

LYNNVILLE TOWN COUNCIL
MAY 1, 2018 MEETING AGENDA

CALL TO ORDER: PLEDGE OF ALLEGIANCE

APPROVAL OF MINUTES: APRIL 17, 2018

APPROVAL OF CURRENT BILLS: APRIL 18, 2018 THROUGH MAY 1, 2018

OLD BUSINESS:

NEW BUSINESS: BETH BLAIR/RUTH SHIGLEY, PARK LOT ON DEER LANE

FIRE TRUCK DELIVERY NEXT WEEK

UPDATE ON WATER/WASTEWATER OPERATOR

Commonwealth bills 28,770.48

ADJUSTMENTS:

REPORTS: MIKE RUEDLINGER, WATER/SEWER

SARAH KOLLEY, PARK

BRYAN FLOWERS, TOWN MARSHALL

J. WM. BRUNER, ATTORNEY

CORRESPONDENCE:

ADJOURNMENT:

NEXT MEETING WILL BE HELD MAY 15, 2018 AT 6:00 P.M.

ANY AND ALL OTHER BUSINESS TO PROPERLY COME BEFORE THE LYNNVILLE TOWN COUNCIL

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LYNNVILLE TOWN COUNCIL

MAY 1, 2018 – 6 P.M.

PRESENT: Doris Horn, Eric Erwin, Stacy Tevault, J. Wm. Bruner and Sherry Jones

Doris opened the meeting at 6:00 p.m. and asked everyone to stand for a moment of silence and to join in the Pledge of Allegiance to the flag.

Doris asked everyone if they had looked at the minutes for April 17, 2018 and if they had any additions or corrections. There being none, Stacy made a motion to accept the minutes as presented for April 17, 2018. Eric seconded the motion. All voted aye. Motion carried.

Doris asked everyone if they had looked at the bills presented for payment. Eric had a question for Mike about Gourley's bill for the work done out on West 68. Mike told him that when the hydrant was put in years ago it was not connected properly and Gourley and his son had to hand dig it out to repair it properly. There being no further questions regarding the bills, Eric made a motion to pay the bills presented for April 18, 2018 through May 1, 2018. Stacy seconded the motion. All voted aye. Motion carried.

Doris asked all if they had looked at the delinquent water bills. Stacy made a motion to turn off the water for everyone that has not paid by the due date. Eric seconded the motion. All voted aye. Motion carried.

Beth Blair and Ruth Shigley appeared before the board. Beth Blair is selling her personal property at 414 Deer Lane to Mrs. Shigley. Doris asked if Mrs. Shigley had read the lease and understood it. She said she did. Eric made a motion to cancel the Blair lease and approve a new lease for Ruth Shigley. All voted aye. Motion carried. Beth Blair signed her cancellation of lease and the Shigley lease will be signed at LNB Community Bank tomorrow at the closing. Mrs. Shigley paid her \$100.00 water meter deposit. She will turn in her lease payment at the bank tomorrow at the closing.

Stacy said we can expect delivery of the new fire truck sometime next week. She talked to Steve Gaines and Bernie Zielinski and gave them the information. Steve is the Assistant fire chief and treasurer for the fire department and Bernie Zielinski is the Chairman of the Fire Territory Advisory Board. Doris said she will try to contact the news as soon as we receive word of the exact date the truck will be delivered.

Doris gave an update on the new water/wastewater operator. They have conducted interviews and they have a candidate they would like to hire. They have asked Mr. Bruner to prepare a written contract guaranteeing us at least two years of service after he has managed to get his credentials. He told the board that he could either get the credentials through USI or Ivy Tech. They have classes for

these courses once every 6 months. Mr. Bruner will prepare the paperwork. Eric made a motion to hire Stephen Balles as the new Operator and he would like for Doris to notify him tonight, if possible, or tomorrow that we would like him to give his notice to his current employer right away. We would like him to be able to start here by May 15, 2018. Stacy seconded the motion. All voted aye. Motion carried.

Mike Ruedlinger gave the utility report. He says the month has been pretty normal. He said he had to call Charlie Dill because there was a problem with the chlorine system. He told the board again that Gourley had to dig by hand out at the Hwy. 68 problem. This had been put in wrong when it was initially installed. He said he sent an email about a pump at Tecumseh Estates that was purchased in 2007. They had to order a new pump and he said it was just under \$4000.00. Mike said he would also contact IDEM to see what licensing we are going to need for the new hire and if we will need someone to sign off on him until he gets his own licenses. Mike said they may have a temporary license they can get. Mike will check this out. Mike says to get him hired as soon as possible. He said something about a hold harmless letter. Mr. Bruner will work on this. Doris asked Mike to pick up the yard sale signs and store them up at the old town hall building.

Mr. Bruner sent a copy of the letter he wrote to Advanced Disposal about the large trucks that go up to Terry Lane to pick up the trash. Eric asked Mr. Bruner if it would take a lot of trouble to change the letter to say 20,000 lbs gross weight. He said this would be no problem. Doris will get the pictures developed and get them to Mr. Bruner so he will have pictures to send with the letter. Mr. Bruner told Sherry he needed a copy of the engagement letter from the rate consultant. Sherry told him that Jeremy Callahan would be at the office on Friday and he could request that he bring a copy of the letter with him. Sherry gave Mr. Bruner the telephone number and he will talk to him.

Doris asked Mr. Bruner if we could do background checks on new people that are wanting to lease lots at the Lynnville Park. Mr. Bruner said he didn't see a problem with it but we would have to be very specific with what we are checking. Doris told him we are having trouble with residents after they manage to get their leases. We are just trying to have fewer problems.

Mr. Bruner asked if we had had any complaints about the pigs yet. Doris told him we had not at this time. He told her to let him know if this happens.

Eric asked Mr. Bruner if we have lessees that do things that violate their lease, what do we need to do? He has caught someone out there cutting down trees. He kept telling Eric that the trees were blocking his satellite. Eric told him that he can't just cut down trees. Doris said she thinks we need to pursue this matter. He needs to get a letter explaining that he cannot do this. We need to send him a copy of the lease agreement with the page highlighted that addresses this issue. Mr. Bruner asked Sherry to send him a copy of the lease agreement. Doris told him we will get the name, address and a copy of the lease agreement so Mr. Bruner can mail him a letter.

Bill Dove spoke up and said he understands who this is. Doris told him that we would have Mr. Bruner send a letter addressing this issue.

