Dear Agency,

Thank you for participating with GovPayNet®, the category leader in processing credit and debit card payments on behalf of consumers to government agencies. Nearly one million consumers annually rely on us when making their payments to over 1,400 agencies in more than 40 states.

But enough about us. Our services and resources are employed to serve you and your needs in the most practical and accommodating way possible. In that spirit, we present this manual featuring robust offerings for your convenience, including:

- User Training Guide
- Step-by-step payment processing & reconciliation
- Marketing materials and ordering information
- Team Support
- Frequent and Occasionally asked Questions

Please feel free to use this guide as a primer to promote GovPayNet within your agency and as an additional resource to educate your customers. If there's ever anything that I can do to assist you in your payment processing endeavors, please don't hesitate to contact me.

Thank you again and welcome to GovPayNet.

Sincerely,

Hope G Pace

Hope G. Pace
Director of Client Services
GovPayNet

WHO WE ARE

GovPayNet® processes nearly 1 million payments each year for 1,400 agencies in over 40 states. We are a collection of people, agencies and technologies, all working together to improve how we satisfy our obligations to government and how government handles fiscal operations.

ABOUT GOVPAYNET
With GovPayNet, your agency can offer your customers the opportunity to conveniently make payments on a wide range of obligations including:

- **CASH BAIL/CASH BOND**
- **COURT FINES AND FEES**
- **TRAFFIC TICKETS**
- **CHILD SUPPORT**
- **PROPERTY TAXES**
- **UTILITY PAYMENTS AND MORE!**

THREE CONVENIENT WAYS TO PAY:

On-site   **Online**   **By Phone**

GOVPAYNET ACCEPTS the major credit, debit and prepaid debit cards or any combination, which makes it easy for consumers to make their payments and pay on behalf of friends and family in just minutes from anywhere.

GOVPAYNET IS A FULL-SERVICE CARD PROVIDER who has achieved Merchant status for bail and bail-related payments as well as a Card Processor for all other payments. We are the ***only company*** authorized to do both!

WITH GOVPAYNET ACTING ON YOUR BEHALF you minimize both financial risk having to do with chargebacks and disputed transactions as well as compliance risks.

THE DECISION TO COME ON-BOARD WITH GOVPAYNET was a good one, and we're happy to have you as a participating agency.

Agency Data

GovPayNet provides your agency with proprietary codes and passwords for your protection and convenience. Use this section to note them below.

Your Pay Location Codes Are:	For Payment Type:

For Information On How To Add, Delete Or Get Additional Logins, Email: **AccountServices@GovPayNet.com**

Your ProviewEXP Login Information Is:

User Name:

User ID:

Password:

Your ProviewEXP Login Information Is:

User Name:

User ID:

Password:

Your ProviewEXP Login Information Is:

User Name:

User ID:

Password:

Agency data *(continued)*

Your ProviewEXP Login Information Is:

User Name:

User ID:

Password:

Your ProviewEXP Login Information Is:

User Name:

User ID:

Password:

Your ProviewEXP Login Information Is:

User Name:

User ID:

Password:

For Information On How To Add, Delete Or Get Additional Logins, Email: **AccountServices@GovPayNet.com**

TERMINOLOGY

ACH (AUTOMATED CLEARING HOUSE): A method of electronic payment transfer to agency participants. An ACH deposit typically appears in the agency account within two business days of an authorized transfer.

AUTO-APPROVE VS. MANUAL APPROVE: Auto approve means that your transactions are automatically accepted once the cardholder processes the payment. This type of approval is typically selected by agencies using *Gov$wipe®*.

Manual approve means that you must accept and approve each individual transaction. This option allows you to deny or make changes to a transaction before it is paid.

Agencies are responsible for all administrative decisions regarding payments whether they have selected auto approve or engage directly in the approval process through manual approve.

CARD VERIFICATION VALUE (CVV): The CVV is a three-digit number on the reverse side of cards issued by Visa, MasterCard and Discover and a four-digit number on the front of American Express cards that GovPayNet requires to be entered as an additional security measure (other terms are used in the card industry for this number, but all are fairly similar so we will use "CVV").

GOVPAYNOW.COM: GovPayNet's payment website.

***Gov$wipe®*:** This is GovPayNet's Internet-based credit and debit card payment process. It includes an electronic card reader, which automates card data entry during transactions. *Gov$wipe* also includes an optional base and numeric keypad.

PAY LOCATION CODE^{SM} (PLC): The PLC is a unique 4-digit number assigned to your agency for a specific payment type.

PAYMENT REPORT: A summary report that includes all approved transactions from the previous business day(s). This report shows the total amount of funds that will be transferred to your agency's bank account via ACH. Previous business day's payments must be approved by 3:00p.m. EST to be included on this report. Monday's report also includes weekend totals. A payment report is available for each PLC.

