

SALES INFORMATION					
IC Sales Rep	Carlyn Altheide	Vertical	Local Gov (Util, Tax, Misc)		
Order Date	10/26/2021	Billing Software	Harris - Advanced		

BILLER INFORMATIO	V					
Ownership Type	Governme	nt		Phone	(772) 871-5225	Fax
Legal Name	CITY OF PORT ST LUCIE		Website URL	https://www.cityo	ofpsl.com/	
Address 1	121 SW Po	rt St. Lucie E	Boulevard	Bus. Open Date	1961	
Address 2				Federal Tax ID	59-6141662	
City	Port St. Luc	Port St. Lucie		*Federal Tax ID and Le	egal Name must match on	all documen
State	FL	ZIP	34984			

BILLER CONTACT		
Primary Contact Name	Regina Linsley	
Phone	772-873-6343	
Email Address	rlinsley@cityofpsl.com	

SIGNING AUTHO				
Name	Russ Blackburn		Title	City Manager
Phone	(772) 871-5225	Fax	Email Address	rblackburn@cityofpsl.com

	Note: Must include voided busin	ess check or bank letter for each unique account	
		ess check of bank letter for each unique account	
Billing Method	Direct Debit		
Routing #		Last 4 Acct #	

PAYMENT METHODS A	CCEPTED
Payment Methods	[American Express] [VISA/Mastercard/Discover] [PayPal] [ACH/EFT]

Description	Interval	Cost Type	Cost
Biller Portal Access Fee	Monthly	Fixed (\$)	\$190.00
Credit Card - Chargeback Fee Non-Submitter	Per Transaction	Fixed (\$)	\$5.00
EFT - ACH Reject Fee Non-Submitter	Per Transaction	Fixed (\$)	\$5.00
PayPal Brands - Chargeback Fee (PayPal Brands)	Per Transaction	Fixed (\$)	\$5.00

HARDWARE								
Card Reader Type	EMV	Quantity	1	Cost per Reader	15.00			
Card Reader	iSC Touch 250			Billing Interval	Monthly			
Shipping Address (if different than location address)						'		

DATA RETENTION				
Months to Keep	24	*Additional Fe	es apply if greater than 24 months	
IMPLEMENTATION C	HARGES			
Description		Interval	Cost	
Implementation (per SOW)			\$0.00 (WAIVED)	

NOTES/SPECIAL HANDLING

Monthly Biller Portal Access Fee has been reduced from \$200 to \$190 per month. This amount is intended to off set the City's annual cost of monitoring Invoice Cloud's insurance coverage.

[signature page follows]

CERTIFICATION AND AGREEMENT

- A. By signing below, the Biller hereby ratifies its authorization for Invoice Cloud, Inc. ("Invoice Cloud") to execute debit/credit entries to the Biller Bank Account(s) indicated above at the depository financial institution(s) named above and to debit/credit the same such account(s). The Biller acknowledges that the origination of ACH transactions to its account(s) must comply with the provisions of U.S. law. This authority is to remain in full force and effect until (i) Invoice Cloud has received written notification (by electronic or U.S. mail) from the Biller of its revocation in such time and manner as to allow Invoice Cloud a reasonable opportunity to act on it, but not less than 10 business days notice; and (ii) all obligations of the Biller to Invoice Cloud that have arisen under this Agreement and all other agreements have been paid in full. The Biller must also notify Invoice Cloud, in writing, (by electronic or U.S. mail) when a change in Biller Bank Account account number(s) or bank has occurred at which time this authorization shall apply to such new/changed Biller Bank Account. This notification must be received no less than 10 business days in advance of any change. A fee will be charged for any returned or rejected ACH debits.
- B. By signing below, the Biller named: (1) has read, agreed to, ratifies the Biller Agreement, Biller T+Cs (referenced in the Biller Agreement) and other Order Forms previously executed by the Biller, and (2) certifies to Invoice Cloud that he/she is authorized to sign this Order Form; (3) certifies that all information and documents submitted in connection with this Order Form are true and complete; (4) authorizes Invoice Cloud or its agent to verify any of the information given, including credit references, and to obtain credit reports; (5) agrees to pay the Monthly Access Fee through the last day of the month following the effective date of termination as provided in the Billing Agreement; (6) agrees that Biller and each transaction submitted will continue to be bound by the Order Form and the Biller Agreement in its entirety and any new agreement forms executed herewith; (7) agrees that Biller will submit transactions only in accordance with the information in this Biller Order Form and Biller Agreement and will immediately inform Invoice Cloud, by email (contracts@invoicecloud.com) if any information in this Order Form changes, and (8) In the event of non-payment of any sums due, Invoice Cloud reserves the right to withdraw such sums from the Biller Bank Account at any time to ensure payment of the same.
- C. Pay by Text: Standard data rates and text messaging rates may apply based on the payer's plan with their mobile phone carrier. Payer can opt out of text messaging at any time with Invoice Cloud. Partial payment or overpayment is not supported. Biller may not use the service for activities that violate any law, statute, ordinance or regulation.
- D. This Biller Order Form will become effective only when signed by Invoice Cloud.

