# STATE OF NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY (NHES) 

## REQUEST FOR PROPOSAL

RFP\# NHES 2018-02 ISSUED 09-12-2017
BANKING SERVICES FOR PROCESSING STATE AND FEDERAL UNEMPLOYMENT COMPENSATION FUNDS

## ADDENDUM \#2

RESPONSES TO RFP\# NHES 2018-02, SECTION 4B, PROPOSAL INQUIRIES. Addendum \#1 extended the deadline for NHES responses to proposer inquiries by two-business days. This Addendum \#2 to RFP NHES 2018-02 includes timely responses to proposer inquires received by the required date of September 27, 2017, as follows:

Question 1. Is it possible to bifurcate this part of the RFP to allow for a Bank to submit the P-card solution?
NHES Response. New Hampshire Employment Security (NHES) is seeking an Electronic Access Card (EAC) solution, not a P-Card solution. It is not possible to bifurcate the RFP to allow for submission of a partial proposal. NHES is seeking wrap around banking services, of which a potential EAC solution is only one part.

Question 2. Would 'partnering' up with a local bank to jointly provide a solution work for the purposes of this RFP?

NHES Response. Yes, partnering is acceptable as long as all conditions of the RFP are met.
Question 3. Would NHES be able to provide 12 months of account analysis and Bank statements for Benefits, Clearing and Revolving fund accounts from the current banking provider? This information is important to obtain a better idea of the current flow of activity and volumes of activity for services being utilized.

NHES Response. Attached hereto labeled as Attachment A is a transaction analysis for each account. Please see the response to Question \#6 for further details on the benefit and clearing accounts.

Question 4. Section 2 A states 3 accounts. Can you please confirm Balances for Revolving Fund and activity volume and services for the Revolving account?

NHES Response. Please see the response to Question \#3.
Question 5. Section 2 D Overdraft Protection. Can you please a 12-24 month history of actual overdraft volumes, length of time overdrawn?

NHES Response. NHES has not had to utilize overdraft protection, but does require overdraft protection.
Question 6. Section 3 H ETA 8413 Income-Expense Analysis, UC Fund, Benefit Account and ETA 8414 Income-Expense Analysis, UC Fund, Clearing Account. Would NHES please provide 12 months of prior reports for viewing and understanding?

NHES Response. Attached hereto labeled as Attachment B are copies of the monthly ETA 8413 and 8414 reports.

# STATE OF NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY (NHES) 

## REQUEST FOR PROPOSAL

## RFP\# NHES 2018-02 ISSUED 09-12-2017

BANKING SERVICES FOR PROCESSING STATE AND FEDERAL UNEMPLOYMENT COMPENSATION FUNDS

## ADDENDUM \#2

Question 7. Please clarify Section 3 Q and supplies that are needed and currently provided. Check volume in section C states 56,658 benefit checks are written annually?

NHES Response. The check volume provided in Section 2C $(56,658)$ represents benefit checks written annually and is accurate. NHES utilizes its own check stock for benefit system issued checks. NHES also requires minimal bank supplied check stock as noted Section 3Q on page 6 of the RFP for manual check writing purposes.

Question 8. Is the Department willing to sign a bank provided agreement for the provision of services?
NHES Response. As noted in the RFP, specific modifications to the Standard State Contract terms and conditions are required to be proposed during the inquiry period so that the results of any such requests may be shared with all participants in the RFP process. See RFP Section 8B.

Question 9. Is the Department willing to include a bank provided agreement as part of the overall contract?
NHES Response. NHES may allow standard bank agreements that do not modify or conflict with provisions of the Standard State Contract or RFP terms to be added to a final agreement.

Question 10. Will the provision of a bank provided agreement as an example of the terms and conditions we would require when providing these services render this proposal non-responsive?

NHES Response. If the bank-provided terms and conditions modify, expand upon or conflict with provisions of the Standard State Contract and other special provisions identified in the RFP, they should have been submitted during the inquiry period in order for a potential exception to be made and documented for the benefit of all Proposers. Please also see our response to Questions \#9 and 45.

Question 11. What might be the anticipated implementation timing for your EAC program?
NHES Response. EAC Program implementation timing is unknown, but possibly during the term of the contract depending upon cost and other considerations.

Question 12. How many cards would you anticipate being issued at implementation (day \#1)?
NHES Response. The number of cards issued at implementation depends upon the number of benefit recipients and participation rate at the time. The number of benefit recipients has ranged from a high of approximately 57,000 in 2009 to a level of approximately 15,000 in 2016.

