

Questions and Answers – Electronic Payments RFP – Port of Port Angeles

1. What is an On Behalf Of (OBO) payment example?

An OBO payment is when a Port customer calls, gives their credit/debit/ACH information to a Port employee and asks/expects the Port employee to input the electronic payment transaction on the customer's behalf.

2. a. How did you arrive at 1,000 and 2,000 transactions count estimates in B-2?

The Port wanted to get an idea of how transaction costs varied with volume – that is all.

b. Is this based on current slip or guest visits?

No (but see 2d. below).

c. Are gas dock payments expected, or are those paid with a card-present when the gas is dispensed?

We expect customers will use their personal credit/debit cards to pay for gas via the proposed electronic payments system.

d. Do you have some listing of the types of payments we might expect?

| Port of Port Angeles Income Types | | | |
|-----------------------------------|-------------|---------|----------------|
| | | Average | Potential |
| | Number | Invoice | Monthly |
| Department | of invoices | Amount | Revenue |
| Moorage | 215-300 | \$331 | \$99,300 |
| Hangar rental - FIA | 51-63 | 167 | 10,521 |
| Hangar rental - Sekiu | 13 | 65 | 845 |
| Rental Property - FIA | 6 | 701 | 4,206 |
| Hangar pad rental - FIA | 8 | 1,215 | 9,720 |
| Property rental - Sekiu | 1 | 500 | 500 |
| Rental Property - MT/LY | 9 | 2,775 | 24,975 |
| Rental Property - Commercial | 37-40 | 5,335 | <u>213,400</u> |
| | | | \$363,467 |

3. a. Does the Port now have any online customer transaction based system similar to what you are describing in Sec. 5.1.2?

No, but we are currently working with Progressive Systems Solutions to add a bill pay customer portal to our website in the next few months. The electronic payments solution will need to integrate with the newly-developed bill pay customer portal.

- b. Does your accounting system (MS Dynamics SL 7.0 SP...) provide API access directly to the vendor for pulling all the billing, payment history, etc. data outlined in 5.1.2, or do you anticipate providing this in a daily batch FTP type upload to the vendor?**

Currently, our accounting system does not provide API access directly. We are considering working with Sandler-Kahne Software which has an AP module designed for Microsoft Dynamics SL that would give us this capability.

- c. Are your bills now available in PDF format or is this just data that needs to be formatted?**

It is data that needs to be formatted.

- 4. Please list services/goods that Port expects customer to pay through selected vendor.**

See answer to question 2d above.

- 5. What type of payment processing equipment is the Agency currently utilizing?**

The Port currently does not accept electronic payments with the exception of Chevron credit card processing for fuel payments at its John Wayne Marina (JWM).

- 6. Please provide the annual number of transactions per product by office for 2011 and 2012.**

See answer to question 2d above for number of transactions for a typical month in 2012.

See table below for number of transactions for a typical month in 2011:

| Port of Port Angeles Income Types - 2011 | | | |
|---|-------------|---------|----------------|
| | | Average | Potential |
| | Number | Invoice | Monthly |
| Department | of invoices | Amount | Revenue |
| Moorage | 250-300 | \$335 | \$100,500 |
| Hangar rental - FIA | 44-63 | 161 | 10,143 |
| Hangar rental - Sekiu | 12 | 103 | 1,236 |
| Rental Property - FIA | 8 | 762 | 6,096 |
| Hangar pad rental - FIA | 6 | 571 | 3,426 |
| Property rental - Sekiu | 1 | 500 | 500 |
| Rental Property - MT/LY | 10 | 2,821 | 28,210 |
| Rental Property - Commercial | 30 | 3,443 | <u>103,290</u> |
| | | | \$253,401 |

7. Please provide the average annual transaction dollar amount per product by office for 2011 and 2012.

See answers to question 2d and 6 above.

8. Please provide the high and the low annual transaction dollar amounts per product by office for 2011 and 2012.

The chart below shows typical monthly highs and lows for 2012. The numbers for 2011 are very similar.

| Port of Port Angeles Income Types - 2011/2012 | | |
|---|---------|---------|
| | Monthly | Monthly |
| | Invoice | Invoice |
| Department | Low | High |
| Moorage | \$130 | \$584 |
| Hangar rental - FIA | 50 | 275 |
| Hangar rental - Sekiu | 38 | 175 |
| Rental Property - FIA | 180 | 3,500 |
| Hangar pad rental - FIA | 465 | 685 |
| Property rental - Sekiu | 500 | 500 |
| Rental Property - MT/LY | 170 | 14,500 |
| Rental Property - Commercial | 365 | 26,000 |

9. With regards to checks, what is the non-sufficient percentage annually?

Less than 0.5%.

10. Are payments blind or validated currently?

The Port currently does not accept electronic payments (with the exception noted in 5. above)

11. What is the implementation timeline?

Four to six weeks after contract finalization.

12. Does the Port have any interest in POS payments? If yes, how many terminals are required by location?

Possibly two: one at our John Wayne Marina and one at our Administrative Offices building.