	In WITNESS WHEREOF, the parties have executed this	Agreement as of this day
	Accepted by Biller:	Accepted by Invoice Cloud, Inc.:
X		X Vleu E. Salas
	Corporate Officer/Authorized Official	Corporate Officer
	Russ Blackburn	Thomas E. Griffin
	Printed Name	Printed Name
	City Manager	President
	Title	Title

No



BILLER ORDER FORM INVOICE TYPE PARAMETER SHEET

Invoice Type Parameters must be completed for each invoice type

Invoice T	ype	Utility S	ystem	S			Pricing Model Non-Submitte			mitter		
CURREN [®]	r BILLIN	G DETAILS										
Please in	dicate h	ow many	bills ar	re sent m	onthly by p	placing the	bill count fo	r each m	onth below	*		
JAN	FEB	MA	R	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	/ DEC
81890	8189	0 818	90	81890	81890	81890	81890	81890	81890	81890	8189	0 81890
_	on\$	Avg CC Transaction \$		Max Invo	125000.00 125000.00		Bill Frequ	ency	Monthly	Avg. Bills Month	Per 8	31890
		SERVICES vices		P] [IVR] [C	OBD] [In-lin	ie Donatic	ns] [Point of	Sale]			i de la constante de la consta	
Products	and Ser		[EBPI		OBD] [In-lin	ie Donatic	ns] [Point of	Sale]				
Products	and Ser	vices	(EBPI	oy Biller)	OBD] [In-lin	la i Vill	ns] [Point of Fee Rate %	Fee	• Amount	Additional Fee \$		Biller Pays etwork Fees
Products TRANSAG Payme	and Ser	vices . PRICING	(Paid b	oy Biller) Pay		hod		Fee				-
Products TRANSAG Payme	and Ser CTIONAL ent Sour I Payme	vices . PRICING ce Descrip	[EBPF	oy Biller) Pay	ment Met	hod ayPal	Fee Rate %	Fee				etwork Fees

TRANSACTIONAL PRICING EXCEPTIONS

\$0.25

SERVICE FEES (Paid by Payer)								
Payment Source Description	Payment Method	Fee Amount	Calculation Type	Max Payment \$	Min. Fee (S) per Transaction			
All Payment Sources	Credit/Debit/PayPal			\$125000.00				
All Payment Sources	ACH/EFT			\$125000.00				
SERVICE FEE EXCEPTIONS	400							

BILLER BANK ACCOUN	IT (FOR DEPOSITS AND CHARGEBACKS)	
	Note: must include voided business ch	eck or bank letter for each unique account
Routing #	Last 4 Acct #	

NOTES / SPECIAL HANDLING

IVR

No paperless transaction charges for existing paperless enrollments migrated to IC for the go live.