Question 13. What is the anticipated lifespan (\# of months) for each card issued by your EAC program?

# STATE OF NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY (NHES) 

## REQUEST FOR PROPOSAL

RFP\# NHES 2018-02 ISSUED 09-12-2017
BANKING SERVICES FOR PROCESSING STATE AND FEDERAL UNEMPLOYMENT COMPENSATION FUNDS

## ADDENDUM \#2

NHES Response. Anticipated lifespan is up to 24 months subject to individual eligibility and circumstances.
Question 14. How many new cards are anticipated to be issued per/month ongoing?
NHES Response. As noted in our response to Question \#12, this depends upon the number of benefit recipients and participation rate. The number of benefit recipients has ranged from a high of approximately 57,000 in 2009 to a level of approximately 15,000 in 2016. Dividing each count by twelve months would result in counts of 4,750 (2009) and 1,250 (2016).

Question 15. What is the expected frequency of funding loads applied to each card (weekly)?
NHES Response. Assuming a claimant files for unemployment benefits on a weekly basis, the highest frequency would be weekly. However, if there are breaks in an unemployment claim, the funding loads could be intermittent.

Question 16. What is the anticipated average funding load amount per/card?
NHES Response. The average weekly benefit amount for 2016 was $\$ 311$.
Question 17. Will the sole funding source for these cards be ACH using TD eTreasury?
NHES Response. After drawing the appropriate funds from the US Treasury account for the State of New Hampshire, NHES would then prepare an ACH via the online banking software to fund EAC transactions.

Question 18. Will all cardholders possess a valid social security number?
NHES Response. As part of its fraud prevention efforts in the Unemployment Insurance program, NHES has a process in place to verify the Social Security Number/status of each claimant as part of the initial claim process. Please note that NHES only provides the final four numbers of each claimant's social security number in connection with banking activities.

Question 19. Will cardholder usage of the EAC program funds be conducted within the U.S.?
NHES Response. Currently, usage of benefit payments is not restricted geographically.
Question 20. Would a customized card design be a requirement for your EAC program?
NHES Response. No specific design requirement.

# STATE OF NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY (NHES) 

## REQUEST FOR PROPOSAL

## RFP\# NHES 2018-02 ISSUED 09-12-2017

## BANKING SERVICES FOR PROCESSING STATE AND FEDERAL UNEMPLOYMENT COMPENSATION FUNDS

## ADDENDUM \#2

Question 21. In order for us to provide you better card processing pricing, what is your anticipated average card transaction amount? What do you anticipate will be your annual card transaction volume?

NHES Response. For average anticipated card transaction amount, please see response the to Question \#16. With respect to annual card transaction volume, NHES has no historical information available from which to make an estimate.

Question 22. How many locations/departments do you anticipate will require card processing solutions?
NHES Response. NHES anticipates two separate departments within one location will conduct debit/credit card payment processing.

Question 23. How many Merchant IDs do you think you will require?
NHES Response. If a Merchant ID is required for each individual bank account, then three Merchant IDs may be required. If a single Merchant ID can post funds to multiple accounts (NHES has three accounts), then two Merchant IDs may be required - one for each department that will process debit/credit card payments.

Question 24. Will you be seeking Point of Sale (POS) devices, and if so how many? What kind of POS devices will you require? (Terminals, receipt printing, innovation, EMV/Card swipe capability, wireless etc)

NHES Response. Further information is required on debit/credit card payment processing functionality before NHES can determine how many POS devices may be required. It is probable that online and/or over-thetelephone transactions may be the only forms of debit/credit card payment processing depending upon pricing and regulatory constraints.

Question 25. Will you be seeking online card payment options? (ie Payment Gateway and/or Virtual Terminal)
NHES Response. As noted in the response to Question \#24, it is anticipated that debit/credit card payments will accepted online or over-the-telephone.

Question 26. What percentage of your transactions (do you anticipate) will be Card Present? and Card Not Present?

NHES Response. NHES does not anticipate utilizing Card Present services for logistical reasons.
Question 27. Do you anticipate requiring the winning bidder to provide a convenience fee service? (This enables Merchants to offer checkout fees in order to minimize or reduce their processing expenses and remain competitive with the other acquirers offering this feature.)

# STATE OF NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY (NHES) 

## REQUEST FOR PROPOSAL

## RFP\# NHES 2018-02 ISSUED 09-12-2017

BANKING SERVICES FOR PROCESSING STATE AND FEDERAL UNEMPLOYMENT COMPENSATION FUNDS

## ADDENDUM \#2

NHES Response. NHES anticipates any fee resulting from accepting debit/credit card as a form of payment be passed along to the card holder making the payment.