Mike said the Faith water bill was over 14,000 gal. this month. Mike said he tried to explain that if he had one out of four toilets leaking that it doesn't take long for the bill to accumulate. Mike said their meter hub is out by Deer Lane. Their drive is off of Deer Lane and it is a long drive.

Stacy said the town wide yard sale was a big success. She mentioned that Julie Merkel, Jamie Herr and Dakota Marx all helped get it together. They are looking forward to next year.

We talked about the tree that is leaning over at the park. Do we need to have someone do this or could John do this. Eric said he thinks John and Bob can cut the tree down. He will talk to John about it.

We are having a problem with the lift station at Rader's. There is a culvert with leaves and dirt. There is a grate there. Is this a problem for the property owners or the town. The board says it is probably the home owners responsibility. Mr. Bruner said we might want to contact the school corporation. It could be getting stopped up with leaves and dirt from the school.

We have an update on the wastewater project. The job will be put out for bids and they will be opened at a regular meeting in July.

Doris said she got a call from someone about a complaint at the park. Mr. Bruner said it sounds like this is a law enforcement issue. Kirk Tevault said he receives notices all the time about things that happen at the apartments. It gets reported to the Sheriff. If these people complaining to Doris would complain to the Sheriff, we could probably get these people out of the park.

There being no further business, Eric made a motion to close the meeting. Stacy seconded the motion. All voted aye. Motion carried.

Doris noticing there was one more order of business, she opened the May 1, 2018 meeting back up and said we needed a motion to pay Commonwealth. Commonwealth has a bill s totaling \$28,770.48. Eric made a motion to pay the bills totaling \$28,770.48 to Commonwealth Engineers, Inc. for work they have done on the Lynnville Wastewater Project. Stacy seconded the motion. All voted aye. Motion carried.

Eric made a motion to close the meeting. Stacy seconded the motion. All voted aye. Motion carried.

LYNNVILLE TOWN COUNCIL



President



Member

Steve Grant

Member

ATTEST:

Sheridan Jones

Clerk-Treasurer

May 1, 2018

1. Ruth Shipley

2. Bill Dore

3. MIKE RUDOLPH

4. KIRK TEVAUT

5. Beth & Sharon Blair

6.

7.

8.

9.

10.



J. WILLIAM BRUNER

Attorney at Law
316 South Second Street
Boonville, Indiana 47601

Phone (812) 897-2972
Fax (812) 897-2973

FACSIMILE COVER SHEET

DATE: May 1, 2018

TIME:

TO: Sherry Jones

FAX NUMBER: (812) 922-3264

FROM: J. William Bruner

NUMBER OF PAGES: 2 (Including cover sheet)

MEMO/INSTRUCTIONS: RE: Street Damage; Terry Lane.
Sherry:

Here is a letter to Advanced Disposal for review by the Council. If approved, I will put it in the mail tomorrow.

Bill

The information contained in this facsimile message is **ATTORNEY PRIVILEGED AND CONFIDENTIAL INFORMATION** intended only for the use of the individual or entity named herein. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering it to the intended recipient, you are hereby notified that any dissemination, distribution, or copy of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone and return the original message to us at the above address via the U.S. Postal Service should have any questions, or do not receive all of the pages, please call (812) 897-2972.

J. WILLIAM BRUNER

*Attorney at Law
316 South Second Street
Boonville, Indiana 47601*

Phone: (812)897-2972
Fax: (812)897-2973

May 1, 2018

Advanced Disposal
12900 Warrick County Line
Evansville, IN 47725

RE: Town of Lynnville, Indiana
Road Damage

Dear Sir or Madam:

I am the attorney for the Town of Lynnville, Indiana. This letter is written at the request of the Lynnville Town Council.

The Council has had complaints from citizens concerning damage to Terry Lane in the Town of Lynnville. Members of the Town Council have inspected Terry Lane, and found damage in the form of broken pavement and potholes. The damage was clearly caused by heavy trucks, and had not occurred until after trash pickup started.

If Advanced Disposal is still servicing any customers on Terry Lane, it should limit the weight of its vehicles, with load, to 20,000 pounds.

You are hereby placed on notice that the Town will hold Advanced Disposal responsible for the costs of repair to Terry Lane caused by it. This applies to any previous damage, and any that may occur in the future..

Sincerely,



J. William Bruner

JWB

April 2018 Labor Log

DATE:	4/1/2018
1	Weekend (Mike) Rain event Mike responded at 9:00 PM to 12:00
DATE:	4/2/2018
1	Rain event Mike responded 12:00 to 2:30
2	Typical tests and observations.
3	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
4	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
5	Charlie Dill came up to make repairs on the chlorine feed system
DATE:	4/3/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Town Hall meeting 6:00 to 7:30
5	Rain event Mike responded 8:00 to 12:00
DATE:	4/4/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	One Re-Read
5	One open hydrant at ball field
DATE:	4/5/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
DATE:	4/6/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Bob Gourley began the water main repair on west hwy 68. He found an unmarked Fiber optic line and had to stop till the locate people come to recheck.
DATE:	4/7/2018

April 2018 Labor Log

1	Weekend (Gary)
DATE:	4/8/2018
1	Weekend (Gary)
DATE:	4/9/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Mike & Gary adjusted stop signs at two intersections. We relocated and installed the four "No Engine Braking" signs
DATE:	4/10/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
DATE:	4/11/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Received call form customer on Terry Lane wanting me to clean up the road pavement from her yard
5	Called Brent Littlepage about the #1 pump at Tecumseh lift station. It is blocked. He will be here next week
DATE:	4/12/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Gourley came up to begin repairs on the water leak out Hwy 68 West, by Aigners. There is a lot of fiber optic cables in this location. Gourley called for a re-locate. They were locating one cable 5 ft. off. Gourley had to dig the entire repair excavation by hand.
DATE:	4/13/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.

April 2018 Labor Log

3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Gourley finished the water main repair.
DATE:	4/14/2018
1	Weekend (Mike)
DATE:	4/15/2018
1	Weekend (Mike)
DATE:	4/16/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Begin reading meters
5	CCR (Customer Confidence Report) is ready to begin copying.
DATE:	4/17/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Reading meters as weather allows
5	Mike sick. (Taking Vacation Day)
DATE:	4/18/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Reading meters as weather allows
5	Mike sick. (Taking Vacation Day)
DATE:	4/19/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Reading meters as weather allows
5	Mike sick. (Taking Vacation Day)
DATE:	4/20/2018
1	Typical tests and observations.

