

# NEXT GENERATION

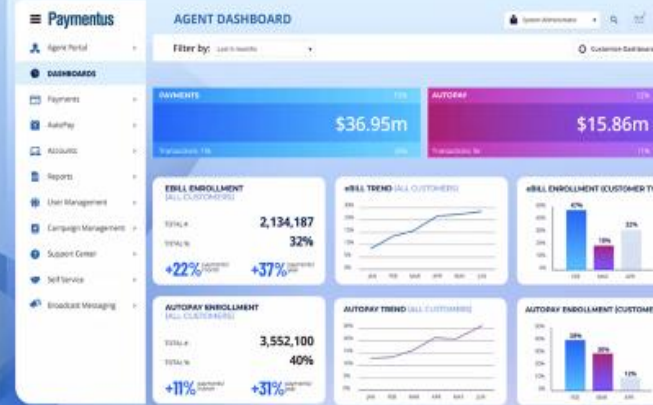
## PAYMENT & COMMUNICATION CHANNELS



## INCLUSIVE PAYMENT METHODS



## AGENT ASSISTANCE, BUSINESS INTELLIGENCE & ANALYTICS



UTILITIES



HEALTHCARE



INSURANCE



TELECOM



PUBLIC SECTOR



EDUCATION



PROPERTY  
MANAGEMENT



MORTGAGE



CONSUMER  
FINANCE



B2B



SUBSCRIPTIONS

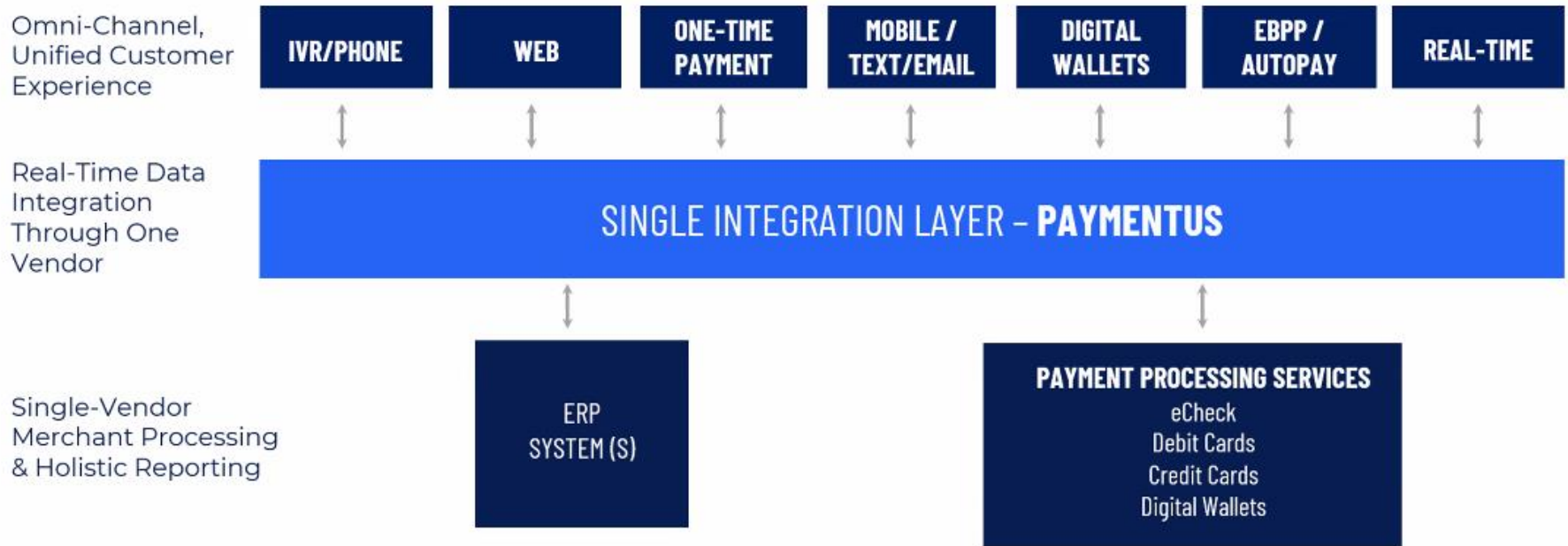


TAXES



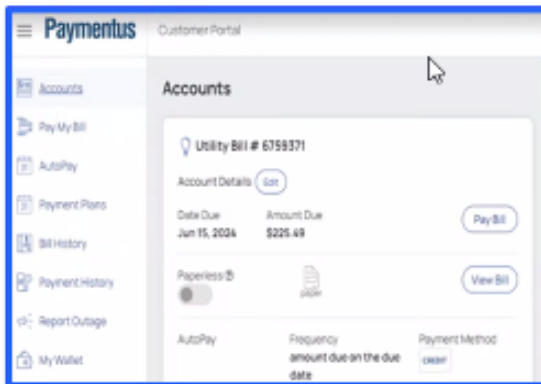
NON-PROFIT

# Simplified Access To Entire Paymentus Ecosystem

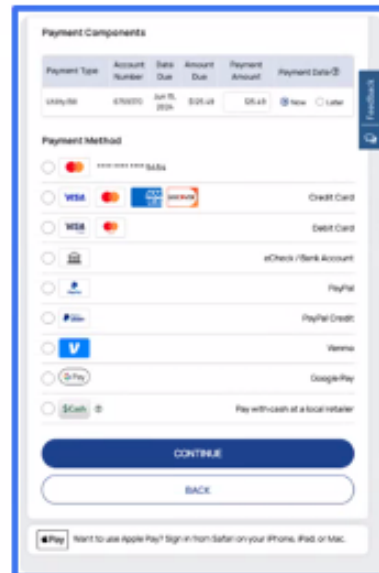


