

**TOWN OF GLASTONBURY
REQUEST FOR PROPOSAL
RPGL-2017-17
CASH MANAGEMENT & BANKING SERVICES
ADDENDUM NO. 1
January 12, 2017**

The attention of respondents submitting proposals for the above-referenced project is called to the following Addendum to the specifications. The items set forth herein, whether of omission, addition, substitution or other change, are all to be included in and form a part of the proposed Contract Documents for the work. Respondents shall acknowledge this Addendum on the Proposal Response Page (Attachment A).

REVISED DUE DATE & TIME: JANUARY 26, 2017 AT 11:00 AM

Attached to this addendum is a document of questions/answers distributed to attendees at the pre-proposal meeting held on 01/10/17 along with samples of Town bills.

The questions below were received during the pre-proposal meeting and answered via this addendum:

Question 1. *Can you provide dollar amounts of paper paychecks issued by the Town and Board of Education? Annual amounts will be sufficient.*

Answer Annual totals of paper paychecks issued by the Town are approximately \$1,350,000, and by the Board of Education \$3,350,000.

Question 2. *Is it acceptable to submit sample banking contracts, including third-party contracts, electronically (thumb drive, CD, etc.)?*

Answer Samples of all applicable contracts and any other documents (such as wire transfer authorizations and signature cards) that the Town will be required to sign for the bank and any third-party contractors must be submitted with the proposal. These documents may be submitted using a portable memory device such as flash drive, thumb drive, or memory stick.

Question 3. *Can you clarify the current use of couriers for lockbox transactions and what changes the Town prefers?*

Answer Currently, the lockbox is located in Stamford, CT and the lockbox processing center is a third-party contractor in New York. The lockbox contractor provides courier services from the Stamford post office to the processing center daily. Exceptions that cannot be resolved online are returned to the Town daily by overnight mail (Federal Express). Any mail received at the lockbox post office box during periods when the lockbox is not in operation are also to be returned unopened to the Town daily by overnight mail.

To maximize the benefit of the lockbox, the Town prefers a local lockbox post office box (preferably with a Glastonbury address) and we plan to send some or all collections that are received at Town Hall in the mail or the on-site dropbox to the lockbox to be processed. (The Town's response to question 80 in the attached document indicates that payments received in the dropbox or mail will be opened and all payments with valid checks and matching coupons will be sent to the lockbox for processing. The Town is considering sending all payments received in the mail or dropbox to the lockbox for processing.)

During the periods the lockbox is open, the Town prefers the bank provide courier service to pick up mail from the lockbox post office box and from Town Hall and deliver it to the lockbox processing center. The Town also would like the courier to deliver exceptions from the lockbox processing center back to Town Hall.

If the lockbox post office box is located in Glastonbury, Town staff could pick up the mail during the periods the lockbox is not in operation. If the lockbox post office box is not located in Glastonbury, the bank will be expected to check the box daily and return any mail unopened to the Town by overnight mail.

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This document includes the questions received in advance of the preproposal meeting and the Town's anticipated answers for today's discussion. These questions and any other questions received by the end of the day January 12 will be addressed in an addendum to the Request for Proposal which will be posted on the Town's website.

General

Question 1. Would you accept ratings from Moody's or Standard & Poor's instead of IDC, Sheshunoff or Lacey rating services?

Answer Yes.

Question 2. Does the Tax Collector also use MUNIS financial software? If not, which software do they use?

Answer The Tax Collector uses Quality Data Service (QDS) software.

Question 3. Who does the Town currently use to print their Tax Bills?

Answer QDS prints the tax bills.

Question 4. Is the State of Connecticut's 10% collateralization requirement for municipal deposits acceptable to the Town? If not, what level of collateralization does the Town require?

Answer The Town adheres to the State of Connecticut's collateralization requirements.

Question 5. Since the Town is currently a client, is it required to provide a list of references?

Answer Yes, references are required for all respondents.

Question 6. If we are a finalist, would the Town accept an interactive phone/screen share presentation?

Answer An interactive phone/screen share presentation is acceptable as long as the designated client representative is present in Glastonbury at the time of the presentation.

Question 7. Page 8, section J—Investment Program: What is the dollar amount the Town would be investing?