POINT OF NEED (PON) MATERIALS: Marketing materials supplied to participating agencies to help promote GovPayNet within the agency. These materials include posters, counter cards and buck-slips to name a few.

PROVIEWEXP: GovPayNet's online reporting and reconciliation website.

RECONCILIATION REPORT: A summary report that includes all transactions processed the previous business day. This report also includes any opened transactions that still need to be approved. A reconciliation report is available for each PLC.

TERMS OF SERVICE (TOS): Requirements and disclosures that the cardholder must accept and acknowledge in order to process a payment.

TRANSACTION REPORT: A summary report for each payment, available immediately in ProviewEXP. This report can also be sent via email or fax.
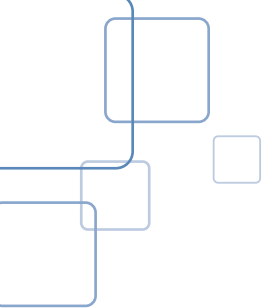
System Requirements & Set Up

System Requirements

- WindowsXP or Windows 7 operating system
- Internet Explorer 7 or higher installed (must have internet connectivity)
- 2GB of memory
- No disk space requirements
- Remove all USB device blocking software
- Trust the following websites in Internet Explorer (HTTPS) including any web filtering server
  - www.govpaynow.com
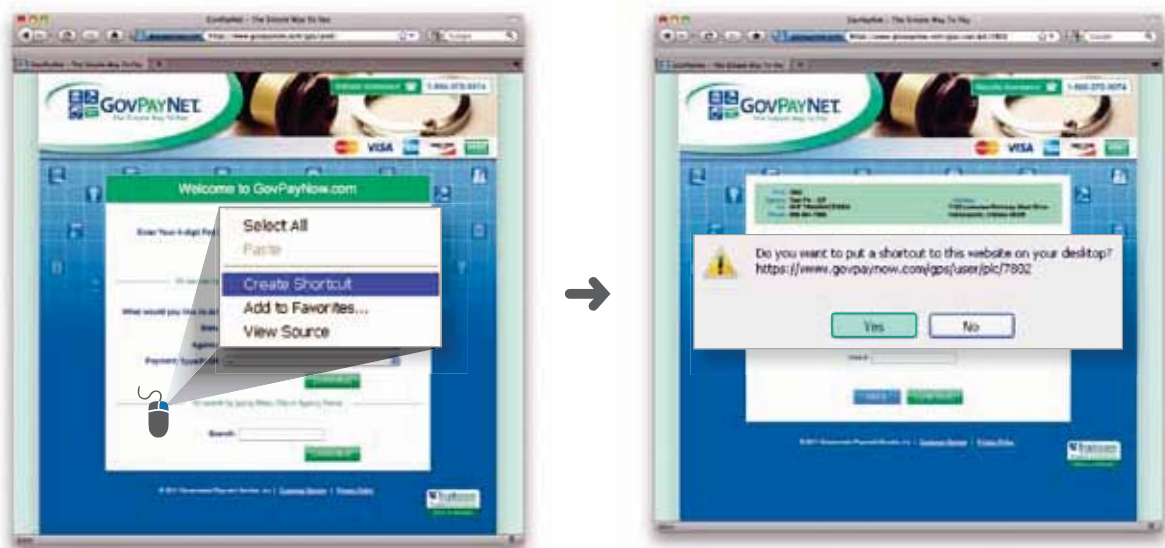 - www.proviewexp.com

Gov$wipe Set Up & Website Access:

Step 1: Plug the MSR (Magnetic Strip Reader) into one of the computer's USB connection ports

Step 2: Open Internet Explorer and access the following website:
www.govpaynow.com/gps/user/?plc=XXXX
(Note: "XXXX" = Pay Location Code)

Step 3: Right click anywhere on the webpage and select "**Create Shortcut**"