# FLEXIBLE INTEGRATION OPTIONS

## FULLY HOSTED OMNICHANNEL USER INTERFACES



## PAGE LEVEL INTEGRATION/EMBEDDED PAYMENT FEATURES

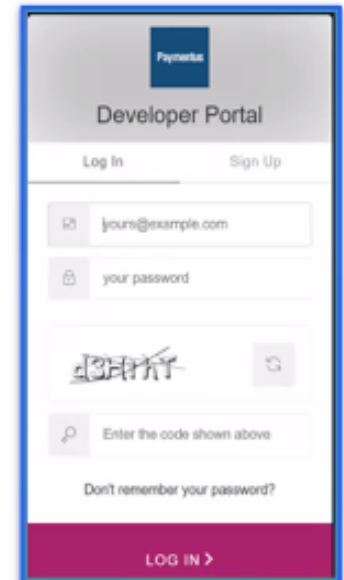


## CONFIGURABLE SECURE TOKENIZATION



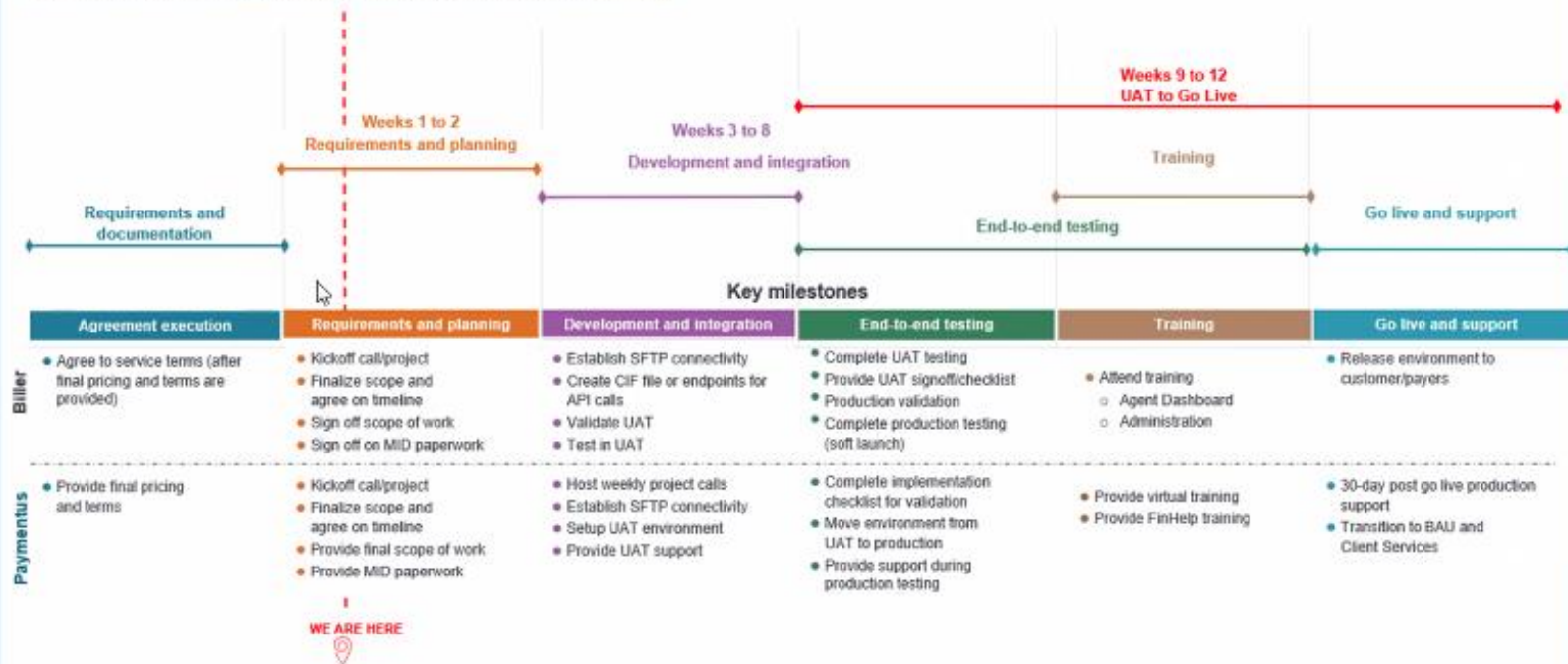
Payment Pixels using  
APIs & SDKs to  
encapsulate and secure  
billers from PCI and  
additional development

## DEVELOPER PORTAL LIBRARY



# IMPLEMENTATION CYCLE

Timeline and milestones for *standard configuration* & expected stakeholder engagement



Standard configuration: actual timeline may vary depending on the scope of your requirements.



