



1041 Route 36 East
Navesink, New Jersey 07752
800-854-6822 Fax: 732-291-3699
DanCurtin@CompriseTechnologies.com

May 24, 2022

Ms. Melissa Ovalle
Buyer II
Jefferson Parish
POB 9
Department of Purchasing
Gretna, Louisiana 70054

Dear Ms. Ovalle:

Attached please find our response to your Request for Proposal: RFP #438; Merchant Card Payment Services. Our offer is valid for 120 days or the period specified in your Solicitation whichever is longer.

Since 2004 Comprise has successfully completed projects like those described in the RFP. Our financial products and services are used by municipal agencies across North America. We have a demonstrated track record in achieving overall client satisfaction.

We understand the scope of work of this RFP to be for the provision, installation, training, and ongoing maintenance of a software product with related hardware that will allow Jefferson Parish to consolidate onsite, e-commerce, and phone payments with a single, qualified business organization. We have carefully reviewed the RFP and have the knowledge, ability, and willingness to perform the scope of work.

Our proposed solution exceeds the requirements specifically called for in your Request for Proposal; we would like to highlight the following as a combination of capabilities unique to Comprise:

- We are a PCI Level 1 Payment Facilitator and under that credential we offer Jefferson Parish -
 - Our Internet Payment Gateway, SmartPAY, for online and IVR payments,
 - Our Point-of-Sale System, Smart Money Manager, for onsite payments,
 - Our Smart Reports to consolidate financial information and manage transactional issues such as charge backs, etc.
- Optional Innovative Concepts -
 - Our Smart Kiosks and SmartPhone App expand self-service payments,
- Integration with other Parish Vendors using our .NET based payment API,
- We will implement processing, remittance, fee structure, and reporting per your specification,
- Our team is built around an accounting professional with extensive municipal project experience.

The undersigned hereby certifies that, in the preparation of this Response, the Company did not enter into any agreement or arrangement with any person or business entity, or participate in any collusion, or take any action in the restraint of free competition. Daniel Curtin, the Company President is authorized to execute this Response.

Sincerely,

Daniel Curtin
President

Comprise Technologies for Community Engagement



REQUEST FOR PROPOSAL RESPONSE

RFP #438; Merchant Card Payment Services
Jefferson Parish
Gretna, Louisiana

Questions related to this Proposal should be directed to:

Comprise Technologies, Inc.
Daniel Curtin, President
1041 Route 36 East, PO Box 425
Navesink, New Jersey 07752
800-854-6822

Email Address: dancurtin@comprisetechnologies.com

ACCEPTANCE DATE: May 24, 2022

ACCEPTANCE PLACE: Jefferson Parish
POB 9
Department of Purchasing
Gretna, Louisiana 70054

Contents

SECTION 1 - TECHNICAL PROPOSAL	3
WHAT WE ARE OFFERING JEFFERSON PARISH	4
<i>SmartPay™ for E-commerce</i>	4
<i>Smart Money Manager™ for Point of Sale</i>	4
<i>Smart Reports™ for Transaction Reporting</i>	4
<i>SmartPhone App – Option 1</i>	9
<i>Smart Kiosk Information – Option 2</i>	10
IMPLEMENTATION	16
UNDERSTANDING AND IMPLEMENTING THE WORK TO BE PERFORMED	17
PROJECT SCHEDULE	17
OUR PROCESSING SERVICES	21
RESUMES OF KEY PERSONNEL	26
SECTION 2 - PROPOSER QUALIFICATIONS AND EXPERIENCE	30
ABOUT OUR COMPANY	32
A WORD ABOUT COLLABORATION	35
HOW WE DIFFER FROM OTHERS.....	36
REFERENCES.....	37
SECTION 3 - TERMS, OPTIONS & COSTS (SEE SEPARATE ATTACHMENT)	ERROR! BOOKMARK NOT DEFINED.
PRICE PROPOSAL	ERROR! BOOKMARK NOT DEFINED.

List of Attachments:

Bank Reference
Financial Statements [CONFIDENTIAL]
Insurance Certificate
Required Forms
Comprise Service Provider Report On Compliance
Customer Service Guide

Section 1 - Technical Proposal



What We Are Offering Jefferson Parish

Comprise is offering Jefferson Parish a fully integrated solution for online, IVR, and onsite payments with a reporting system that consolidates transactional information from all points and forms of payment.

Products included in our proposal:

We market our products as a suite so municipal agencies can select the components that fit their needs. Per your bid specification we are proposing:

- SmartPAY as the hub for Online payments and the background engine for IVR,
- Smart Money Manager POS for over-the-counter transactions,
- Smart Reports to bridge the data coming from Jefferson Parish departmental record management systems, the different points/forms of payment, and other 3rd party vendors.

And because you asked about innovative concepts, we are offering two options:

- SmartPhone App that engages the millennial generation by letting them opt-in for pay by text,
- Smart Kiosk for self-service payments to relieve congestion on busy days at your facilities.

Here is a closer look:

SmartPay™ for E-commerce is our PCI Level One Internet Payment Gateway that lets users make payments from anywhere, 24/7:

- It presents a secure payment form to users paying online
- It is the engine enabling the interactive system for users paying by telephone
- It is the home of our payment API service letting other Parish vendors collect payments online.

Smart Money Manager™ for Point of Sale, gives staff an easy way to conduct an itemized sale of mixed purchase items and accept payment by cash, check, or card:

- Point and click to sell counter items such as dog tags, etc.,
- Enter a violation number to pay a parking ticket, etc.
- Search by address or account number to pay an item from one of your departmental record management systems,

Be sure to ask for a demonstration of Smart Money's Cash Counting procedure that automates drawer reconciliation, "X" and "Z" reports, and Blind Close into a combined browser-based activity!

Smart Reports™ for Transaction Reporting are included:

- Consolidate data from your department systems and payments into one place,
- Put important information as little as one click or an automated email away,
- Easily research from gross collection down to an individual payment.

Plus, we are offering Jefferson Parish these Innovative Options

For Onsite Self-Service our Smart Kiosk™ Convenience Centers provide a safe, COVID-friendly place to make payments and can be configured to accept cash, check and/or credit card.

For SmartPhone Payment our APP enables pay-by-text. Our APP requires opt-in by the user and NO cardholder or other sensitive data is exposed. SmartPhone APP sends a text reminder of a pending bill to the citizen...all they need to do is reply in the affirmative and our system charges their card-on-file.

Please Note

Processing payments on your behalf means that Comprise may receive, transmit, and store the Personally Identifying Information and Cardholder Data of your customers. Comprise encrypts this information at all times when in its' possession. Only authorized, trained personnel have access to this information and their access is monitored by forensic appliances. Comprise agrees to protect the confidentiality of such information in our possession and not to share with or sell it to any third party except law enforcement after presentation of a valid Court Order.

Individual Product Descriptions Follow

SmartPAY Online Gateway Description



Comprise is offering our payment gateway, **SmartPAY**, to provide a comprehensive eCommerce solution for the acceptance and real-time processing of credit/debit cards and eCheck transactions.

SmartPAY looks and feels like your website and the workflow is the same for any department payment.

The process for making payments is easy, a user simply goes to your website and selects the payment link.

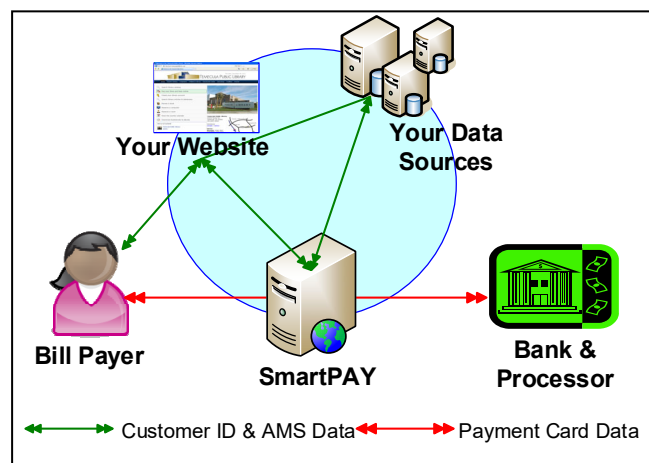
SmartPAY will display any department specific information or instructions and collect necessary input such as an account number, etc.

SmartPAY will automatically add a secure Payment Information form. The SmartPAY form is delivered from our secure, PCI validated server. **No cardholder data ever enters your website or network environment.**

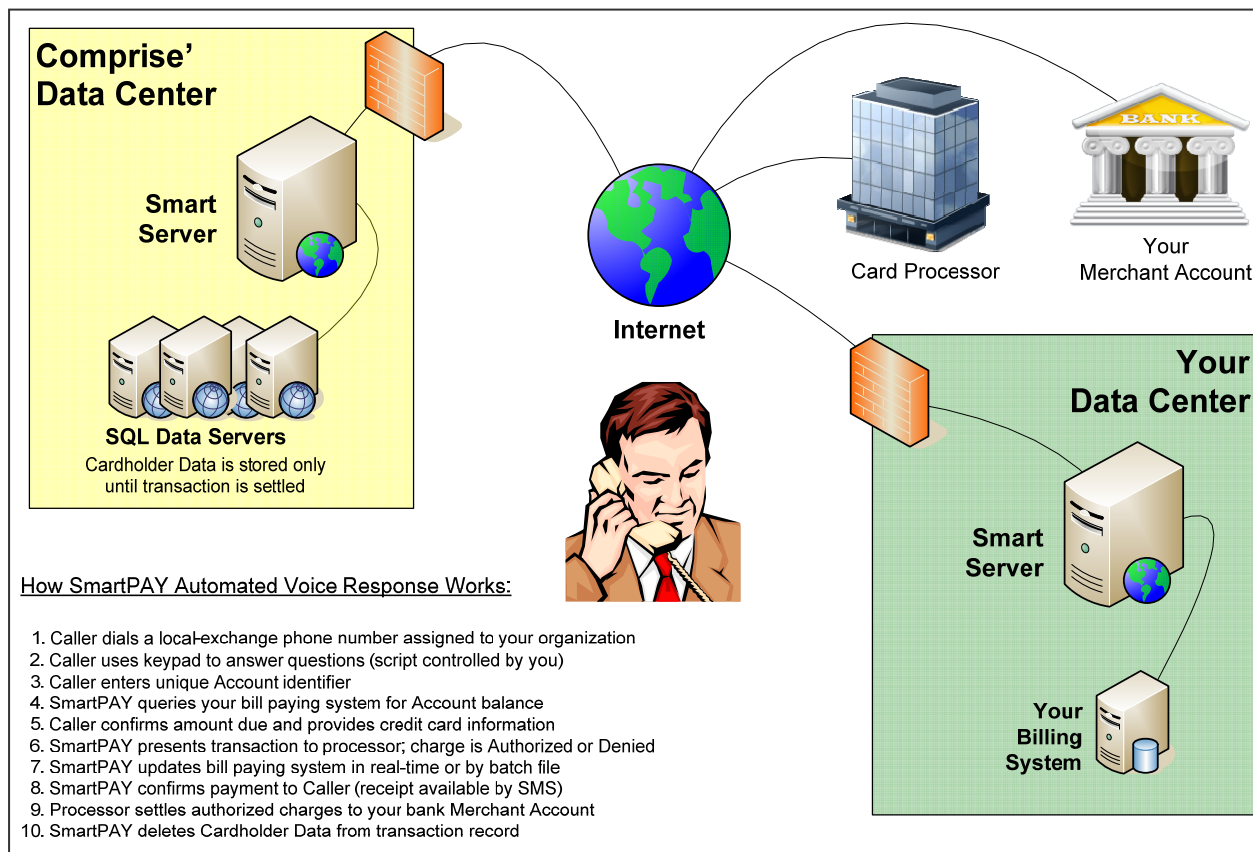
The process for payments is accurate. Because **SmartPAY** and your Record Management System(s) must synchronize, Comprise has designed its solution such that a payment will not be accepted until your RMS acknowledges the payment.