Step 4: Rename the shortcut–**GovPayNet PLC XXXX**

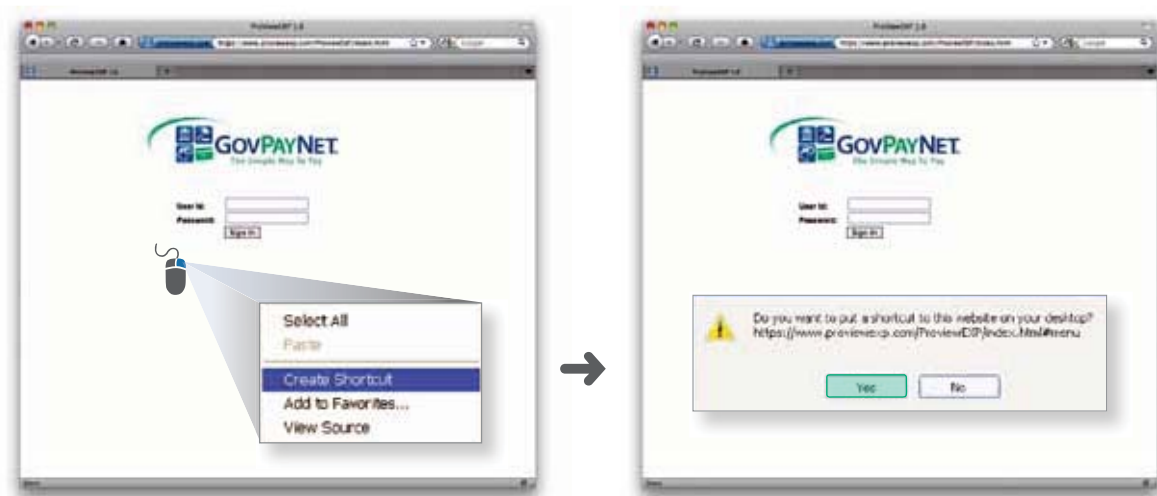# System ReQuirements & Set Up *(continued)*

ProviewEXP Set Up

Step 1: Ensure you have a valid User ID and Password
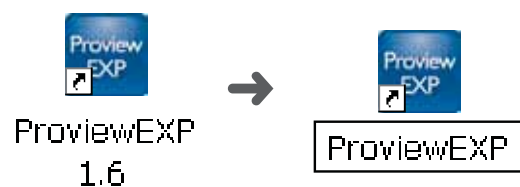ProviewEXP–Employee Logins: (ACTIVE)

Note: Refer To Agency Data Page (Pg. 2) For User ID, Login & Passwords

Step 2: Open Internet Explorer and access the following website:
www.proviewexp.com

Step 3: Right click anywhere on the webpage and select "**Create Shortcut**"

Step 4: Rename the shortcut–**ProviewEXP**

On-Site Payment Processing Using *Gov$wipe*®

With ***Gov$wipe***, agency participants and cardholders have the option to simply swipe a major credit, debit or prepaid debit card to eliminate manual data entry and expedite payment. ***Gov$wipe*** can either be placed behind the counter for agency use or on top of the counter for cardholder convenience. It features a cardholder-facing keypad with a self-swipe option for CVV entry and additional privacy and security.

Accepting Payments With *Gov$wipe*

When a cardholder chooses to make an in-person payment, follow these steps for a successful transaction.

Indicate the Terms of Service (TOS) to the cardholder and give the cardholder the opportunity to review them. Then ask the cardholder if the TOS are acceptable. If the cardholder accepts the TOS, proceed to the next step. If the cardholder does not accept the TOS, advise the cardholder that the payment cannot be made.

Step 1: Click on the "**GovPayNet PLC XXXX**" icon on your desktop.

Step 2: Confirm your agency's information and click "**Continue**."

Step 3: Enter the payment information and click "**Continue**."

Step 4: Verify the payment information is correct and click "**Continue**" (if changes need to be made, select Back to re-enter the information).

Step 5: Enter the payment amount(s) and click "**Continue**."

Step 6: Inform the cardholder of the non-refundable fee for making the payment.

Step 7: The cursor should be located inside the "**First Name**" field appearing at the top of the screen.

Step 7A: If the ***Gov$wipe*** card reader is installed as customer-facing, ask the cardholder to swipe his or her credit or debit card through the card reader. The card must be swiped with the magnetic strip in the down position. It can be swiped in any direction or with the strip on either side.

Step 7B: If the ***Gov$wipe*** card reader is installed to be behind the counter, then ask for the cardholder's credit or debit card to swipe through the card reader.

NOTES:

9

Step 8: Once the card has been swiped, the CVV (security code) should be entered. The CVV is typically a three-digit number found on the back of the card, next to the signature box. On American Express cards, it is the four-digit number located on the front of the card.

Step 8A: For remote bail enabled PLCs, click "**Yes**" to answer the question "**Will the cardholder be present at the facility?**" This question appears before the "**first name**" field.

Step 9: Check the box indicating the cardholder has agreed to the TOS.

As a courtesy, advise cardholders they have the option of receiving an email confirmation of the payment transaction. If a cardholder so requests, check the box next to "**Receive an email confirmation**" and enter the email address in the box provided. Select "**Continue**."

From time to time, you may get a defective card (de-magnetized, damaged strip) that is unrelated to the payment being declined by the card-issuing bank. In these instances, you can first try manually entering the card information in the required fields. If this does not resolve the issue or if at any step in this process you are experiencing issues with swiping the card, contact us at AgencyWebQuestions@GovPayNet.com.

Step 10A: If approved, the screen will display the message "**Payment Processing Successful**." Inform the customer that the payment and service fee will appear on their next card account statement and offer to print a payment confirmation.

