

SALES INFORMATION					
IC Sales Rep	Preston Flowers			Vertical	Utility
Order Date	12/14/2022		Billing Software	Harris - Advanced	

BILLER INFORMATION					
Ownership Type	Government		Phone	(816) 325-7437	Fax
Legal Name	City of Independence		Website URL	http://www.ci.independence.mo.us/	
Address 1	111 East Maple Avenue		Bus. Open Date	3/29/1827	
Address 2			Federal Tax ID	44-6000190	
City	Independence		<i>*Federal Tax ID and Legal Name must match on all documents</i>		
State	MO	ZIP			

BILLER CONTACT					
Primary Contact Name	Cindy Gray				
Phone	(816) 325-7078				
Email Address	cgray@indepmo.org				

SIGNING AUTHORITY					
Name	Cindy Gray			Title	CFO
Phone	(816) 325-7078	Fax		Email Address	cgray@indepmo.org

BILLER BANK ACCOUNT (FOR INVOICE CLOUD AND NETWORK FEES, AND AS PROVIDED IN THE BILLER AGREEMENT)					
Note: Must include voided business check or bank letter for each unique account					
Billing Method	Direct Debit		Last 4 Acct #		
Routing #					

PAYMENT METHODS ACCEPTED	
Payment Methods	[American Express] [VISA/Mastercard/Discover] [ACH/EFT]

BILLER PRICING (see Invoice Type Parameter Sheet(s) for invoice-type-specific pricing)*			
Description	Interval	Cost Type	Cost
Billor Portal Access Fee	Monthly	Fixed (\$)	\$0.00
Credit Card - Chargeback Fee Submitter	Per Transaction	Fixed (\$)	\$10.00
EFT - ACH Reject Fee Submitter	Per Transaction	Fixed (\$)	\$10.00
Invoicing - Invoice Presentment For Paperless Customers	Per Transaction	Fixed (\$)	\$0.10
Invoicing - Outbound Campaigns - Call	Per Transaction	Fixed (\$)	\$0.10
Invoicing - Outbound Campaigns - Email	Per Transaction	Fixed (\$)	\$0.10
Invoicing - Outbound Campaigns - Text	Per Transaction	Fixed (\$)	\$0.10

HARDWARE	

Card Reader Type		Quantity		Cost per Reader		
Card Reader				Billing Interval	Monthly	
Shipping Address (if different than location address)						

DATA RETENTION		
Months to Keep	24	*Additional Fees apply if greater than 24 months

IMPLEMENTATION CHARGES			
Description	Interval	Cost	
Implementation (per SOW)	One-Time	\$0.00 (WAIVED)	

NOTES/SPECIAL HANDLING
In the event that the City of Independence requests to transition from its current convenience fee pricing structure to an absorbed fee pricing structure for those payment processing fees applied to its Utility billing department, Invoice Cloud and City of Independence understand and acknowledge that City of Independence shall reserve the right to avail itself of those payment processing rates exclusive to an absorbed fee pricing structure that are set forth in that certain Vertosoft LLC Technology Solutions Products and Services Contract No. 220105 (TIPS co-operative agreement with end date of May 31, 2027).

[signature page follows]

CERTIFICATION AND AGREEMENT

- A. By signing below, the Biller hereby ratifies its authorization for Invoice Cloud, Inc. ("Invoice Cloud") to execute debit/credit entries to the Biller Bank Account(s) indicated above at the depository financial institution(s) named above and to debit/credit the same such account(s). The Biller acknowledges that the origination of ACH transactions to its account(s) must comply with the provisions of U.S. law. This authority is to remain in full force and effect until (i) Invoice Cloud has received written notification (by electronic or U.S. mail) from the Biller of its revocation in such time and manner as to allow Invoice Cloud a reasonable opportunity to act on it, but not less than 10 business days notice; and (ii) all obligations of the Biller to Invoice Cloud that have arisen under this Agreement and all other agreements have been paid in full. The Biller must also notify Invoice Cloud, in writing, (by electronic or U.S. mail) when a change in Biller Bank Account account number(s) or bank has occurred at which time this authorization shall apply to such new/changed Biller Bank Account. This notification must be received no less than 10 business days in advance of any change. A fee will be charged for any returned or rejected ACH debits.
- B. By signing below, the Biller named: (1) has read, agreed to, ratifies the Biller Agreement, Biller T+Cs (referenced in the Biller Agreement) and other Order Forms previously executed by the Biller, and (2) certifies to Invoice Cloud that he/she is authorized to sign this Order Form; (3) certifies that all information and documents submitted in connection with this Order Form are true and complete; (4) authorizes Invoice Cloud or its agent to verify any of the information given, including credit references, and to obtain credit reports ; (5) agrees to pay the Monthly Access Fee through the last day of the month following the effective date of termination as provided in the Billing Agreement; (6) agrees that Biller and each transaction submitted will continue to be bound by the Order Form and the Biller Agreement in its entirety and any new agreement forms executed herewith; (7) agrees that Biller will submit transactions only in accordance with the information in this Biller Order Form and Biller Agreement and will immediately inform Invoice Cloud, by email (contracts@invoicecloud.com) if any information in this Order Form changes, and (8) In the event of non-payment of any sums due, Invoice Cloud reserves the right to withdraw such sums from the Biller Bank Account at any time to ensure payment of the same.
- C. Pay by Text: Standard data rates and text messaging rates may apply based on the payer's plan with their mobile phone carrier. Payer can opt out of text messaging at any time with Invoice Cloud. Partial payment or overpayment is not supported. Biller may not use the service for activities that violate any law, statute, ordinance or regulation.
- D. This Biller Order Form will become effective only when signed by Invoice Cloud.

In WITNESS WHEREOF, the parties have executed this Agreement as of this day

Accepted by Biller:

X

Corporate Officer/Authorized Official

Cindy Gray

Printed Name

CFO

Title

Accepted by Invoice Cloud, Inc.:

X

Corporate Officer

Kevin W. O'Brien

Printed Name

President

Title