The process for payments is secure. Comprise payment solutions utilize encrypted SSL communications sent via the HTTPS protocol. Data is encrypted as it enters the system, during transmission, and at “rest” in the SQL database.

The process for payments is reliable. **SmartPAY** servers are located in a hosted facility managed by Rackspace, among the largest hosting companies in North America, and the one with the resources to offer a 100% uptime guarantee.



Comprise Integrated Voice Response (IVR) solution enables payment of bills, fines and services by telephone. Obtaining payment card authorizations is instantaneous using a real-time secure connection between the IVR Host, SmartPAY and the payment card processor. (All Comprise products meet the PCI Standard).



The process for making payments is easy. Callers are connected by dialing the local-exchange phone number assigned to you. The IVR automated system “talks” to your caller who enters their account information when prompted (second factor authentication is an option) and sends that information to SmartPAY. Callers can input information by speech or keyboard. SmartPAY queries your RMS to for amount(s) due, which the IVR then voices to the caller. The Caller provides the payment card (or bank account for ACH) information. If partial payment is enabled the caller enters the amount to be paid. Once authorized, payment is confirmed, and a receipt is available for email.

The process for payments is accurate. Because SmartPAY and your billing system must remain synchronized, Comprise has designed its solution such that a payment will never be accepted unless your billing system recognizes the payment.

The process for payments is secure. Comprise payment solutions utilize encrypted SSL communications sent via the HTTPS protocol. Data is encrypted as it enters the system, during transmission, and at “rest” in the SQL database.

The process for payments is reliable. We have partnered with Plum Voice, a leader in voice recognition services to manage all the telephony in this solution. Our SmartPAY payment servers are in a hosted facility managed by Rackspace, the largest hosting company in North America, and the one with the resources to offer a 100% uptime guarantee.

Smart Money Manager is complete Point Of Sale software for non-retail-merchandise transactions used by hundreds of municipal agencies. It links with leading RMS databases to display and clear a utility payment, rental or service charge, tax, etc. in real time. It accepts cash, check, or credit card transactions in any combination for a full or partial payment. It allocates multi-department transactions. It handles voids and refunds. It has the flexibility to display and process payments for multiple municipal departments.

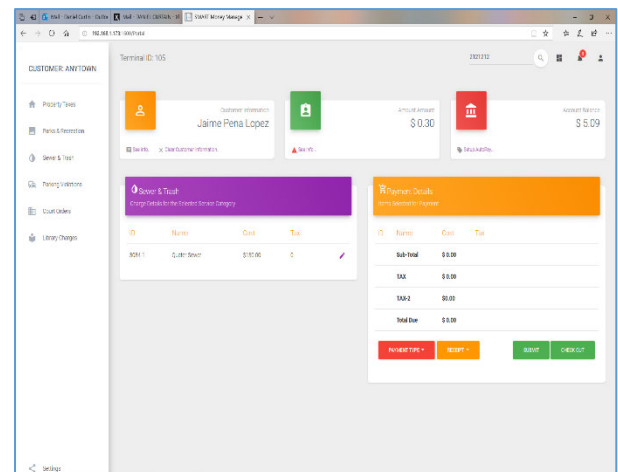
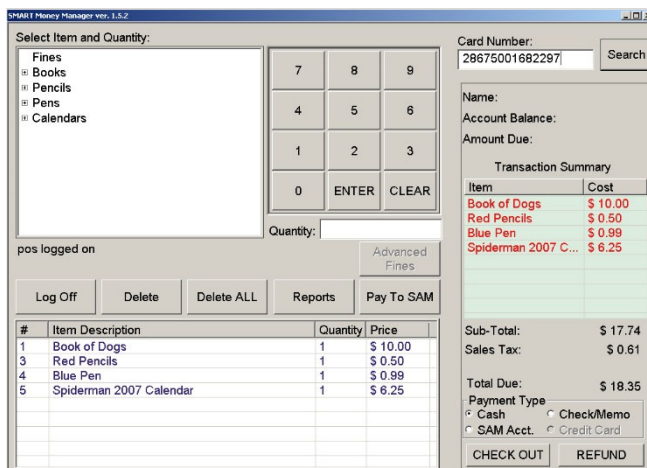
Smart Money Manager:

Easy to set up; it lets you create a list of charges that match your revenue codes.

Understands your policies and follows your rules for the proper application of payments.

Secure because no cardholder data enters the application, the PC or your network.

Smart Money Manager is available with a traditional or browser desktop interface to align with your staff skills:



*Staff can easily search for account information or barcode enter account number,
Cash drawer can be Opened/Closed and Reconciled per Shift or per day,
Offers receipt by print, text, or e-mail.*

Smart Money Manager eliminates the need for dual entry, reduces errors, and produces accurate reports.

Smart Money Manager provides you with high quality reporting of all payments...cash, check, and card...stand alone or integrated with one of your management systems.

Smart Money Manager supports bankcard terminals from Verifone, Ingenico (shown), Clover, and Castles Technology depending upon your processor.

Smart Money Manager is a good solution for multi-location, multi-department implementations.



The Internet revolutionized bill pay because it is fast and convenient. Payment Gateways enable a user to pay a bill in as little as 30 seconds from anywhere, anytime.

Now, Comprise SmartPhone App, an extension of our SmartPAY engine, engages citizens that opt-in for the service in the fastest way possible. It uses SMS text to inform a participating citizen of a bill coming due and enables them to authorize its payment simply by replying to the text message. That means the bill can be resolved in as little as 5 seconds! Obtaining payment card authorizations is instantaneous using the cardholder information entered when the user opted-in. No cardholder or other sensitive information is sent or exposed during the text-to-pay process. (All Comprise products meet the PCI Standard).

Here is how it works:

Your Record Management System provides us with a file containing upcoming bills by account complete with amount due. This file can be provided weekly or on another schedule that meets your needs. Comprise compares the account numbers for a match with the Opt-In for text-to-pay and notifies participating account holders.

The participating citizen receives a text message clearly indicating the originating Municipal Department:

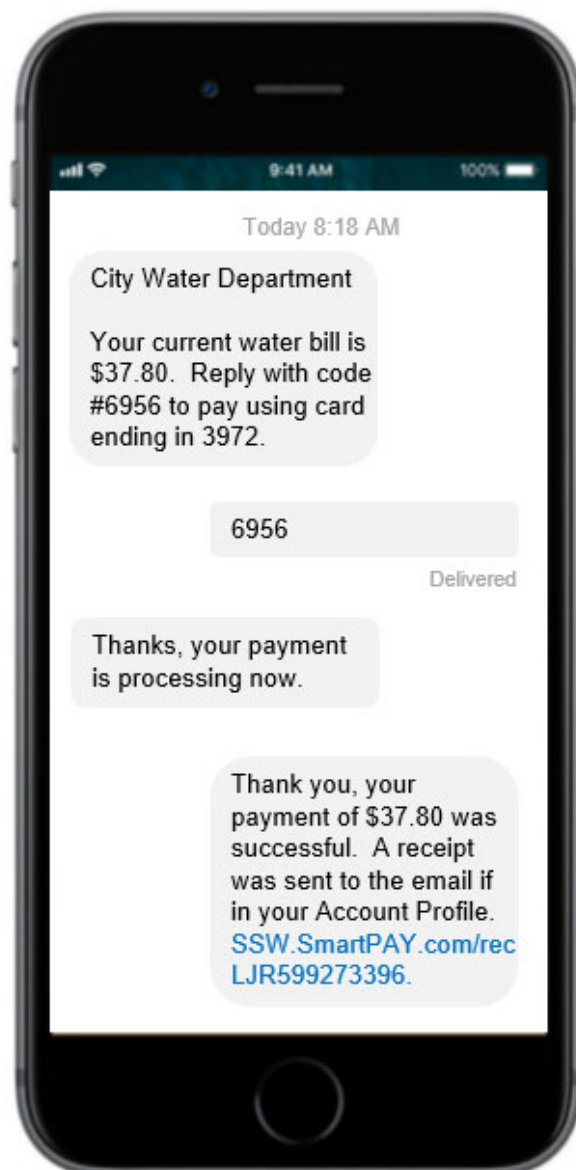
- Shows amount due
- Includes a Reply Authorization Code
- Displays partial Card Number Only

To authorize payment the user simply sends the Reply Authorization Code back to the sender. If the user does not return the Code, no action will be taken.

The system automatically confirms the Authorization and initiates payment with our card processor. NO cardholder data or other sensitive information is sent via text.

