Q and A

Question # 1 - <u>What was the total dollar volume and number of transactions for e-payments in 2017? Please break down by card brand/payment type:</u>

- o Online (traffic citations and criminal fines)
  - ▪ Debit
  - ▪ Credit
- o Recording Fees
  - ▪ ACH

Answer – Please see attached spreadsheet titled "Online Payment Card Processing FY-2017.xlsx".

Question # 2 - <u>What is the payment volume for other transactions including:</u>

- o Counter payments by cash, check, or money order
- o Mailed payments by cash, check
- o Bank wire payments

Answer – Please see attached spreadsheet titled "Total Payments Online Vs OTC and Mail 2017.xlsx". Note that we are unable to breakout over the counter payments from payments received in the mail.

Question # 3 - <u>In Section 5(e) - Terms and Conditions, the following is stated: - *The successful proposer must guarantee to the Clerk's Agency 100% of all fees processed by debit or credit card, regardless of chargeback issues.*</u>

- o Is this a mandatory term?

  Answer - Yes

- o What was the largest debit or credit card payment in 2017?

  Answer – The largest payment for the period October 1, 2016 to September 30, 2017 was $8,359.00, charged to a credit card, and it occurred on August 9, 2017.

- o How many chargebacks did you have in 2017?

  Answer – We had 19 chargebacks over the period October 1, 2016 to September 30, 2017.

Question # 4 - <u>Is real-time integration with the Clerk's applications (e.g. Showcase, COR, AXIA) a mandatory requirement? If so, would the Clerk pay for any charges assessed by its vendors for work required to complete a full integration with the new epayment provider?</u>

Answer - Yes, real-time integration is required. Our application vendors (e.g. Showcase & COR) have confirmed that there will be charges for modifying their software to integrate with a new processor/vendor. The Clerk will ensure that our vendors are paid; however, total cost to the taxpayer (including conversion costs) is always a concern of the Clerk's Office and will be part of the consideration of any proposal.

Collier County, Florida
Clerk of Courts
Online Payment Card Processing (Criminal Fines and Traffic Citations) and ACH Payments
Fiscal Year 2017

	Gross Sales	Number of Transactions	Per Transaction Average	Amount of Refunds	Submitted Net Sales	Amount of Adj/Chargebacks
Oct-16	$ 220,847.41	1,208	$ 182.82	$ (540.00)	$ 220,307.41	$ (281.00)
Nov-16	199,742.42	1,089	183.42	(1,412.00)	198,330.42	(477.15)
Dec-16	180,736.71	995	181.64	(2,167.00)	178,569.71	-
Jan-17	224,915.40	1,164	193.23	(280.00)	224,635.40	(191.00)
Feb-17	231,523.95	1,213	190.87	(416.00)	231,107.95	(118.00)
Mar-17	232,768.69	1,283	181.43	(1,100.00)	231,668.69	(681.00)
Apr-17	202,750.56	1,107	183.15	(897.00)	201,853.56	(205.00)
May-17	191,654.81	1,026	186.80	(511.00)	191,143.81	(265.00)
Jun-17	243,411.46	1,314	185.24	(1,150.50)	242,260.96	(1,051.00)
Jul-17	253,706.45	1,330	190.76	(566.00)	253,140.45	(205.00)
Aug-17	279,654.20	1,461	191.41	(1,685.00)	277,969.20	(608.00)
Sep-17	225,245.83	1,109	203.11	(607.00)	224,638.83	(1,841.00)
Totals	$ 2,686,957.89	14,299		$ (11,331.50)	$ 2,675,626.39	$ (5,923.15)

Collier County, Florida
Collier County Clerk of the Circuit Court
Total Payment Transactions Processed for FY-2017 *
October 1, 2016 - September 30, 2017

Total :	Approx. Number of Transactions
Court Related:	82,564
Non-Court Related:	112,660
Total	195,224

Total Broken Down by Payment Stream:	Approx. Number of Transactions
Online via payment card (Traffic and Criminal - Court)	14,299
Online Via ACH (Recording - Non-Court)	5,612
Wires (Court Related and Recording - Non-Court)	99
Over the Counter/Mail (Check, Cash and Money Order)	175,214
Total	195,224

* - Please note that the Clerk's Office cannot guarantee that these activity levels will be ma

Estimated Total Dollar Value	
$	40,609,216
	108,931,863
$	149,541,079

Estimated Total Dollar Value	
$	2,686,958
	23,811,789
	8,513,774
	114,528,558
$	149,541,079

intained in the future.