To print confirmation, click "**Print This Page.**"

If your agency is set up for **auto-approve**, the payment will automatically be accepted on your behalf.

If your agency is set up for **manual approve**, a record of all payment transactions is available for approval via ProviewEXP. For more details about ProviewEXP, please refer to **Page 14**.

Step 10B: If the payment is declined by the bank that issued the card (insufficient balance, credit limit, card reported lost, etc.), the screen will indicate "**We are not able to process this payment**." To confirm the card information was entered correctly or to try a new card, click the "**Back**" button at the bottom of the page. If the payment still cannot be made, suggest that the cardholder call the issuing bank – GovPayNet cannot assist cardholders whose payment is declined by their bank.

NOTES:

Online Payment Processing

Paying online at **GovPayNow.com** is easy and allows cardholders to pay from anywhere they can log onto the Internet, including the comfort of their own homes.

It's important to let your customers know about the benefits of paying online from anywhere the Internet is accessible, with a credit or debit card. This message should be reinforced by placing the payment link on your public website. Please refer to **Page 23 or 27** for instructions.

You'll notice that when a cardholder makes a payment to your agency through the GovPayNet payment website, the process is as effective as a payment made in person but without the hassle of traditional on-site payments.

Step 1: Cardholders log in to **www.GovPayNow.com** from any computer with Internet access.

Step 2: The cardholder enters the agency's 4-digit Pay Location Code or may choose a payment destination from the drop-down search menu provided.

Step 3: The cardholder selects the name of the agency and payment type (if entering the PLC or using the search menu), confirms agency information, and clicks "**Continue**."

Step 4: Next, the cardholder enters the payment information and clicks "**Continue**." Any fields that are denoted with an asterisk are required to be completed before the cardholder is allowed to proceed to the next screen.

Step 5: The cardholder verifies that the payment information entered is correct and clicks "**Continue**" (if changes are needed, they click the "**Back**" button and enter the correct information).

Step 6: Next, the cardholder will enter the payment amount(s) and click "**Continue**." The screen will show the payment amount, the service fee, and the total amount that the cardholder will be charged.

NOTES:

Online Payment Processing *(continued)*

Step 7: The indicated card information must be entered, and the cardholder must acknowledge having read the terms of service by checking the acknowledgement box.

If the cardholder wants a copy of transaction details by email, they can enter their email address and click "**Continue**" to proceed.

Step 8: If the transaction is approved, the screen will read "**Payment Processing Successful**." GovPayNet will notify the agency of the payment through a method the agency selects at implementation.

The cardholder may print a copy of this transaction for a personal record by clicking "**Print This Page.**"

Step 8A: If the payment is declined by the bank that issued the card (insufficient balance, credit limit, card reported lost, etc.), the screen will indicate "**We are not able to process this payment**."

NOTES:

Payment Processing By Phone

There are three ways for consumers to conveniently pay their obligations by phone.

1.888.604.7888

1.888.604.7888 is the direct, toll-free line to GovPayNet for processing all types of payments.

1.877.EzBail5

1.877.EzBail5 is the number to call for all bail payments. Our "bail hotline" is staffed by dedicated Criminal Justice Payment Specialists trained to expedite payments and answer questions 24/7.

BailCall®

BailCall is a GovPayNet-dedicated, toll-free phone located in booking areas for bail and related criminal justice payments. By simply picking up the receiver, callers are connected to a GovPayNet bilingual Criminal Justice Payment Specialist available around the clock.

NOTES:

ProviewEXP

ProviewEXP is GovPayNet's proprietary online tool for tracking and generating payments and producing reports. ProviewEXP is easy and intuitive to use, and is presented in three sections:

- **Approve Open:** Provides agency users the ability to review and, for those agencies that have selected the Manual Approval option—the ability to approve and/or deny all open transactions from the last 365 days.
- **View Complete:** Allows agency users the ability to view all transactions that have been completed in the past 365 days.
- **Reports & Statements:** Allows agency users the ability to view and print transaction history, reconciliation and payment statements, and the ability to generate and print reports.
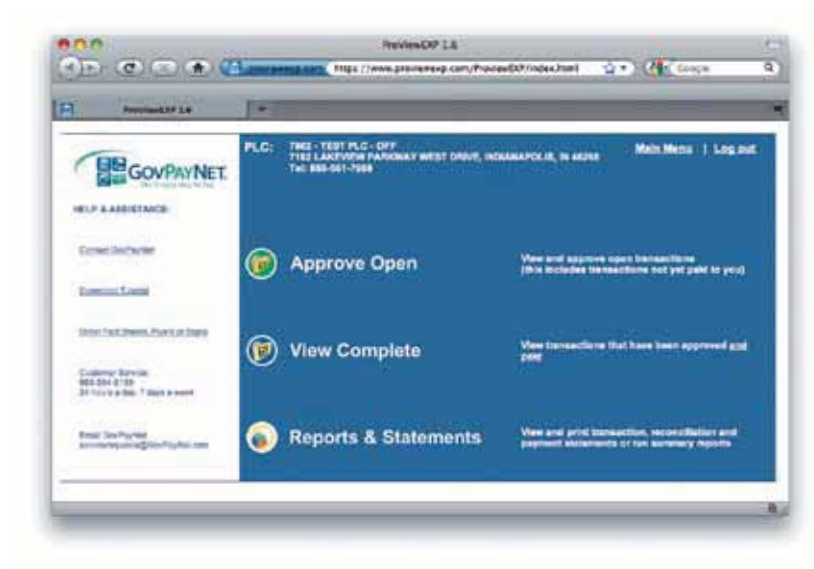
There are three levels of access in ProviewEXP that are determined when your agency signed on with GovPayNet. These levels include;