When the payment is approved by the processor, it gets posted to your Record Management System and the user is notified. Payment receipt is typically sent to the user's email and is further available via the texted link.

Text messaging rates apply and there is an additional processing fee assessed for each payment, however, adding this exciting new service to your payment options costs the Parish nothing if your citizens don't use it.



Smart Kiosk Information – Option 2

Smart **KIOSK**

Comprise kiosks are available in wall mount, table-top or freestanding floor models. Deluxe versions fully automate the handling of bills, coins, and bankcards, and can return change.

Smart Kiosks are friendly and easy to use; they comply with the PCI Data Security Standard and follow ADA Guidelines!

Here are some of the features and options available:

Features:

- ☐ Touch Screen Menu
- ☐ Multi-lingual Support
- ☐ Scan or Keypad Input
- ☐ Option for Bills or Coins
- ☐ Accepts Debit and Credit Cards
- ☐ Data Secure and Encrypted
- ☐ Receipt Printer

Functions:

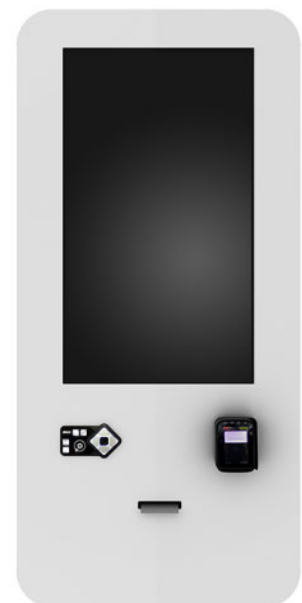
- ☐ Pay your Taxes
- ☐ Pay your Water Bill
- ☐ Pay your Traffic Ticket
- ☐ Purchase a Pet License
- ☐ Renew Motor Vehicle Registrations, etc.



Wall-mount and Free-standing Smart Kiosks are available

Extended Features

- Ability to accept forms and additional paperwork
Yes as an Option, documents are encrypted when stored and viewable in PDF form!
- Ability to support virtual remote service in real time
Yes as an Option, remote supervision is available!
- Ability to provide email receipts
Yes!
- Kiosk should be tamperproof
Yes, kiosk is built with locked metal cabinet, currency vault, and alarm!



Smart Reports Description



Access to historical information is an important benefit of the Comprise offering. Because we are the bridge between your Record Management System(s) and the processor we are aware of data on both sides of a transaction. This is a significant advantage over processors alone that do not see or record specific account information.

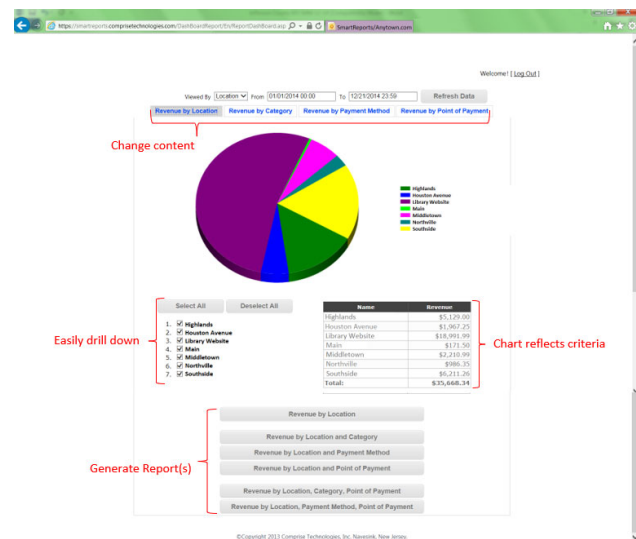
Comprise service includes a secure, encrypted, access controlled, County-dedicated transactional database in our Cloud that will record all payment activity (date, account holder, department/merchant account, obligation type, amount) (onsite, online) (transaction type, cash, check, card) (unique transaction ID, token ID when applicable) from day one until the end of this Agreement. Note that there is No cardholder data stored and signature-capture-image is available).

Comprise reports are all parameters driven. An authorized administrator can select a report on one or more terminals, accounts, departments, or systemwide that includes the indicated information. Reports are run upon demand and since the data is archived for the life of this Agreement, a report on any transaction(s) on any timeframe will be available throughout the contract period.

Comprise provides a web-based administrative interface with a portfolio of reports. POS stations include an End of Shift/Day procedure that records revenue and discrepancies with reporting available in real time. The daily activity report would show gross and net amounts; the net amount equals the settled deposit. A list of available reports includes:

1. Transaction Activity Report
2. Gross Transaction Detail Report
3. Credit Card Reconciliation Report
4. Collection Report
5. Transaction Type Report

Report Generator: our ad-hoc reporting tool will enable you to create and template a report on any combination of available data. Specific fields will be created to align with your Record Management Database.

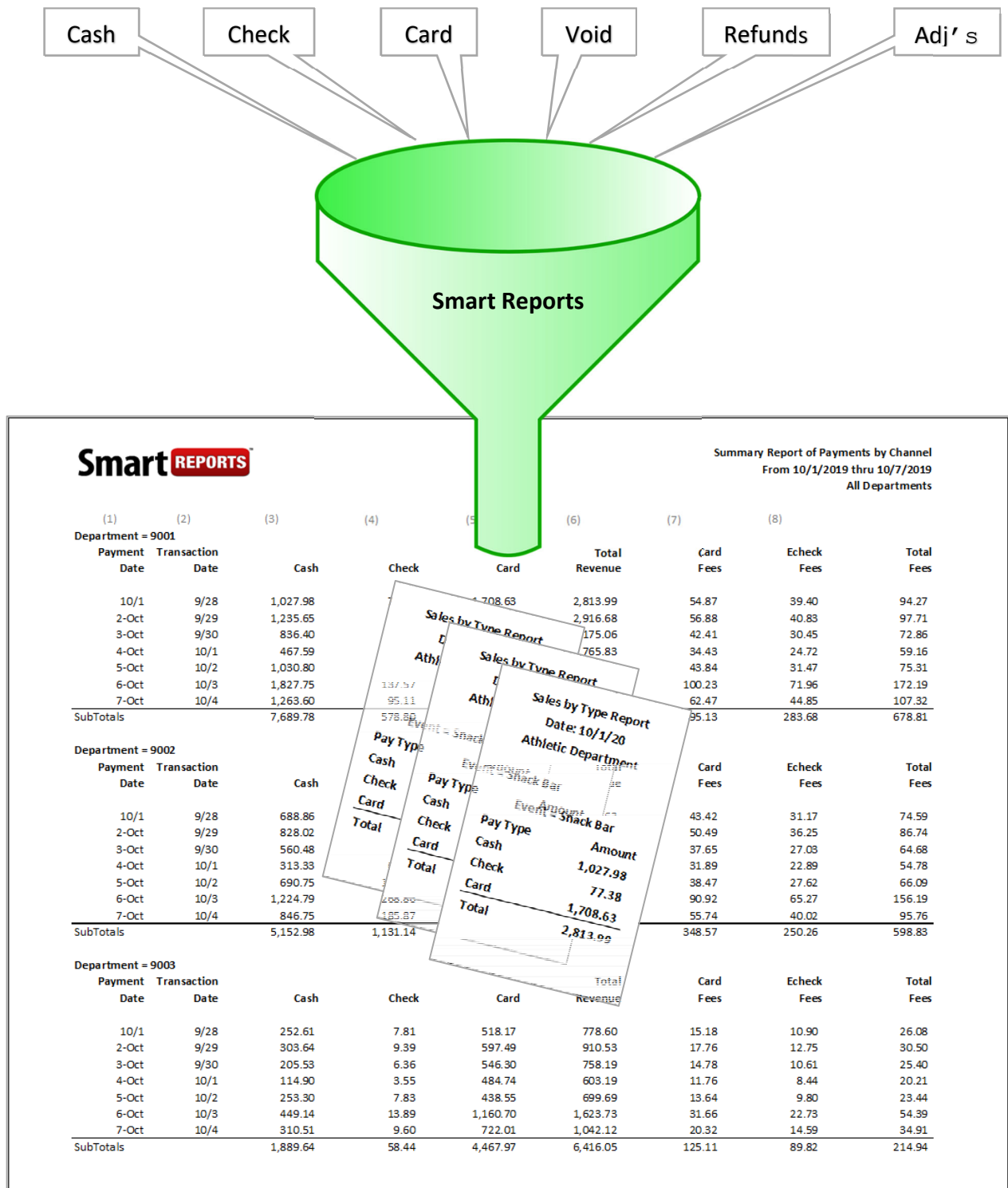


Comprise offers data reporting that processors cannot; this is because we are in essence a bridge between your Record Management System(s) and the payment processor. We query your RMS for transaction information that the processor never sees or cares about. And because we are a Payment Facilitator we batch transaction files for settlement so we have access to their full content as well as their funding date. Smart Reports can be configured to provide any combination of this information.

At your option, key information can be compiled into report(s) like the ones on the following pages and emailed to you every morning.

With **Smart Money Manager** all transactions (cash, card, check, voids – even adjustments) are captured so we offer complete reporting including “X” and “Z” transaction reports, session close, and deposit documentation.

Reports can be different based upon the user needs: for example, an event coordinator might be authorized to run a report detailing the transactions at the day's event; at the same time an accounting department member can run a similar report for all receipts by event that occurred on that day.



Reports

All reports are date range driven and can be run for all or individual zones with summary and detail options available for selected reports as well. New reports are developed periodically to meet client needs and/or requests. Please contact Comprise for report inquiries.

Activity Report displays transaction information by Category. The report shows Category, Item Information, Sub-total, Tax, Tax2, Total, Cash, Check, Credit, Other Multi. The data generated for user-defined criteria is sorted by Category and Item. Sub-totals are provided by Transaction Type.

Credit Card Reconciliation Report displays detailed information for credit card transactions. The report shows Card Brand, Location, Date/Time, Terminal ID, Ticket No., Patron ID, Last 4 of CC, Item, QTY, Tax, Tax2, Cash, Check, Credit, Other, Multi and Total Charge. The data generated for user-defined criteria is sorted by Credit Card Brand, Location and Date/Time. Sub-totals are provided by Credit Card Brand and Location.

ChargeBack Report is a formatted response to a chargeback request. It puts you in a position to respond to a chargeback with complete information *without having to research information from multiple systems*.