# UAT & PRODUCTION OVERVIEW

## User Acceptance Testing (UAT)

(Duration: approx. 2 weeks)

*\*Your PM will provide a detailed UAT plan closer to the UAT Phase. Information provided below are high level suggestions.*

- Agent Dashboard – Train {client} on how to navigate to set up users and permissions, make payments, review reports, etc.
- Test Account Validation/Lookup: CIF or RTCIF
- Test All Payment Channels
- Test All Payment Methods
- Review Posting File and Real Time Payment Notifications
- Data Migration – Validate migrated Data **(PM Omit if not applicable)**

Upon successful completion of UAT, PM will provide a sign off document that {biller} must sign before moving to production

## Production

- {biller} and PM will coordinate a soft launch production date
  - Soft Launch: Duration 2 weeks
    - {biller} uses a small group to make payments in production
      - Validate deposits in your bank account and reconciliation
      - Perform refunds
      - Verify all payment methods are working
- {biller} signs off on Soft Launch Production
- {biller} and PM set a full production date
  - Implementation team will be available during hyper care\* period of {hyper care start date} to {hyper care end date}

\*hyper care is a {duration} period where the PM and implementation team will be available to assist with production issues.

Payment Methods	Payment Type	Paymentus Fee	Fee Model
<b>Instant Payment Network™</b> All payment methods offered under IPN and digital wallets such as PayPal, Venmo, PayPal Credit, Apple Pay, Google Pay, PayPal CFS and others as offered by Paymentus	Parking, Taxes, Traffic Violations	2.45% of the Payment Amount	User Fee
	Fire Department, Parks/Rec, Youth Services, Boat House, Light House, Residential Licensing, Health Department, Building Department, Accounts Receivable, Vital Statistics, Animal Shelter, City Clerk's Office	2.45% of the Payment Amount	Client Fee
<b>Debit Cards</b>	Taxes	\$3.25 per Payment	User Fee
	Parking, Traffic Violations	2.45% of the Payment Amount	User Fee
	Fire Department, Parks/Rec, Youth Services, Boat House, Light House, Residential Licensing, Health Department, Building Department, Accounts Receivable, Vital Statistics, Animal Shelter, City Clerk's Office	2.45% of the Payment Amount	Client Fee
<b>Credit Cards</b>	Parking, Taxes, Traffic Violations	2.45% of the Payment Amount	User Fee
	Fire Department, Parks/Rec, Youth Services, Boat House, Light House, Residential Licensing, Health Department, Building Department, Accounts Receivable, Vital Statistics, Animal Shelter, City Clerk's Office	2.45% of the Payment Amount	Client Fee
<b>ACH/eCheck</b>	Parking, Taxes, Traffic Violations	\$0.70 per Payment	User Fee
	Fire Department, Parks/Rec, Youth Services, Boat House, Light House, Residential Licensing, Health Department, Building Department, Accounts Receivable, Vital Statistics, Animal Shelter, City Clerk's Office	\$0.70 per Payment	Client Fee
<b>Chargeback and Return Check Fee</b>		\$9.95 per Item	Client Fee
<b>Enterprise Communications Manager (ECM)</b> Outbound Messaging (SMS, Email, IVR)		500 messages included at no cost. Additional messages will be billed at \$0.20 per message.	Client Fee



Payment Type

- Account Number

Enter your account number

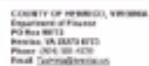
Zip Code

Enter your 5-digit Zip Code

[Pay Another Account](#)

Continue

WHERE IS MY ACCOUNT NUMBER ?



~~PERSONAL PROPERTY (M)~~

Account # 205-8100000

2008-09-01

1988 Cluster  
1989 Cluster

[illegible]

Simplify your life?

Register to use the Customer Portal and get access to more information and features than ever before.

- Set-up and manage monthly AutoPay
- Manage and pay multiple accounts

[✈ Explore](#)[Signup](#)



### Make One Time Payment

Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.

**Payments made prior to midnight will be posted to your account the next day. Payments made after midnight will be posted within 48 hours.**

**No fees are assessed to make an online payment with Henrico County.**

For each payment, you will receive a confirmation number for your records.

