

**BOARD OF TRUSTEES
VILLAGE OF WARWICK
FEBRUARY 13, 2019
WORK SESSION AGENDA**

**Call to Order
Pledge of Allegiance
Roll Call**

Discussion

1. Village of Warwick Employee Manual
2. Collection of Water Payments via Credit Card – Edmunds WIPP Program

Adjournment

Draft Resolution Revising Village Employee Handbook

WHEREAS, it is appropriate for the Village Board to periodically review and revise the Employee Handbook of the Village of Warwick to update the policies and procedures set forth therein in order to better serve the needs of Village, its employees and the community; and

WHEREAS the Village Board has before it a proposal to make certain revisions to the Employee Handbook; and

WHEREAS, the Village Board has reviewed and considered the said revisions, and finds them to be necessary and proper at this time;

NOW, THEREFORE, BE IT RESOLVED as follows:

1. That Section 2.0, "Employee Classifications" of the Employee Handbook of the Village of Warwick including all subparts of Section 2.0, is hereby deleted in its entirety and replaced with the attached revised text.

2. That Section 3.5 of the Employee Handbook, "Behavior Policy", is hereby amended to add a new item (v) to Subparagraph (v) reading as follows:

"Attendance Policy Violations – The following actions will be cause for disciplinary action and/or discharge from employment:

- a) Excessive absenteeism; as determined by the Mayor based upon the relevant facts and circumstances pertaining to such absenteeism as they may appear.
- b) Excessive tardiness; as determined by the Mayor based upon the relevant facts and circumstances pertaining to such tardiness as they may appear.
- c) Unauthorized absences and/or failure to give proper notice.

An employee who, after investigation, is found to have refused to work additional hours as directed will be subject to appropriate disciplinary action."

3. That Section 4.1 of the Employee Handbook of the Village of Warwick is hereby deleted in its entirety and replaced with the attached revised text.

4. That Section 6.3 of the Employee Handbook of the Village of Warwick is hereby deleted in its entirety and replaced with the following text:

"6.3 Compensation Rates.

- (a) Except as provided by a collective bargaining agreement, the compensation rate for Village employees shall be set by the Village Board.

Salary increases shall generally be accorded by the Board, in its discretion, and the Village's FY Budget. Such compensation shall be paid on the following basis:

(i) Hourly Compensation Positions:

Code Enforcement Officer
Village Treasurer
Deputy Treasurer
Village Clerk
Deputy Clerk
Water Billing Clerk
Senior Clerk
Court Clerk
DPW Clerk
Planning Board Secretary
Part-Time Employees
Seasonal Employees
DPW Employees (Paid hourly Per Collective Bargaining Agreement)

(ii) Salaried Compensation Positions:

DPW Supervisor (which is an Exempt Employee Position under the Fair Labor Standards Act)*

Elected Officials (which are Exempt Positions under the Fair Labor Standards Act)

(iii) Stipend Positions:

Planning Board Members (Stipend determined by the Village Board annually in the Village's Budget)

(iv) Volunteer Positions:

ZBA Members
Architectural Review Board Members
Other Volunteers as approved by the Village Board"

*Footnote * - Employees whose jobs are governed by the FLSA are either "exempt" or "nonexempt." Nonexempt employees are entitled to overtime pay. Exempt employees are not.*

(b) Longevity pay: In addition to the regular salaries for full time and office employees, the following schedule of longevity pay shall be in effect to be determined as of the employee's anniversary date. Longevity pay shall be paid in a flat amount in accordance with the following formula:

After five (5) complete years of service	\$280.00
After ten (10) complete years of service	\$560.00
After fifteen (15) complete years of service	\$840.00
After twenty (20) complete years of service	\$1,120.00

5. That the aforesaid revisions to the Employee Handbook shall be retroactively effective *nunc pro tunc* as of June 1, 2018.

