Your Account#:

Choose the Bill Type:

Enter the Amount to Pay:

Payment Date:

- Choose which type of payment account:
- Checking /Savings Account
 - Credit Card Account

One Time Payment

Make a One-Time Payment

To schedule a one time payment enter the information asked for and click "Pay."

Enter Your Account#:

Choose the Bill Type:

Enter the Amount to Pay:

Payment Date:

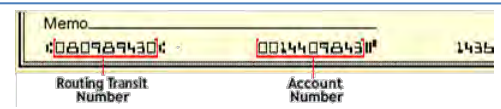
Choose which type of payment account:

Checking /Savings Account

Credit Card Account

Bank Account

To add a checking or savings account from which to pay, enter the information asked for below.



What is your **Routing Transit Number**?

What is your **Account Number**?

What type of account is this?

What would you like to name this account?

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One Time Payment

Make a One-Time Payment

To schedule a one time payment enter the information asked for and click "Pay."

Enter Your Account#:

Choose the Bill Type:

Enter the Amount to Pay:

A convenience fee of \$4.95 will be added to your payment.

Payment Date:

- Choose which type of payment account:
- Checking /Savings Account
 - Credit Card Account

Credit Card Account

To add a Credit Card account from which to pay, enter the information asked for below .

Name on Card

Address 1

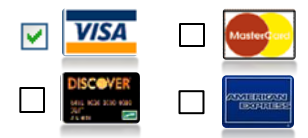
Address 2

City, State, Zip

Account Description:

Account #:

Expiration Date:



Next Cancel