- **Edit:** Allows users to **accept payments, view transaction details, generate reports and edit transactional information** such as correcting spelling errors, names, case #'s, and other administrative actions necessary for a successful transaction.
- **Approve/No Edit:** Allows users to **accept payments, view details of transactions, and generate reports.**
- **View Only:** Allows users to **view transaction details and generate reports.**

NOTES:

Step-By-Step Guide To View And Approve Transactions

Step 1: Click On The "ProviewEXP" icon on your desktop

Step 2: Click on "Approve Open"

Approve Open allows you to view and approve or reject transactions that are pending payment to your agency.

By clicking on the reference number, you can view details of the payment and verify transaction accuracy.

- **Non-Bail Payments:**

    If payment details are correct, select "**Approve**."

    If incorrect, select "**Add/View Notes**" and enter reason for denying the payment as well as your contact information. A GovPayNet customer service representative will notify you when the request has been completed.

- **For Bail And Related Payments:**

    If payment details are correct, select "**Accept**"

    If incorrect, select "**Deny**"

To approve multiple payments of any type, check the boxes located under "Accept", or you may elect to "Check All" located at the bottom left hand side bar. Then click on the bottom right hand of side bar and click on "Approve Checked."

Notice the Payout Date. If date listed is in Red, this means that funds have been approved, but not yet released. If there is no date listed this means that approval is still required by your agency until funds can be released.

NOTES:

15

Step 3: Click On "View Complete"

View Complete allows system users to view all transactions that have been approved and paid to your agency.

- Under this section, the payout date will be listed in Blue, meaning funds have been released to your agency's account.
- By clicking on the reference number, you can view details of the payment and verify accuracy of the transaction.

NOTE: For "Manual Approve" agencies, the "accepted" and "payout" dates will be listed only after your agency approves the payment.
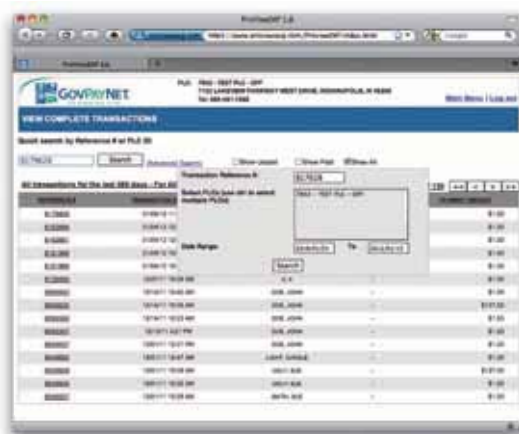
Step 4: Click On "Reports & Statements"

Reports & Statements allows you to view and print transaction history, reconciliation and ACH payment reports.

Some helpful features under this section include:

Transaction History—View and print transaction history within a given frequency - Daily, Weekly, or Monthly

1. Enter Date Range in Field
2. Select Frequency (Daily, Weekly, or Monthly)
3. Select Payment Method (Call Center or Web, or Both)
4. Get History
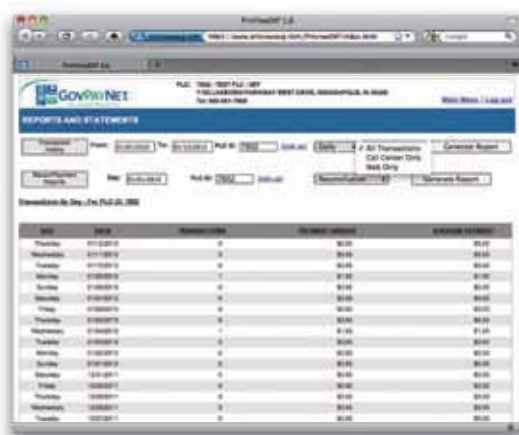
Transaction reports will break down data in chronological order allowing you to see:
1. Number of transactions per day
2. Payment subtotals per day, week, or month
3. Total payment per day, week or month

To print this report, right click and select print, or click the printer icon on the top page of your browser.