_____ presented the foregoing resolution which was seconded
by _____,

The vote on the foregoing resolution was as follows:

Barry Cheney, Trustee, voting	_____
William Lindberg, Trustee, voting	_____
Michael Newhard, Mayor, voting	_____
Eileen Patterson, Trustee, voting	_____
George McManus, Trustee, voting	_____

**Draft Amendments to the
Village of Warwick Employee Handbook
Section 2.0**

Adopted TBA / Effective June 1, 2018

2.0 EMPLOYEE CLASSIFICATIONS

2.1 Full Time Employees -

For the purposes of this Manual, the term “full-time employee” shall mean any employee employed by the Village of Warwick who is regularly scheduled to work greater than (20) twenty hours and up to (40) forty hours per week, which shall include but not be limited to:

- | | |
|-----------------------------|-------------------------------------|
| a. DPW Supervisor | (40-hour work week) |
| b. Code Enforcement Officer | (40-hour work week) |
| c. Village Treasurer | (35-hour work week) |
| d. Deputy Treasurer | (32.5-hour work week) |
| e. Village Clerk | (32.5-hour work week) |
| f. Deputy Clerk | (32.5-hour work week) |
| g. Water Billing Clerk | (32.5-hour work week) |
| h. Court Clerk | (32.5-hour work week) |
| i. DPW Clerk | (32.5-hour work week) |
| j. Planning Board Secretary | (32.5-hour work week) |
| k. DPW Employees | Per Collective Bargaining Agreement |

2.2 Part-Time Employees

In accordance with the Rules for the Administration of Civil Service Law in the County of Orange, New York “Part-time employment means an employment or a combination of one or more employments in a civil division in which an individual works a total of 50% or less of the time prescribed as a standard work week by the governing body or other appropriate authority of the civil division or wherein the employee earns not more than ½ of the rate assigned to the position if the position has been allocated to a graded salary schedule” which shall include but not be limited to the following employees:

- a. Bailiffs
- b. Part-Time Court Clerk
- c. Parking Enforcement
- d. Part-Time Clerk
- e. Recreation Director

2.3 Seasonal Employees –

For the purpose of this manual, the hours and rate of pay of seasonal employees will be determined by the Mayor and Village Board of Trustees.

- a. DPW
- b. Interns
- c. Recreation

2.4 Elected Officials –

- a. (1) Mayor - 4 Year Term
- b. (4) Village Board of Trustees – 4 Year Term

2.5 Planning Board Members –

- a. Planning Board Chairman – Annual Appointment by the Mayor and Village Board of Trustees
- b. (5) Planning Board Members – 5 Year Appointment
- c. (1) Planning Board Alternate – 1 Year Appointment

2.6 Architectural Review Board -

- a. ARB Chairman – Annual Appointment by the Mayor and Village Board of Trustees
- b. (5) ARB Members – 3 Year Appointment
- c. (1) ARB Alternate – 1 Year Appointment

2.7 Zoning Board of Approvals -

- a. ZBA Chairman – Annual Appointment by the Mayor and Village Board of Trustees
- b. (5) ZBA Members – 5 Year Appointment
- c. (1) ZBA Alternate – 1 Year Appointment

2.8 Job Descriptions – Copies of the current job description for titles within the Village for either civil service or non-civil service positions are attached as Appendix “A”.

**Draft Amendments to the
Village of Warwick Employee Handbook
Section 3.5**

Adopted TBA / Effective June 1, 2018

3.5 Behavior Policy

Policy Statement – It is the policy of the Village Board of the Village of Warwick that all employees must conduct themselves in a positive manner so as to promote the best interests of the Village. Proper and appropriate employee behavior is necessary for the efficient operation of the Village. Any conduct that interferes with operations, that discredits the Village or that is offensive to residents or other employees will not be tolerated. Progressive discipline will be followed where appropriate. However severe violations will be punishable by termination subject to any applicable rights contained in the Civil Service Law.

