

PayIt Platform Amendment 2
City of Columbia Citywide Services
June 2, 2025

PayIt Platform Statement of Work Amendment 2

This Second Amendment to the June 29, 2022 Statement of Work (SOW) is entered into between City of Columbia, MO (“City”, “Client”, or “Subscriber”), and PayIt, LLC located at 1100 Main Street, Suite 700, Kansas City, MO 64105 (“Service Provider” or “PayIt”) as of the date of the last signatory noted below (“Effective Date”).

The City and PayIt entered into the original SOW on June 29, 2022 as part of the Master Service Agreement. On March 21, 2024, the City and PayIt entered into a First Amendment to the SOW. The purpose of this Second Amendment is to extend the Scope of Services covered within the City of Columbia’s Permitting and Citations Services SOW to include additional channels and future services as requested by the City under a predetermined fee structure.

All terms and provisions of the original SOW, as amended by the First Amendment, and the Master Service Agreement will remain in full force and effect. If there is a conflict between this amendment and the Master Service Agreement, then the terms of the Master Service Agreement shall prevail.

Title of Solution: City-wide Services Amendment

Term of Contract: See Original Statement of Work

Key Contact Information

Client:	City of Columbia	Provider:	PayIt, LLC
Address:	701 E Broadway, Suite 100	Address:	1100 Main Street, Ste 700
City, State, Zip:	Columbia, MO 65201	City, State, Zip:	Kansas City, MO 64105
Key Contact:	Chelsea Miller	Key Contact:	Michael Plunkett
Title:	Treasurer	Title:	Chief Development Officer
Email:	Chelsea.miller@como.gov	Email:	mike@payitgov.com

1. Scope of Services

The following should be added to the existing Statement of Work

1.1 Additional Payment Channels & Services

The City of Columbia may request in writing support for additional services and Paylt Channels as listed in the table below. As new services are identified and requested, this document will serve as the SOW.

For clarity, this Amendment shall serve as a standing Statement of Work under the Master Service Agreement, authorizing the City to request additional payment channels and services from Paylt on an as-needed basis. Each such request must be submitted in writing and shall be subject to Paylt's approval and mutual confirmation of scope, timing, and any applicable fees. No additional SOW shall be required for individual service activations that fall within the scope of this Amendment and are confirmed in writing by both parties.

Each new service request may be assigned an internal reference number or implementation task order, which both parties agree will serve to document approval, implementation details, and go-live tracking for auditing and operational purposes. These records will be maintained by both Paylt and the City.

Section 2 of the original SOW shall be expanded to include the following scope descriptions:

Examples of Services	
Parking Tickets, Business Permits and Licensing, Cultural Affairs, Convention and Visitors Bureau, Public Records, Health & Human Services, Donations and Treasury	
Available Payment Channels & Features	
Payment Channel(s)	Platform channel(s) covered by this Statement of Work
	<ul style="list-style-type: none">• Mobile/Web• Point of Sale• IVR• Checkout SDK• Non Integrated Payment Flow

Service Features: PayIt Web & Mobile	
Constituent Features	<p>Constituent Users will be able to:</p> <ol style="list-style-type: none"> 1. Search for one or many services and link payable items to their PayIt Profile <ol style="list-style-type: none"> a. View and manage details such as: b. Account details c. Relevant dates d. Amount due 2. Sign-up for a payment plan (if applicable) 3. Schedule payments (if applicable) 4. Make payments via Card or ACH for all required fees (cards accepted include Visa, MasterCard, Discover, American Express) 5. Store tokenized payments methods in the Digital Wallet 6. Receive confirmation payment receipt via email and Application Profile 7. Review payment and transaction history 8. Receive Client configured notifications and reminders regarding citation(s)/case(s) in the Application and via email
Admin Features	<p>Authorized Admin Users will be able to:</p> <ol style="list-style-type: none"> 1. Have 24/7 access to an on-demand Administrative Portal ("ProSight") where they can: <ol style="list-style-type: none"> a. Access on-demand reporting capabilities with real-time transaction data (Client Integration dependent) b. View transaction and settlement reports c. Receive monies deposited into one or multiple Client identified accounts d. Work with a PayIt implementation team to configure the settlement process to meet Client's business rules around NSF, refunds, and chargeback process around settlement of funds and reporting
Integration Required?	Will be evaluated by PayIt per each service request with the City
Service Features: PayIt Point of Sale	
Constituent Features	<p>Constituent Users will be able to:</p> <ol style="list-style-type: none"> 1. Pay for integrated payables via Client's system of record (SOR) integration to the POS software