April 2018 Labor Log

2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
4	Reading meters as weather allows
DATE:	4/21/2018
1	Weekend (Gary)
DATE:	4/22/2018
1	Weekend (Gary)
DATE:	4/24/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
DATE:	4/25/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
DATE:	4/26/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
DATE:	4/27/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.
3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
DATE:	4/28/2018
1	Weekend (Mike)
DATE:	4/29/2018
1	Weekend (Mike)
DATE:	4/30/2018
1	Typical tests and observations.
2	Mike/Gary checked lift stations and checked chlorine levels in the distribution system. Flushing hydrants to bring in fresh water.

April 2018 Labor Log

3	Gary/Mike pumping sludge and doing the weekly tests, CBOD, pH, Water Chlorine, Sedibility, TSS, etc.
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Invoice Cloud

Envelope	.06	}	.56	Absorb
Stamp	.47			
Paper	.02			
Ink	.01			
Time to process,				.39
balance, Deposit				
Print				

The way we do Payroll right now takes easily 10 hours twice per month. With reports, figuring, typing. This does NOT include end of the year reporting.

$$\begin{array}{r} 20 \text{ hours} \times \$17 = \$340 \text{ per month} \\ \text{per month} \\ \times 12 \text{ month} \\ \hline \$4080 \end{array}$$

This is just time. Not including all the supplies, ink, paper, tri-checks, ledger books, forms

InvoiceCloudSM

Pricing

Town of Lynnville:

- About 400 Utility Customers Billed Monthly – Average Bill \$50.00

Administrative Fees	
Description	Fee
Integration, Deployment and Training	
Integration, deployment, and training – EBPP Note: Includes integration with Keystone Software and/or IC Cloud Store setup	No Charge
Account Access – paid by Biller	
Monthly Access Fee for Branded Customer and Biller Portals -- includes <u>unlimited</u> administrative users: The monthly access fee covers maintenance, support, upgrades and full access to the Invoice Cloud service for the Town and its customers.	\$50.00
Paperless Billing – paid by Biller	
Invoice Cloud provides payers with the option to sign themselves up for paperless billing whether they register with us or just make a one-time payment. Reduction in print/mail costs will offset the monthly access fee.	No charge
HelpDesk Support & Marketing	
Access to IC HelpDesk and client services team and marketing support to help you drive adoption to online payments	No charge
Other Merchant Services Fees – paid by Biller	
Credit Card Chargeback Fee	\$15.00
ACH Reject Fee	\$15.00

Option 1: Service Fee Paid by the Payer

Electronic Payment Fees – paid by Payer	
E-Check/ACH - Fee per transaction (no transaction cap)	\$1.95
Credit/Debit Cards: Visa, MasterCard and Discover – fee per transaction, charged to the Payer (Invoice Cloud retains the convenience fee and deposits the invoice amounts in the Biller's bank account)	\$1.95 (\$150.00 cap on credit/debit card transactions)
Pay by Phone IVR (Optional) – paid by Payer	
Surcharge – Added to the normal service fee, paid by the Payer	\$1.00

Option 2: Processing Fees Absorbed by the Biller

Electronic Payment Fees	
E-Check/ACH - Fee per transaction	\$0.95 per transaction
Credit/Debit Cards: Visa, MasterCard, Discover and American Express– fee per transaction Expected cost is roughly 3% to 4% of dollar amount processed (not necessary to have a cap on transaction amount if absorbing costs)	\$0.95 Plus Interchange, dues, assessments and other fees passed through from Chase Paymentech
Pay by Phone IVR (Optional)	
Surcharge – added to processing fees	\$1.00



Boyce / Keystone / Komputrol
 Heartland Business Center
 9401 Innovation D., Suite 400
 P.O. Box 669
 Daleville, IN 47334-0669

800-382-5505
 317-664-7400 (Ph)
 317-664-7401 (Fx)

mail@boycesystems.com
 www.boycesystems.com

Founded in 1899

Ms. Lauri Stockus, Utility Clerk
 Town of Lynnville
 207 Main St
 P O Box 99
 Lynnville IN 47619

QUOTATION

Date: 4/19/18	Customer ID: 1003221	Customer Tel: (812) 922-5111	Customer Email: townoflynnville@frontier.com	Sales Rep: BD
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High Performance Information Solutions

Accept	QTY	Description	Unit Price	Extended Price
<input type="checkbox"/>	1	KEY-FUND Program Upgrade For Fund Accounting with Indiana Gateway Integration. This includes three (3) days onsite for installation and training. Your Keystone Maintenance will transfer to this product until expiration.	6,600.00	6,600.00
<input type="checkbox"/>	1	KEY-PAYROLL Program License For Payroll Accounting with Direct Deposit, (Approximately 10 employees) This application includes two (2) days onsite for installation and training and one (1) year license and maintenance. Annual license renewal and maintenance is \$1,290.00	3,500.00	3,500.00
<input type="checkbox"/>	1	KEY-BILLING ADDITIONAL OPTION Auto Pay	2,000.00	2,000.00
			Software Total	12,100.00

Please accept, sign, date and return to the Boyce Systems office:
 I (We) intend to purchase the items checked above _____
 Signature _____ Date _____

Training Stipulation is as Follows:

Training days are defined as a minimum of four and maximum of six hours. Any onsite days in addition to the training days and/or conversion days listed above may result in billable charges at the current hourly rate, plus travel time portal to portal and in some circumstances, lodging, per diem and mileage. All onsite training days must be completed within six (6) months of the first training day. Any training days not completed in that time frame will expire.

The Payment Schedule Is As Follows:

The payment schedule to A. E Boyce Co., Inc. is as follows: 50% of the total purchase price due and payable upon acceptance and execution of Boyce Systems License Agreement. The remaining 50% will be due and payable immediately after our software is installed on your system. Invoices for any additional modules or custom programming, unless otherwise stated, will be due and payable upon receipt.

All programs will be subject to an annual license renewal and maintenance fee. Customizations will be quoted as requested and specified with an average lead time of four (4) to six (6) weeks. All prices, terms and conditions specified in this quote, except as noted, shall be valid for 60 days from the date of this quote.

Respectfully Submitted,

Brian De Witt
 Sales Representative
 Boyce/Keystone/Komputrol
 bdewitt@boycesystems.com



Boyce/Keystone/Komputrol
Heartland Business Center
9401 Innovation Dr., Suite 400
P O Box 869
Daleville, IN 47334-0669

800-382-5505
800-875-1553
317-664-7400 (PH)
317-664-7402 (FX)

mail@boycesystems.com
www.boycesystems.com
Founded in 1889

April 19, 2018

Ms. Lauri Stockus, Utility Clerk
Town of Lynnville
207 Main St
P O Box 99
Lynnville IN 47619

Dear Lauri,

Thank you for your interest in Boyce Systems-Keystone software. I have attached a quote for **KEY-FUND UPGRADE, KEY-PAYROLL and KEY-BILLING Auto Pay.**

To purchase the quoted items, check accept on the requested items; sign and date; and fax, mail or email the quote back to the Boyce Systems office.