Any employee who, after investigation, is found to have violated the policies and/or procedures, rules, and/or regulations set out in this Manual and/or the stated rules of a Village Department, or is found to have engaged in any of the following improper behaviors will be subject to appropriate disciplinary action:

- a) Deliberate or willful destruction, defacement, abuse or misuse of Village property or the property of a resident, supplier, visitor, or another employee;
- b) Theft of Village property or the property of a resident, supplier, visitor, or another employee;
- c) Falsification or alteration of any Village records or reports including but not limited to those pertaining to employment application, medical records, time records, etc.;
- d) Preparation or manipulation of another employee's time record;
- e) Intimidation, coercion, threatening, or assault of, or fighting or interfering with, another employee, supervisor, resident, supplier, visitor, or any other person whether on or off Village premises;
- f) Engaging in sexual harassment or the creation of a sexually hostile environment as against another employee, supervisor, resident, supplier, visitor, or any other person whether on or off Village premises;
- g) Possession of firearms or explosives on Village Property or in a Village vehicle, unless possession is required in the performance of the employee's duties and has been authorized by the Mayor;
- h) Use of or being under the influence of alcohol or controlled substance(s) on Village premises and/or in Village equipment, vehicles and/or on Village property. An employee will be considered to be under the influence of alcohol if the employee

has a Blood Alcohol count ("BAC") of .02 or greater *or* has consumed any alcohol within two (2) hours of reporting to work;

- i) Possession or sale of alcohol or controlled substance(s) on Village Premises and/or in Village equipment, vehicle and/or on Village property;
- j) Insubordination or willful refusal to comply with a supervisor's order or instruction in the course of Village employment;
- k) Disregard of safety rules and/or safety practices in such a way that jeopardizes the safety of the employee, another employee, a supervisor, a resident, a supplier, a visitor, or any other person;
- l) Sleeping on the job;
- m) Willful work slowdown, work stoppage, and interfering with or restricting the performance of another employee or in any other way interfering with Village operations;
- n) Personal activity during paid work time without the expressed permission of the employee's supervisor;
- o) Disruptive, loud and boisterous behavior or horseplay in the workplace;
- p) Abusive language in the workplace;
- q) Personal use of the telephone except in an emergency or to check briefly on family matters;
- r) Posting, removing, or defacing of notices, signs, or other written material without prior approval;
- s) Gambling on Village Premises.
- t) Disclosure by an employee of Village information to anyone other than a Village official or employee which information is available to the employee as a function of his or her job duties;
- u) Safety and Health Violations
 - (i) Disregard of safety rules and/or safety practices;
 - (ii) Failure to wear assigned safety clothing or equipment;
 - (iii) Careless or negligent use and/or operation of equipment, machinery, and/or vehicles;
 - (iv) Creating or contributing to unsafe, insecure or unsanitary work or rest areas;
 - (v) Smoking in non-smoking areas.

(vi) Smoking in Village vehicles and/or equipment.

v) Time and Attendance Violations;

- (i) Failure to be at one's workstation at the start of one's shift or after lunch;
- (ii) Extended breaks or lunch periods;
- (iii) Stopping work in advance of the specified quitting time;
- (iv) Excessive time away from one's work station for personal, non-health related reasons, including but not limited to smoking, using the telephone, etc.
- (v) Attendance Policy Violations – The following actions will be cause for disciplinary action and/or discharge from employment:
 - a) Excessive absenteeism;
 - b) Excessive tardiness;
 - c) Unauthorized absences and/or failure to give proper notice.

An employee who, after investigation, is found to have refused to work additional hours as directed will be subject to appropriate disciplinary action.

**Draft Amendment to the
Village of Warwick Employee Handbook
Section 4.1**

Adopted TBA / Effective June 1, 2018

4.0 OPERATIONAL POLICIES

4.1 Hours of Work

Normal Hours of Operation – Unless otherwise specified by state law, the Village Board of Trustees will establish the beginning and ending times of normal operation for the Departments of the Village.