NOTES:

STEP 5: CLICK ON "RECONCILIATION REPORT"

Reconciliation Report will show any transaction activity during the last 24 hours–from midnight to midnight Eastern Standard Time–and any OPEN transactions that require your approval before payment is released. This report is available by fax, by email or via FTP (File Transfer Protocol)—after 4 a.m. Eastern Standard Time.
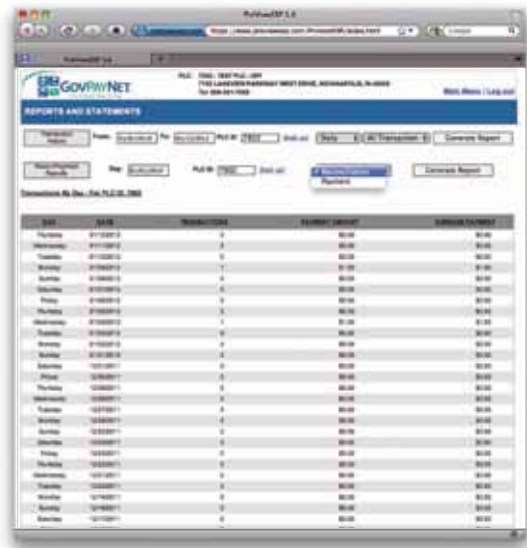
STEP 6: CLICK ON "PAYMENT REPORT"

Payment Report will show you ACH Transfers deposited into your agency's bank account–including breakdowns by total Transactions, Transaction Date, Name, Payment Amount, and Reference #.

To run either the **RECONCILIATION REPORT** or **RAYMENT REPORT:**
1. Enter Date
2. Select Report Type (Reconciliation or Payment)
3. Click on "**Generate Statement**"

To print the report, right click and select print, or click the printer icon on the top page of your browser.

NOTES:

Bail Agency: PON Support

Our goal at GovPayNet is to create memorable communications that simply and effectively communicate that GovPayNet is a pretrial services provider here to support your criminal justice process.

GovPayNet provides participating agencies with a variety of outreach and awareness materials—from posters to counter cards, to magnets, to buckslips—that help educate consumers and encourage use of the GovPayNet alternative for paying obligations to government.

Point-of-Need materials are printed and supplied to partner agencies and should be prominently displayed throughout your agency. These materials include:

Counter Cards:

Onsite Bail with Easel Back
Dimensions: 8.5" x 11"

Onsite Bond with Easel Back
Dimensions: 8.5" x 11"

Tear Pads:

Bail Tear Pad
Dimensions: 6" x 4"

Reverse of Bail Tear Pad

By Phone Bail with Easel Back
Dimensions: 8.5"x 11"

3 Ways To Pay with Easel Back and Tear Pad
Dimensions: 8.5" x 11"

Bond Tear Pad
Dimensions: 6" x 4"

Reverse of Bond Tear Pad

Bail Agency: PON Support *(continued)*

Miscellaneous:

Gov$wipe Header Sleeve

Gov$wipe Magnet

*Example of **Gov**$wipe Header Sleeve and **Gov**$wipe Magnet in Use*

BailCall Phone Surround
Dimensions: 8.5" x 11"

Example of Phone Surround on the BailCall Phone

Misdemenor Bail Insert/Buckslips
Dimensions: 3.7" x 8.5"
Languages: English/Spanish

Payment Icon Cling
Dimensions: 3" x 5", 4" x 6"

Posters:

By Phone Bond Payment Poster
Dimensions: 8.5" x 11"

Onsite Bail Poster
Dimensions: 8.5" x 11"

Onsite Bond Poster
Dimensions: 8.5" x 11"

3 Ways To Pay Bail Poster
Dimensions: 8.5" x 11", 13.375" x 17"
Languages: English/Spanish

3 Ways To Pay Bail Poster
Dimensions: 8.5" x 11", 13.375" x 17"
Languages: English/Spanish/Polish

CALIFORNIA ONLY
Misdemeanor Bail Poster
Dimensions: 8.5" x 11"
Languages: English/Spanish

CALIFORNIA ONLY
Misdemeanor Bail Poster
Dimensions: 8.5" x 11"
Languages: Vietnamese/Chinese/Tagalog

Bail Agency: Online Tools

In addition to printed materials, GovPayNet offers a variety of online tools to assist you in announcing to the public that the new GovPayNet payment option is available. These "Media Kit" and "Website Upgrade" materials include:

Fact Sheet

Press Release

Landing Page Sample

Online Payment Buttons

Bail Agency: Keys to Success

There are a few simple steps you can take to help maximize successful utilization of the GovPayNet service.

These are essential steps for raising public awareness.