This ChargeBack Report puts you in a position to respond to disputes quickly!

Merchant Name:	Middletown County	Date:	10/3/2021
Address:	75 Bayard St		
City, St Zip:	AnyTown, NJ 08901		
Merchant Contact:	Customer Service		
Contact Phone:	800-831-0132		
Contact Email:	CustomerService@MiddlesexCounty.gov		
ChargeBack Report			
We have received a request for documentation in support of the following card transaction:			
Transaction Date:	9/27/2021		
Charge Amount:	\$ 393.05		
Card Number:	X-1544		
Here is what our records show:			
Information about the Account Holder (if applicable):			
First Name:	Last Name:	Address:	City: State: Zip:
Daniel	Smith	76 Regency Dr.	Highlands NJ 07716
Information about What was Paid:			
Description:	Account Ending:	Invoice Number:	Invoice Amount:
Property Taxes	X-1544	C-13066-22985 \$	389.55
Information about the Payment:			
Paid How:	Payment Identifier:	Amount Paid:	Fee Paid: Total Charge:
POS	Dan Smith	\$ 389.55 \$	3.50 \$ 393.05
Transaction Summary: This was a payment in the amount of [Total Charge] for [Property Taxes].			
We hope this information is helpfull as you reconcile your card statement.			
Thank you,			
Customer Service Middletown County			

Item Report (History, Detail) displays detail information about Item Sales and Refunds. The report shows Item Sales and Refunds. The data generated for user-defined criteria is sorted by Item. Sub-totals are provided for Tax, Tax2, Total Sold, Total Refunds, Refund Tax, Refund Tax2, Total Refund, Net Sold, Cash, Check, Credit and Other.

Merchandise w/wo Tax Report displays a list of Item sales by payment method. The report shows Item Name, Item Code, Sub-total, Cash, Check, SAM, Credit, Other and Multi. The data generated for user-defined criteria

including (**W/O Tax** = Tax applied on the taxable sub-total) or (**W Tax** = Tax applied at each selected item) is sorted by Transaction Type. Sub-totals are provided by Transaction Type.

Merchandise Category w/wo Tax Report displays sales by Category, Item and payment method. The report shows Category, Item Information, Sales Total, Cash, Check, Credit, Other Multi. The data generated for user-defined criteria including (**Include tax in each Transaction** or **Show tax in total summary**) is sorted Category and Item Information. Sub-totals are provided by Category and Transaction Type.

Merchant Account Report displays detailed information for credit card transactions associated with the merchant account. The report shows Location, Merchant Account, Card Brand, Date/Time, Account ID/Number, Item, Last 4 of CC, Item, Auth Code, TroutID, Credit Amount, Tax, Tax2 and Total. The data generated for user-defined criteria is sorted by Location, Merchant Account and Credit Card Brand. Sub-totals are provided by Location and Merchant Account and card brand.

Payment Method Report displays transaction information by Payment Method. The report shows Location, Category, Item, Date/Time, Cost, Tax, Tax2, Cash Check, Credit, Other, Multi and Total. The data generated for user-defined criteria is sorted by Location, Category, Item and Date/Time. Sub-totals are provided by Location, Category, and Item.

Reconciliation Report shows transactions by the transaction Date/Time for each Smart Money Manager station. The Report shows Location, Date/Time, Terminal ID, and Ticket No. Item, Quantity, Tax, Tax2, Cash, Check, Credit, Other, Multi and Total. The data generated for user-defined criteria is sorted by Location and Date/Time. Sub-totals are provided for Location and Terminal ID.

SMM Open/Close Cash Drawer Report provides a process to Open and Close cash drawer with a check for opening and closing amounts by Terminal for selected Location.

SMM Cash Drawer Count Report provides a breakdown of cash drawer information by Terminal for Cash Drawer Reconciliation. Enter opening cash balance in the cash drawer, and a breakdown of each denomination of bills and coins for easy reconciliation at the end of the day. At the end of the day, run Cash Drawer Count Report to get details of Cash Collected as well as a breakdown of dollar bills and coins for reconciliation.

Summary Report displays summary Sales and Summary information by Terminal. The report shows Terminal, Transaction Type, Sub Total, Tax Tax2, Total, Cash Check, Credit, Other. The data generated for user-defined criteria is sorted by Terminal and Transaction Type. Sub-totals are provided by Terminal.

Transaction Report displays detailed information about all transactions. The report shows Transaction Type, Staff, Payment Type, Item, Tax, Tax2, Discount, Method including Cash, Check, Credit, Other and Multi Pay. The data generated for user-defined criteria is sorted by Transaction Type and Transaction ID. Sub-totals are provided by Transaction Type with Multi Pay breakdown.

Transactions ID Report displays transaction details by Transaction ID. The report shows Transaction, Staff Member, Transaction Type, Payment Method, Sub-total, Tax, Tax2, Total, Cash, Check, Credit and Other. The data generated for user-defined criteria is sorted by Transaction ID. Sub-totals are provided by Location.

Transaction Search Report lets you search for transaction information based on user-defined criteria.

Other reports are available, and our Ad-Hoc Report Generator enables you to create any specialized report to meet your needs.

How to Conduct Voids & Refunds:

Our Adjustments Methods enable authorized staff to Void same-day transactions or Credit (refund) any previous card payment, including sales as old as 400 days. There is an online and terminal-based method.

The Online Adjustment Method is designed for use by agencies that want to centralize responsibility for voids and refunds, think customer call-in center. To void or refund a sale, an authorized user logs in and searches for, or enters, the original sale information to associate a refund with that particular transaction – including sales as old as 400 days.

Our Online Adjustment Method is easy to use, for example:

1. Click [Credit] on the payment to be refunded

Terminal ID	Track ID	Card ID	Date	Card	Trout ID	Type	Charges	Credits	Net	
61	16137845		2019-10-09 18:30:21	XXXX-3214	1009232918	Charge	\$1.49	\$0.00	\$1.49	Credit
60	16012479		2019-10-09 17:47:59	XXXX-0923	1009224658	Charge	\$5.00	\$0.00	\$5.00	Credit
61	16137832		2019-10-09 17:36:42	XXXX-4733	1009223527	Charge	\$2.98	\$0.00	\$2.98	Credit
61	16137832		2019-10-09 17:35:54	XXXX-	1009221146	DECLINED	\$0.00			
60	16012478		2019-10-09 17:22:03	XXXX-5515	1009222059	Charge	\$3.20	\$0.00	\$3.20	Credit

2. Click [Finish Credit]

SMARTPAY System

Dorchester County Library
348 S. Palmetto Avenue
St. George, SC 29477
TEL: (843) 583-9489

SmartPAY The Easy, Convenient Way to Make Library Payments!

Please enter the required information in the form below. Click the [Finish Payment](#) button when done.

AMOUNT: \$0.01

Name as on Card:

Card Billing Zipcode:

CREDIT CARD #:

Expiration Date: / mm/yy or mm/yy

[Finish Credit](#)

Terms

Copyright Comprize Technologies Inc. Please print and keep a copy for your records.



This transaction has been credited..

Location: DCLSC
TerminalID: 341
TrackID: 79792043
TroutID: 1031181640
Card #: 9668
Exp Date: 0323
Amount: 0.01
CCName: Christopher Hayes

The Terminal Adjustment Method is essentially the same except that it follows the POS Station workflow (that means there is nothing new to learn for front line staff to process a refund).

Ticket # Date From 11/11/2020 Date To 11/19/2020 [SEARCH](#)

Ticket#: 200120201118051857 **Total Cost: 30.00** **Payment Type: Cash** [RECEIPT](#) [REFUND](#)

Item Code

☒ 4002

☒ 4010

Transaction Type

Sale

Sale

Total: \$30.00

Please select your payment method below.

☒ Cash 30.00

Billing Address

Full Name:

Your name

Payment

Enter Amount:

30.00

Email

Email:

Address

Address:

City

City:

State **Zip**

AZ 99999

[CANCEL](#) [FINISH PAYMENT](#)

Implementation



Understanding and Implementing the Work to be Performed

Our Relationship and Project Managers travel to your offices to get an understanding of how the current system users are getting things done as well as the improvements they are looking forward to. We want to make sure we understand your technology infrastructure, differing departmental needs, usage/privacy policies, security, open records, data availability and public safety considerations.

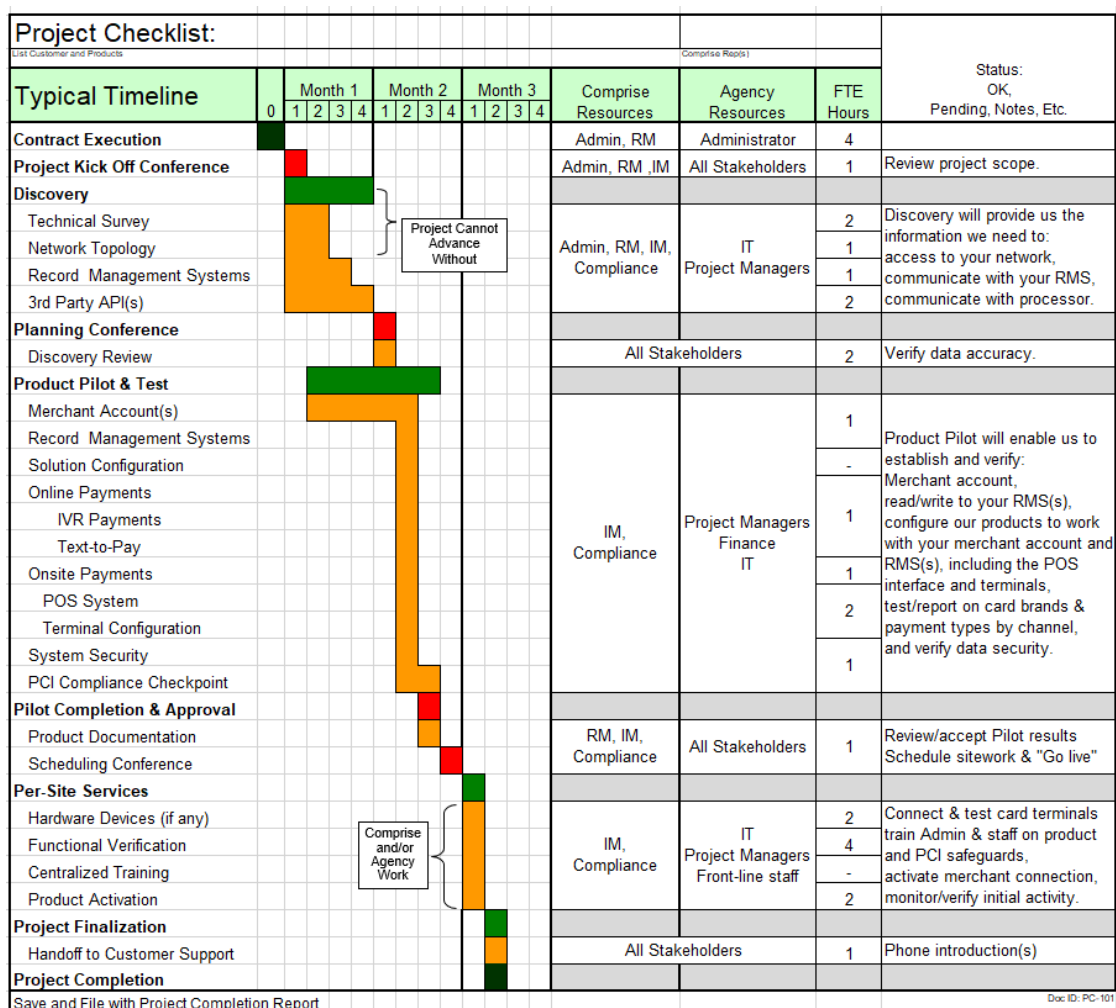
They will collect basic information about your environment which will be digested by Comprise, and then discussed during the Planning Conference which includes both your team and our Operations personnel. This effort gives us a chance to review your input and prepare a pilot that mimics your actual products and services.