	<p>application product catalog (where applicable and applied)</p> <ol style="list-style-type: none"> 2. Pay for ancillary products added manually by PayIt POS Admins 3. Pay by debit/credit card via one of the following methods: <ol style="list-style-type: none"> a. Magstripe (swipe) b. EMV (dip/chip and PIN) c. Tap to Pay <ol style="list-style-type: none"> i. Contactless chip card ii. Apple Pay/Google Pay mobile wallet
Integration Required?	Will be evaluated by PayIt per each service request with the City.
Equipment and Location Details	<p>POS Details</p> <p>The number of necessary POS units and locations <i>will be evaluated on a project-basis with the City.</i></p>
Admin Users	<p>Authorized Admin Users will be able to:</p> <ol style="list-style-type: none"> 1. Search for payables integrated into PayIt POS software via SOR integration where applicable and available. 2. Take payments for products added manually to the product catalog by Admin. 3. Access a user-friendly interface to: <ol style="list-style-type: none"> a. search for accounts/bills b. collect payer contact information (optional) c. provide digital (emailed) or printed receipt d. view daily transaction reports process refunds 4. Take payments via a validated Point-to-Point Encryption payment solution. 5. Separate Cashier and Admin user permission levels. 6. Have 24/7 access to on-demand to an Administrative Portal ("ProSight") where they can: <ol style="list-style-type: none"> a. access on-demand reporting capabilities with real-time transaction data b. view transaction and settlement reports 7. Receive funding via PayIt Finance disbursement deposited into one or multiple Client identified accounts 8. Work with a PayIt implementation team to configure the settlement process to meet Client's business rules around NSF, refunds, and chargebacks process around settlement of funds and reporting.

	<ol style="list-style-type: none"> 9. Receive funding via PayIt Finance disbursement deposited into one or multiple Client identified accounts
Service Feature: IVR	
Constituent Features	<p>Constituent Users will be able to:</p> <ol style="list-style-type: none"> 1. Follow an easy and informative conversational workflow flow based on the type of agency bill or account (e.g. property tax, utility, etc.). 2. Make payments via Card for all required fees (cards accepted include Visa, MasterCard, Discover, American Express). 3. Call a Client-approved local area code phone number set up by PayIt. 4. Constituents are authenticated by entering their account number which is verified against the integrated agency system of record (SOR). 5. Follow the configured voice responses to: <ol style="list-style-type: none"> a. use the keypad to enter a unique numeric-only identifier so that the system can respond with the latest data around a specific case or transaction b. verify/confirm the bill they would like to pay c. be presented with a payment summary before payment d. enter in card payment method details (e.g. card number, expiration, CVV). e. receive payment confirmation over the phone 6. Will receive an 8-digit confirmation number via the conversation flow. 7. See agency listed in the charge description on credit card/bank statement. 8. Redirect to Agency for support and account questions. 9. Make a partial payment should agency allow. Note: IVR <u>does not</u> support pre-payment / over-payment.
Admin Features	<p>Authorized Admin Users will have access to:</p> <ol style="list-style-type: none"> 1. IVR system that integrates into agency system of record (SOR) to pull up accurate balance due information 2. The ability to redirect to Agency for support and account questions. 3. A PCI compliant and low barrier payment option. 4. 24/7 access to an Administrative Portal where they can:

	<ul style="list-style-type: none"> a. view transaction and settlement reports b. purchase premium analytics to understand trends and forecasts around revenue, transactions, and constituent behavior. <p>5. The ability to see transactions made through the IVR payment channel reflected in the back-office system <i>(the IVR payment offering will be integrated per integration specs)</i></p>
Integration Required	Yes, existing integrated web/mobile service is a prerequisite. IVR will leverage same integration.
Service Features: PayIt Checkout SDK	
Constituent Features	<p>Constituent Users will be able to:</p> <ul style="list-style-type: none"> 1. Visit Agency owned/designed application (web or mobile) 2. Go through the Agency designed user experience 3. Send a balance (and associated transaction metadata) to a cart for payment 4. Be directed to PayIt Checkout, a PayIt designed UX 5. Register or continue as guest 6. Pay a cart balance passed by the Agency experience 7. Make payments via Card or ACH for all required fees (cards accepted include Visa, MasterCard, Discover, American Express) 8. Store tokenized payments methods in the User profile 9. Receive payment confirmation via email 10. Be redirected to a URL specified by Agency after payment is complete
Admin Features	<p>Authorized Admin Users will be able to:</p> <ul style="list-style-type: none"> 1. Have 24/7 access to on-demand to an Administrative Portal where they can: <ul style="list-style-type: none"> a. access on-demand reporting capabilities with real-time transaction data b. view transaction and settlement reports c. Receive monies deposited into one Client identified bank account per service/merchant d. Work with a PayIt implementation team to configure settlement and reporting, including Client needs specific to ACH returns, refunds, and chargebacks
Integration Required?	Client is responsible for integrating Checkout SDK