Pay Now



### Login

Email\*

nicolehaskins@gmail.com

Password\*

\*\*\*\*\*

Don't have an account [Register Now](#)

Login

[Forgot your password?](#)

## Paymentus

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- Accounts
- Pay My Bill
- AutoPay
- Bill History
- Payment History
- My Wallet
- My Profile
- Log out

Accounts

Personal Property Tax # 6759370

Account Details [EDIT](#)

Date Due	Amount Due	<a href="#">Pay Bill</a>
Dec 1, 2024	\$696.52	

Paperless [?](#)  [View Bill](#)


AutoPay [?](#) [AutoPay](#)

More  
[View All Payments](#)

Real Estate Tax # 6759371


Account Details [EDIT](#)

Date Due	Amount Due	<a href="#">Pay Bill</a>
Dec 1, 2024	\$696.52	

Paperless [?](#)  [View Bill](#)

AutoPay [?](#) [View Bill](#)

Frequency [?](#) [Bill amount on the due date](#)


Payment Method [?](#)  \*\*\*5785

More  
[View All Payments](#)

Water Bill # 6759374

Account Details [EDIT](#)

Date Due	Amount Due	<a href="#">Pay Bill</a>
Dec 1, 2024	\$279.26	

Paperless [?](#)  [View Bill](#)

AutoPay [?](#) [View Bill](#)

Frequency [?](#) [Bill amount on the due date](#)


Payment Method [?](#)  \*\*\*5785

More  
[View All Payments](#)

Water Bill # 6759377

Account Details [EDIT](#)

Date Due	Amount Due	<a href="#">Pay Bill</a>
Dec 1, 2024	\$696.52	

Paperless [?](#)  [View Bill](#)

AutoPay [?](#) [AutoPay](#)

More  
[View All Payments](#)

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Last login was on  
Jan 24, 2025, 12:00:16 PM



- Accounts
- Pay My Bill
- AutoPay
- Bill History
- Payment History
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- My Profile
- Log out

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Last login was on  
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## Pay My Bill

### Payment Receipt

4 of 4 payment(s) have been accepted.

#### Payment 1 of 4

Confirmation #	23226454
Payment Type	Personal Property Tax
Account #	6759370
Status	Accepted
Payment Date	Jan 24, 2025 - 12:03:00 PM
Payment Method	Checking Account **9159
Payment Amount	\$696.52
Processing Fee	\$1.00
Total Amount Charged	\$697.52

#### Payment 2 of 4

Confirmation #	23226457
Payment Type	Real Estate Tax
Account #	6759371
Status	Accepted
Payment Date	Jan 24, 2025 - 12:03:00 PM
Payment Method	Checking Account **9159
Payment Amount	\$696.52
Processing Fee	\$1.00

- Accounts
- Pay My Bill
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 Last login was on  
 Jan 24, 2025, 12:00:16 PM


## Accounts

### Personal Property Tax # 6759370

Account Details [EDIT](#)

Date Due Amount Due  
 Dec 1, 2024 \$696.52

[Pay Bill](#)

Paperless [OFF](#) 

[View Bill](#)

AutoPay [OFF](#)

[AutoPay](#)

More

[View All Payments](#)

### Real Estate Tax # 6759371

Account Details [EDIT](#)

Date Due Amount Due  
 Dec 1, 2024 \$696.52

[Pay Bill](#)

Paperless [OFF](#) 

[View Bill](#)

AutoPay [ON](#)

Frequency  
 Bill amount on the due date

Payment Method  
 \*\*\*5785

More

[View All Payments](#)

### Water Bill # 6759374

Account Details [EDIT](#)

Date Due Amount Due  
 Dec 1, 2024 \$279.26

[Pay Bill](#)

Paperless [OFF](#) 

[View Bill](#)

AutoPay [ON](#)

Frequency  
 Bill amount on the due date

Payment Method  
 \*\*\*5785

More

[View All Payments](#)

### Water Bill # 6759377

Account Details [EDIT](#)

Date Due Amount Due  
 Dec 1, 2024 \$696.52

[Pay Bill](#)

Paperless [ON](#) 

[View Bill](#)

AutoPay [OFF](#)

[AutoPay](#)

More

[View All Payments](#)

Paymentus

Account Hub

Search

Dashboards

Payments

Make Payment

Pay Multiple Accounts

Make Refund

Find Payment

Unsuspend a Payment Method

Find Payment Velocity

Secure Service SMS

Chatbot

AutoPay

Accounts

Reports

User Management

Campaign Management

Support Center

Self Service

Broadcast Messaging

What's New!

Agent Dashboard

System Administrator

What's New!

Explore product features that add instant value to billing and payments experiences for staff and customers

Learn More

Last 24 hour snapshot

Payments (last 24h)

Sorry, no data available for the chart

No data to display

Revenue (last 24h)

Sorry, no data available for the chart

No data to display

Processing Time (last 24h)

Sorry, no data available for the chart

No data to display

Declined Payments (last 24h)

Sorry, no data available for the chart

No data to display

Report Period: Last 24 hours

January 23, 2025 - January 24, 2025

PAYMENTS

N/A

\$0.00

Transactions: 0

DECLINES

N/A

\$0.00

Transactions: 0

RETURNS

N/A

\$0.00

Transactions: 0

PAY LATER VOLUME

N/A

\$0.00

Transactions: 0

Payment Volume

Sorry, no data available for the chart

No data to display

Pay Later Volume

Sorry, no data available for the chart

No data to display

Processing Time

Sorry, no data available for the chart

No data to display

Payments by Channel

Sorry, no data available for the chart

Payments by Method

Sorry, no data available for the chart

Payments by Status

Sorry, no data available for the chart

https://secure4.paymentus.com/biller/stide/v1.do?v1=payment-velocity-search.do&newBean=true&CSRF\_TOKEN=1737738090382-1f0304ce6977a78891e39236b7629d885a5d50744edd016855c7ee...