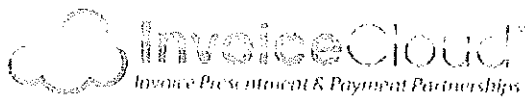
Please call 800-875-1553 if you have any questions or concerns. We look forward to hearing from you.

Sincerely,

Brian De Witt
Sales Representative
Boyce/Keystone/Komputrol

BD: jb

Enc



Keystone/Invoice Cloud (IC)

Run Book

Keystone/Invoice Cloud Interface

The purpose of this document is to maximize Invoice Cloud's services for you by ensuring the appropriate steps are taken to keep your billing system in sync with Invoice Cloud. By identifying the five major areas and providing screen shots and assistance, this will be a starting point for you to develop your own internal processes towards this goal. In addition, please find an overview of the set up in Keystone which precedes the five steps outlined below.

In order to keep the data on the Invoice Cloud Portal and Keystone "in-sync" and current, data is shared by Keystone and Invoice Cloud on a daily basis. These processes are mostly automated and scheduled to take place after hours. The following Run Book is a process document that identifies each piece of the interface and how to manage them.

The Five Steps:

1. Send Invoices to IC
2. Send Payments and adjustments to IC
3. Retrieve Payments from IC
4. Update Keystone for Customer e-mail/paperless
5. Periodic Follow up: What to Keep an Eye On

Keystone - Invoice Cloud Billing Interface Processing

Setup

There are features in the Keystone program than need to be turned on. Contact Keystone Help Desk to turn on these features. (Keystone Only) - Page 1 - Web Expo - Email Bills - Web Cash Import - Update

UPDATE MASTER RECORD - Page 1
 TOWN OF MILLERSBURG
 201 W WASHINGTON STREET
 MILLERSBURG IN 46543-0278

FOR KEYSTONE USE ONLY
 Customer Account Number: 3441

<input type="checkbox"/> Electric	<input type="checkbox"/> Use Work Orders	<input type="checkbox"/> Permit Sewer Certification - Certif. Year: []
<input type="checkbox"/> Gas	<input type="checkbox"/> Create W/O for New Customer	<input type="checkbox"/> Trash Cert <input type="checkbox"/> Excessive Cert (combined in Trash field)
<input checked="" type="checkbox"/> Water	<input type="checkbox"/> Gas Work Orders <input type="checkbox"/> Text file	<input type="checkbox"/> Approved by State Board of Accounts []
<input checked="" type="checkbox"/> Sewer	<input checked="" type="checkbox"/> Use Hand Held For Meter Input	<input checked="" type="checkbox"/> Use Password Security
<input checked="" type="checkbox"/> Trash	<input type="checkbox"/> Use Meter Inventory	<input checked="" type="checkbox"/> Fully Installed <input type="checkbox"/> Lock cur/30/60/90 Transaction Audit
<input type="checkbox"/> Excessive	<input type="checkbox"/> 4 Serv use 6 Serv Meter Deposit	<input type="checkbox"/> Unlock Masterfile Record Number (rkrl): []
<input checked="" type="checkbox"/> Use Other Charges	<input type="checkbox"/> Disp Srvc Seq	<input checked="" type="checkbox"/> Allow Reassignment of Account Number
<input type="checkbox"/> CC Othr Chrg	<input type="checkbox"/> Power Electric Billing	<input type="checkbox"/> Interface with General Ledger
<input type="checkbox"/> Ask to Bill Misc Monthly		<input type="checkbox"/> Dead Accts (Y=Show acct choices, *Use defaults)
<input type="checkbox"/> User Rate Change		<input type="checkbox"/> Deposit Refund <input type="checkbox"/> Dep Chk for Util <input type="checkbox"/> OAK Separate Chks
Wastewater Calculate Method <input checked="" type="radio"/> Step Rate <input type="radio"/> Customer Type		<input type="checkbox"/> Use 1st Dep Only <input type="checkbox"/> Allow Active Refund
<input type="checkbox"/> Use Guarantor Screen	<input checked="" type="checkbox"/> Web Expo	<input type="checkbox"/> Budget Checks <input type="checkbox"/> All Service's as One
<input type="checkbox"/> Billing Extract (not verb)	<input checked="" type="checkbox"/> Email Bills	<input type="checkbox"/> Signature on Deposit Checks
<input type="checkbox"/> Money Mover (Jeffersonville WW)	<input checked="" type="checkbox"/> Web Cash Import	<input type="checkbox"/> Doc-E-Serv Checks
<input type="checkbox"/> Export Water Consumption to file	<input type="checkbox"/> ERU import	<input type="checkbox"/> Doc-E-Serv Owner
Export Path: []	<input type="checkbox"/> Hydrant Def	<input type="checkbox"/> Print (Chandler)
Active Directory: []	Parent Directory: []	<input type="checkbox"/> Multiple Cash Registers
UTMASTII c:\keystone\keyutl\	c:\keystone\keyutl\	<input type="checkbox"/> USB Cash Register
<input checked="" type="checkbox"/> Verified DOS Print		<input type="checkbox"/> Last Paid Track 30 Days
		<input type="checkbox"/> Auto Pay <input type="checkbox"/> Using Billed
		<input type="checkbox"/> Cash Import
		<input type="checkbox"/> Loan Info Changed
		<input type="checkbox"/> Cust Detail Screen Show
		War Cons in Gas Column (Schererville) Y

UPDATE CANCEL ^

Admin - City/Town Table - Next - Ebilling File location - Network location or C drive
 - Example -C:\web.txt -

CITY/TOWN TABLE

Bar Code Info: _____

Import/Export Info: Export file location: C:\EZROUTE\HOST2PC.IMP
 Import file location: C:\EZROUTE\PC2HOST.EXP

Postage Permit Imprint: Permit No. _____
 Rate Marking _____
 Optional Rate Mark line 2 _____
 City, St _____

Autopsy Info: _____

Work Order Lookup:
 By Full Account Number
 By Account/100
 By Service Address

Web Billing File Location: _____
 Opt Out File Location: _____
 Billing File Location: C:\Web\Bt _____