Question 28. Page 5 -iii. Daily Check Return file- Are you referring to NSF checks or checks that are returned in the mail because the address is not correct?

NHES Response. The Daily Check Return File includes data (outlined in Section 3B(iii) on page 5 of the RFP) for each check cleared against NHES accounts.

Question 29. Page 7. S. What type of remote deposit check scanners does NHES currently use and does NHES own the scanners?

NHES Response. NHES owns two Epson TM-S1000 Model M236A deposit scanners.
Question 30. Page 7. V. Are you referring to merchant processing for receivables or credit/debit/procurement card for payables or both?

NHES Response. NHES would like to make available to its customers the ability pay any balance due with a debit and/or credit card including, but not limited to, restitution of benefit overpayments and employer tax payments.

Question 31. As stated on page 3, NHES does not currently offer debit/credit card payments services but plans to offer employers and claimants these services at some future date. Could you provide a timeframe for the implementation of these services and an estimate of the volume expected including the average dollar amount per transaction?

NHES Response. The timeframe for implementation will depend upon the cost associated with implementing such functionality as well as regulatory constraints. NHES has no historical information available from which to make an estimate. Currently, without a debit/credit card payment option, NHES collected approximately $\$ 3.6 \mathrm{M}$ in debt in 2016.

Question 32. As stated on page 3, NHES does not currently offer but plans to implement electronic access cards (EAC) as a means of unemployment benefit payment at some future date. Could you provide a timeframe for the implementation of this service and an estimate of the volume expected including how many cards will be issued and the transaction volume expected? How long do you anticipate that the cards will be active? Do you have any program requirements that you can share that you have established for this future EAC program?

NHES Response. The timeframe for implementation will depend upon the cost associated with implementing such functionality as well as regulatory constraints. NHES has no historical information available regarding the

# STATE OF NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY (NHES) 

## REQUEST FOR PROPOSAL

 RFP\# NHES 2018-02 ISSUED 09-12-2017 BANKING SERVICES FOR PROCESSING STATE AND FEDERAL UNEMPLOYMENT COMPENSATION FUNDS
## ADDENDUM \#2

volume of cards and transactions from which to make an estimate. For length of time cards may be active, please see the response to Question \#13.

Question 33. Regarding the statistics provided on page 3 about the check payments; can the state identify how many unique claimants opted to receive payment via check in 2016? Is the stated $30 \% / 70 \%$ ratio based on total number of payments, dollar value of payments or number of people? We would like to better understand how many/what \% of claimants elect to receive payment via check vs. EFT? We know that in 2015, the number was around 8,600 , but suspect that that number has dropped, based on the change in ratio, and natural progression to electronic payments.

NHES Response. The 30\%/70\% ratio was based on total number of payments. The 8,600 figure from 2015 represented distinct or unique customers who received payment via check in that year. Approximately 6,900 distinct or unique customers received payment via check in 2016.

Question 34. Does the average recipient continue to receive approximately 13 payments (whether the payment amount is a "full" or "partial" amount)?

NHES Response. Yes, the average duration of claimants receiving benefits in 2016 was 12.8 weeks.
Question 35. Has the average payment amount per recipient changed from $\$ 293.68$ ? Is there a maximum payout amount allowed per recipient?

NHES Response. The average weekly benefit amount as of August 2017 is $\$ 320.74$. The maximum weekly benefit amount is currently $\$ 427.00$. Depending upon the weekly benefit amount, the maximum payout amount per recipient will vary.

Question 36. How many new unemployment claims were filed in 2016, and how many led to "first payments"?
NHES Response. Approximately 14,700 new unemployment claims were filed and received first payments in 2016.

Question 37. Do you know how many recipients cashed checks with the issuing bank (monthly average if available, please)?

NHES Response. This cannot be determined.
Question 38. The State has indicated that you do not currently employ cards for completing payments, but are considering it for implementation in the future. The State has offered a contract for a five year contract term. Can the State please provide more insight on the expected timing for launching an EAC [Electronic Access

# STATE OF NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY (NHES) 

## REQUEST FOR PROPOSAL

## RFP\# NHES 2018-02 ISSUED 09-12-2017

BANKING SERVICES FOR PROCESSING STATE AND FEDERAL UNEMPLOYMENT COMPENSATION FUNDS

## ADDENDUM \#2

Card] program and your estimate for how many years of the initial contract term that the bidder could expect the EAC product to be in effect?

