

RESOLUTION NO. R15-631

A RESOLUTION TO ENTER INTO AN AGREEMENT WITH COURTWARE SOLUTIONS, INC. TO ADD GOVERNMENT WINDOW PAYMENT SOFTWARE AT OUR MUNICIPAL COURT

WHEREAS, the City of Stockbridge ("City") is a municipal corporation duly organized and existing under the laws of the State of Georgia and is charged with being fiscally responsible concerning the use and expenditure of all public funds, and

WHEREAS, the City currently utilizes Courtware as our court software provider, and;

WHEREAS, Courtware has recently partnered with Government Windows to provide enhanced payment options for the City's court staff, which will allow citizens to make payments by phone, online, or in person; and,

WHEREAS, this new feature Interactive Voice Response (IVR) will give citizens greater options for making payments, and greatly reduce our current call volumes, and;

WHEREAS, there would be no additional cost to the City, as the 4% usage fee would be included in the cost of the ticket, and would replace the current \$3.95 flat fee.

THEREFORE, THE CITY COUNCIL OF THE CITY OF STOCKBRIDGE HEREBY RESOLVES:

SECTION 1. Approval of Agreement. The Agreement attached hereto and made a part hereof as Exhibit A is hereby approved by the City Council.

SECTION 2. Public Record. This document shall be maintained as a public record by the City Clerk and shall be accessible to the public during all normal business hours of the City of Stockbridge.

SECTION 3. Authorization of Execution. The Mayor is hereby authorized to sign all documents necessary to effectuate this Resolution.

SECTION 4. Attestation. The City Clerk is authorized to execute, attest to, and seal any documents which may be necessary to effectuate this ordinance, subject to approval as to form by the City Attorney.

SECTION 5. Effective Date. This resolution shall become effective immediately upon its adoption by the Mayor and City Council of the City of Stockbridge as provided in the City Charter.

SO ORDAINED this 9th day of March, 2015.

Alphonso Thomas
ALPHONSO THOMAS, Mayor Pro Tem

ATTEST:

Vanessa Holiday (SEAL)
VANESSA HOLIDAY, City Clerk

APPROVED AS TO FORM:

Michael Williams
MICHAEL WILLIAMS, City Attorney





**COURTWARE SOLUTIONS
GOVERNMENTWINDOW™ PAYMENTS**



Courtware is very excited to announce a strategic partnership with Government Window LLC to bring you the very best in online, phone, and in-person payments. Courtware's GovernmentWindow™ can provide you with advanced city or county-wide payment solutions at no additional cost to your office, with the highest security in the industry, and with no recourse to you for losses. You can expect an easy-to-use consumer experience, while generating substantial efficiencies for your office. There is no cost or obligation for this service and it can be canceled at any time with thirty (30) days notice.

To start the process for your city or county, please fill out the contact information below, sign the form at the bottom, then email or fax the signed form to the number listed at the bottom. Please be sure to attach a voided check or letter from your bank listing your routing number and account number, so we know where to automatically deposit your collected payments.

1. COURT CLERK CONTACT INFORMATION:

Name: Anita R Gunnoe
 Phone: 770-389-7906
 Email: agunnoe@cityofstockbridge-ga.gov
 Address: 4602 North Henry Blvd, Stockbridge, GA 30281
 Primary court phone: 770-389-7906
 Web address (if any): www.cityofstockbridge.com

2. ACCOUNTING CONTACT INFORMATION:

Name: Linda Nabers
 Phone: 770-389-7900
 Email: lnabers@cityofstockbridge-ga.gov

3. IT CONTACT INFORMATION:

Name: Jason Alexander-Total Tech Group
 Phone: 912-531-0476
 Email: jalexander@totaltechgroup.com

4. APPROVED BY:

Name: Michael Harris
 Title: City Manager
 Phone: 770-389-7900
 Email: mharris@cityofstockbridge-ga.gov
 Signed: _____
 Date: _____

_____ I have attached a voided check or bank letter for deposits of transaction funds.

COURTWARE SOLUTIONS INC/ by GovernmentWindow™
 Please scan and email to governmentwindow@courtware.com or fax to 1.877.224.1728

Please send three (3) card readers with order. *Aug*

GovernmentWindow™ - Interactive Voice Response (IVR) System

GovernmentWindow™ offers an IVR (Interactive Voice Response) system for automated ticket information and phone-based payments. Every GovernmentWindow™ customer gets their own toll-free IVR phone number, so callers only need to know their drivers license number, ticket number, and credit card information (i.e. no jurisdiction code required).

Below is a test IVR phone number and a few scenarios to try, which uses Cherokee County test data that can be verified online at <https://cherokee.demositegw.com/ticket.html>.

- Call toll-free **1-866-751-8029** and enter 1 for English or 2 for Spanish
- Example 1 - No Unpaid Tickets
 - You enter: Driver's License # 777888999, Last 4 digits of ticket # 7777
 - You hear: "no tickets were found" message (because tickets are already paid)
- Example 2 - Must Appear
 - You enter: Driver's License # 987654321, Last 4 digits of ticket # 5555
 - You hear: Court date = 09/30/2013 and "you must appear in court" message
- Example 3 - Can Pay by Phone
 - You enter: Driver's License # 123456789, Last 4 digits of ticket # 1111
 - You hear: Court date = 09/30/2013 and amount due = \$700.00, then 3 options to repeat info, pay by phone, or pay online

What IVR means for your office is that people can now call this number, any time night or day, and get court dates, ticket amounts, and even pay by phone, in English or Spanish. Our testing has shown that roughly 4 out of every 10 callers just wants to know their court date, ticket amount, or your address.