After a discovery and planning conference, we will enter the Remote Implementation Phase. This phase moves the actual hands-on implementation through a series of foundation steps, each one being fully completed and tested before the next is begun. This phase concludes with an opportunity to test and accept the performance of the software running on your actual equipment in a test environment with a live processor connection.

When you are ready the On-Site Phase will be scheduled. Onsite work includes any terminal connections and staff training for each location/department. This approach enables both the Comprise site representatives and your project manager(s) to move ahead with thorough project knowledge and confidence.

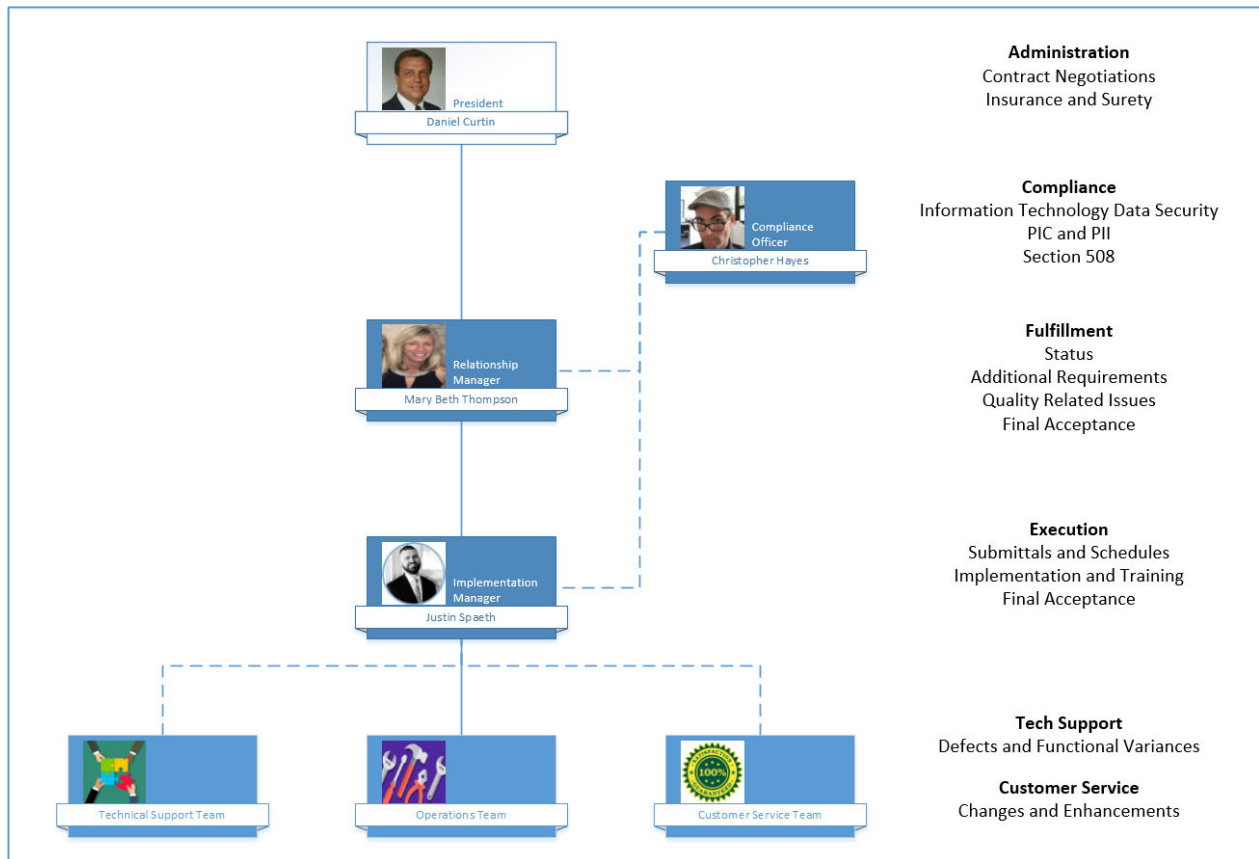
Project Schedule

We are available to start site work on this project in as little as 10 days from your Notice to Proceed and expect it to take 10 weeks or less to complete. The following timeline can change it to meet your scheduling requirements.



A Word About Implementation

Here is the team that will work to fulfill your requirements.



Daniel Curtin: President, is responsible for RFP responses, contract negotiations and other business matters. A graduate of Georgetown University 1976, he has been self-employed throughout his business career. Dan has been involved with the design and development of the company's software products since its inception.

Mary Beth Thompson: Relationship Manager, Senior IT and Accounting professional CPA with over 20 years project management experience including implementations of financial applications, on-line registration software, RMS, Section 8 housing and recreation management. Mary Beth has completed projects for the State of Delaware Administrative Office of the Courts, City of Philadelphia District Attorney's Office, Dover Delaware Children's Advocacy Center, and New Castle County Delaware Government.

Justin Spaeth: Project Engineer, has extensive experience integrating with municipal agency technologies and is a PCI Certified Security Assessor. Justin has had hands on responsibility for over 100 County government implementations. He will have primary responsibility for executing the day-to-day work of this project. He has collaborated with numerous leading RMS, i.e., SAP, Oracle, FAMIS and PeopleSoft.

Christopher Hayes: Compliance Officer for company policies in accordance with PCI guidelines, as well as our Anti-Money Laundering (AML) program, Vendor investigations, and compliance with Disability Acts. Chris works with an independent Qualified Security Assessor on our PCI Level 1 Service Provider certification. He is a member of our Transaction Monitoring Team and has authority to review payment logs/reports.

Key project team member resumes are included later herein.

Training

Comprise trains administrators and staff during the period of installation. We recommend ½ day sessions; classes can be scheduled at your convenience but must be concurrent with installation.

Other Staff is trained through presentation and practice exercises that are divided into three parts:

Understanding the user interfaces,
Conducting the different types of transactions,
Implementing the policies of the agency.

Merchant training is based upon the Comprise products purchased in combination with your Policy decisions*. For an implementation involving onsite solutions the training topics and practice exercises will include:

General Information:

- An introduction to PCI.
- How to process a Dispute Inquiry*.
- How to prevent/spot fraudulent activity.
- What to do when cash drawer does not reconcile*.

Administrator Training:

- Accessing the Administrative Interface.
- Creating/maintaining new staff accounts*.
- Accessing the Processor Interface.
- PCI SAQ Guidance.
- Viewing real time activity.
- Conducting Voids and Refunds*.
- Running and distributing available reports.

POS System:

- How to log on and open a cash drawer at the start of shift or day*.
- Logging on to conduct a transaction with/without customer lookup, payment methods, session restrictions, a close look at the information on a transaction receipt, log off and timeout.
- How to accept card and check payments, duplicate receipts.
- How to reverse an incorrect transaction*.
- Multiple POS users*
- Running available reports*.
- End of shift or end of day cash drawer reconciliation*.

Kiosk System:

- Logging on to conduct a transaction with/without customer lookup,
- User log off and timeout,
- Loading paper for customer printer and receipt printer,
- Payment methods, session restrictions, a close look at the information on a transaction receipt,
- How to reverse an incorrect transaction*.
- Running available reports*.

All training will be made into a video viewable by topic and available online to the City. There is no additional cost for this.

Further, we know that training reduces support issues, so our Customer Service Team has written, starred, and published a complete series of short videos about every Comprise product. These videos are available on our support portal; please view a sample at www.comprisetechologies.com/trainingsample.

Post Implementation Involvement:

With a 20-year commitment to municipal agencies, our best practice experience leads us to recommend that there should be more than one point of contact between our service terms and key department staff. Ideally we would like you to consider involving a representative from the finance office and one from each school region and/or district department in addition to information technologies.

Upgrades, Enhancements and Maintenance Patches

We have developed separate guidelines for handling product enhancements and upgrades.

Product Enhancement refers to

- a change in the intended functionality of the product
- a use that exceeds the product's design limitations
- new functionality

Comprise makes a record of each enhancement request. Most suggested enhancements get incorporated into the next product release. Often the enhancement is modified, scaled up or down, or combined with other related improvements based upon the feedback from multiple customers.

Upgrade refers to

- the unscheduled release of a product feature as soon as it is ready
- the regularly scheduled release of a new product version
- the release of a product version to support a processor change (like a new NFC payment method)

Comprise provides for the systematic upgrade of our products in two ways; the first is an annual upgrade offered to each customer on the anniversary of their implementation, the second is a non-regularly scheduled release of a feature that significantly improves the utility of our product.