NHES Response. Please see the response to Question \#32.
Question 39. Would the State please provide Appendix B in Excel or Word format, for ease of use?
NHES Response. Yes, please find an Excel version posted along with this Addendum as Attachment C.
Question 40. On Page 3, it states that 56,658 checks were written to pay benefits, but the pricing form (Appendix B) shows 115,000 Paid Items, Reconciled Items, and Positive Pay Items, please clarify why these numbers don't match.

NHES Response. The pricing form (Appendix B) includes enhanced volumes to accommodate a potential increase in unemployment claims. NHES will contract based on enhanced volumes to ensure adequate contract funding is available if unemployment levels increase.

Question 41. On the standardized pricing form provided (Appendix B), the State has provided for only a single line item for the EAC debit card product within your client pricing sheet. Typically, Unemployment EAC debit card programs are offered free to the State agency and are therefore competitively assessed based on the full Cardholder Schedule of Fees associated with the card program and the strength of the local bank branch and ATM network available to provide fee-free access to constituents. For instance, agencies will typically assess and compare the fee amounts that cardholders will pay for special transactions - such as out of network ATM fees, international transaction fees, expedited card replacements, etc.

May we include an Attachment with the pricing to provide this detail, or would the State please advise how and where in your RFP document format you would like to have the cardholder fee schedule included?

NHES Response. If you wish to submit a more detailed Electronic Access Card program fee schedule, which will need to include all potential cardholder fees, please attach a separate pricing sheet labeled 'Supplemental Pricing Sheet' as a attachment to Appendix B.

Question 42. On Page 5, B. iii. The State is requesting a "Daily Check Return File", please confirm that this indicates a daily file of items paid on the account(s)?

NHES Response. Confirmed.
Question 43. Would the State please provide updated average monthly account balances for the three accounts?
NHES Response. Please see the response to Question \#6.

# STATE OF NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY (NHES) 

# REQUEST FOR PROPOSAL RFP\# NHES 2018-02 ISSUED 09-12-2017 BANKING SERVICES FOR PROCESSING STATE AND FEDERAL UNEMPLOYMENT COMPENSATION FUNDS 

## ADDENDUM \#2

Question 44. On Page 16, C. a. Please clarify whether it is expected that Client Team members visiting your offices for meetings will be required to provide a Criminal Record Authorization Form.

NHES Response. No, the nature of the meetings does not require criminal background checks to be performed.
Question 45. With regard to the Standard Contract provided (Appendix E), we typically create an "Umbrella Agreement" to reference the following, and to list the documents that will comprise the agreement, once finalized: (Your Standard Contract, Our Terms and Conditions and Deposit Agreements, and if required, Your RFP, and Our response to the RFP) and provide an order of precedence. We understand the situation and have been able to reach agreement with other customers and with the State of New Hampshire, in the past. Our objective is achieve a format and an agreement which is acceptable to both parties, and our commitment is to work with you in good faith to achieve this end. This document will need to include and address the following terms:
7.3 Dispute Resolution

Bank suggests that disputes are handled in accordance with our "Deposit Agreement and Disclosures" and
"Treasury Services Terms and Conditions" booklets, which outline the basis for dispute resolution, and will be provided with the RFP response.

## 10. Termination

Bank suggests, in accordance with the Termination provision in our Treasury Management Terms and Conditions booklet, a 30-day termination notification period ( 60 in the case of Corporate Card Services) from either party. Based on the scope of services and time needed to fully terminate, the 30 -day period is considered appropriate for both parties. Further, the bank must retain its right to immediately terminate service under the circumstances described in the booklet which will be provided with the RFP response.
12. Assignment

Bank does not anticipate assigning, transferring or conveying any rights, obligations or interest under this contract. However, should it become necessary, Bank reserves the right to make these business decisions in the best interest of our clients, and reserves the right to do so without a client's written consent. Further, the bank generally reserves the right to assign to a Bank affiliate without consent. While the bank would certainly discuss with NHES any potential assignment of the contract to an affiliate and would stipulate that any affiliate to which the contract is assigned would conform to the terms, conditions and requirements of the contract, the bank would propose the bank have the ability to assign the contract to another Bank affiliate. Further, as a federally chartered national banking association, any successor institution must by law assume our rights and responsibilities. This is not dependent upon a client's agreement.