All Payment Methods



Invoice Type Utility Systems Donations						Pricing Mo	odel	Non-Su	bmitter		
CURRENT	BILLING	DETAILS				1 1	ynde.				J. 7
Please inc	dicate ho	w many bills	are sent mo	onthly by pl	acing th	e bill count fo	r each m	onth belov	w:		
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC
Avg CC Transaction	on\$		Max Invoi	ice \$		Bill Freque	ency		Avg. Bills P Month	er	
PRODUCT	rs and s	ERVICES						EM T			
Products	and Serv	ices [In-	line Donati	ons]							
TRANSAC	TIONAL	PRICING (Paid	d by Biller)		iĝ(K	4 g 5 g 5 g			- set		
Payment Source Description		Pay	Payment Method		Fee Rate %	Fee	Amount \$	Additional Fee \$		Biller Pays Network Fees	
All	All Payment Sources		Cred	Credit/Debit/PayPal							
All	Paymen	t Sources		ACH/EFT							
				TRANSAC	TIONAL	PRICING EXC	PTIONS				
SERVICE F	EES (Paid	l by Payer)			A.S.		169			147	
Payme	nt Source	e Description	Pay	ment Meth	od	Fee Amount		ulation Type	Max Payment \$		ee (S) pe saction
All	Payment	t Sources	Credi	it/Debit/Pa	yPal						
All	Payment	t Sources		ACH/EFT							
SERVICE F	EE EXCE	PTIONS									
BILLER BA	NK ACC	OUNT (FOR D	EPOSITS AI	ND CHARGE	BACKS)		1154				
		Note: n	nust include	voided bus	siness ch	eck or bank le	tter for e	ach uniqu	e account		
Routing #			Last 4	Acct #							
NOTES / S	SPECIAL I	HANDLING			1		This sylv	Tuy-11			
			April 10			NE HINEY		5380			



Invoice T	ype N	lew Service	Residentia	al		Pricing Mo	del	Non-Su	bmitter			
CURREN	T BILLING D	DETAILS				No.	Till.			i i nači	1.811	
Please in	dicate how	many bills	are sent m	nonthly by pla	cing the	bill count for	each m	nonth belov	v:	V 15.		
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	
1100	1100	1100	1100	1100	1100	1100	1100	1100	1100	1100	1100	
Avg CC Transaction \$ 140.00 M			Max Invo	lax Invoice \$ 1250		Bill Freque	ncy	Monthly	Avg. Bills Pe Month	er 110	1100	
PRODUC	TS AND SE	RVICES								n şş, r		
Products	and Servic	es [Cl	oud Pay]									
TRANSAC	CTIONAL PI	RICING (Pai	d by Biller)		11-13							
Payment Source Description		n Pa	Payment Method		Fee Rate %	Fee	Amount \$	Additional Fee \$	1	Biller Pays Network Fees		
Al	l Payment	Sources	Cred	Credit/Debit/PayPal		1.99%					No	
Al	I Payment :	Sources		ACH/EFT				\$0.50			No	
				TRANSACT	IONAL P	RICING EXCE	PTIONS	5				
SERVICE	FEES (Paid I	oy Payer)					1			ANS.		
Payme	ent Source	Description	n Pa	Payment Method		Fee Amount		culation Type	Max Payment \$		ee (S) pe	
Al	Payment S	Sources	Cred	Credit/Debit/PayPal					\$125000.00			
All Payment Sources				ACH/EFT					\$125000.00			
SERVICE	FEE EXCEP	TIONS										
BILLER BA	ANK ACCOL	UNT (FOR E	DEPOSITS A	AND CHARGEE	BACKS)	WE WZ					ME.	
		Note: r	nust includ	le voided busii	ness che	ck or bank let	tter for	each uniqu	e account			
	‡			Acct #								