Annual Upgrades form the backbone of our program to offer customers the latest innovations. They are built around a version change that includes all enhancements and NEW FEATURES at no additional charge.

Our upgrade program starts several months prior to a customer's contract period anniversary. A Comprise Upgrade Manager makes the customer aware of the upgrade's functional contents, operating system support, and objectives. When the customer is ready, the upgrade is automatically available. Comprise upgrades are, with rare exception, backward compatible so staying on the current release poses no inconvenience.

Feature Releases are a way for us to offer customers product improvements as they are published. The process is basically the same as with annual upgrades. Having identified the products that make up our proposal, this section introduces you to our team, and explains the specific approaches and methodologies that we will employ to accomplish the Scope of Work.

Our Processing Services



The purpose of this section is to provide you with a succinct summary of our charge card related services.

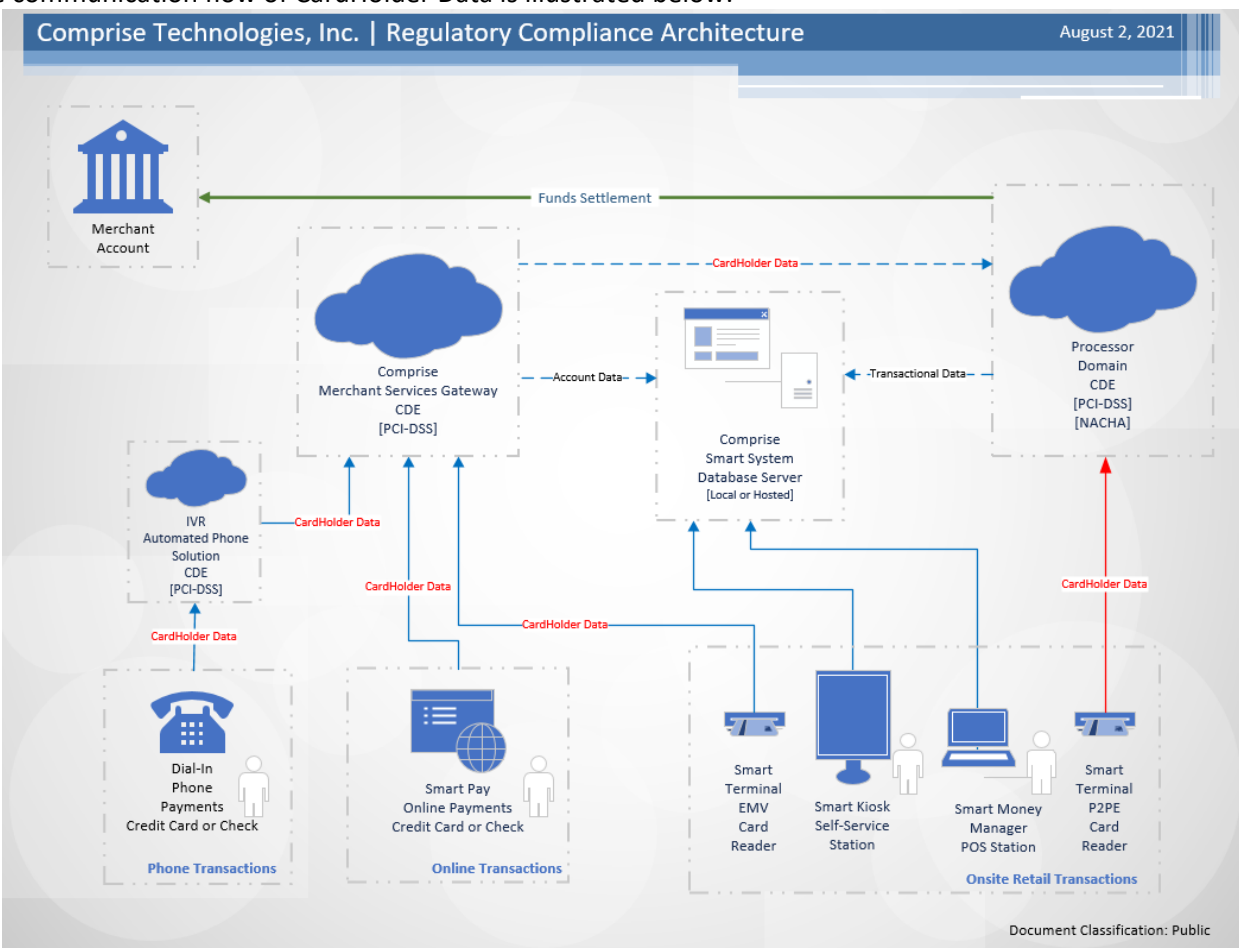
PCI Credentials:

Comprise is a PCI Level One Service Provider. Our card readers are accredited PIN Encryption Devices. Your project team will include both a Certified Security Assessor and a PCI accredited Qualified Integrator Reseller so we enable you to meet the VISA requirement for card terminal installation by *only* a QIR. We are a registered “Payment Facilitator”, giving us the flexibility to design a remittance program to meet your needs.

The purpose of the annual independent PCI DSS assessment is to document our then-current products, processes, and procedures to make certain that Comprise remains in full compliance with the Standard. While the annual assessment is a snapshot of compliance, it is built upon a series of quarterly security challenges including Vulnerability scans, Network Segmentation scans, Internal and External Network Penetration Tests, and Internal and External Application Tests.

Of greater significance is that Comprise employs a full-time compliance officer who is responsible for ongoing compliance with PCI and other industry initiatives as well as Federal and State Regulations.

The communication flow of CardHolder Data is illustrated below:



About Payments:

Comprise supports American Express, VISA, MasterCard, and Discover.

Points of Payment: Comprise is pleased to offer these proprietary solutions:

- an Internet Payment Gateway for online payments,
 - a Point of Sale cashiering system,
 - a line of self-service kiosks,
 - card readers for onsite payments
 - a portfolio of reports that offer insights not available through processors alone.
- All of these are designed to integrate with your Record Management Software products.

Online Payment Channels: Comprise supports credit, debit, echeck, and IVR. SmartPAY, our Internet Gateway, is tightly integrated with Plum Voice for Integrated Voice Response.

Onsite Payment Channels: Comprise supports cash, credit, debit, and check.

Onsite Payment Methods: Comprise hardware supports mag-swipe, chip insert, and tap-n-go (NFC) payment.

Fee Structures:

Comprise provides simultaneous support for both convenience and absorbed fees. This means that you can implement fee structures by department or revenue center. As to convenience fees, most often our merchants are interested in a revenue share that liquidates their processing and other costs. Finding the lowest convenience fee can be a challenge for those that lack one or more year's card pay experience. We have developed a modelling program that allows you to "what if" the various dollar volume, transaction count, and card mix; just ask your Comprise rep for a copy.

Comprise Convenience Fee Calculator					
Use this calculator to determine the fee necessary to cover the costs of accepting credit cards.					
1)	Start by filling in the following information, use estimates where necessary:				
Area Population:	125,000	Card Brands to be Accepted:	VISA/MC/Discover/Amex		
Total Dollar Card Volume:	\$ 750,000	# of Merchant Accounts:	13		
Estimated \$ Value/Transaction:	\$ 100.00	# of Card Terminals:	13		
Will Payment be accepted Online:	Yes	# of Smart Point of Sale Software:	1		
Will Payment be accepted Onsite:	Yes	# of Smart Point of Sale Hardware:	0		
Based upon your answers, the annual cost of accepting credit cards is estimated to be:					\$27,530
2)	Now, select a combination of Fixed and Variable Fees to offset your Costs:				
Select a Fixed Fee Amount:	\$ 2.75	Select a Variable Fee Percentage:	3.50%		\$28,125
3)	So by Subtracting your Fixed and Variable Fees from the Costs of your program:				\$595
Congratulations, your Fees are enough cover your Costs					

Merchant Accounts:

Comprise supports multiple merchant account, or, merchant/sub-merchant accounts depending upon your needs. All processors require that you execute a service agreement and related documents, but adding, editing, or terminating a merchant/sub-merchant account is a matter of submitting the appropriate form to Comprise customer service. The requested action will be performed before the end of next business day.

Authorizations:

Processors: Comprise has developed strong relationships with five preferred processors: Fiserv, TSYS, Chase Paymenttech, Elavon, and WorldPay. We have completed EMV Data and/or P2PE Specification projects with each of these.

Authorization Processes: Comprise supports two processes; one is a single step “Charge” in which the payment is immediately approved or declined. The second is a two-step “Pre-authorization” / “Post-authorization” process in which the payment is authorized, acknowledged by your RMS, and then finalized in the post-authorization process. Comprise prefers the two-step Pre/Post Authorization method whenever practical. The primary exception is for transactions originating from card terminals running in standalone mode because the payment is documented outside of our software.

Settlement: Comprise supports both Gross or Net settlements to merchant account(s). Gross settlements equal total payments with fees invoiced at end of month. Net settlements have fees deducted as batches are processed.

Regardless the type of system used settlement of funds to your merchant account is an automatic process performed on a scheduled cutoff. Processing fees are deducted prior to settlement so each deposit is in the net amount due. Funds are transferred by ACH. Transactions that occur after the Friday cutoff, Saturday, and Sunday are settled with Monday’s transactions because the Federal Reserve is closed on weekends.

You should expect a consistent settlement rhythm to develop depending on the processor/bank relationship. Funds should be available either next day or second day. Transactions that occur after the Friday cutoff, Saturday, and Sunday are settled with Monday’s transactions because the Federal Reserve is closed on weekends.

Batch Limitations: Comprise processing service does not have a limit on the number of transactions in a batch, although a batch is generally limited to a maximum dollar value of \$999,999.00. Comprise does not impose a limit on the number of batch files that can be transmitted on a given day.

Refunds/Voids:

Comprise provides a web-based Adjustments Interface through which you can conduct refunds and voids, or, Comprise offers the handling of refunds/voids as a customer service.

Chargebacks: Comprise prefers to be the first point of contact for our customers. We offer 24/7/365 US-based customer service by email, toll free phone, and our online ticketing system. Chargeback inquiries are entered into our tracking system just like any other customer request. Our tracking system is configured to create internal and external notifications if action is not updated and status not updated within specified performance periods.