Subject to the discretion of the Mayor and Village Board of Trustees, the following shall be the regular work day:

1. Full Time Employees:

a. DPW Supervisor	7:00 a.m. – 3:00 p.m.
b. Code Enforcement Officer	8:00 a.m. – 4:30 p.m.
c. Treasurer	8:30 a.m. – 4:00 p.m.
d. Deputy Treasurer	8:30 a.m. – 4:00 p.m.
e. Village Clerk	8:30 a.m. – 4:00 p.m.
f. Deputy Clerk	8:30 a.m. – 4:00 p.m.
g. Water Billing Clerk	8:30 a.m. – 4:00 p.m.
h. Court Clerk	8:30 a.m. – 4:00 p.m.
i. DPW Clerk	8:30 a.m. – 4:00 p.m.
j. Planning Board Secretary	8:30 a.m. – 4:00 p.m.
k. DPW Employees	Per Collective Bargaining Agreement – 7:00 a.m. – 3:30 p.m.

2. Part Time Employees:

As referred to in Section 2.2, the regular work day schedule shall be determined by the Mayor and Board of Trustees.

3. Seasonal Employees:

As referred to in Section 2.3, the regular work day schedule shall be determined by the Mayor and Board of Trustees.

Workweek – Unless otherwise specified by the state law, the Village Board of Trustees will establish the days the Village will conduct business and/or perform services. An employee's supervisor will establish the employee's scheduled days of work, which may differ from the normal days of operation to meet the particular needs and requirements of the department. If overtime is required, it must be pre-approved by the Mayor.

Overtime

1. Full Time Employees:

- a. DPW Supervisor: Exempt from Overtime in accordance with the Federal Fair Labor Standards Act (FLSA).
- b. Code Enforcement Officer: Excess of 40 hours per week is 1 ½ x regular hourly rate.
- c. Treasurer: The 5 hours between 35 hours and 40 hours per week is paid at regular hourly rate. Excess of 40 hours per week is 1 ½ x regular hourly rate.
- d. Village Clerk, Deputy Clerk, Deputy Treasurer, Water Billing Clerk, Court Clerk, DPW Clerk & Planning Board Secretary: The 7 ½ hours between 32.5 and 40 hours per week is paid at regular hourly rate. Excess of 40 hours per week is 1 ½ x regular hourly rate.
- e. DPW Employees: Per Collective Bargaining Agreement.

2. Part Time Employees:

Excess of 40 hours per week is 1 ½ x regular hourly rate.

3. Seasonal Employees:

Excess of 40 hours per week is 1 ½ x regular hourly rate.

Overtime Procedure

If overtime is applicable, the following procedures must be followed:

- 1. Regular monthly evening meetings or court sessions within the employee's job responsibility that fall outside of the regular work day, including but not limited to: Village Board Meetings, Work Sessions, Special Meetings, Budget Meetings, Planning Board Meetings, ZBA and ARB Meetings, the employees time card must be punched in upon arrival for the meeting and punched out upon departure.
- 2. DPW Employees: Per Collective Bargaining Agreement
- 3. All other overtime requests must be pre-approved and signed off by the Mayor using an overtime request form which can be obtained in the Clerk's Office. The signed form must be submitted to the Deputy Treasurer as part of your time record no later than Friday 9:00 a.m. for the applicable payroll.

Break Time

While 'break time/coffee breaks' are not required by the NYS Department of Labor supervisors are authorized to permit full time & DPW employees, when work load permits, one brief (15) fifteen-minute paid break from work each day. Breaks should not be attached to the arrival time, before or after lunch or departure time. The break should be taken mid-morning or mid-afternoon. If there is a unique circumstance where the break time is not used according to policy, please notify the Village Clerk for approval.