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Paymentus

# THE NEXT GENERATION OF BILL PRESENTMENT, PAYMENT AND MONEY MOVEMENT™

## Paymentus

### PAYMENT & COMMUNICATION CHANNELS



### INCLUSIVE PAYMENT METHODS



### AGENT ASSISTANCE, BUSINESS INTELLIGENCE & ANALYTICS



BANKING & FINTECH



UTILITIES



HEALTHCARE



INSURANCE



TELECOM



PUBLIC SECTOR



EDUCATION



PROPERTY MANAGEMENT



MORTGAGE



CONSUMER FINANCE



B2B



SUBSCRIPTIONS



TAXES



NON-PROFIT



# INDEPENDENTLY AUDITED, FULLY COMPLIANT

## Paymentus Security Certifications

- PCI (Payment Card Industry) Level-1
- SOC1 Type2
- SOC2 Type2
- HIPAA (Health Insurance Portability and Accountability Act)

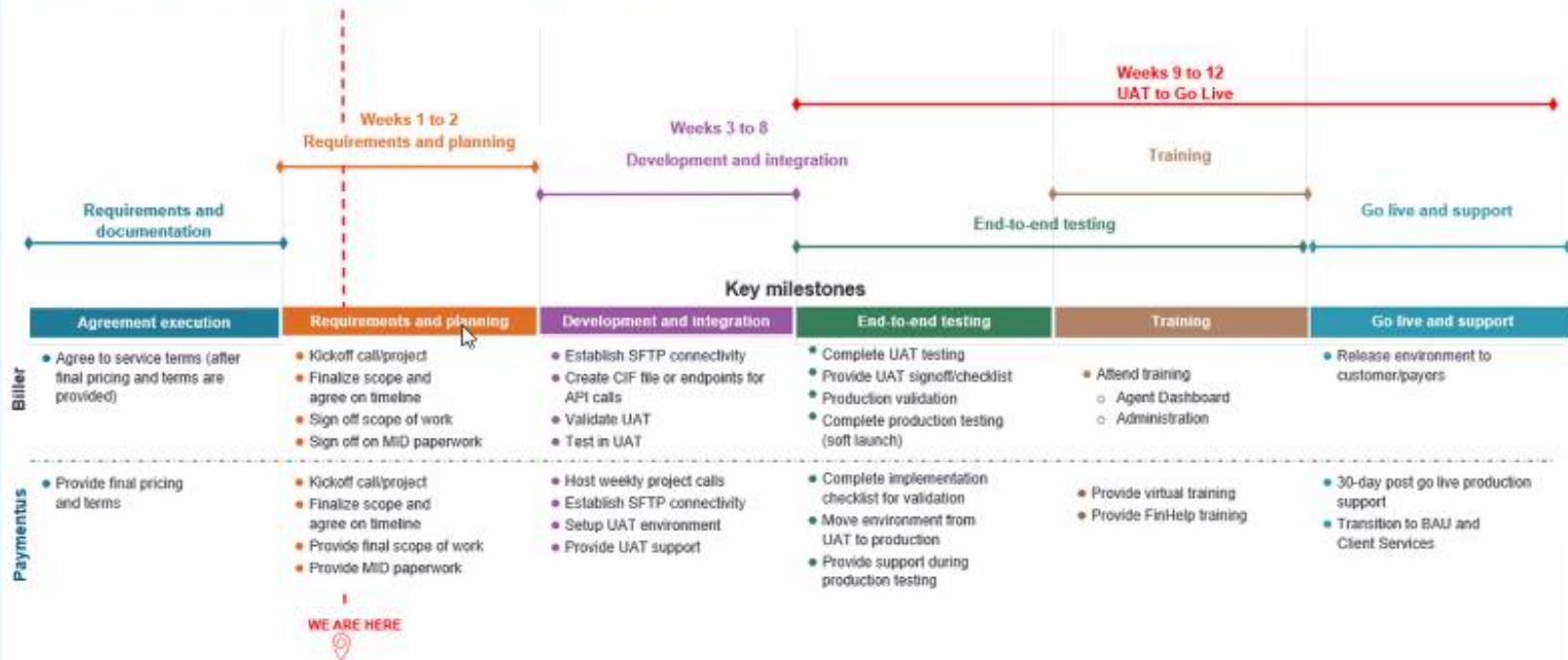
## Enhanced Information Security

- ISO/IEC27002



# IMPLEMENTATION CYCLE

Timeline and milestones for standard configuration & expected stakeholder engagement



(\*) Standard configuration: actual timeline may vary depending on the scope of your requirements

What's New! Explore product features that add instant value to billing and payments experiences for staff and customers [Learn More](#)

Last 24 hour snapshot

<p>Payments (last 24h)</p> <p>Sorry, no data available for the chart</p> <p>No data to display</p>	<p>Revenue (last 24h)</p> <p>Sorry, no data available for the chart</p> <p>No data to display</p>	<p>Processing Time (last 24h)</p> <p>Sorry, no data available for the chart</p> <p>No data to display</p>	<p>Declined Payments (last 24h)</p> <p>Sorry, no data available for the chart</p> <p>No data to display</p>
--	---	---	---