Service Feature: Non-Integrated Payment Flow

Constituent Feature	<p>Constituent Users will be able to:</p> <ol style="list-style-type: none"> 1. Access PayIt payment page to complete transaction for predetermined service on the web and mobile web 2. Submit configurable fields containing payment identifying information (e.g., account number, name, phone number, etc.) for a Bill due to the Client <ol style="list-style-type: none"> a. Configurable Field types: <ol style="list-style-type: none"> i. Address ii. Checkbox list iii. Date iv. Dropdown v. Email vi. Amount to be paid vii. Phone viii. Quantity ix. Radio List x. Text b. Each field has the following options: <ol style="list-style-type: none"> i. Choice of Required or Optional ii. Helper text iii. Validation depending on the field type (examples: minimum/maximum numbers, checks for valid email address/phone number, and character validation, ex: must start with ABC) 3. Make payments via Card or ACH for all required fees (cards accepted include Visa, MasterCard, Discover, American Express) 4. Store tokenized payments methods in the PayIt Profile 5. Receive payment confirmation via email 6. Review payment and transaction history in the PayIt Profile
Admin Features	<p>Authorized Admin Users will be able to:</p> <ol style="list-style-type: none"> 1. Receive daily transaction reports in .CSV format containing all of the fields the user inputted 2. Receive monies deposited into one Client identified bank account per payment workflow 3. Work with a PayIt implementation team to configure settlement and reporting, including Client needs specific to ACH returns, refunds, and chargebacks

	<ol style="list-style-type: none"> 4. View user submitted details, including each field configured in the payment flow, in the admin tool. 5. View transaction details, with a link to user submitted details, in the admin tool.
Integration Required	N/A

2 Pricing

The fee table included within Section 7.2 of the original SOW is expanded to include the following:

Transaction Type	Transaction Fee	Payment Processing Fee	
		Credit/Debit Card	ACH
Integrated Service IVR	Same as web/mobile	Same as Web/Mobile	N/A
Future Service Web/Mobile, Non Integrated Flow or SDK	\$2.00	2.5%	\$0
Implementation Fee*	\$5,000		

*PayIt reserves the right to request an implementation fee for newly requested integrated services based on complexity of requirements and/or anticipated transaction volume. All fees will be discussed and approved in writing (email confirmation between authorized representatives of both parties is sufficient) by both parties prior to initiating a new implementation.

Signature Page follows

Agreement

Upon execution of this Amendment, PayIt, LLC and Client hereby agree to the requirements outlined in this Proposal, the sum of which will constitute a binding agreement ("Agreement") between the parties.

Executed on the dates set forth below by the undersigned authorized representative of Subscriber and Service Provider to be effective as of the Effective Date.

City of Columbia, MO
(Client/Subscriber)

PayIt, LLC (Service Provider)

By: _____

By:  _____

Name: De'Carlton Seewood

Name: Michael S. Plunkett

Title: City Manager

Title: Co-Founder and Chief Development Officer

Date:

Date: August 4, 2025

ATTEST:

By: _____
Sheela Amin, City Clerk

APPROVED AS TO FORM:

By: _____
Nancy Thompson, City Counselor/bt

CERTIFICATION: I hereby certify that no additional City funds or fees shall be expended pursuant to this Second Amendment.

By: _____
Matthew Lue, Finance Director






PayIt - City of Columbia - Expanded City Services - All Channel_ Amendment_2025.08.04

Final Audit Report

2025-08-04

Created:	2025-08-04
By:	Jack Laskowitz (jlaskowitz@payitgov.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAASVc5cOmk06J2CJnli1jj5PY0MTfesKEh

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