Invoice Ty	ype f	New Service	Non-Resid	lential		Pricing Mo	del	Non-Su	bmitter		
CURRENT	BILLING	DETAILS	FINE!	4454	: ELLEY	A Just I	HA	i with		E7	
Please inc	dicate how	many bills	are sent m	onthly by	placing the	bill count for	each n	nonth belov	w:		
JAN	FEB	MAR	APR	MAY	JUN	JUL AUG		SEP	ОСТ	NOV	DEC
5	5	5	5	5	5	5	5	5	5	5	5
Avg CC Transaction \$ 200.00 Ma		Max Invo	oice \$	125000.00	Bill Freque	ncy	Monthly	Avg. Bills Pe	5	5	
PRODUCT	rs and se	RVICES	THE ST		PI NES		1, 7	THOSE.	A MA	nië N	1.125
Products	and Service	ces [Cl	oud Pay]								-
TRANSAC	TIONAL P	RICING (Pai	d by Biller)			160	1			150	1751
Payment Source Description			n Pa	yment Mo	ethod	Fee Rate %		Amount \$	Additional Fee \$	Biller Pays Network Fees	
All	Payment	Sources	Cred	dit/Debit/	PayPal	1.99%					No
All Payment Sources				ACH/EF	Т			\$0.50			No
				TRANS	ACTIONAL F	PRICING EXCE	PTIONS	5			
SERVICE F	FEES (Paid	by Payer)						NEW T		10-3	
Payme	nt Source	Description	n Pay	Payment Method		Fee Amount Ca		culation Type	Max Payment \$	Min. Fee (S) pe Transaction	
All	Payment	Sources	Cred	dit/Debit/	PayPal				\$125000.00		
All Payment Sources				ACH/EF	Т				\$125000.00		
SERVICE F	EE EXCEP	TIONS									
BILLER BA	NK ACCO	UNT (FOR E	DEPOSITS A	ND CHAR	GEBACKS)		41,4			W-71	
		Note: 1	nust includ	e voided l	business che	ck or bank let	tter for	each uniqu	e account		
				Acct #							



Invoice T	уре	Residential	New Const	ruction		Pricing Mo	del	Non-Su	bmitter		
CURRENT	F BILLING	DETAILS		Yar ye ban	182	- 14-11	18.1			7 157	Sir "
Please in	dicate hov	v many bills	are sent m	nonthly by p	lacing the	bill count for	each m	nonth belov	w:		
JAN	FEB	MAR	APR	MAY	JUN JUL		AUG	SEP	ОСТ	NOV	DEC
400	400	400	400	400	400	400	400	400	400	400	400
Avg CC Transaction \$ 6000.00		Max Invo	pice \$ 12	5000.00	Bill Freque	ncy	Monthly	Avg. Bills P	er 400	400	
PRODUC	TS AND SE	RVICES									
Products	and Servi	ces [Cl	oud Pay]								
TRANSAC	TIONAL P	RICING (Pai	d by Biller)				P. Je	Mark a		lita.	
Payment Source Description		n Pa	Payment Method		Fee Rate %	ee Rate %		Additional Fee \$		Biller Pays Network Fees	
Al	l Payment	Sources	Cred	Credit/Debit/PayPal		1.99%					No
All	All Payment Sources			ACH/EFT				\$0.50			No
				TRANSAC	TIONAL P	RICING EXCE	PTIONS	5			
SERVICE I	FEES (Paid	by Payer)			100		, 84				
Payme	nt Source	Description	n Pay	Payment Method		Fee Amount		culation Type	Max Payment \$		Fee (S) pe
All Payment Sources		Cred	Credit/Debit/PayPal					\$125000.00			
All Payment Sources				ACH/EFT					\$125000.00		
SERVICE I	FEE EXCEP	TIONS									
	ANK ACCO	UNT (FOR E	DEPOSITS A	ND CHARGI	EBACKS)		T _{IX}	1-1-1-1			
BILLER BA		Note: r	must includ	e voided bus	siness che	ck or bank let	ter for e	each uniqu	e account		
BILLER BA											