## 12. Subcontracting

By entering into a treasury management services agreement with you, the bank is assuming responsibility for providing the covered services, regardless of any agents, employees or subcontractors (vendors) which the bank may employ in providing the services. In the performance of treasury management services it is the bank's general practice to retain employees, agents or subcontractors to service any or all of its clients in general rather than to service a particular client. Because the bank has many thousands of clients it is not practical for the bank to

# STATE OF NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY (NHES) 

# REQUEST FOR PROPOSAL RFP\# NHES 2018-02 ISSUED 09-12-2017 BANKING SERVICES FOR PROCESSING STATE AND FEDERAL UNEMPLOYMENT COMPENSATION FUNDS 

## ADDENDUM \#2

require one or more client's approval of general subcontractor (vendor) agreements. Bank cannot agree to limit ourselves to not subcontract out work, or require the consent of a client that in the future we may deem to be in the best interest of the bank.

## 13. Indemnification

We are generally unable to give indemnities with respect to third-party claims growing out of treasury management services we provide to our clients. Such claims relate to the relationship, including contractual relationships, which the third parties have with our clients, not with us. We are unable to anticipate and control those relationships. However, we are pleased to offer mutual non-indemnification, whereby neither party indemnifies the other. As our customer, we remain liable to you for actual, direct damages caused by our failure to exercise reasonable care when providing services, as provided in the contract documents which will be provided with the RFP response.

NHES Response. As noted in response to Questions \#9 and 10, NHES may agree to the addition of standard bank agreements that do not modify or conflict with the provisions of the Standard State Contract or RFP in connection with a final contract. However, in keeping with RFP Section 8B, Contract Terms and Award, proposed changes that modify or conflict with the terms of the Standard State Contract or RFP terms, including the Dispute Resolution, Termination, Assignment, Subcontracting and Indemnification provisions referenced in the subparts to this Question, needed to be submitted during the Proposer Inquiry period to be considered. As noted in the RFP, "[i]f the Agency accepts a Proposer's exception the Agency will, at the conclusion of the inquiry period, provide notice to all potential proposers of the exceptions which have been accepted and indicate that exception is available to all potential proposers." See RFP Section 8B, Para. 4.

With respect to dispute resolution, no language has been presented in connection with the proposer's inquiry and thus no alternate language is being approved. With respect to termination, the proposed thirty (30) day termination provision is not accepted. This RFP will result in a comprehensive banking agreement affecting thousands of claimants and transactions. The proposed thirty (30) day notification period does not provide enough time to allow a new procurement and change in vendors. With respect to both assignment and subcontracting, NHES consent will continue to be required in either case, but NHES will agree to add language to the existing provision to the effect that consent will not be unreasonably withheld. Finally, given the nature of this agreement, NHES will not accept mutual non-indemnification in lieu of the provision that appears in the Standard State Contract form. Please note that any exceptions granted in response to this question are available to all potential proposers.

# STATE OF NEW HAMPSHIRE <br> DEPARTMENT OF EMPLOYMENT SECURITY (NHES) 

REQUEST FOR PROPOSAL
RFP\# NHES 2018-02 ISSUED 09-12-2017
BANKING SERVICES FOR PROCESSING STATE AND FEDERAL UNEMPLOYMENT COMPENSATION FUNDS

ADDENDUM \#2

Vendor $\qquad$ Address $\qquad$

By:
(This document must be signed)
(Title)
$\qquad$ Tel. No. $\qquad$
(Please print or type name)

CONTACT: Jill D. Revels, Business Administrator New Hampshire Employment Security (603) 229-4449

ATTACHMENT A

| REVOLVING FUND - Calendar Year 2016 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Ending Balance | 7,303 | 7,903 | 7,221 | 9,116 | 9,116 | 9,116 | 8,712 | 8,836 | 8,836 |
| Checks Deposited (check count) | 2 | 1 | 1 | 2 |  |  | 1 | 1 |  |
| Cash Deposited (dollar amount) |  |  |  |  |  |  |  |  |  |
| Checks Cleared | 1 |  | 1 |  |  |  | 1 | 1 |  |


| REVOLVING FUND - Calendar Year 2016 |  | Oct-16 | Nov-16 | Dec-16 | TOTALS |  |
| :--- | ---: | ---: | ---: | ---: | ---: | ---: |
|  |  |  |  |  |  |  |
| Ending Balance |  | 7,844 | 8,694 | 8,694 |  |  |
| Checks Deposited (check count) |  |  | 1 |  |  |  |
| Cash Deposited (dollar amount) |  |  |  |  |  | $\mathbf{9}$ |
| Checks Cleared |  | 1 |  |  |  | $\mathbf{5}$ |


