

**Amendment No. 1 to Official Payments Services Agreement  
Between Official Payments Corporation  
And City of La Crosse, WI**

This Amendment No. 1 ("Amendment") is agreed to by and between **City of La Crosse, WI** ("Client") and **Official Payments Corporation** ("Official Payments"), and is made a part of the Official Payments Services Agreement between the parties dated as of **October 19, 2016** (hereinafter "Agreement"). The terms of this Amendment are effective as of the date signed by Official Payments in the signature block below ("Amendment Effective Date"). In the event of any conflicts or inconsistencies between the provisions of this Amendment and the Agreement and/or any addenda thereto, the provisions of this Amendment shall prevail. The remainder of the Agreement shall remain in full force and effect, unamended.

The parties hereby agree that the Agreement is amended as follows:

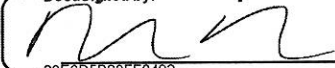
1. As of the Amendment Effective Date, or as soon thereafter as the parties can complete procedural steps to implement changes, Schedule B Service Schedule and Schedule C Fee Schedule are replaced with the new Schedule B Service Schedule and Schedule C Fee Schedule hereto and incorporated herein by reference.

In all other respects, the Agreement remains unchanged.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the Amendment Effective Date.

AGREED AND ACCEPTED

**Official Payments Corporation**

By  \_\_\_\_\_  
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Name: David Baxter

Title: SVP, Business Development

Date: 2/16/2017

AGREED AND ACCEPTED

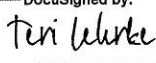
**City of La Crosse**

By:  \_\_\_\_\_

Name: Tim Kabat

Title: Mayor

Date: 04/18/2017

DocuSigned by:  
By:  \_\_\_\_\_  
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Name: Teri Lehrke

Title: City Clerk

Date: 4/17/2017

## SCHEDULE B - SERVICE SCHEDULE

The services provided by Official Payments are described in accordance with this Service Schedule and are subject to and governed by the terms and conditions of the Agreement. Attached to this Service Schedule and incorporated by reference into the Agreement is the **Fee Schedule**, which lists the fees to be paid to Official Payments by the Customer and/or Client for the Services. During the Term, Customer shall use OPAYs Bill Payment Services for all transactions in the channel contracted for.

**Credit Card Services:** Official Payments accepts electronic payments from Customers using a major credit card, including VISA<sup>®</sup>, MasterCard<sup>®</sup>, American Express<sup>®</sup> and Discover<sup>®</sup>.

**Debit Card Services:** Official Payments accepts electronic payments from Customers using a debit card, which may include VISA and MasterCard.

**Point-of-Sale (POS):** Official Payments offers over-the-counter payment capability through its virtual terminal application which can turn any Internet-enabled Client computer into a POS payment processing station. It provides Client staff a streamlined process for making payments on behalf of Customers.

In POS transactions, Client personnel act as an agent of Customer in making the payment and not as agent of Official Payments in processing the payment. Client personnel are responsible for providing all consumer disclosures and notices to Customer, including but not limited to the amount of the service fee and the right of the Customer to cancel the transaction before it is finalized.

**IVR (Interactive Voice Response):** Official Payments offers hosted payments by telephone either through its standard IVR entry point (800-2PAYTAX) or a customized IVR solution which requires custom development at a cost to the Client. IVR systems are backed by the same security and reliability built into the Internet model to protect Customers and their sensitive data. IVR-based payments are integrated with the same reports generated for Web-based payments providing a single source for all payment information. All text messages and prompts are user-friendly and designed to collect the necessary information to identify and reconcile the collected payments. The IVR script can be presented in both English and Spanish.

## SCHEDULE C - FEE SCHEDULE

1. **Additional Payment Terms.** Any fees owed by Client and not debited by Official Payments in accordance with section 4 of the Agreement are due and payable within ten (10) days of the date of invoice. Fees and other charges owed to Official Payments and not paid when due will bear interest of 1.5% per month, but in no event more than the highest rate permitted by law. Official Payments may issue a Change Order from time to time which Change Order may contain changes to the Services, new Services, changes to the fees, and/or other modifications to this Agreement. Such Change Orders and the changes issued in the Change Order shall become effective as provided in section 14.2 of this Agreement.
  
2. **Minimum Fees.** Minimums apply to all recurring revenue from payments, including processing fees and additional items.
  
- 2.1 Annual Minimums. Annual minimums will begin upon Production Use of the Official Payments Services or sixty (60) days after Delivery of the Official Payments Services or one hundred eighty (180) days after Agreement Effective Date, whichever is sooner. Annual minimums will be prorated the first year as specified on the Fee Schedule and payable January 31<sup>st</sup> of each calendar year.

### A. Minimum Fees

\$10,000/Annually

### B. Credit/Debit Card Fee Schedule

#### Service Fees to be charged to Customer:

2.60% of the payment amount, with a minimum Service Fee of \$2.00 per Payment Transaction, when credit or debit cards are used for the following Payment Types:

Real Estate Tax; Personal Property Tax; Citations; General Billing; Parking Tickets

\$2.95 per Payment Transaction, when credit or debit cards are used for the following Payment Types:

Water & Sewer Bills

### C. Point-of-Sale (POS)

Service Fees:

**2.60% of the payment amount, with a minimum Service Fee of \$2.00 per Payment Transaction, when credit or debit cards are used for the following Payment Types:**

**Real Estate Tax; Personal Property Tax; Citations; Parking Tickets; General POS**

**\$2.95 per Payment Transaction, when credit or debit cards are used for the following Payment Types:**

**Water & Sewer Bills**

**D. IVR (Interactive Voice Response)**

**Same as Credit/Debit Card Fee Schedule above for the following Payment Types:**

**Real Estate Tax; Personal Property Tax; Water & Sewer Bill; Citations**

An IVR service charge of \$ **0.00** to be paid by the Customer, regardless of whether the underlying fee is a Service Fee or an Absorbed fee. Customer will be advised of the additional IVR service charge before the transaction is finalized.