- **FIRST, ALWAYS OFFER CREDIT AND DEBIT CARDS AS A PAYMENT OPTION.**
  This is the most convenient means of payment for most everyone, including your agency.

- **INCLUDE THE GOVPAYNET PAYMENT OPTION LINK ON YOUR PUBLIC WEBSITE.**
  To incorporate the link, access the GovPayNet Website Update Kit for easy instructions.

- **KEEP IN MIND** the best access points for engaging with potential GovPayNet users include not only promoting GovPayNet on your public website, but also displaying posters, counter cards and other promotional materials at visible locations within your facility, such as payment windows, booking areas and intake processing areas within your agency and others, like the public defender's office or pretrial services agencies.

- **AND FINALLY, SPREAD THE WORD. CONSIDER:**
  - Include advisories in a public newsletter or on your public access channel
  - Making GovPayNet information available at local public events–such as festivals, blood drives, recycling campaigns and other high-traffic venues.

- **TAKE ADVANTAGE OF EACH AWARENESS OPPORTUNITY,** and if you run low on our materials, don't worry–we'll gladly send more!

You can request additional GovPayNet marketing, outreach, and awareness materials by visiting **GOVPAYNET.COM,** by calling us at **888.561.7888** or by emailing **PON@GOVPAYNET.COM**.

Non-Bail Agency: PON Support

Our goal at GovPayNet is to create memorable communications that simply and effectively serve your agency and its constituents.

GovPayNet provides participating agencies a variety of outreach and awareness materials—from posters to counter cards, to magnets, to buckslips—that help educate consumers and encourage use of the GovPayNet alternative for paying obligations to government.

Point-of-Need materials are printed and supplied to partner agencies and should be prominently displayed throughout your agency. These materials include:

Counter Cards:

Onsite Non-Bail with Easel Back
Dimensions: 8.5" x 11"

Onsite Non-Bail with Easel Back
Dimensions: 8.5" x 11"

Payment Insert
Dimensions: 3" x 5.5"
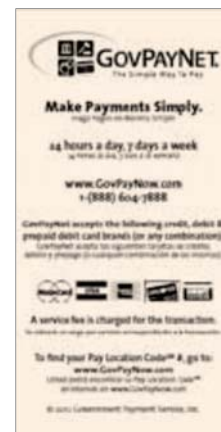
Miscellaneous:

Gov$wipe Header Sleeve

Gov$wipe Magnet

Example of **Gov$wipe** Header Sleeve and **Gov$wipe** Magnet in Use

Posters:

Make Payments Here Poster
Dimensions: 8.5" x 11"

Make Payments By Phone Poster
Dimensions: 8.5" x 11"

Make Payments Simply Poster
Dimensions: 8.5" x 11"

Pay Taxes Here Poster
Dimensions: 8.5" x 11"

Pay Taxes By Phone Poster
Dimensions: 8.5" x 11"

Pay Taxes Online Poster
Dimensions: 8.5" x 11"

Non-Bail Agency: Online Tools

In addition to printed materials, GovPayNet offers a variety of online tools to assist you in announcing to the public that the new GovPayNet payment option is available. These "Media Kit" and "Website Update" materials include:

Fact Sheet
- Criminal Justice
- Taxes & Utilities

Press Release
- Criminal Justice
- Taxes & Utilities

Fact Sheet (Taxes & Utilities)

Fact Sheet (Criminal Justice)

GovPayNet®
We Make Payment Simple.

What Is GovPayNet:
GovPayNet is a category leader in processing card payments in the criminal justice field to government agencies. More than 1,400 agencies in 40 states rely on GovPayNet to process payments from nearly a million consumers annually.

GovPayNet provides a convenient way to make timely payments on a wide range of obligations, including: **court fines & costs, traffic tickets, child support, cash bail/bond, real estate & property taxes, utility payments and more.** For the convenience of both consumers and agencies, GovPayNet accepts the major credit, debit and prepaid debit card brands, including: MasterCard®, Visa®, American Express® and Discover®.

Why GovPayNet:
GovPayNet's status as merchant-of-record for bail and other, related payments in the criminal justice field gives us unique perspectives and abilities in the pre- and post-trial services area. GovPayNet's payment network provides many benefits to both consumers and government agencies, including:

- GovPayNet handles all cardholder calls and inquiries about issues with payments
- Three ways to pay: on-site, online or by phone
- Dedicated, bilingual Criminal Justice Payment Specialists on call 24/7
- Safe & Secure – GovPayNet uses an all-Internet, PCI Level 1-rated technology that keeps the cardholders info off the agency's system and safeguarded by ours
- Patent-pending technologies, including GovSwipe® for on-site payments
- The major Credit, Debit and Prepaid Debit Card brands accepted – GovPayNet processes payments through the major credit card companies on behalf of consumers to government agencies. This gives consumers the freedom and flexibility to pay when, where and how they want

Cost:
There are no charges to government agencies for participation in the GovPayNet service. Cardholders pay a service fee at the time of their transaction.