Answer See Attachment D, Average Daily Balances for Investments

Question 8. Using a subaccount structure for the Parks and Recreation, Sanitation and Town Clerk accounts used for credit card proceeds would save the Town money. This structure would allow all the credit card funds to be tracked with individual account numbers for the 3 accounts while having all the funds deposited directly into the General Town Disbursements account. The Town would see the deposits in the General Town Disbursement account each day with a tracking number that identifies the credit card account it's tied to. This will reduce costs, allow all funds to be pooled for investment decisions while maintaining tracking. Would you like us to propose using this new structure?

Answer The Town is very interested in streamlining services and becoming more efficient; however, we are concerned about the ease of reconciling the General Town Disbursement account. Please provide pricing for the current structure in the proposal and also for the suggested subaccount structure in the

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section labeled “List any package services”. Please provide more detail about whether the subaccounts can be reconciled independently of the General Town Disbursements account.

Question 9. What are the total cash flow numbers/balances of each account? (broken out individually/aggregate)?

Answer See Attachment D, Average Daily Balances for Investments for average balances in the sweep and education grants accounts. Cash balances in the other accounts are relatively insignificant.

Question 10. Is the Town looking for an earnings credit on excess balances or earn interest on excess balances separate from the overnight sweep?

Answer Currently the Town earns interest on the overnight investment of the sweep account. In addition, monthly fees are reduced by the earnings credit, which is calculated using the average positive collected balance multiplied by the earnings credit rate.

Question 11. What is the Town using the “Portal” for that online banking does not provide?

Answer The Town’s current provider states that their portal “provides a convenient single point of access to a broad offering of online banking services, including cash management, credit, investments, foreign exchange, trade finance, capital markets, trust, and insurance.”

Question 12. Please clarify what the intent is with compensating balances versus using interest to offset fees. I’m referring to page three the section that mentions the town’s current account structure and page nine letter B that discusses Payment Basis. It is mentioned that the Education Grant account will stand alone but the “Interest” will offset fees for the Town. Could you please explain that?

Answer The Town does not use compensating balances. The Parks and Recreation, Sanitation, and Police Federal Forfeiture accounts are stand-alone accounts that incur fees and earn interest to offset those fees. The Education Grants and Town Clerk accounts are also stand-alone accounts, but any fees and interest earned are posted to either the General Town Disbursements account or the sweep account.

Question 13. Would the Town consider an extension to the due date for the responses?

Answer To be determined after preproposal meeting.

Question 14. Please confirm there are 10 existing accounts in the analysis relationship.

Answer Yes, the RFP covers 10 accounts.

Question 15. Would the Town be willing to provide a recent Analysis Statement so that we may provide an accurate estimate of services requested?

Answer The Town provided a complete list of services currently being provided and the annual volume in Attachment C.

Question 16. Section II – Scope of Services #8. Secure Portal—Please clarify what the Town is looking for? Secure email process?

Answer Please describe how the bank would share large amounts of information that is not available through the standard reports provided with online banking. Examples could include secure email or a

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secure online site for uploading and downloading files.

Question 17. What bank is currently used for disbursements (General Fund/AP/Payroll)?

Answer The Town currently uses Wells Fargo for these services.

Deposit Services

Question 18. If armored courier is currently utilized, which courier do you use (Dunbar, Brinks, Loomis, etc.)? What time are deposits ready for armored courier pick-up?

Answer The Town uses Dunbar Armored couriers. Deposits are usually ready for pick-up by 8:30 in the morning.

Question 19. Would the Town consider utilizing a cash vault/commercial teller to verify the deposits being delivered via courier?

Answer The Town will consider all suggestions for streamlining the deposit process. Please discuss the procedures and advantages as well as additional costs in your proposal.

Question 20. Please explain why courier services are needed when a lockbox is being utilized.

Answer The lockbox is used only for four months for tax and sewer payments. The courier contracted by the Town picks up deposits at Town Hall and delivers them to the branch.

Question 21. How many remote deposit scanners does the Town require?

Answer The Town uses one remote deposit scanner.

Question 22. During Tax months, what is the average daily cash deposit amount that is sent to the branch?

Answer The Town does not specifically track this data. For fiscal year 2016, total cash deposits sent to the branch during tax and sewer collection months were:

July:	\$345,019
November:	\$64,458
December:	\$115,754
January:	\$150,217

Question 23. How are deposits handled? Are they centralized and sent by courier to the bank's cash vault? Or, are they decentralized and brought to the branch? Or some combination of both?