Lunch Period

Subject to the discretion of the Mayor and Village Board of Trustees, full time employees shall be subject to the following lunch period:

1. Full Time Employees Lunch:

- | | |
|---|--|
| a. DPW Supervisor | 30 minutes paid per exempt status in accordance with the Federal Fair Labor Standards Act (FLSA) |
| b. Building Inspector | 30 minutes unpaid |
| c. Treasurer | 30 minutes unpaid |
| d. Village Clerk, Deputy Clerk, Deputy Treasurer, Water Billing Clerk, Court Clerk, DPW Clerk, & Planning Board Secretary | 60 minutes unpaid |
| e. DPW Employees | 30 minutes unpaid |

2. Part Time Employees:

- a. Lunch: Not applicable.
Exception – 60 minutes unpaid if working 8:30 a.m. – 4:00 p.m. to cover a full-time employee.
- b. Break: Not applicable.
Exception – 15 minutes paid break if working 8:30 a.m. – 4:00 p.m. to cover a full-time employee.

3. Seasonal Employees: Per Mayor, Village Board of Trustees and the NYS Department of Labor.

Conferences / Training / Meetings / Travel - *TO BE DISCUSSED – Data below is from NYCOM and U.S. Department of Labor*

1. Conferences / Training Approval:

Per New York State Conference of Mayors, any event where the Village incurs a fee it must be approved by the Mayor and Village Board of Trustees, therefore conferences or training that will be subject to fees/invoices including but not limited to registration fees, lodging, overtime, use of Village vehicle and/or mileage reimbursement must be pre-approved by the Mayor and Village Board of Trustees.

Conferences or training that are completely free of charge must be pre-approved by the Mayor.

2. Conferences / Training Compensation:

*****Per NYCOM 2015 Fall Training School 'Minimum Wage and Overtime Essentials':***

- Training mandated by the employer is generally considered time worked.
- Only time spent in required classes and training sessions is considered time worked.
- Time in confinement is not time worked.
- Attendance outside of regular working hours at specialized or follow-up training which is required for certification by law of a higher level of government is not time worked.

*****Suggested VOW Employee Manual Language:***

For each day an employee attends a multi-day or overnight conference or training, they will be paid their regular hourly rate of pay, not to exceed their normal workday. Overtime will be based on prior Mayor and Village Board of Trustees approval of the conference/training agenda. ***Travel time is or is not considered worktime?***

Workshops outside of the normal workday, such as evening or weekend training sessions or meetings, will be paid at the individual's hourly rate of compensation up to 40 hours and then subject to overtime pay at the rate of time and one-half for all time worked in excess of 40 hours in a workweek. ***Travel time is or is not considered worktime?***

3. Regular Monthly Meetings:

Regular monthly evening meetings or court sessions that fall outside of the regular work day, including but not limited to: Village Board Meetings, Work Sessions, Special Meetings, Budget Meetings, Planning Board Meetings, ZBA and ARB Meetings:

- a. Travel time is not considered worktime.
- b. Compensation: See 'Overtime' and 'Overtime Procedure'.

Travel

Travel – According to the U.S. Department of Labor Wage and Hour Division:

Travel That is All in a Day's Work: Time spent by an employee in travel as part of their principal activity, such as travel from job site to job site during the workday, is work time and must be counted as hours worked.

Travel Away from Home Community: Travel that keeps an employee away from home overnight is travel away from home. Travel away from home is clearly work time when it cuts across the employee's workday. The time is not only hours worked on regular working days during normal working hours but also during corresponding hours on nonworking days.

As an enforcement policy the U.S. Wage and Hour Division of the U.S. Department of Labor will not consider as work time that time spent in travel away from home outside of regular working hours as a passenger on an airplane, train, boat, or automobile.