Report Period: Last 24 hours

January 5, 2025 - January 6, 2025

<p>PAYMENTS</p> <p>N/A</p> <p>\$0.00</p> <p>Transactions: 0</p> <p>N/A</p>	<p>DECLINES</p> <p>N/A</p> <p>\$0.00</p> <p>Transactions: 0</p> <p>N/A</p>	<p>RETURNS</p> <p>N/A</p> <p>\$0.00</p> <p>Transactions: 0</p> <p>N/A</p>	<p>PAY LATER VOLUME</p> <p>N/A</p> <p>\$0.00</p> <p>Transactions: 0</p> <p>N/A</p>
--	--	---	--

<p>Payment Volume</p> <p>Sorry, no data available for the chart</p> <p>No data to display</p>	<p>Pay Later Volume</p> <p>Sorry, no data available for the chart</p> <p>No data to display</p>	<p>Processing Time</p> <p>Sorry, no data available for the chart</p> <p>No data to display</p>
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- Dashboards
- Payments
  - Make Payment
  - Monitoring
  - Make Refund
  - Find Payment
  - Unsuspend a Payment Method
  - Find Payment Velocity
- Accounts
- Reports
- User Management
- Campaign Management
- Support Center
- Self Service
- Broadcast Messaging
- What's New!

## Register Actions

Register Sign In



## Cashiering Transactions

Products &amp; Misc. AR



Other City Services



The User will need to  
sign in to a cash  
register



Dashboard New / Manager Dashboard

Today

<div>1</div> <div>Transaction Count</div>	<div>\$102.00</div> <div>Total Collection</div>	<div>\$102.00</div> <div>Total Cash Payments</div>
<div>\$0.00</div> <div>Total Check Payments</div>	<div>\$0.00</div> <div>Total Card Payments</div>	<div>\$2,380.02</div> <div>Total Cash in Registers</div>

# REGISTER MANAGEMENT

Paymentus

Chesapeake County

Owner 1

- Dashboard
- Catalog
- Departments
- Categories
- Channels
- Orders
- Cashiering
- POS
- Manage registers
- Customers
- Reports
- Settings

Register Management

Register Report

User Report

Denomination Settings

Cash Withdraw/Deposit

+ Add Cash Register

01/06/2025 - 01/06/2025

Export

Cash Register Name		Current User	Location	Opening Balance	Cash Transactions	Non Cash Transactions	Deposit / Withdrawal Amount	Current Balance	Actions
Charlotte Register 1	<input checked="" type="checkbox"/>	Manager 1	Charlotte	\$12,291.92	\$0.00	\$0.00	\$0.00	\$12,291.92	<a href="#">⌵</a>
Charlotte Register 2	<input checked="" type="checkbox"/>	Rohit Verma	Charlotte	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	<a href="#">⌵</a>
Charlotte Register 3	<input checked="" type="checkbox"/>	Cashier 1	Charlotte	\$35,990.00	\$0.00	\$0.00	\$0.00	\$35,990.00	<a href="#">⌵</a>
Toronto City Terminal 3	<input checked="" type="checkbox"/>	-	Toronto	\$214,281.00	\$0.00	\$0.00	\$0.00	\$214,281.00	<a href="#">⌵</a>
Charlotte Register 4	<input checked="" type="checkbox"/>	-	Charlotte	\$361.00	\$102.00	\$0.00	\$0.00	\$463.00	<a href="#">⌵</a>
Charlotte Register 5	<input checked="" type="checkbox"/>	-	Charlotte	\$1,332.00	\$0.00	\$0.00	\$0.00	\$1,332.00	<a href="#">⌵</a>
Richmond Counter 2	<input checked="" type="checkbox"/>	-	Richmond Hill	\$3,140.03	\$0.00	\$0.00	\$0.00	\$3,140.03	<a href="#">⌵</a>

Paymentus



Accounts

Pay My Bill

AutoPay

Bill History

Payment History

My Wallet

My Profile

Log out

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Last login was on  
Jan 24, 2025, 12:00:16 PM

Pay My Bill

Payment Details

Payments

Add / Remove	Payment Type	Account Number	Date Due	Amount Due	Payment Amount	Payment Date ⓘ
	Personal Proper...	6759370	Dec 1, 2024	\$696.52	696.52	<input checked="" type="radio"/> Now <input type="radio"/> Later

My Wallet

- ☐ \*\*\*\*\*5785
- ☒ \*\*9159 (Ik Test)
- ☐ \*\*\*\*\*1111 | Exp 02/26
- ☒ Add new

BACK

CONTINUE

Bill Summary

- Accounts
- Pay My Bill
- AutoPay
- Bill History
- Payment History
- My Wallet
- My Profile
- Logout

Accounts

Personal Property Tax # 6759370

Account Details [EDIT](#)

Date Due  
Dec 1, 2024

Amount Due  
\$696.52

[Pay Bill](#)

Paperless [?](#)



[View Bill](#)

AutoPay [?](#)

[AutoPay](#)

