

# Payment Services Network

2901 International Lane

Madison WI 53704

## About PSN:

- Has been established for 14 years
- Currently works with over 150 municipalities in Wisconsin including:
  - Fitchburg (10,400 total customers)
  - Sun Prairie (22,719 total customers)
  - Cedarburg
  - New Richmond
  - River Falls
  - West Bend
- Customer Service Representatives available to help
  - 7 am to 7 pm Monday – Friday
  - 8 am to 5 pm Saturday & Sunday

## Payment Methods:

- Credit and Debit Card Payments (Visa, MasterCard, Discover, American Express)
- Checking and Savings Payments

## Payment Channels:

- Online, Mobile, Automated Phone (IVR), PSN Call Center, ACH, eCheck

## Recommended Payment Option:

- The Utilities absorb all fees except the credit card fees, which will be paid by the customer

## Estimated Monthly Fees through PSN: **\$589.63**

- Fixed Fees:
  - Annual Security Compliance
  - Electronic Bill Fee
- Variable Fees:
  - Bank Bill Pay Check Capture
  - ACH Payments
  - eCheck Payments

## Estimated Current Monthly Expenses that will be Saved: **\$934.43**

- Utilities and Treasurer staff time and labor
- In house bill printing
- Dairyland Printing (from those customers opting out of a paper bill)

## Estimated Monthly Savings for the Utilities: **\$344.80**

## Other Companies Contacted for Quotes and Demonstrations of their programs:

- Data West with Collector Solutions
- Govolution – Velocity Payment System