

## WELLS FARGO QUESTIONS

### General Questions:

- **Question:** Can you please provide the RFP document in a Microsoft Word format?
  - Yes
- **Question:** Please provide the last three months of account analysis statements.
  - These are available on line, pursuant to an earlier request.
- **Regarding question III. T.4 and T.5 (page 23):**

### Available Technologies:

- **Question:** T.4 – Please clarify in what ways you would use the interactive voice response technology?
  - This technology is in use by the Utilities Department, but we are interested in how the proposing bank processes IVR type transactions and current technological advancements, if any.
- **Question:** T.5 – Please clarify if the image replacement documents requested are related to returned items or other types of transactions.
  - We are interested in some of the ways we could use IRDs to make our processing more efficient, accurate or even perhaps to advance deposit availability.

### Lockbox Services:

- **Question:** Please provide complete processing specifications for the Retail lockbox.
  - The bills are printed with a barcode scan (see example retail lockbox coupon previously uploaded) and mailed out to our customers. The scan consists of the customer's account number and dollar amount. The stub is mailed to the lockbox processor by the customer along with a check. The processing center needs to be able to read the scan, process the check and send a file for that day's deposit for each account matching the amount that is deposited into our bank account for the day.
- **Question:** Does your current Retail lockbox site use a Florida address?
  - No, the current address is in Ohio.
- **Question:** Is a Florida address required or would a Georgia address suffice for Retail lockbox processing?
  - Not required but desirable.
- **Question:** Who is your current Retail lockbox provider?
  - Fifth Third Bank

### **Merchant Services Questions:**

- **Question:** How many merchant IDs do you have?
  - Retail - 21
  - Card not Present – 1
  
- **Question:** How are payments accepted (terminal, virtual terminal, gateway)?
  - Retail - terminal/swiper
  - Card not Present – internet via third party
  
- **Question:** Tell me about current lifecycle of a payment from acceptance until it reaches your bank account.
  - We have various merchant services streams, constituting various clearings:
  
  - Parks and Recreation - (Active) - 3 to 5 days on the bundled receipts
  
  - For the Vantiv, CSI and Ascent processing the clearings are generically as follows:
    - Visa/MC - 1 day
    - Amex - 3 days
    - Discovery – 1 day
  
- **Question:** How many locations accept credit card payments? Merchant services processing is offered at the following “locations”:
  - Airports – Marco, Immokalee and Everglades – Aviation fuel – via Ascent Aviation
  - Growth management – Online – via Magicwrighter
  - Parks and recreation – Beach parking lots – via Vantiv
  - Parks and recreation – Over the Counter – via Active
  - Parks and recreation – Online – via Active
  - Utilities – Online – via Collector Solutions Inc.
  - Utilities – IVR – via Collector Solutions Inc.
  - Utilities – Over the Counter – HQ – via Vantiv
  - Domestic Animal Services – via Vantiv
  - Clerk of Courts – Traffic – Online – via Vantiv
  - Utilities – North Government Services Center – via Vantiv
  - Naples Landfill – via Vantiv
  - Naples Recycling Center – via Vantiv
  - Immokalee Recycling Center – via Vantiv
  - North Collier Recycling Center – via Vantiv
  - Marco Recycling Center – via Vantiv

**Note:** Within some of these locations there are multiple registers.
  
- **Question:** Average ticket per location?  
Approximate statistics based upon April 2014:

- Airports – Marco, Immokalee and Everglades – Aviation fuel - \$315
  - Growth management – Online - \$215
  - Parks and recreation – Beach parking lots - \$8
  - Parks and recreation – Over the Counter - \$59
  - Parks and recreation – Online - \$139
  - Utilities – Online - \$115
  - Utilities – IVR - \$116
  - Utilities – Over the Counter – HQ - \$161
  - Domestic Animal Services - \$50
  - Clerk of Courts – Traffic – Online - \$196
  - Utilities – North Government Services Center - \$148
  - Naples Landfill - \$180
  - Naples Recycling Center - \$29
  - Immokalee Recycling Center - \$46
  - North Collier Recycling Center - \$125
  - Marco Recycling Center - \$36
- **Question:** How are payments accepted (terminal, virtual terminal, gateway)? Please provide name and version.
    - Card swiper/terminal (dial up), Online Web and IVR (interactive voice recognition)
- **Question:** Current connection at each location (dial, internet, frame relay, mpls, datawire, etc.)
    - Airports – Marco, Immokalee and Everglades – Aviation fuel - dial
    - Growth management – Online - Internet
    - Parks and recreation – Beach parking lots - dial
    - Parks and recreation – Over the Counter – dial
    - Parks and recreation – Online - internet
    - Utilities – Online -internet
    - Utilities – IVR – interactive voice recognition
    - Utilities – Over the Counter – HQ - dial
    - Domestic Animal Services - dial
    - Clerk of Courts – Traffic – Online - internet
    - Utilities – North Government Services Center - dial
    - Naples Landfill - dial
    - Naples Recycling Center – dial
    - Immokalee Recycling Center – dial
    - North Collier Recycling Center - dial
    - Marco Recycling Center – dial
- **Question:** Daily or Monthly discounting of fees?
    - Monthly
- **Question:** Current Funding time?
    - Parks and Recreation (Active) - 3 to 5 days due to agreement, Visa/MC/Discovery - 1day, Amex – 3 days for all other locations and providers.

- **Question:** Share with me your reconciliation process and reports you use.
  - Daily online reporting is generally provided by the third party processors. Timing of clearings and cutoffs is the prevalent reconciliation issue.
  
- **Question:** Standard delivery time of service/product?
  - Daily
  
- **Question:** How do you work with your current relationship manager?
  - We have various merchant services providers, our working relationship with the solution supported as part of our current banking services contract (Vantiv) is currently very good. The direct point of contact for the outlying merchant services contracts is generally in a County Department (i.e. CSI, Active, Ascent) but appears to be satisfactory at this time.
  
- **Question:** What is your timeline you are working on? Are there any dates you are aiming for?
  - We have no specific timeline or deadline.
  
- **Question:** Please provide one month of most recent merchant statement.
  - Please see 2014-001 Banking Services Merchant Statements – Parts 1 and 2