More

[View All Payments](#)

Real Estate Tax # 6759371

Account Details [EDIT](#)

Date Due  
Dec 1, 2024

Amount Due  
\$696.52

[Pay Bill](#)

Paperless [?](#)



[View Bill](#)

AutoPay [?](#)



Frequency  
Bill amount on the due  
date

Payment Method



\*\*\*5785

More

[View All Payments](#)

Water Bill # 6759374

Account Details [EDIT](#)

Date Due  
Dec 1, 2024

Amount Due  
\$279.26

[Pay Bill](#)

Paperless [?](#)



[View Bill](#)

AutoPay [?](#)



Frequency  
Bill amount on the due  
date

Payment Method



\*\*\*5785

More

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Water Bill # 6759377

Account Details [EDIT](#)

Date Due  
Dec 1, 2024

Amount Due  
\$696.52

[Pay Bill](#)

Paperless [?](#)



[View Bill](#)

AutoPay [?](#)

[AutoPay](#)

More

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[Add Account](#)

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# REGISTER MANAGEMENT

Paymentus

Chesapeake County

Owner I

- Dashboard
- Catalog
- Departments
- Categories
- Channels
- Orders
- Cashiering
- POS
- Manage Registers
- Customers
- Reports
- Settings

Register Management

Register Report User Report

Denomination Settings

Cash Withdrawal/Deposit + Add Cash Register 01/06/2025 - 01/06/2025 Export

Cash Register Name		Current User	Location	Opening Balance	Cash Transactions	Non Cash Transactions	Deposit / Withdrawal Amount	Current Balance	Actions
Charlotte Register 1 CR1	<input checked="" type="checkbox"/>	Manager I	Charlotte	\$12,291.92	\$0.00	\$0.00	\$0.00	\$12,291.92	<a href="#">✎</a>
Charlotte Register 2 CR2	<input checked="" type="checkbox"/>	Rohit Verma	Charlotte	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	<a href="#">✎</a>
Charlotte Register 3 CR3	<input checked="" type="checkbox"/>	Cashier I	Charlotte	\$35,990.00	\$0.00	\$0.00	\$0.00	\$35,990.00	<a href="#">✎</a>
Toronto City Terminal 3 TCS	<input checked="" type="checkbox"/>	-	Toronto	\$214,281.00	\$0.00	\$0.00	\$0.00	\$214,281.00	<a href="#">✎</a>
Charlotte Register 4 CR4	<input checked="" type="checkbox"/>	-	Charlotte	\$361.00	\$102.00	\$0.00	\$0.00	\$463.00	<a href="#">✎</a>
Charlotte Register 5 CR5	<input checked="" type="checkbox"/>	-	Charlotte	\$1,332.00	\$0.00	\$0.00	\$0.00	\$1,332.00	<a href="#">✎</a>
Richmond Counter 2	<input checked="" type="checkbox"/>	-	Richmond Hill	\$3,140.03	\$0.00	\$0.00	\$0.00	\$3,140.03	<a href="#">✎</a>

Paymentus

Accounts

Personal Property Tax # 6759370

Account Details [EDIT](#)


Date Due  
Dec 1, 2024

Amount Due  
\$696.52

[Pay Bill](#)

Paperless [?](#)

☒



[View Bill](#)

AutoPay [?](#)

[AutoPay](#)

More

[View All Payments](#)

Real Estate Tax # 6759371

Account Details [EDIT](#)


Date Due  
Dec 1, 2024

Amount Due  
\$696.52

[Pay Bill](#)

Paperless [?](#)

☐




[View Bill](#)

AutoPay

☒

Frequency  
Bill amount on the due date

Payment Method  
 \*\*\*5785

More

[View All Payments](#)

Water Bill # 6759374

Account Details [EDIT](#)


Date Due  
Dec 1, 2024

Amount Due  
\$279.26

[Pay Bill](#)

Paperless [?](#)

☐




[View Bill](#)

AutoPay

☒

Frequency  
Bill amount on the due date

Payment Method  


More

[View All Payments](#)

Water Bill # 6759377

Account Details [EDIT](#)


Date Due  
Dec 1, 2024

Amount Due  
\$696.52

[Pay Bill](#)

Paperless [?](#)

☒



[View Bill](#)

AutoPay [?](#)

[AutoPay](#)

More

[View All Payments](#)

Chatbot

January 24, 2025

Hi Test User, I'm a digital assistant. What can I help you with?

 Chatbot

[Pay my bill](#)

[Find a payment](#)

[View my bill](#)

Message to pend  
6759370

I



Accounts

Personal Property Tax # 6759370

Account Details 

EDIT

Date Due

Dec 1, 2024

Amount Due

\$696.52

Pay Bill

Paperless 

?

ebill

View Bill

AutoPay 

?