Answer All deposits are centralized through the office of the Collector of Revenue (tax office). The courier picks up deposits two times per week during January and July and once per week the remainder of the year and delivers them to the bank branch.

Question 24. How many branch deposits are made each day (number of bags and number of deposits per bag)?

Answer For internal control purposes, deposits are made intact and collections from teller drawers are not combined. In addition, checks that are redeposited or that cannot be read by the scanner are individually

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deposited (one per bag). During collection periods, deposits are picked up twice per week and we estimate 20 – 40 bags per month. In noncollection periods, deposits are picked up weekly and we estimate 40 – 70 bags per month.

Question 25. If branch deposits are made, what time of day are deposits typically brought to the branch?

Answer Dunbar varies pickup times, but generally picks up the deposits in the morning.

Question 26. What volume of checks vs. currency vs. coin is typically deposited?

Answer Substantially all checks are scanned using remote deposit capture. We estimate roughly 1% of deposits are check (redeposits, scan rejects), 80% currency, and the remainder is coin.

Check Services

Question 27. How many paid check images are pulled annually using the image CDs? You are correct that CDs are becoming more obsolete and we have other solutions to help.

Answer The image CDs are rarely accessed, but the Town needs the assurance that the information will be available if needed in the future.

Question 28. Can the Town provide the average number of paper paychecks issued in a month and the frequency of issue (Weekly/Bi-Weekly, etc) for both the Town and Board of Education?

Answer Paychecks are issued biweekly for both the Town and Board of Education. The Town issues an average of 70 paper paychecks per payroll and the Board of Education issues an average of 185 per payroll.

Question 29. How many check issue files are sent to the bank – per month, per account.

Answer Generally, one file per week for the Disbursement and Education Grants accounts and one file biweekly for payroll. There will be occasional supplemental or special-purpose check files in addition to these.

Question 30. Does the Town require a monthly electronic output file of paid checks for upload to A/P software system? For how many accounts?

Answer The Town does not currently receive electronic output files of paid checks, but we are requesting to receive such files for at least the General Town Disbursements, General Town Payroll, Education Disbursements, and Education Payroll accounts.

Question 31. Does the Town currently receive an end of month Full Reconciliation report? For how many accounts?

Answer The Town does not currently receive full reconciliation reports; however, we are looking to simplify the reconciliation process and are interested in implementing new tools if feasible. Please provide information on this product.

Insurance Requirements

Question 32. Do we need to submit a Certificate of Insurance with the bid, or only if we win the bid?

Answer Respondents must submit a Certificate of Insurance only if selected for award.

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Question 33. Because the Bank is providing the services are all of the insurance provisions applicable to the RFP. Are the Insurance requirements for the bank to provide coverage to the town (workman's Comp, etc.)

Answer The insurance requirements are the Town's general requirements. Insurance requirements with the awarded respondent are subject to final negotiations. Any exceptions to these requirements shall be listed on a separate page within the respondent's proposal.

Positive Pay

Question 34. How many accounts will be setup for positive pay?

Answer Five accounts will be set up for positive pay—General Town Disbursements, General Town Payroll, Education Disbursements, Education Payroll, and Education Grants.

Question 35. How many accounts will be setup for initiating ACH? Please list whether each account will issue ACH both through submitted files, and ACH through the online portal.

Answer The Board of Education submits direct deposit and ACH vendor files from the Education Disbursement, Education Payroll, and Education Grants accounts. The Town submits all ACH files from the General Town Disbursements account. ACH payments requested through the online portal are generally initiated from the General Town Disbursements account.

Question 36. How many accounts have Payee Positive Pay?

Answer Five accounts have payee positive pay.

Question 37. How many accounts have ACH Positive Pay fraud protection?

Answer Currently, one account has ACH Positive Pay fraud protection.

ACH Services

Question 38. From how many accounts are ACH credit files originated? i.e. 2 Disbursement and 2 BOE?

Answer ACH files are originated from the General Town Disbursements, Education Disbursements, Education Payroll, and Education Grants accounts.

Question 39. How many files are sent per month, per account? i.e. once per week per account?