Travel Time – According to NYCOM:

1. Work commutes even to different job sites are not time worked.
2. Travel during the workday is considered time worked.
3. Overnight Travel:
 - Counts as work time when it crosses the employee's workday and on non-work days during the corresponding hours.
 - Not work time for any time spent in travel away from home outside of regular working hours when the employee is a passenger on a boat, train, bus airplane, or automobile.
 - An employee who works while traveling must have such time counted toward hours worked regardless of whether the employee traveled by public transportation or his/her personal automobile.
4. Call-back Travel: Travel of a substantial distance to the scene of an emergency from home = time worked.

**Draft Amendment to the
Village of Warwick Employee Handbook
Section 6.3**

Adopted TBA / Effective June 1, 2018

6.3 Compensation Rates

(a) Except as provided by a collective bargaining agreement, the compensation rate for Village employees shall be set by the Village Board. Salary increases shall generally be accorded by the Board, in its discretion, and the Village's FY Budget. Such compensation shall be paid on the following basis:

(i) Hourly Compensation Positions:

Code Enforcement Officer
Village Treasurer
Deputy Treasurer
Village Clerk
Deputy Clerk
Water Billing Clerk
Senior Clerk
Court Clerk
DPW Clerk
Planning Board Secretary
Part-Time Employees
Seasonal Employees
DPW Employees (Paid hourly Per Collective Bargaining Agreement)

(ii) Salaried Compensation Positions:

DPW Supervisor (which is an Exempt Employee Position under the Fair Labor Standards Act)*

Elected Officials (which are Exempt Positions under the Fair Labor Standards Act)

(iii) Stipend Positions:

Planning Board Members (Stipend determined by the Village Board annually in the Village's Budget)

(iv) Volunteer Positions:

ZBA Members
Architectural Review Board Members
Other Volunteers as approved by the Village Board"

*Footnote * - Employees whose jobs are governed by the FLSA are either "exempt" or "nonexempt." Nonexempt employees are entitled to overtime pay. Exempt employees are not.*

(b) Longevity pay: In addition to the regular salaries for full time and office employees, the following schedule of longevity pay shall be in effect to be determined as of the employee's anniversary date. Longevity pay shall be paid in a flat amount in accordance with the following formula:

After five (5) complete years of service	\$280.00
After ten (10) complete years of service	\$560.00
After fifteen (15) complete years of service	\$840.00
After twenty (20) complete years of service	\$1,120.00

Village of Warwick
Water Billing Credit Card Collection

Fees/Services to Village of Warwick	Edmunds WIPP	Official Payments (ACI) (current CC provider)
Fees incurred by the Village of Warwick for accepting online payments	\$600 one time licensing fee for the software \$600 annual maintenance fee	\$0
		\$120 purchase fee + one time implementation fee of over \$150 + per Visa regulations, Official Payments can't enable Visa for utility payments made in the office. The only way around this is to have the Village pay the credit card fee.
Fee to have a Credit Card Swiper in the Clerk's Office	\$295 one time purchase of cc swipe terminal	

Fees/Services to Residents		Official Payments (ACI)
MasterCard, Visa, Discover, and American Express Fees to Customer	2.95% per transaction	Flat Fee of \$3.95 per transaction
Visa Debit Card Pricing to Customer	2.95% per transaction	Flat Fee of \$3.95 per transaction
Electronic Check Fee to Customer	\$1.05	N/A