Written Checks File Loc: c:\utwin\chkfile.csv

More Name & Address down on Checks for envelope? 1
 More Signature Bl. Map down on Checks for envelope? 1

Return Next

MMAST3

Import Cash File Selections – Display Name – Invoice Cloud Payments – Directory path & file name – example – c:\Pay*.*.csv. (The *'s will be the day of the year for the payments.) The name of the files cannot be changed. The directory of the path can change. Click on Add – - Click Update then Return – then Save and Exit

CITY/TOWN TABLE

c:\keystone\keyutil\utilbmail
 Example: C:\KEYSTONKEYUTIL\UTILBMAIL
 c:\keystone\keyutil\utilbmail\arc

Allow file names to be file extensions based on cycles

Import Cash File Selections

Invoice Cloud	Display name
	Invoice Cloud
	Directory path & file name
	c:\payments.csv
	<input type="button" value="Add"/> <input type="button" value="Update"/> <input type="button" value="Delete"/>

Delinquent Text File Name and Path: Include extension (.csv) (.txt)

Meter Replace Import Name and Path: Include extension (.csv) (.txt)

MMAST5

Processing

Billing Statement Uploads

Monthly you will put a billing file on the website. This will be done after you have calculated the bills either before or after printing your billing forms and before you update the bills.

Go to Housekeeping - Options Menu - Create EBills - All Bills - This file (Web.txt) will be on the root of your C drive or your network drive - whichever option you had for the Ebilling File Location in the City{Town Table. You will paste this file to your Invoice Cloud location.

Payment Imports

Daily in the morning you will get your payment file (payments.csv) from the Invoice Cloud Website. You will copy and paste it to the drive you selected in the City{Town Table on the Import Cash File Selections. You will do this BEFORE you post any payments for that day.

You want these payments to be updated separately from any other payments.

Go to Housekeeping - Options Menu - Import Menu - Payment Import(Doculivery Import). You will get an option of a date for the payments - you will use the previous days date. For a Monday you can use either Sunday's date or Friday's. You will print out any reports that let you know the payments made and any payments unable to import. The unable to import could be information that is incorrectly entered by your customers when making their payments. You will put those payments in manually. The rest of the payments will be appended to your Cash Menu. You will balance this information and do a backup and update those payments.

Account Balance Upload

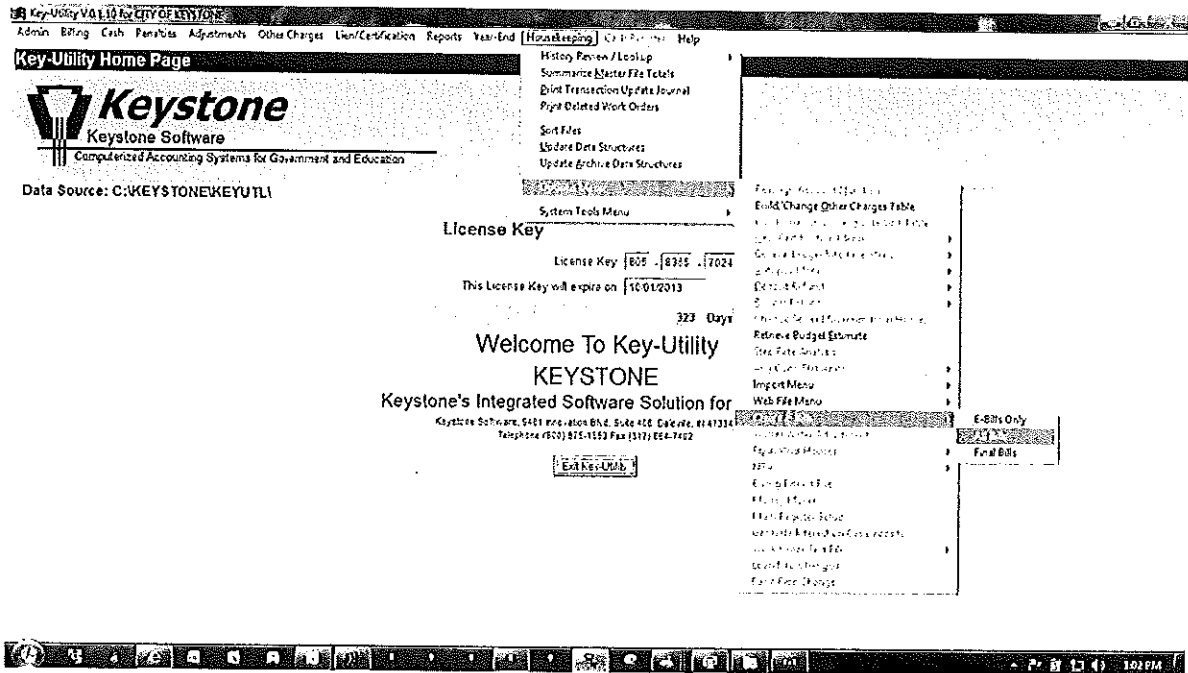
The last daily process will be to upload your balances to the website so your customers will see any changes that are made, adjustments, payments, penalties.

Go to Housekeeping - Options Menu - Web File Menu - Customer Balance File. When running this process a custbal.txt will be created on your network drive in your utlwin or keystone -keyutil folder. You will copy and paste this file to the Invoice Cloud location.

Processes:

I. Bills – Invoices to IC

This manual step is performed through the Keystone program to create the file for upload to Invoice Cloud.



Stratus Directory

Stratus file Directories (C:\IC\Stratus)

Name	Size	Type	Date Modified
invoicestoic		File Folder	12/9/2010 10:17 AM
paymentsfromic		File Folder	12/9/2010 9:50 AM
paymentstoic		File Folder	12/14/2010 9:37 AM