| BENEFIT ACCOUNT - Calendar Year 2016 |  | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Money Manager Reports | BAI Code |  |  |  |  |  |  |  |  |  |
| Total Float |  | 118,916 | 149,593 | 209,779 | 218,188 | 213,074 | 168,276 | 259,974 | 185,195 | 200,762 |
| Number of Debits (checks only) |  | 6,382 | 7,626 | 7,717 | 5,621 | 4,384 | 3,751 | 4,155 | 4,423 | 3,286 |
| Pre-Authorized ACH Credits (TRA/ ATAA/ TAA/ Failed EFTS) | 165 | 34 | 35 | 56 | 56 | 53 | 54 | 61 | 60 | 58 |
| Check Deposit Package | 175 | 26 | 29 | 28 | 28 | 25 | 35 | 26 | 37 | 40 |
| Incoming Money Transfer (ASAP etc) | 195 | 23 | 23 | 25 | 21 | 19 | 20 | 17 | 20 | 19 |
| Miscellaneous Credit | 399 | 1 | 4 | 7 | 3 | 3 | 4 | 1 | 1 | 3 |
| Pre-Authorized ACH Debit (EFT / IRS / etc) | 455 | 28 | 28 | 32 | 30 | 29 | 32 | 29 | 31 | 31 |
| Return Deposited Item | 555 | 5 | 2 | 1 | 4 | 2 | 3 | 4 | 2 | 1 |
| Miscellaneous Debit | 699 | 0 | 4 | 3 | 1 | 1 | 0 | 1 | 0 | 0 |
| Worksheet |  |  |  |  |  |  |  |  |  |  |
| Checks Deposited (check count) |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Cash Deposited (dollar amount) |  | 1,125.55 | 401.10 | 180.00 | 604.40 | 0.00 | 3,393.53 | 0.19 | 118.50 | 2,070.00 |
| Misc ACH Debits |  |  |  |  |  |  |  |  |  |  |
| Bank Email "Regarding Issue File RNHUN225" |  |  |  |  |  |  |  |  |  |  |
| Total Issue Items \# (ck count) - use date at bottom of email |  | 6,582 | 7,134 | 8,434 | 5,039 | 3,908 | 4,287 | 4,059 | 4,563 | 2,749 |
| Total Voids/Cancels \#(ck count) - use date at bottom of email |  | 37 | 43 | 50 | 29 | 30 | 38 | 20 | 34 | 38 |
| Auditor's Payment Register |  |  |  |  |  |  |  |  |  |  |
| Number of EFT's Issued (use Fiscal date - not report dates) |  | 12,752 | 13,156 | 15,507 | 10,576 | 9,589 | 11,120 | 10,700 | 12,521 | 8,848 |
| Number of EFT files sent to the bank (typically just 1) |  | 19 | 20 | 23 | 21 | 21 | 22 | 20 | 22 | 21 |
| NOC from Citizens Bank (use date on top- under page \#) |  |  |  |  |  |  |  |  |  |  |
| Items Returned (number of failed EFTs) |  | 26 | 31 | 24 | 13 | 14 | 16 | 23 | 21 | 26 |
| Notifications of Change (number of changes) |  | 33 | 47 | 35 | 23 | 20 | 25 | 15 | 26 | 17 |
| IRS Book (IRS Transfers) |  |  |  |  |  |  |  |  |  |  |
| Batch Summary Report by ID Number (use Report date) |  | 8 | 8 | 9 | 9 | 9 | 8 | 9 | 9 | 9 |
| Stop Payments |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Positive Pay Issue Maintenance report |  |  |  |  |  |  |  |  |  |  |
| Manual Checks Issued |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Manual Voids |  | 15 | 26 | 19 | 17 | 13 | 9 | 3 | 17 | 12 |
| Fax Sheets to Bank |  |  |  |  |  |  |  |  |  |  |
| Manual Voids - faxed |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Manual Checks Issued - faxed |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EZ Deposit Reports |  |  |  |  |  |  |  |  |  |  |
| \# of Batches |  | 23 | 26 | 25 | 24 | 25 | 30 | 25 | 34 | 37 |
| \# of Items |  | 511 | 610 | 597 | 559 | 595 | 562 | 514 | 650 | 590 |
| TOPS Deposits (not \# of pyts in the deposit) |  | 2 | 3 | 5 | 4 | 4 | 4 | 6 | 4 | 5 |