Water Billing Credit Card Collection
Village of Warwick

Pros and Cons		
Service	Edmunds/WIPP	Official Payments (ACI)
Ease of use for Residents	Edmunds WIPP program is completely integrated with our current Edmunds utility software. Residents would have the ability go the the VOW website and look up their water/sewer bill, see the due date & usage using an account specific four digit PIN. They would then simply click on the pay it now link and easily pay their water/sewer bill and print a receipt for their records.	Not integrated with our water billing collection software. Residents must know the water/sewer amount that is due in order to make the payment. Residents do not have the ability to look up their current bill, see the due date, usage or usage history. *The largest complaint from residents is that they never received their bill through the post office therefore they receive a 5% and 3% penalty. Many calls received in the water billing department are from residents trying to find out the amount they owe and the due date. Additionally, many customers come into Village Hall to pay with their credit/debit cards and we have to turn them away.
When are payments posted into Edmunds Utility collection system?	Edmunds WIPP provides a real-time reporting system that reflects transactions in real time. The current amount due, including penalties if applicable, are available to the customer for payment. Payments are then automatically downloaded into our Edmunds software.	Payments are reported to the Water Billing Clerk via email the day after the transaction occurs. The Clerk must print the report and manually enter the payment into the Edmunds system.
Accepting Credit Card Payments in the Clerk's Office via Credit Card Swipe Terminal	Edmunds WIPP will provide us with a credit card swipe terminal at a cost to the Village allowing the Water Billing Clerk's Office to accept in person credit card transactions. All fees continue to be passed to the customer as they would be for online payments. The swipe machine is integrated with the Edmunds software, therefore in person credit card payments are automatically entered in the Edmunds system.	The Village of Warwick can purchase a credit card swipe terminal at a fee of \$120 + a one time implementation fee of over \$150. Service fee would be the same to the customer as payments taken over the web <i>EXCEPT</i> - per Visa regulations, Official Payments can't enable Visa for utility payments made in the office. The only way around this is to have <i>the Village pay the credit card fee</i> . In person credit card payments must be manually entered into Edmunds.



Edmunds & Associates

Web Inquiry & Payment Portal (W.I.P.P.)

January, 2019

1



Web Inquiry & Payment Portal (W.I.P.P.)

Pay any municipal charge online. Payments can be made by credit card, debit card, or e-Check. Specific account information is also available with the ability to reprint a bill. Secured payments are processed through FIS Global and are imported into the system daily. Associated convenience fees can be charged to the consumer or absorbed by the local government agency.

2



Features

- Fully integrated to system
- PCI Compliant
- Reprint a bill online
- Optional PIN access
- See usage/reading history
- See billing and payment history
- Custom banner and messages
- Disallow access for non-payment, NSF, etc.
- Cuts down on call volume
- Option to e-bill with link to online payments
- Recommend link included on printed bill
- Optional IVR
- Save time at the window
 - Cuts down on customer traffic
- DataPointe access for real-time payment updates
- Daily deposits to bank account

3



Fee Schedule

Application	Training Hours	List Price	Extended Price
WIPP Utility (On-line Inquiry and Payments)	2	\$1,200.00	\$600.00
WIPP Virtual Terminal	0	\$0.00	\$0.00
Sub Total:			<u>\$600.00</u>

Services & Other Applications	Cost
Installation - Remote	\$0.00
Sub Total:	<u>\$0.00</u>

Conversion Services	Cost
Sub Total:	<u>\$0.00</u>

Summary Conversions - Unless otherwise stated, summary conversions include all standard information plus three years of summarized history, including opening and closing balances on accounts.

Detailed Conversions - Unless otherwise stated, detail conversions include all standard information plus three years of detailed history, including opening and closing balances with transactions.

Total Proposal (excluding optional hardware): \$600.00

Optional hardware: \$295 for swipe device.

4



Customer Fees

- E-Check online (feature not available for in-person transactions)
- Visa Debit Flat Fee is not available for utility payments (this is a feature available only for tax payments)

Payment Form		Fee
	MasterCard Credit Card	2.95%
	Discover Credit Card	2.95%
	American Express Credit Card	2.95%
	Visa Credit Card	2.95%
Debit Cards with Visa and STAR, PULSE or NYCE logos are acceptable.		
	STAR Pinless Debit Card	2.95%
	PULSE Pinless Debit Card	2.95%
	NYCE Pinless Debit Card	2.95%
	Visa Debit Card	2.95%
	E- Check	\$1.05

5



Fee Schedule

- Penalty charges for returned/declined eChecks would be added to the customer account via an additional charge
 - Most customers post this message on the WIPP homepage.
- Village of Warwick will not allow partial utility payments using WIPP.
- Residents will only be able to pay the billed amount in total (as opposed to being able to selectively pay only water or only sewer).