We are in a unique position to investigate chargebacks because our solution links with your record management database(s). As the authorized agent of your processor, we have real time access to payment activity. All of your transactional information will be recorded in our secure, cloud-based Smart System Database. In quick response to a call or other notification, we can document for you what was paid, by whom, when and how it was paid, and if you subscribe to signature capture we can provide that image as well.

Comprise provides support for chargebacks originating through a consumer’s credit card customer service department or directly at a municipal office. For chargebacks initiated through credit card a Dispute Inquiry to

the merchant is generated by the consumer's bank. Chargebacks initiated at the municipal office should be documented on Dispute Inquiry forms provided by Comprise. Either way, if you receive a chargeback request you should contact us for any pertinent information about the transaction. From either dispute inquiry channel, the transaction identifier can be used to query the Smart System Database and view/print the billing item and payment details to substantiate the charge.

The charge documentation can then be submitted to the chargeback originator (acquiring bank) which, in turn, provides it to the consumer. In the absence of further action by the consumer, the chargeback will be reversed; this process will take 30 days or more.

Risk Management:

The risk of duplicate online transactions is managed in multiple layers. First, each transaction is assigned a unique identifier which can be evaluated to verify that a payment has not been previously submitted. Second, the design of the final [Submit] control on the payments page is such that, once toggled the submit button is disabled so that the user cannot click it multiple times.

The two-step authorization process offers greater assurance that payment will not be charged to a consumer's card until it has been posted to their municipal account.

Finally, the risk of duplicate settlement batch files is managed by assigning each batch a unique ID and then comparing that ID against a list of already-presented-for-settlement files.

Transaction Monitoring: Comprise service includes a Transaction Monitoring Team which is notified 24/7 whenever a monitored event does not result in an expected outcome. To protect from rogue employees members of the TMT meet PCI standard for access to sensitive card data and their actions within the cardholder data environment are recorded in log files that cannot be edited in any way. For each unexpected outcome, TMT members take whatever remedial action is appropriate following specific procedures approved for that unexpected outcome.

Resumes of Key Personnel



Your Relationship Manager:

Mary Beth Thompson

Profile

IT and Accounting professional with over 30 years of municipal, corporate, and governmental project experience. Background includes successful implementations of financial applications, on-line registration software, integrated library systems, Section 8 housing and recreation management.

Experience

2013 – Present

Relationship Manager • Director Channel Development • Comprise Technologies

1998 – 2013

IT Project Manager • Consultant • FuturTech Consulting

1986 - 1998

Accounting and IT • Various Accounting and IT positions with increasing levels of responsibility

Education and Certifications

- University of North Carolina at Charlotte, Charlotte, NC
- Bachelor of Science, Accounting
- Certified Public Accountant (CPA), NC State Board of Certified Public Accountants
- Project Management Professional (PMP), Project Management Institute

Skillset

- Demonstrated track record of on-time, on-budget delivery of major IT implementations
- Results driven, detail oriented, effective and high-integrity manager of people, time and resources
- Excellent Communication skills

References available upon request



Contact

1041 Route 36 West
Navesink, NJ 07752

302-521-1950

mthompson@comprisetechologies.com

Your Project Manager:



JUSTIN SPAETH

Director of Operations

SUMMARY

Dedicated IT Professional with over 16+ years of experience in fast moving tech environments. Committed to improving productivity, building strong customer relationships, and delivering satisfying results across a wide range of technologies.

CONTACT

PHONE:
732-407-8828

WEBSITE:
support.comprisetechologies.com

EMAIL:
JustinS@comprisetechologies.com

EDUCATION

The Chubb Institute
Network Security, 2004
Academic honors

HOBBIES

Music
Traveling
Hiking
Biking

EMPLOYMENT

Comprise Technologies, Inc. | Director of Operations, Projects Lead
2021-present

Responsible for overseeing daily activities; Supervising all ongoing projects to completion; Managing resources and executing rollouts for new customers and upgrades; Directing and coordinating teams within the operations department.

Comprise Technologies, Inc. | Senior Systems Engineer
2018-present

Responsible for building, maintaining, and providing expert level knowledge for all used cloud-based technologies, network services and architecture, server architecture, and security services.

Comprise Technologies, Inc. | Technical Services Manager
2011-2018

Responsible for managing server installations, upgrades, and migrations, content filters, wireless technologies, and 3rd party solutions; maintain network security and PCI compliance.

CERTS

PCI Security Standards Council
Internal Security Assessor (ISA)
Recertified October 2021

Microsoft Certified Professional
Windows Server Administration
Networking
Database Fundamentals

AREAS OF EXPERTISE

Web Application and Database Servers; Network Architecture, Administration and Security; Network Firewalls; Virtualization Technologies; Cloud Computing; PCI-DSS; Customer Service; Project Management; Windows and Linux OS; Web Development; Internet Content Filtering; Batch/Powershell/SQL Scripting; Wireless Technologies.

Comprise Compliance Officer:

Christopher Hayes

CERTIFICATIONS & SOFTWARE/SKILLS

Certifications

- PCI Professional (PCIP), Internal Security Assessor (ISA)
- Microsoft Certified Professional
- CompTIA A+, Network+



EXPERIENCE

Compliance Officer/ISA

2015-Present

Comprise Technologies, Inc. – Navesink, NJ

- Responsible for maintaining company security policies and measures in accordance with PCI-SSC guidelines, such as implementing internal network access policies, AML and Vendor verifications.
- Attend annual training and recertification to maintain PCI Internal Security Assessor status.
- Work closely with contracted QSA Vendor (ControlCase) to maintain company PCI Level 1 Service Provider status annually.
- Communicate and maintain relationships with credit card brand security divisions
- Manage and Maintain hosted secure hosted environment with vendor (Rackspace)
- Manage Alert Logic & IDS Logging solution and review resulting logs/reports.

Customer Service/Technical Support

2004-Present

Comprise Technologies, Inc. – Navesink, NJ

- Responsible for troubleshooting company proprietary software and hardware solutions designed for use in public libraries and other municipal agencies.
 - Conduct internal support staff training as well as onsite customer trainings and implementations.
 - Provide Card Not Present (CNP) and Card Present (CP) transactional support for customers, working closely with a variety of processors such as First Data, TSYS, Vantiv, Chase, and Elavon as well as providing hardware support for UIC credit card terminals.
 - Provide application, desktop, and server support for customers, working closely with customer IT/Systems staff as well working with Integrated Library Systems such as Polaris, Innovative, and Sirsi and kiosk vendors like Bibliotheca, 3M, Tech-Logic, and MK Solutions.
 - Setup and maintained Customer Database, Help Desk Ticketing Solutions, Hosted Exchange & Office 365 services working closely with the following vendors such as Intermedia and Team Support LLC.
 - Provide Internal support for staff and corporate environment, including NEC phone system, XEROX/Flery, workstations, mobile phones and tablets.
 - Assist Development with Quality Control testing and documentation of proprietary solutions.
-

SECTION 2 - Proposer Qualifications and Experience



About Comprise:



www.CompriseTechnologies.com

Legal Name:	Comprise Technologies, Inc.
Business Type:	Privately Held "C" Corporation
Incorporated:	New Jersey
Formed:	September 29, 1992
Address:	1041 Route 36, POB 425 Navesink, NJ 07752
Phone Number:	800-854-6822
Fax Number:	732-291-3699
Administrative Contact:	Daniel Curtin
Title:	President
Office Phone:	800-854-6822 x228
Email:	DanCurtin@CompriseTechnologies.com
Ongoing Contact:	Mary Beth Thompson
Title:	Relationship Manager
Office Phone:	800-854-6822 x227
Email:	MTompson@CompriseTechnologies.com
Project Contact:	Justin Spaeth
Title:	Implementation Manager
Office Phone:	800-854-6822 x241
Email:	JSpaeth@CompriseTechnologies.com
Financial Contact:	Leona Zink
Title:	Comptroller
Office Phone:	800-854-6822 x224
Email:	LZink@CompriseTechnologies.com
Contracting Party:	Comprise Technologies, Inc. is the only organization that is party to this proposal; there is no joint venture, partnership, or association with any other business organization

About Our Company

Comprise was formed in 1991 as a privately-held New Jersey “C” Corporation headquartered in Navesink, NJ.

Since the year 2000 we have focused exclusively on the needs of municipal government agencies. Our products read/write data to their management systems, conduct item sales, and consolidate reporting. Most are multi-location, multi-department, and all require real time financial information.

We differ from other solution providers in three ways:

1. *we are the developer of our products* – we have the depth of product knowledge to maximize the benefit of those products to your particular situation, and,
2. *we are a PCI Level One Service Provider* – you get real time transaction data without loss of information privacy or cardholder data security,
3. *we are a VISA registered Payment Facilitator* – we can design a processing, remittance, fee structure, and reporting program to meet your needs!

We are prepared to commit on-site resources to this project as early as ten days from your Notice to Proceed and anticipate that it can be completed in 10 weeks including training for Jefferson Parish personnel.

Our Experience

Comprise Revenue Management products are used by municipal agencies throughout North America. We recognize that each municipal agency bears challenges unique to its role and so we support such policies as:

- ✓ non-cash payment adjustments,
- ✓ transactions involving more than one department/merchant account,
- ✓ pre-paid trust accounts against which we maintain the declining balances,
- ✓ mixed payment (cash/check/credit) against the partial or full amount due,
- ✓ a secure, real time adjustment interface to void or refund transactions.