TRANSACTION ANALYSIS

| BENEFIT ACCOUNT - Calendar Year 2016 |  | Oct-16 | Nov-16 | Dec-16 | TOTALS |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Money Manager Reports | BAI Code |  |  |  |  |
| Total Float |  | 219,516 | 283,074 | 158,066 |  |
| Number of Debits (checks only) |  | 2,686 | 2,800 | 3,657 | 56,488 |
| Pre-Authorized ACH Credits (TRA/ ATAA/ TAA/ Failed EFTS) | 165 | 52 | 54 | 59 | 632 |
| Check Deposit Package | 175 | 38 | 41 | 46 | 399 |
| Incoming Money Transfer (ASAP etc) | 195 | 18 | 20 | 19 | 244 |
| Miscellaneous Credit | 399 | 1 | 3 | 3 | 34 |
| Pre-Authorized ACH Debit (EFT / IRS / etc) | 455 | 29 | 29 | 30 | 358 |
| Return Deposited Item | 555 | 2 | 1 | 0 | 27 |
| Miscellaneous Debit | 699 | 2 | 0 | 0 | 12 |
| Worksheet |  |  |  |  |  |
| Checks Deposited (check count) |  | 0 | 0 | 0 | 0 |
| Cash Deposited (dollar amount) |  | 81.00 | 745.77 | 2,318.01 | 11,038 |
| Misc ACH Debits |  |  |  |  |  |
| Bank Email "Regarding Issue File RNHUN225" |  |  |  |  |  |
| Total Issue Items \# (ck count) - use date at bottom of email |  | 2,592 | 3,347 | 3,964 | 56,658 |
| Total Voids/Cancels \#(ck count) - use date at bottom of email |  | 30 | 25 | 31 | 405 |
| Auditor's Payment Register |  |  |  |  |  |
| Number of EFT's Issued (use Fiscal date - not report dates) |  | 8,010 | 9,625 | 9,361 | 131,765 |
| Number of EFT files sent to the bank (typically just 1) |  | 21 | 19 | 21 | 250 |
| NOC from Citizens Bank (use date on top- under page \#) |  |  |  |  |  |
| Items Returned (number of failed EFTs) |  | 17 | 22 | 31 | 264 |
| Notifications of Change (number of changes) |  | 23 | 20 | 23 | 307 |
| IRS Book (IRS Transfers) |  |  |  |  |  |
| Batch Summary Report by ID Number (use Report date) |  | 8 | 9 | 9 | 104 |
| Stop Payments |  | 0 | 0 | 0 | 0 |
| Positive Pay Issue Maintenance report |  |  |  |  |  |
| Manual Checks Issued |  | 0 | 0 | 0 | 0 |
| Manual Voids |  | 6 | 13 | 19 | 169 |
| Fax Sheets to Bank |  |  |  |  |  |
| Manual Voids - faxed |  | 0 | 0 | 0 | 0 |
| Manual Checks Issued - faxed |  | 0 | 0 | 0 | 0 |
| EZ Deposit Reports |  |  |  |  |  |
| \# of Batches |  | 35 | 36 | 41 | 361 |
| \# of Items |  | 593 | 607 | 589 | 6,977 |
| TOPS Deposits (not \# of pyts in the deposit) |  | 3 | 4 | 4 | 48 |