For maximum effect, this number can be part of your court messaging strategy. For example, if your traffic tickets have a phone number for the court listed, you could add this IVR number as Option 1 for callers. Here are some suggested messages:

- For regular hours

Thank you for calling the <customer name> court. If this is an emergency, please hang up and dial 911. To help direct your call, please listen to the new options available. For automated traffic ticket information, including court dates and fine amounts, and the ability to pay over the phone, please press 1 or visit <online payment site>. To speak with a clerk, press 2. For information in Spanish, press 3 and for directions, press 4. Thank you for calling.
- For after hours

Thank you for calling the <customer name> court. If this is an emergency, please hang up and dial 911. Our offices are currently closed and although some services are available, we are unable to take messages on this line. For automated traffic ticket information including court dates, fine amounts and the ability to pay by phone, press 1 or visit <online payment site>. For information in Spanish, press 3, and for our office address, press 4. Thank you for calling.

If your phone system does not support options that forward to other phone numbers, then we suggest you say the IVR phone number as part of your voice message. For example:

Thank you for calling the <customer name> court. If this is an emergency, please hang up and dial 911. For automated traffic ticket information, including court dates and fine amounts, and the ability to pay over the phone, please call <IVR phone number> or visit <online payment site>. Otherwise, please leave your message at the tone and we will return your call as soon as possible during normal business hours. Thank you for calling.

New! IVR Reduces Court Calls by 40%

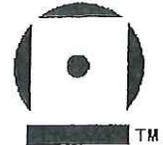
FREE Upgrade Includes IVR for Court with Phone Payments

To request information contact us at: governmentwindow@courtware.com



COURTWARE

Government Software Solutions



Courtware is very excited to announce a partnership with Government Window LLC in 2014 to bring you the very best in phone, online and face-to-face payments. "Courtware's Government Window" can provide you with advanced city and county-wide payment solutions at no additional cost to your agency.

Credit Card Payments

- No processing costs for your government agency
- Accept Credit and Debit cards on-line and/or Credit, Debit & PIN Debit cards in-person at your payment windows
- Increase collections of city or county-wide payments including tax and non-tax payments
- Highest level of cardholder data security with SSL secure online transactions. PCI compliant solution.
- Fees to consumers are competitive with or lower than many other payment service providers

IVR Features & Benefits

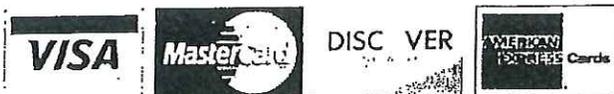
- Up to 40% reduction in telephone calls
- IVR (integrated voice response) system in English and Spanish
- Inbound IVR callers can get court dates, times, amount of fines, and make payments by phone
- IVR operates 24 / 7 to serve your customers even when your office is closed
- Fully integrated with Courtware's VCMS Court Management System

Accept Payments City & County-Wide

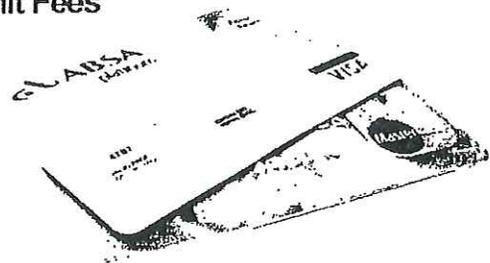
Streamline Your Payment Services

- ✓ Tax Payments
- ✓ Court Fines
- ✓ Utility Bills
- ✓ License Fees
- ✓ Permit Fees

We make it
easy for you
to streamline
your
payments.



Payment processing made simple



Call for More Information: Toll Free: 1-866-530-1452
COURTWARE.COM

02/25/2015 Chk #: 10432
AMOUNT
70.55

~~XXXXXXXXXX~~
ACCOUNT # SERVICE ADDRESS
001-06700-007 ~~113 OAKLAND BLVD STOCKBRIDGE GA 30281~~

VOID

CHECK TOTAL 70.55



City of Stockbridge
4640 North Henry Blvd
Stockbridge, GA 30281

SUNTRUST BANK
4986 North Henry Blvd
Stockbridge, GA 30281
64-79/611

Chk #: 10432

CHECK DATE
02/25/2015

PAY THE AMOUNT
\$70.55

PAY ---Seventy Dollars and 55/100 Cents---

TO THE ORDER OF
~~MARTHA J STEPHENS~~
~~113 OAKLAND BLVD~~
~~STOCKBRIDGE, GA 30281~~

VOID

⑈ 10432⑈ ⑆0610001041⑆ ⑈0008800628524⑈

02/25/2015 Chk #: 10432
AMOUNT
70.55

~~MARTHA J STEPHENS~~
ACCOUNT # SERVICE ADDRESS
001-06700-007 ~~113 OAKLAND BLVD STOCKBRIDGE GA 30281~~

VOID

CHECK TOTAL 70.55