6



Customer Portal Options

- PIN Structure is an option.
 - These are pre-defined and can be printed on the customer bill for access.
 - Customers will only access their account with the appropriate PIN.
- The VOW would choose the PIN structure option as opposed to the standard search field where anyone can find their neighbors bill.
- Account information the customer will be able to view:
 - payment history, usage, current bill

EXAMPLES:

Chester Village (PIN): <https://wipp.edmundsassoc.com/Wipp/?wippid=CHES>

Glassboro (Open):

<https://wipp.edmundsassoc.com/Wipp/?wippid=0806&modFilter=TU>

7



Virtual Terminal

- Take a credit card payment at the window.
- Click a "swipe" button in the payment window instead of cash/check.
- Use the credit card swipe device to process payment
- Payment processes via FIS to remain PCI compliant

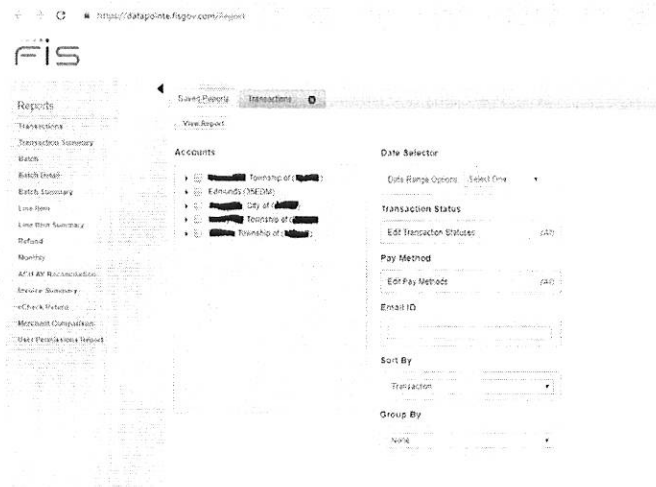
MISC fees would be accepted via MCSJ MISC WIPP (additional charge)

8



DataPointe Portal

- See up-to-date information regarding customers payments
- View deposits in to bank account
- See return checks
- Access to detailed specifics of each transaction
- Perform Refunds



9



Payment Security

PCI Compliance

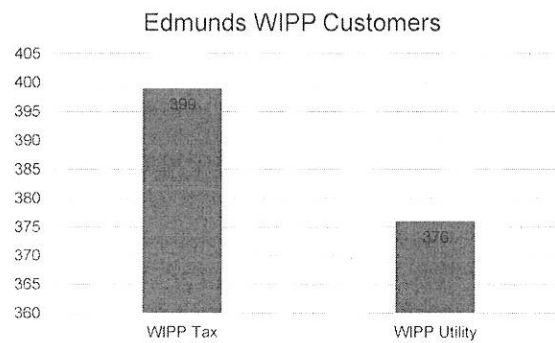
- Edmunds & Associates works with Fidelity Information Services (FIS) in the payment processing part of web, virtual terminal, and IVR payments. FIS is fully compliant with the Payment Card Industry Data Security Standard (PCI DSS). PCI DSS applies to companies of any size that accept on-line payments. Companies that accept payments, process and transmit cardholder data need to host data securely with a PCI compliant provider. The same PCI compliance that secures cardholder data also secures banking information.

10



Customer Service

- Proposal includes setup, installation, hosting services, and training.
- Customer support is unlimited.



11



Timeline

- When payments are made by customers, when is the payment reflected in Edmunds on the account?
 - Data Point: Real-time
 - MCSJ: Near Real-time (about 10 minutes)
- When will the payment be available in our bank?
 - Deposits are made daily during regular banking days
 - Deposits take an average of 3 banking days from when payment is made
 - E-mail verification for payments made

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