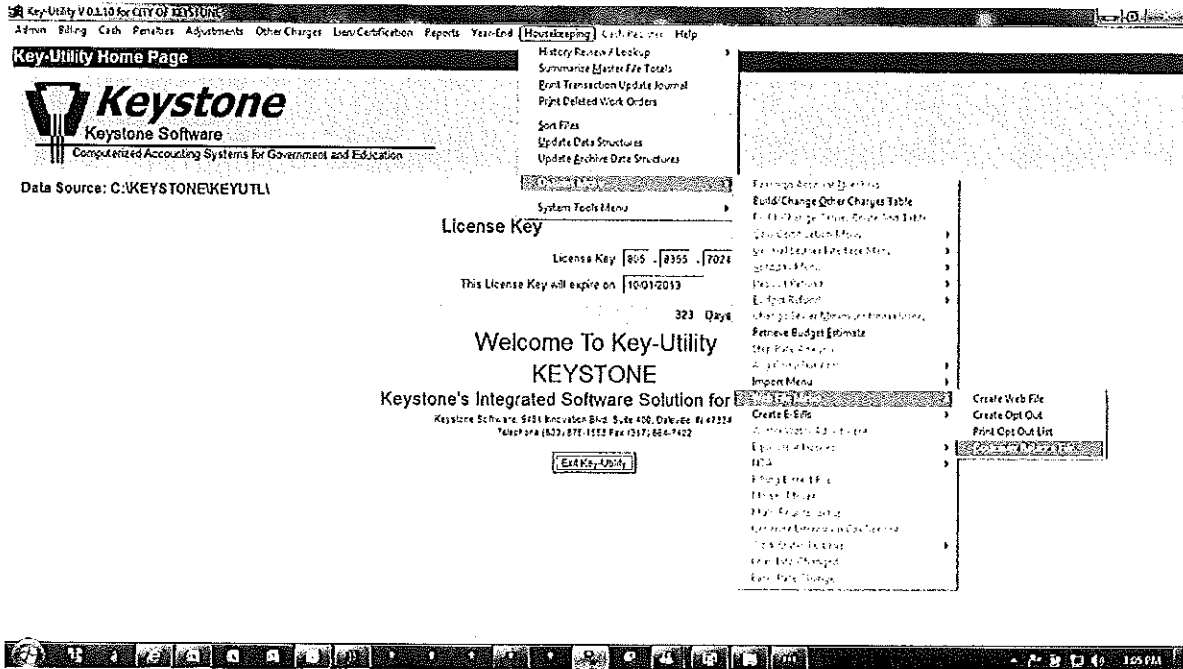
Drive:\InvoiceCloud\ToInvoiceCloud\Invoices\

Drive:\InvoiceCloud\ToInvoiceCloud\Adjustments\

Drive:\InvoiceCloud\FromInvoiceCloud

II. Payments – Payments To IC

Once created, this file is to be copied to the "toinvoicecloud-adjustments" directory of Stratus and uploaded to IC at the scheduled time. Go to Housekeeping – Options Menu – Web File Menu – Customer Balance File. Copy and paste Custbal.txt to the toinvoicecloud – adjustments.



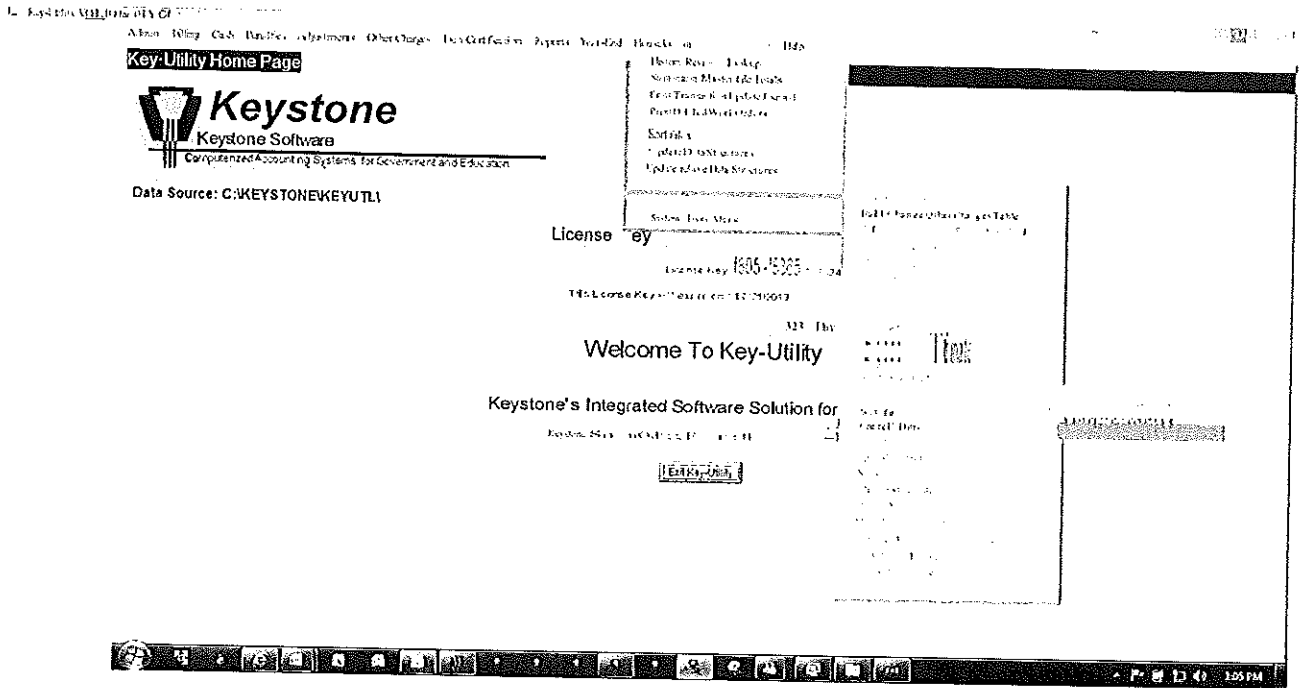
Note: This file will be created in the Stratus/paymentstoic directory. Once sent, these files will be marked as .snt.

III. Payments – Payments From IC

For each day when on-line payments are made by your customers in the Invoice Cloud Portal, the following morning a Payment file will be automatically placed in the Stratus\Paymentsfromic directory. You will retrieve this file through the Keystone Payment Import Routine and process them into Keystone. Note: Stratus can be configured to "split" this file into two files, one for ACH and one for Credit Card Payments for reconciliation purposes.

Processing Payments

a. Select



IV. Updating Keystone Customer Data - Changes from IC

- a. On a periodic basis, go to the IC Biller Portal and run the Paperless Report This will identify all customers who have signed up for paperless processing.
- b. Also, in the Stratus changelogs directory, Stratus will be scheduled to retrieve a file of changes each week. The Keystone user will be required to manually update the customer email and paperless status. **Note, the file comes through with a .txt extension. This can be changed to .csv, then automatically brought into Excel for viewing.** Also, by changing this extension, you will know which change log files you have looked at. Go to Admin – Display/Change – Data button – they will put in the email address then mark the E-Bill only field. The customer will no longer get a printed bill. Instead they will receive an email from invoice cloud letting them know their statement is available on the website.

