

Re: eCheck Processor

To Amy Sorokin Huntington <exeterboro@comcast.net> • MuniciPAY - Sales <sales@municipay.com> Copy
Sharon Sorokin <ssorokin@exeterborough.com> • Dee Clark <dee.clark@nuvei.com>

Hi Amy,

The spreadsheet I sent you lists all payments that were deposited to the General Fund (bank account ending -0275).

This happened due to an error on the Underwriters part at PAYA. They set it up so all deposits (permits and refuse) went to the General Fund. This was simply human error on their part.

You were originally set up with a different echeck processor, but we had to switch you to PAYA because the funding time was not what we were promised (2-days to match credit card deposits – per the original email in this chain).

As I explained on the phone, PAYA has confirmed they have corrected the bank account error as of today. I am copying Dee from PAYA on this email should you have any further questions.

I can assure you our system is solid - there were no errors made on the MuniciPAY side. This is NOT the result of you being the first merchant we boarded on the new system. We cannot move you to the old system as it will no longer exist very soon. All merchants are being moved to the new system within the next couple months.

Thank you,



Katie Mega

Project Implementation Manager | MuniciPAY
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From: Amy Sorokin Huntington <exeterboro@comcast.net>

Date: Friday, March 8, 2024 at 3:33 PM

To: MuniciPAY - Sales <sales@municipay.com>

Cc: Sharon Sorokin <ssorokin@exeterborough.com>

Subject: Re: eCheck Processor



March 22, 2024

Exeter Borough

Mrs. Huntington,

On 1/19/2024 Paya boarded Exeter Borough Refuse location with the Exeter Borough General location bank account. We corrected the bank account on 3/8/2024. Transactions processed from 1/19/2024 to 3/7/2024 total \$24,820.00.

Regards,

Dee Clark

Senior Partner Manager