AutoPay

More

View All Payments

Real Estate Tax # 6759371

Account Details 

EDIT

Date Due

Dec 1, 2024

Amount Due

\$696.52

Pay Bill

Paperless 

?

paper

View Bill

AutoPay

Frequency

Payment Method

\*\*\*5785

Bill amount on the due date

More

View All Payments

Water Bill # 6759374

Account Details 

EDIT

Date Due

Dec 1, 2024

Amount Due

\$279.26

Pay Bill

Paperless 

?

paper

View Bill

AutoPay

Frequency

Payment Method

Bill amount on the due date

More

View All Payments

Water Bill # 6759377

Account Details 

EDIT

Date Due

Dec 1, 2024

Amount Due

\$696.52

Pay Bill

Paperless 

?

ebill

View Bill

AutoPay 

?

AutoPay

More

View All Payments

Chatbot

Which account would you like to pay today?

Chatbot

6759374

Your current balance for your Water Bill with account number 6759374 is \$279.26 and the due date is December 01, 2024.

Chatbot

Would you like to continue with your payment or add another account?

Chatbot

Continue with payment

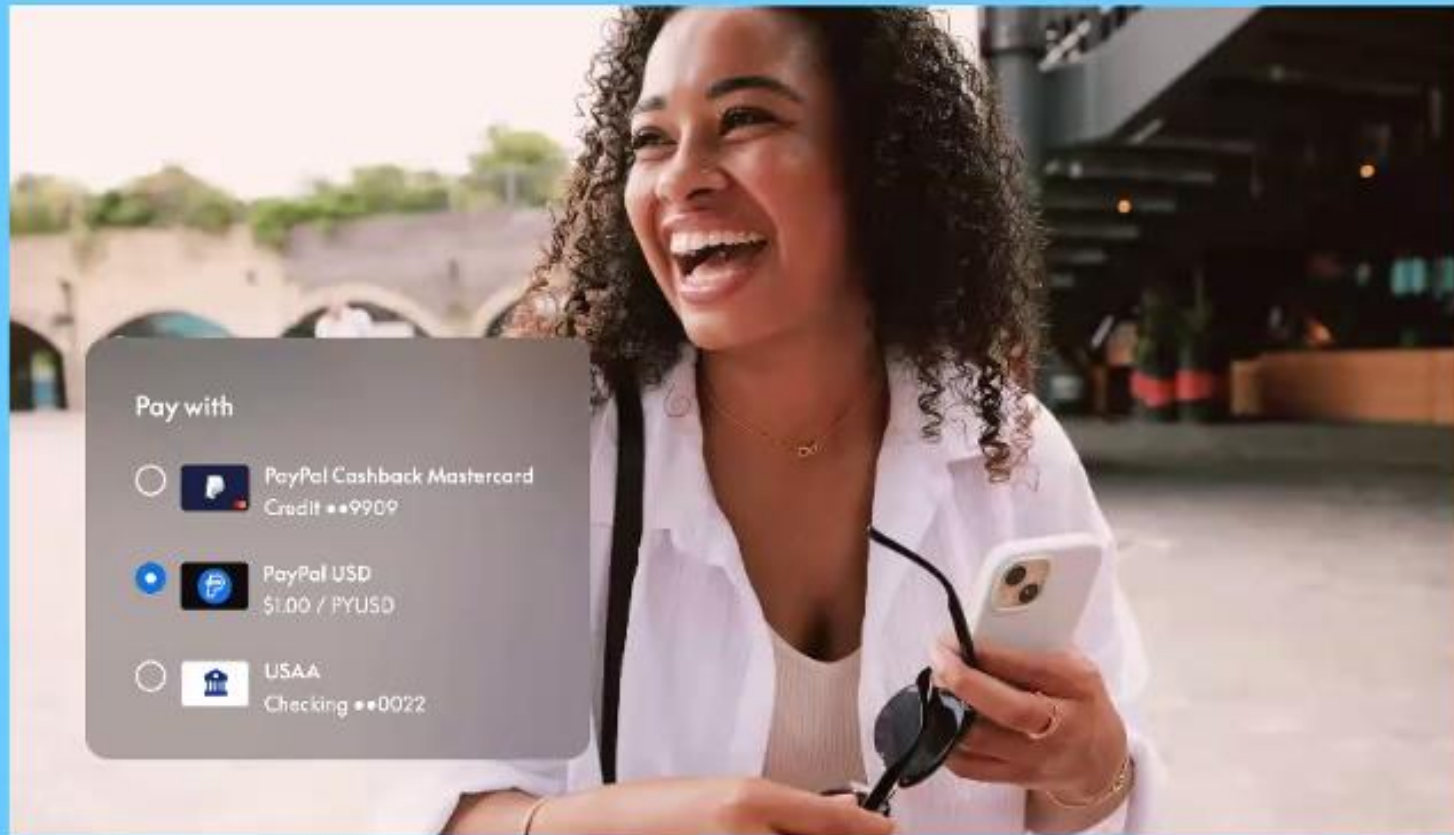
Add another account

Message to send



# Check out with crypto

Use your crypto on eligible purchases at millions of online stores worldwide. Get set up today.



## Get set up

Complete your W-9 tax form in advance in the app to use your crypto as a payment method.

## Select your crypto

Crypto is automatically available as a payment option as long as you're able to pay in full.

## Let us do the rest

We'll convert the crypto amount into USD, or to the seller's currency, at no additional fee.<sup>4</sup>