

# Comprehensive Payment Solutions That Drive Government Forward

To effectively capture revenue and maintain essential operations, governments need access to secure, scalable payment processing solutions. From federal to state agencies to growing cities and rural communities, Tyler's payment solutions deliver value across every government domain.

## A Platform to Meet Your Unique Needs

No two government organizations are exactly alike — and neither are their payment processes. Tyler's payment solutions are modular and highly configurable to meet unique needs of each government entity.

### Our solutions support:

- Merchant boarding
- Electronic bill payment and presentment
- Payment capture and processing
- Card-present solutions
- Customer checkout portals
- Invoicing
- Disbursements
- Reporting and reconciliation
- Administration and transaction management
- Advanced processing analytics and visualizations



## Government-Focused

Tyler has **more than 25 years** of public sector payment experience.

Our payment solutions are used by **every level of government** — state, local, and federal.

We are **continuously innovating**. We anticipate the future needs of government and the expectations of residents and adapt our solutions accordingly.



## Experienced

**More than 466 million\*** transactions processed annually, representing \$28.9 billion\* in payments

**7,000 payment processing clients** across the U.S. with contracts in 32 states

*\*Based on 2021 data*



## Secure

Tyler maintains the **highest security standards**.

Our payment solutions are fully hosted and **PCI/PA-DSS compliant**.

## Flexible Payment Options for Residents

Today's residents want the freedom to choose when and how they interact with government. Whether they're making a one-time payment, scheduling, or setting up a recurring payment, Tyler's solutions offer the flexibility they've come to expect.

- **Payment Channels**

- In-person, over the counter
- Online
- Contactless
- SMS
- Interactive voice response

- **Payment Methods**

- Credit or debit card
- Digital wallet
- Electronic check/ACH
- Alternative payment channels (i.e., PayPal and Apple Pay)

## Built to Manage Revenue Across Your Enterprise

Tyler's payment solutions are designed to handle any payment regardless of revenue source, including point of sale or online payments. Native integration with Tyler billing or cashiering systems, as well as industry-leading tooling to automate integration with third-party billing systems, enable government organizations to save valuable time and resources.

- **Accept payments from any system that generates an invoice**, including utility bills, traffic citations, property taxes, and licenses and permits
- Leverage custom and flexible forms to create an invoice and **accept any type of miscellaneous payment**, such as donations, recreation fees, library memberships, etc.

## Your Trusted Partners

Payment processing doesn't have to be complex. Tyler has leveraged decades of government experience to deliver payment solutions that are secure, intuitive, and easy to use. Our solutions require very little training and no on-site technical installation.

A registered payment facilitator, **Tyler is equipped to handle all aspects of the payment process**, allowing you to maintain a single-vendor relationship and reducing the number of entities needed to handle sensitive resident, business, and payment-related information.

# Payment Processing Price Structure – Indiana

Simplified convenience fee pricing structure for processing most transactions. With a standardized fee, rather than a complicated calculation, our partners and their customers are able to easily understand the anticipated fee. Other fee models are also available based on the needs of your agency.

Enhanced Service Fees (Ind. Code § 5-27-3-3)	Rate	Percentage of Value
Credit Card Processing (Excluding American Express)	\$0.40	1.96%
Credit Card Processing (Including American Express)	\$0.40	2.06%
Processing eCheck/ACH Transaction	\$0.15	N/A

Merchant Model Processing Fees (Agency pays the merchant fees)	Rate	Percentage of Value
Merchant Model – Agency pays merchant fees from the processor, in addition to the rate and percentage of value.	\$0.15	N/A

**Email [INgovManagement@iot.in.gov](mailto:INgovManagement@iot.in.gov) to get more information and to schedule a demo!**