Where:
GovPayNet's corporate offices are located at 7102 Lakeview Parkway West Drive, Indianapolis, Indiana 46268.

For more information, contact Debby Dengel (317) 713-6554.

Press Release (Taxes & Utilities)

Press Release
For Immediate Release

More Information:
Debby Dengel (317) 713-6654

Press Release (Criminal Justice)

Press Release
For Immediate Release
Date

More Information:
Debby Dengel (317) 713-6554

(Agency Name) Announces Credit & Debit Card Payment Options for Fines & Fees

Beginning (day/date), consumers who wish to make payments to (agency name) using credit and debit cards may do so through GovPayNet. GovPayNet accepts the major credit, debit and prepaid debit card brands for payments twenty-four hours a day, seven days a week on-site, online (www.govpaynow.com) or by phone (1-888-604-7888). Cardholders can make payments on their own behalf or on behalf of friends or family. They need only have some basic information regarding the payment, easily provided by (agency name). For added convenience, GovPayNet's dedicated, bilingual Criminal Justice Payment Specialists are available around the clock should cardholders require additional help.

Cardholders pay a service fee to GovPayNet at the time of their transaction. There are no charges to (agency name) for participation in the GovPayNet service. Improving the convenience of taxpayer transactions with (agency name) means more frequent and timely payments, improved services and reduced taxpayer expenses.

"Consumers won't have to wait until they can get to a bank to bring in cash or a certified check," according to (agency official, title), "increasing our efficiency in receiving payments."

GovPayNet accepts MasterCard®, Visa®, American Express® and Discover®. "GovPayNet differs from other companies because we are a merchant for bail and other, re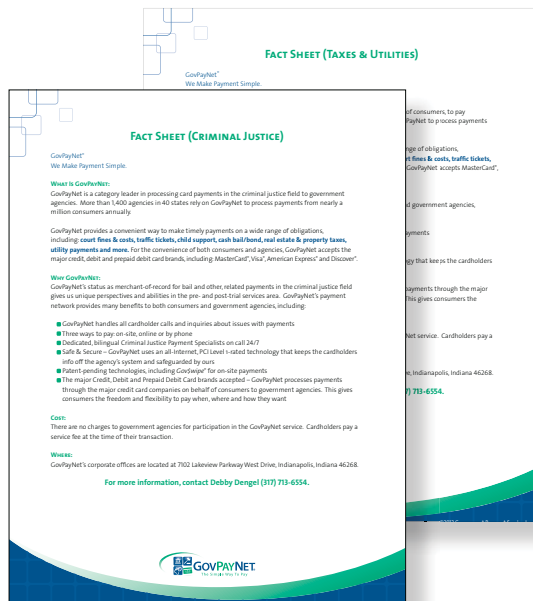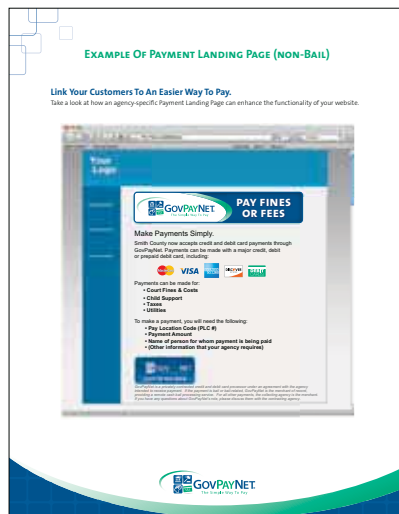lated payments in the criminal justice field," says Mark Mackenzie, CEO of GovPayNet. "Each business day, we reconcile the previous day's payments with the government office and then electronically forward the full payment to the agency's bank account. We also handle all cardholder calls and inquiries about issues with payments," he added.

GovPayNet, based in Indianapolis, is the category leader in accepting credit and debit card payments, in the criminal justice field, on behalf of consumers, to government agencies. More than 1,400 agencies in over 40 states rely on GovPayNet to process payments from nearly a million consumers annually. In 2011, GovPayNet processed over $140 Million in payments to government agencies. Making GovPayNet available to consumers is an excellent opportunity for (agency name) to be at the forefront in offering a convenient, flexible way to pay their government obligations and improve services.

**For more company information, visit the website at www.GovPayNet.com
or call GovPayNet toll-free at (888) 561-7888.**

Landing Page Sample

Example Of Payment Landing Page (non-Bail)

Link Your Customers To An Easier Way To Pay.
Take a look at how an agency-specific Payment Landing Page can enhance the functionality of your website.

Online Payment Buttons

Home Page & Payment Page Button Options (Non-Bail)