Invoice T	уре	HR	Retirees				P	ricing M	ođel	Non-Su	ıbmitter		
CURRENT	Γ BILLIN	IG DE	TAILS	4	- V	12,15		LES!	THE SE	ALSO TA			Jan J.
Please in	dicate l	now n	nany bills	are sent m	onthly	by placing t	he bill	count fo	r each r	nonth belo	w:	D. Life of	
JAN	FEE		MAR	APR	MA		JUL A		AUG	SEP	ОСТ	NOV	DEC
240	240	0	240	240	240	240)	240	240	240	240	240	240
Avg CC Transaction \$ 200.00 Ma			Max Invo	ax Invoice \$ 12500		00 В	Bill Frequency		Monthly	Avg. Bills Po Month	er 240	r 240	
PRODUC	TS AND	SER	/ICES					110					14
Products	and Se	rvices	s [EB	PP]									
TRANSAC	TIONA	L PRI	CING (Pai	d by Biller)	180	4	- 3			, This is			1413
Payment Source Description			ı Pay	Payment Method			Fee Rate %		e Amount \$	Additional Fee \$	Biller Pays Network Fee		
Al	l Payme	ent Sc	ources	Cred	Credit/Debit/PayPal			1.99%				No	
Al	l Payme	ent Sc	ources		ACH/EFT					\$0.50			No
					TRAN	SACTIONA	L PRIC	ING EXC	EPTION	s			
SERVICE	FEES (P	aid by	Payer)		д.	UJ Ey	146			1			
Payme	nt Sou	rce De	escriptior	ı Pay	Payment Method			Amount	Ca	lculation Type	Max Payment \$		Fee (S) pe
All	l Payme	ent So	ources	Cred	Credit/Debit/PayPal						\$125000.00		
All Payment Sources ACH/EFT										\$125000.00			
SERVICE	FEE EXC	CEPTI	ONS						- 1				
BILLER BA	ANK AC	cour	NT (FOR E	EPOSITS A	ND CHA	ARGEBACKS	S)						
			Note: r	nust includ	e voide	d business o	check o	or bank le	etter for	each uniqu	ie account		
Routing #				Last 4									
NOTES / S	SPECIA	I HAN	IDLING				17/4					Trans	+ 18
,							1000			The second			



Invoice Type Assumptions & Subordinations						Pricing Mo	del	Non-Su	bmitter			
CURRENT	F BILLING D	ETAILS		, Pari					1 1 22 15 2		-77 E	
Please in	dicate how	many bills	are sent m	onthly by	placing the	bill count for	r each n	nonth belov	w:			
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	
15	15	15	15	15	15	15 15		15	15	15	15	
Avg CC Transacti	vg CC 200.00 M		Max Invo	oice \$ 1	25000.00	0 Bill Frequency		Monthly	Avg. Bills Po Month	er 15	15	
PRODUC	TS AND SEI	RVICES		EVISEN.		Yarden			Hall St.			
Products	and Service	es [Cl	oud Pay]									
TRANSAC	CTIONAL PE	RICING (Pai	d by Biller)	VIII IV-			5,55	M - 31		E PER I		
Payment Source Description			n Pay	yment Me	thod	Fee Rate %		e Amount \$	Additional Fee \$		Biller Pays Network Fees	
All	l Payment !	Sources	Cred	dit/Debit/F	PayPal	1.99%				No		
All Payment Sources			ACH/EFT				\$0.50			No		
				TRANSA	ACTIONAL F	PRICING EXCE	PTION	S				
SERVICE	FEES (Paid b	y Payer)			RIVE.		7					
Payme	nt Source I	Description	n Pay	yment Me	thod	Fee Amount	Ca	lculation Type	Max Payment \$		ee (S) pe saction	
All Payment Sources			Cred	lit/Debit/P	'ayPal				\$125000.00			
All Payment Sources				ACH/EFT					\$125000.00			
SERVICE I	FEE EXCEPT	TIONS										
	ANK ACCOL	JNT (FOR E	DEPOSITS A	ND CHAR	GEBACKS)							
BILLER BA		Note: r	must includ	e voided b	usiness che	ck or bank le	tter for	each uniqu	e account			
BILLER BA												