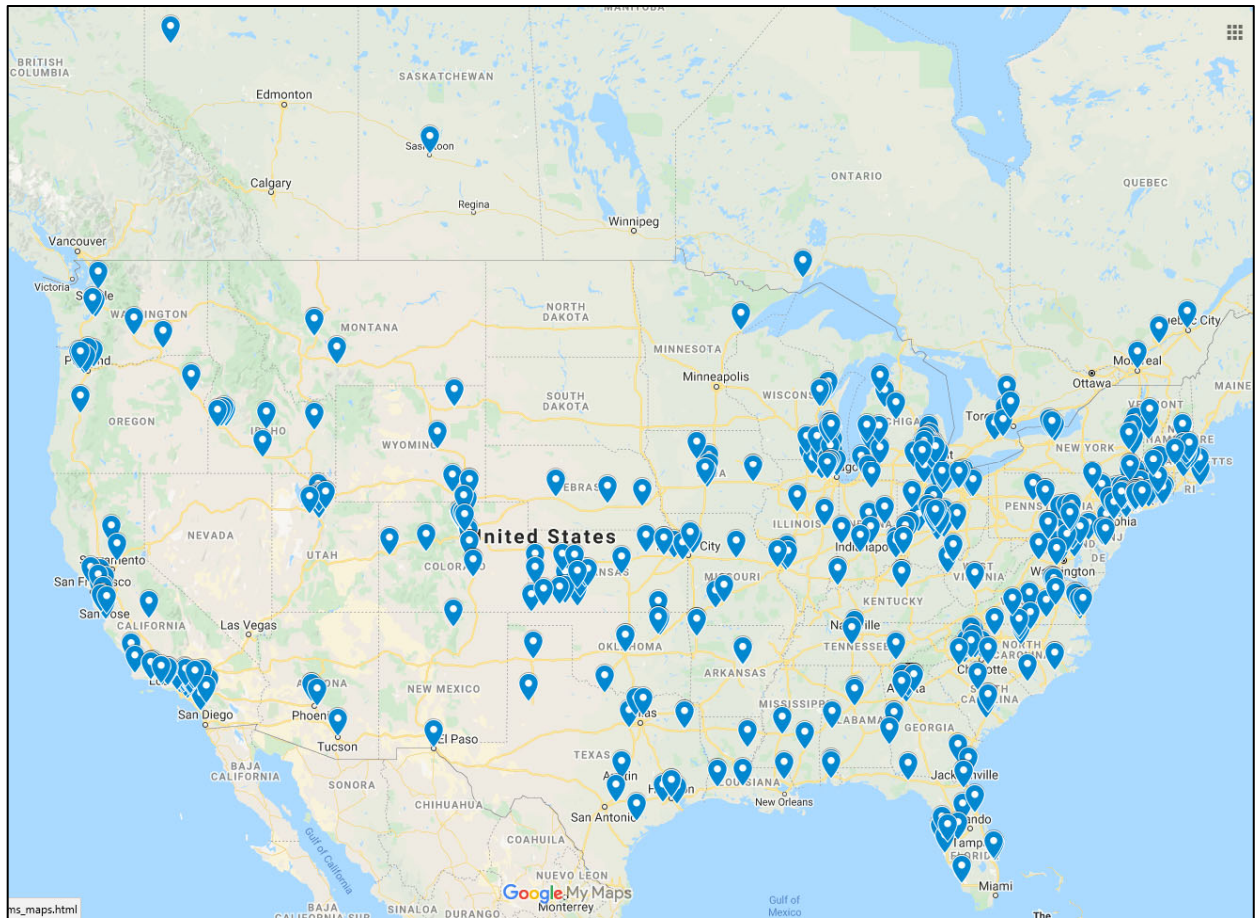
We offer all popular payment channels such as Online, Mobile, Integrated Voice Response, Self-Service Kiosks and a Point-of-Sale system for over-the-counter transactions. We take the lead in handling disputes, Chargebacks, and their investigation. Our responsibilities always include reporting every transaction by date, type, reason code, staff member, department and/or location.

All of our implementations have two things in common. First, our system can query your Record Management System (RMS) for information about an individual account and can then update your RMS with the completed transaction outcome. Second, we will protect your municipality’s reputation with processes in place to ensure that funds are never taken from someone’s bank before the payment is successfully credited to their account.

Comprise has hundreds of municipal agency customers across the United States and Canada that use the *Gateway, client applications, and card terminals* we are proposing for the Jefferson Parish. Collectively we process over \$20,000,000 per year in online payments and another \$50,000,000 in over the counter or self-service kiosk transactions.

Most of our customers are municipal agencies whose needs have much in common with you. They accept cash as well as card payments using both stationary and portable hardware. Many have 25+ locations making easy reconciliation and high quality, accurate reporting a priority. Our experience has taught us to build revenue management products that are flexible, highly configurable, secure, and easy to use!

If loyalty is a form of reference, we are pleased to say that our average customer relationship is over ten years.



A Word About Implementation

Complete information about our implementation approach and team members is included later in this document, but for the moments please know that your project will be overseen by a Senior IT and Accounting Professional with extensive experience leading complex municipal projects. It will be managed day-to-day by an Implementation Manager with in-depth knowledge of our solution and hands-on knowledge of the PCI Standard. It will be monitored closely for data security compliance. Our team will work together to understand your challenges and needs.

Customer Service and World Class Support

Customer support materially distinguishes Comprise. Our support team of 10 full-time employees is dedicated to serving you. Knowledgeable service representatives are available during all hours seven days a week.

Comprise offers 24/7/357 customer service by email, toll free phone number, or our ticketing system. Requests are prioritized according to service impact and then addressed within each impact level on a FIFO basis. We do not offer preferential levels of support based upon volume level because that works to the disadvantage of smaller customers.

Behind the scenes, our Transaction Monitoring Team (TMT) offers you a unique value. Financial transactions rely on several moving parts...often including one of several RMS products, the Internet, **ourselves**, and a card

payment processor. TMT members receive alerts whenever any transaction results in an unexpected outcome. This shortens the time between an unsuccessful transaction and our response to it. It's not unusual for us to learn about and resolve an issue before a customer even knows it existed.

Our Security Credentials

Comprise has been a Level One Service Provider since 2012 and today we offer independently validated PCI solutions for every payment channel, *which by their design*, enable you to comply with PCI at the lowest possible administrative burden.

Your project team will include both a Certified Security Assessor and a PCI accredited Qualified Integrator Reseller, so we enable you to meet the VISA requirement for card terminal installation by *only* a QIR.



Important PCI credentials:

- Comprise Service Provider Report On Compliance
- Qualified Security Assessor
- Qualified Integrator Reseller
- MasterCard Data Protection Compliance
- VISA Service Provider Compliance

Our Preferred Processors

Comprise is a registered Payment Service Provider and Payment Facilitator. We work with a short list of preferred processors, all of which handle payments from the four card brands as well as ACH. Comprise' experience is that one processor might be better at meeting your specific needs than others might be. Key differentiators include their depth of support for the more subtle features such as ACH verification and guarantee services as well as settlement time, card/account on file transactions, gift cards, installment payments, and tokenization (a way to secure cardholder data). Onsite payments need to meet EMV and/or P2PE Specification so Comprise has completed EMV and/or P2PE Projects for onsite payments with our preferred processors.



By offering a choice of processors, Comprise is positioned to assist you in upgrading and improving your credit/debit card acceptance operations as new technology, PCI and other security standards emerge to protect customer transactions and personally identifying information.

A Word About Collaboration

Comprise enthusiastically pursues collaboration with leading RMS vendors and others. Below is a list of currently active collaborations, if you don't see your vendor, just ask and we will be happy to engage them.

For the back office we export financial data to such leading products as:



Comprise products are compatible with these information technology vendors:



The Smart Terminal Payment System is compatible with these self-check vendors:



Comprise Smart Terminal Software is compatible with terminal hardware from these manufacturers:



Comprise is certified for EMV and/or P2PE with these processors:



- ✓ We can extract data from LDAP and link to other products via ODBC.
- ✓ Our API can be provided at no charge to interested parties so their products can interoperate with ours.

How We Differ From Others

Processors often offer the lowest rates, but their systems deal exclusively with card sales which means they cannot provide data that ties into your bank deposits if you accept cash or checks.

Resellers offer unrelated products that cannot possibly result in a more enjoyable user experience. Of equal importance, a Reseller can do nothing to maintain product code or PCI compliance...they are not in control of, nor can they guide the evolution of the products they sell.

By contrast, Comprise is what is called a "Payment Facilitator". We devote full focus to develop, implement and support our own payment and related products. The significance of VISA's Payment Facilitator qualification is that Comprise has the authority to design a processing, remittance, fee, and reporting program to meet your needs.

By offering Jefferson Parish a solution that utilizes our PCI certified proprietary products, implemented by highly trained accredited personnel and with a choice of processors, Comprise is positioned to assist you in upgrading and improving your credit/debit card acceptance operations as new technology, PCI and other security standards emerge to protect customer transactions and personally identifying information.

If you are looking to partner on a card payment project with a company that has the right products and a team with extensive municipal project experience, Comprise may be right for you!

References



Why We Selected This Reference:

The City of Milwaukee published a bid for 10 payment kiosks to be located in Police District stations. The kiosks would allow users to pay for parking permits and citations. The bid specified communicating with the Parking Record Management System and accepting bills and credit cards as the methods of payment.

As the project developed the City asked about expanding the scope to include paying for Water bills:

1. Creating a menu that presented both Permits and Water bills to the user,
2. Communicating with a second RMS,
3. Adding coins as a method of payment as well as change return,
4. Settling card payments to separate merchant accounts,
5. Reporting by department.

Comprise embraced the City's request. We re-engineered the physical kiosk to include a coin recycler, have modified our code to accommodate the second RMS, and reprogrammed the system for department level reporting. We want you to know that Comprise is an enthusiastic collaborator when business needs require it.

City of Milwaukee

Tom Woznick, CAPP
Parking Services Manager
841 N Broadway, Room 614
Milwaukee, WI 53202
P (414) 286-3635
C (414) 708-3786

The following agencies are all county or regional level departments. All communicate back and forth with their Record Management Systems about sales, account balances, and payments. Some support multiple merchant accounts for their different member locations.

Jefferson County Library Cooperative, Inc.

2100 Park Place
Birmingham, AL 35203
Contact: Garry Thomas IT Director; Email: garry.thomas@jclc.org; 205-226-3704
Customer Since: 2017
Size: 44 Sites, 20 Members Libraries from different municipalities and Birmingham Public Library (22 sites)
Population Served: 700,000, over 1,124 Sq. Miles
Products: SmartPAY Online Payments and Staff Point-of-Sale Cashiering System with Web based Reporting

Riverside County Library System

Library Management Office
5840 Mission Blvd.,
Jurupa Valley, CA 92509
Contact: Greg Vogt, Director of Information Technology, Cell: 530.351.1227; greg.vogt@lsslibraries.com
Size: 38 buildings, population serviced 1.1 million
Products: 40 Smart Money Manager POS /Smart Terminals for over-the-counter transactions, 42 Smart Kiosks for in building self service payments