



City of Boynton Beach Agenda Item Request Form

Meeting Date: 01/21/2025

Proposed Resolution No. R25-017- Approve a Sub-Merchant Application & Agreement with Wonderware, Inc., d/b/a CORE Business Technologies, to accept electronic payments.

Requested Action: Staff recommends approval of Proposed Resolution No. R25-017.

Explanation of Request: Currently the City is performing all payment functions in-house. The Solid Waste Division is currently utilizing a system called Routeware that provides routing capabilities for all commercial customers. The City is upgrading the current system and adding an electronic billing system with billing, routing, on-board computers, and online customer self-service all in one easy-to-use solution. City staff is requesting to replace Click2Gov with CoreBT to collect payments for processing the City's roll off, compactor, and bagster services. These services include but are not limited to creating and mailing invoices, receiving and sorting payments, posting payments, reconciling payments, collecting or processing bad payments, managing customers at City Hall who prefer to pay in-person, working in conjunction with Finance to adjust or refund payments, performing monthly past due letter mailing, and tracking inactivity fees. Administrative tasks include ordering, maintaining, and storing paper supplies.

The vendor, CORE, provides a total solution for taking the daily billing and processing for distribution of an electronic bill, processing payments including checks, credit card, and pay by phone, providing daily payment reconciliation reports in reference to a daily payment, tracking past due amounts, and inactivity fees. CORE provides a user-friendly website for customer account access and payment options.

The Agreement requires the City waive liability of the vendor. A Liability Waiver of a third party must be approved by the City Commission.

How will this affect city programs or services? The City will be able to focus on the customer, account management, and providing accurate and proper billing statements with correct services, customers and history. The City will also be able to focus on active collections on non-paying customers.

Currently the City pays a \$1.00 fee for all e-check transactions that will be reduced to .75 cents. The Department anticipates an estimated annual expenditure of \$3,000

Budgeted Item: Yes

Account Line Item and Description: Software Maintenance: 431-2515-534-46-91

Fiscal Impact: This will help alleviate administrative duties and help staff focus on providing better customer service to our customers in-person and phone assistance, account management, reduce past due collection efforts, and track inventory of equipment.

Attachments:

[R25-017 Agenda_Item_2578-2023_Resolution_for_CORE_application_and_agmt.docx](#)
[Exhibit A to Resolution - Sub-Merchant Application & Agreement.pdf](#)