TRANSACTION ANALYSIS

| CLEARING ACCOUNT - Calendar Year 2016 |  | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Money Manager Reports | BAI Code |  |  |  |  |  |  |  |  |  |
| Total Float |  | 2,395,447 | 9,315,225 | 1,045,770 | 10,366,644 | 25,771,126 | 787,838 | 10,520,417 | 7,488,860 | 640,385 |
| Pre-Authorized ACH Credit | 165 | 19 | 20 | 23 | 21 | 21 | 22 | 20 | 22 | 21 |
| Check Deposit Package | 175 | 43 | 57 | 27 | 60 | 57 | 25 | 60 | 50 | 24 |
| Miscellaneous Credit | 399 |  |  |  |  |  |  |  |  | 0 |
| ACH Debit | 455 | 9 | 6 | 4 | 13 | 6 | 2 | 15 | 8 | 4 |
| Check Paid (add up \# of checks for the day) | 475 | 42 | 68 | 86 | 77 | 120 | 104 | 69 | 89 | 63 |
| Outgoing Money Transfer | 495 | 19 | 19 | 22 | 21 | 18 | 22 | 20 | 22 | 20 |
| Return Deposited Item | 555 | 6 | 11 | 1 | 4 | 9 | 1 | 4 | 10 | 1 |
| Miscellaneous Debit | 69* | 3 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 |
| Worksheet |  |  |  |  |  |  |  |  |  |  |
| Checks Deposited (check count) |  | 0 | 1 | 0 | 2 | 0 | 0 | 1 | 0 | 0 |
| Cash Deposited (dollar amount) |  | 815.87 | 4.07 | 0.00 | 710.00 | 312.10 | 200.00 | 0.00 | 1,340.00 | 2.25 |
| Stop Payments |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EZ Deposit Reports |  |  |  |  |  |  |  |  |  |  |
| \# of Batches |  | 35 | 54 | 27 | 58 | 53 | 24 | 59 | 49 | 23 |
| \# of Items |  | 4,630 | 4,776 | 1,015 | 7,473 | 5501 | 924 | 7,139 | 4771 | 843 |
| WEB TAX Confirmation Email |  |  |  |  |  |  |  |  |  |  |
| Number of Checks (for a particular REPORT DATE) |  | 3574 | 694 | 164 | 4,645 | 899 | 118 | 4,529 | 802 | 139 |
| Number of Files to bank (typically 1 per day) |  | 19 | 20 | 23 | 21 | 21 | 22 | 20 | 22 | 21 |
| NOC from Citizens Bank (use date on top- under page \#) |  |  |  |  |  |  |  |  |  |  |
| Items Returned (number of failed EFTs) |  | 13 | 8 | 5 | 21 | 16 | 4 | 27 | 16 | 4 |
| Notifications of Change (number of changes) |  | 5 | 1 | 1 | 6 | 6 | 1 | 8 | 8 | 1 |
| Positive Pay Import (Employer Refunds, no voids) |  | 32 | 58 | 81 | 58 | 134 | 46 | 49 | 72 | 51 |
| Positive Pay Voids uploaded |  | 6 | 7 | 4 | 2 | 0 | 2 | 2 | 3 | 6 |
| Positive Pay Issue Maintenance report |  |  |  |  |  |  |  |  |  |  |
| Manual Checks Issued (Typewritten cks) |  | 19 | 17 | 16 | 29 | 20 | 21 | 23 | 19 | 14 |
| Manual Voids |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

TRANSACTION ANALYSIS
ATTACHMENT A

| CLEARING ACCOUNT - Calendar Year 2016 |  | Oct-16 | Nov-16 | Dec-16 | TOTALS |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Money Manager Reports | BAI Code |  |  |  |  |
| Total Float |  | 5,136,653 | 3,549,059 | 651,968 |  |
| Pre-Authorized ACH Credit | 165 | 21 | 19 | 21 | 250 |
| Check Deposit Package | 175 | 65 | 35 | 24 | 527 |
| Miscellaneous Credit | 399 |  |  |  | 0 |
| ACH Debit | 455 | 15 | 7 | 1 | 90 |
| Check Paid (add up \# of checks for the day) | 475 | 72 | 86 | 56 | 932 |
| Outgoing Money Transfer | 495 | 20 | 19 | 21 | 243 |
| Return Deposited Item | 555 | 5 | 4 | 4 | 60 |
| Miscellaneous Debit | 69* | 0 | 1 | 0 | 7 |
| Worksheet |  |  |  |  |  |
| Checks Deposited (check count) |  | 1 | 1 | 0 | 6 |
| Cash Deposited (dollar amount) |  | 2.05 | 0.00 | 0.16 | 3,386.50 |
| Stop Payments |  | 0 | 0 | 0 | 0 |
| EZ Deposit Reports |  |  |  |  |  |
| \# of Batches |  | 62 | 34 | 22 | 500 |
| \# of Items |  | 6645 | 3621 | 883 | 48,221 |
| WEB TAX Confirmation Email |  |  |  |  |  |
| Number of Checks (for a particular REPORT DATE) |  | 4238 | 591 | 143 | 20,536 |
| Number of Files to bank (typically 1 per day) |  | 21 | 19 | 21 | 250 |
| NOC from Citizens Bank (use date on top- under page \#) |  |  |  |  |  |
| Items Returned (number of failed EFTs) |  | 22 | 7 | 1 | 144 |
| Notifications of Change (number of changes) |  | 10 | 1 | 2 | 50 |
| Positive Pay Import (Employer Refunds, no voids) |  | 51 | 75 | 40 | 747 |
| Positive Pay Voids uploaded |  | 5 | 8 | 3 | 48 |
| Positive Pay Issue Maintenance report |  |  |  |  |  |
| Manual Checks Issued (Typewritten cks) |  | 22 | 19 | 16 | 235 |
| Manual Voids |  | 0 | 0 | 0 | 0 |


