Extra Data

Postal Data		DPBC <input type="text"/> Check <input type="text"/> Tray <input type="text"/>	
Intelligent Mail Barcode Segment			
Additional Owners Info			
Owners Phone <input type="text"/>		<input type="checkbox"/> TEPS	
Owners SS# <input type="text"/>		WebFile <input type="checkbox"/> Opt Out	
License Number: <input type="text"/>	Start Date <input type="text"/>		
Email <input type="checkbox"/> E-Bill and Paper Bill <input checked="" type="checkbox"/> E-Bill Only			
<input type="text" value="nobody@hotmail.net"/>			
<input type="checkbox"/> Print No Bill inside program		E-Bill Start Date <input type="text"/>	
Equip # of Houses <input type="text" value="0.00"/>	Leak Adjustments <input type="text" value="0"/> <input type="text"/>		
Cash Tran Bal <input type="text" value="0"/> <input type="text" value="0.00"/>	Location Code <input type="text"/>		
Alternate Address			
Add1 <input type="text"/>			
Add2 <input type="text"/>			
City <input type="text"/>	St <input type="text"/>	Zip <input type="text"/>	<input type="text"/>
U5CUSUP6		ALT ADDRESS	ADD RESIDENT
		RETURN	

V. Periodic Follow up: What to Keep an Eye On

Diligence must be paid to the following items in order to keep the systems in sync and running smoothly:

- Invoice Date
- Invoice Due Date
- First Notification Date
- Second Notification Date
- Third Notification Date

About Stratus

Stratus is an Invoice Cloud software module that runs on your server and facilitates the passing of files between Keystone and the Invoice Cloud Portal. On most days, you will not need to interact with Stratus as it will be running in the background doing its thing. There are, however, some things you should know.

As part of your daily routine, make sure that Stratus is running in the “tray” in the bottom right corner of your server. If you see the white cloud, it’s running. If not, choose the Icon on the Server’s desktop to start it. If a red triangle appears over the cloud, right click it and select “Reset Icon Until Next Notification.”

Tray Icon for Stratus



- Manage Scheduled Tasks
- Reset Icon until Next Notification
- Configuration
- Biller Portal
- About Stratus
- Check For Updates
- Logs ▶
- Advanced Options ▶
- Restart Application
- Exit

InvoiceCloud™



Electronic Bill Presentment & Payment Proposal for Town of Lynnville, IN April 29, 2018

Boyce Forms/Systems has chosen to partner with Invoice Cloud to provide a simple, secure web based electronic invoice presentment and payment solution to integrate with Keystone Software. It is designed to provide a "Fortune 100" online payment experience for your customers, increase operational efficiency, facilitate online payments, and save money by increasing 'paperless' registration.

Invoice Cloud Experience

- 900+ customers in 43 states
- Focus on utility and municipal market
- Management with deep experience:
 - Secure Payments and Gateways
 - Billing Software and Integration
- **Tightly integrated with the Keystone platform allowing for functionality that no other company provides to Boyce clients.**

Invoice Cloud Company Vision

- Provide the same online experience customers have come to expect when making payments to Fortune 100 companies (AT&T, Verizon, Visa, AMEX), and take that to the next level
- Provide this service to utilities and municipal governments
- Achieve industry best online payment and e-billing adoption
- Improved functionality and 'ease of use' for your customers
- Decrease effort and manual processes for your staff through improved management capabilities and an automated customer communications system (27 e-mail templates)
- **Secret Sauce:** Tight integration with Keystone Software, customized for each biller's needs. Because no other EBPP (electronic bill presentment and payment) company has a deep data integration with Keystone, Invoice Cloud is the only one who can provide much of the functionality outlined in this proposal.

Proposal Contact:

Greg Earle, Invoice Cloud Regional Director
(484) 903-1015
gearle@invoicecloud.com

InvoiceCloud™

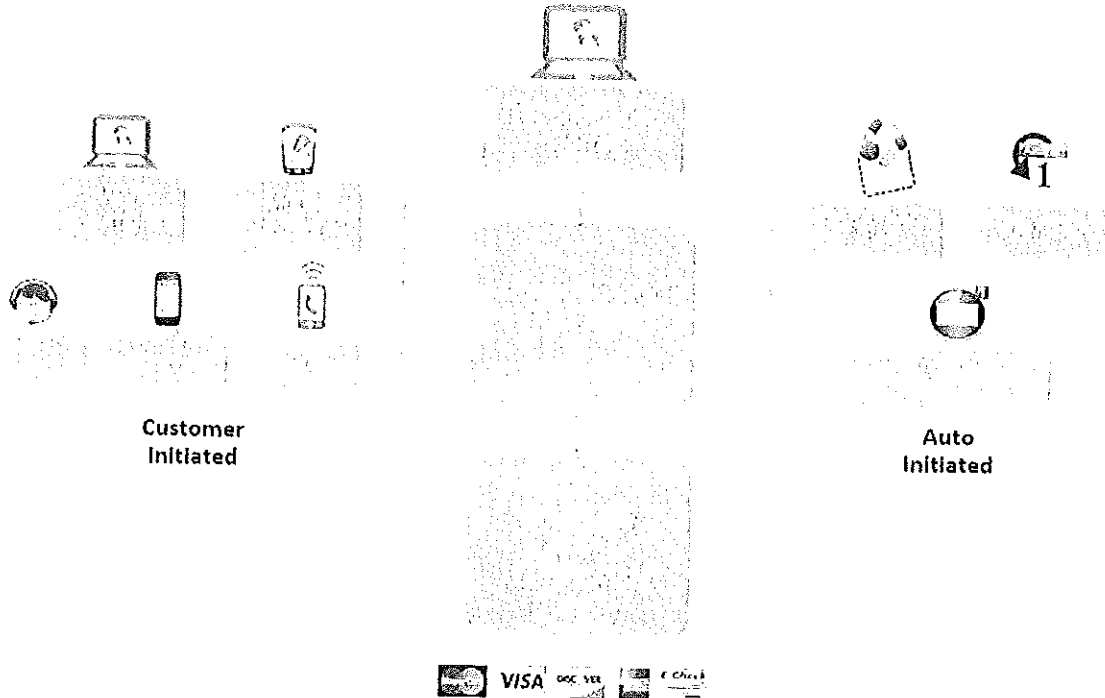
The Invoice Cloud EBPP Platform

Keystone Software integrates tightly to Invoice Cloud and provides an easy to use system for Boyce clients and their payers. Time and again, implementing our solution has resulted in significant cost and time savings. The Town of Lynnville and its residents can expect the following benefits from using Invoice Cloud:

- **Your customers have access to an extensive Customer Portal to view and/or pay bills:**
 - View 24 months of billing and payment history
 - Safely store bank account and/or credit card information – Invoice Cloud handles all PCI and NACHA compliance – no payment info is stored on your computers.
 - Sign up for AutoPay, schedule a single payment, or create their own 'budget' payment schedule
 - All of this improves your ability to provide services 24/7
- **Improve communications with bill payers by offering a comprehensive e-payment platform through our 27 e-mail templates:**
 - Invoice Cloud provides 27 email templates branded for your municipality, each sent to your payers based on certain events. Here are a few examples:
 - Up to 3 email reminders per bill (crucial for driving online and paperless adoption)
 - Payment confirmation receipt
 - AutoPay/Scheduled payment reminder
 - ACH reject notification
 - Credit Card expiration notification (if the credit card on file is expiring within 60 days)
- **Extensive Web and Mobile payment options—all self-serve between Invoice Cloud and your payers:**
 - 'One-time pay'—no registration required: *this is CRITICAL for driving online payment adoption*
 - Schedule a single future payment
 - Schedule budget payments (FlexPay)
 - AutoPay with either a bank account or credit/debit card
 - Account linking: individuals responsible for more than one account may manage all accounts through one interface and pay bills on different accounts without logging out and back in again
 - Remind Me: A customer may schedule a text message or reminder on their Outlook, Yahoo, Apple or Google calendar to pay their bill on or before their due date
- **Accept payments in any manner--online, mobile, IVR--through a single provider**
 - Invoice Cloud gives a single source of reconciliation for all invoice and payment types
 - Go to one location to see a real time log of all payments made so far for the day
- **Offer a comprehensive paperless program:**
 - Save money on print/mail: Invoice Cloud expects to enroll more than 10% of payers in paperless billing during the first 2 years on our platform
- **Allow payers to see a copy of their current and past bills online**
 - Accessing a copy of the bill allows payer to print it and send it to you if they choose
 - Seeing a copy of the bill online is a critical feature of improving paperless adoption rates
 - Significantly decrease calls about questions on bills from collection agencies and payers
- **Access to extensive administrative features in the Invoice Cloud Biller Portal:**
 - Extensive reconciliation reporting
 - Quickly email link to view/pay bills upon request
 - See email history for all payers, with data and time stamps
 - Easy to search for and locate any payment, regardless of where it was made (counter, web, IVR)
- **Online Bank Direct – Receive payments electronically next day after customer pays through a 3rd party bank website**
 - Quickly match payments to open invoices – most are matched automatically!

InvoiceCloud™

All Payments from All Sources



- ✓ Web Based, No Downloads, No Upgrades
- ✓ No Up-Front Fees from Invoice Cloud
- ✓ Flexible Electronic Invoice Presentment
- ✓ Customizable/Branded Portal
- ✓ Electronic Payments
 - EFT (ACH) and Credit Cards
 - Pay by Phone
 - Pay by Text
 - AutoPay
 - Recurring and Scheduled Payments
 - Self-Service or Merchant Initiated
- ✓ PCI (Payment Card Industry) Compliant Systems
- ✓ Invoice Submission Options
 - Via Web Services
 - Manual Upload to Biller Portal
- ✓ Customer Request Capability

- ✓ Email Management – 27 Customizable Notifications
 - Including: open invoice (up to 3), payment receipts, credit card expiration, auto-pay notifications
- ✓ Reporting
 - Payment, Invoice, and Customer Data
 - Paperless
- ✓ Web access
 - Historical Payment and Invoice Data
 - Customer Data
- ✓ Capability to Download Data Files
 - Payments (ACH and Credit Card)
 - Rejects (ACH)
 - Changes (Customer changes)
- ✓ Customer Portal
 - Customer – Access to Invoice, Payment Data
 - Biller – Access to Customer Data for Support

InvoiceCloud™

The IC Cloud Store™

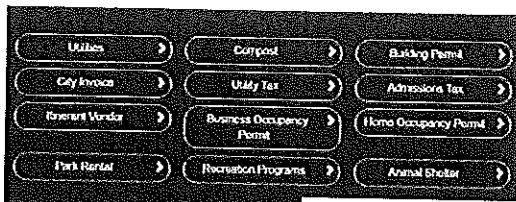
The IC Cloud Store allows Billers to accept payments for non-invoiced services like dog license fees, building permits, or activity programs. The IC Cloud Store is also available for Utility Billing for one-time payments when an integration with the billing software is not feasible. Cloud Store Billers will have access to the same reporting functionality in our Biller Portal. Email notification will be sent to biller staff every time a payment is received. This method does not include presentment of bill images, reminders, scheduled payments, AutoPay, Pay by Phone, Pay by Text or paperless billing. There are no daily tasks involved other than posting the payments manually as they occur.

The following options are available:

- Accept one-time electronic check and or credit/debit card payments.
- Customer receives immediate email confirmation of payment.
- Department receives email notification of purchase event for instant fulfillment services.
- Ability to apply convenience fees so the billing organization does not pay transaction costs.
- Reporting by service type.
- Linked to the municipality's branded payment portal.
- Each service type can have its own online registration form.
- Can be setup to accept payments over the counter, if desired.
- The biller determines what information they would like to capture from the payer and Invoice Cloud creates a form similar to the one below. This form is very flexible and can look however the biller would like it to:

CITY OF QUINCY

Pay or View Bills



CITY OF QUINCY

City of Quincy
 100 North 1st Street
 Quincy, IL 62450
 Phone: 618-242-3100
 Fax: 618-242-3101
 Website: www.cityofquincy.org

Fast and Easy. **Safe and Secure.**

Building Permit

CITY OF QUINCY

Our secure payment system is designed to protect your information and ensure your payment is processed quickly and accurately.

We will generate a receipt for your payment and email it to you immediately. You will also receive an email notification when your payment is received.

Permit # assigned by Edg Dept: [blank]
 Card Name: [blank]
 Address: [blank]
 Payment ID # from Edg Dept: [blank]

Construction Address:
 First Name: [blank]
 Last Name: [blank]

Please enter your card information

Cardholder Name: [blank]
 Card Number: [blank]
 Expiration Date: [blank]
 Billing Address: [blank]
 City: [blank] State: [blank] Zip: [blank]
 Email: [blank]

Payment Summary	
Invoice #	Amount
123456789	\$75.00
GRAND TOTAL	\$75.00

Make a Payment