


SUBJECT: Informing the Assembly of the addition of Tyler Payments to the Borough's current suite of Tyler Software in order to better service the public for online payments and streamline internal processes.

AGENDA OF: August 15, 2023

ASSEMBLY ACTION: Presented to the Assembly on 08/15/23 BJH

AGENDA ACTION REQUESTED: For information only.

| Route To | Signatures |
|---------------------|--|
| Originator | <div>8 / 1 / 2 0 2 3</div> <div>X M a r k S o w e r s</div> <div>Signed by: M a r k S o w e r s</div> |
| Department Director | <div>8 / 1 / 2 0 2 3</div> <div>X L e a h J o n e s</div> <div>Signed by: L e a h J o n e s</div> |
| Finance Director | <div>8 / 1 / 2 0 2 3</div> <div>X </div> <div>Signed by: R u s s K r a f f t</div> |
| Borough Attorney | <div>8 / 3 / 2 0 2 3</div> <div>X C h e y e n n e H e i n d e l</div> <div>Signed by: C h e y e n n e H e i n d e l</div> |
| Borough Manager | <div>8 / 3 / 2 0 2 3</div> <div>X M i c h a e l B r o w n</div> <div>Signed by: M i c h a e l B r o w n</div> |
| Borough Clerk | <div>8 / 3 / 2 0 2 3</div> <div>X L o n n i e M c K e c h n i e</div> <div>Signed by: L o n n i e M c K e c h n i e</div> |

ATTACHMENT(S) : INFORMATION SHEET

SUMMARY STATEMENT: Per the Assembly's request we are modifying our eCommerce platform to make needed improvements for both the public and MSB internal processes. Tyler Payments will provide the Borough with a modernized, cloud-based and integrated method for taking payments from the public via credit/debit card and eCheck/ACH. The fee structure will change the payments to a majority pass through fee model with the exception of Enterprise fund payments.

eCommerce Update:

Tyler Payments

Coming January 2024

Payments is an integrated, cloud-based solution that makes it easy for MSB to accept payments both online and over the counter. It manages all aspects of merchant services, including onboarding, shopping cart, check-out, fee handling, and receipts. This will be replacing three backend payment solutions for MSB.



Better Payment Experience

Pay as a Guest OR register to pay bills, review past billing, schedule payments, and view history.



Mobile Friendly

Backend Integrations

Streamlines reconciliation of payments with existing Tyler financial system. Efficiency gains for MSB staff.



Sign-In Methods



Tyler Identity using email
Google
Apple
Microsoft
Facebook



Flexible Fee Structure

- Convenience fee for credit/debit cards: 3% with a \$2 minimum per transaction
- Enterprise funds (Landfill and Port): Convenience fees absorbed by Borough
- E-Check/ACH: \$1 per transaction
- ApplePay (in-person payments only)

New Payment options for Port Fees