Answer In general, direct deposit files are sent biweekly. ACH files are sent from the Education Disbursements and Education Grants accounts once per week. ACH files are sent from the General Town Disbursements account less frequently, but we anticipate that files could be sent once per week in the near future.

Question 40. What is the average dollar amount of each of the Town and BOE payroll direct deposit files?

Answer For the Town \$460,000; for the Board of Education \$2.7 million.

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Question 41. What is the average dollar amount of each of the Town and BOE ACH vendor payment files?

Answer For the Town \$25,000; for the Board of Education \$130,000

Question 42. Does the Town utilize ACH debit origination to pull funds from another banking institution? If so, how often, average dollar amount per file?

Answer No.

Question 43. How is the Town currently uploading ACH files to the bank? Upload files via online banking OR uploading via direct transmission where file totals are called in via phone, then a file is uploaded via Secure bank site?

Answer Both the Town and Board of Education upload ACH files via online banking.

Question 44. Does the Town software create a NACHA file?

Answer Both the Town and Board of Education software systems create NACHA files.

Question 45. Does the Town utilize same day ACH Origination?

Answer The Town does not currently use same day ACH origination. Please discuss how this differs from wire transfer and any cost savings that could result from using same day ACH instead of wire transfers.

Petty Cash

Question 46. How many times per week do you require Change Orders (coin and/or currency?)

Answer Generally, once per week.

Question 47. What volume of cash denominations do you order (twenties, fives, quarters, dimes, etc.)?

Answer A fairly typical request would be \$100 twenties, \$100 tens, \$80 fives, \$10 singles, \$10 quarters.

Lockbox Services

Question 48. Are you able to upload lockbox and remote deposit capture data into MUNIS?

Answer All tax collections are uploaded into Munis from the QDS system. Other collections are still posted to Munis manually.

Question 49. Would it be possible to receive sample tax bills for real estate, personal property, motor vehicle and water/sewer?

Answer Sample bills are attached.

Question 50. Would the Town accept a P.O. Box in Hartford?

Answer The Town prefers a post office box in Glastonbury, but will consider a box in a neighboring town. The Town desires to obtain courier service to and from Town Hall as well as to and from the post office during the periods the lockbox is open.

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Question 51. Are you using a Retail Lockbox: i.e., are there scannable coupons included with the payments?

Answer Scannable coupons are included in the tax and sewer bills.

Question 52. What percentage of tax payments and sewer charges are paid by check? Has the percentage been decreasing over the last three years?

Answer The percentage of tax and sewer charges paid by check average about 44% per year (large payments from escrow agents are received by wire transfer or ACH). The percentage of total revenue paid by check has decreased slightly from 49.4% in 2015 to 46.2% in 2017 to date.

Question 53. What months have lockbox activity, in addition to November, December, January, and July?

Answer The lockbox is only in operation for those four months. Any mail received in other months is to be delivered unopened to the Town.

Question 54. Please elaborate on the terms/services currently provided below:

Lockbox Rough Sort <5

Lockbox Scanned Non Scan

Lockbox Daily Deposit Cut

Answer Definitions are as follows:

Lockbox Rough Sort <5—per item charge for sorting items processed into 5 or less sorts.

Lockbox Scanned Non Scan—fee to image check and document item regardless of delivering image; each front is counted as one image and each back is counted as one image.

Lockbox Daily Deposit Cut—number of lockbox deposits.

Question 55. How many boxes are required?

Answer One lockbox is required.

Question 56. Is it a requirement that the P O Box be located in the Town, as long as it is in CT?

Answer The Town prefers a post office box in Glastonbury, but will consider a box in a neighboring town. The bank still needs to provide courier service to and from Town Hall as well as to and from the post office.

Question 57. Is the Town's current P O Box owned by the Town or the bank?

Answer The current post office box for the lockbox is owned by the bank. The Town pays rental fees for the four months the box is in operation for our collections.

Question 58. For lockbox, do all boxes have scannable coupons that contain the information needed in the transmission file for posting? Please provide a sample tax bill for all types of payments received via Lockbox.

Answer Samples of the tax and sewer bills are attached.

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Question 59. Are coupons printed in house or through outside vendor? How often are they mailed out?

Answer Coupons are printed by Quality Data Services. Tax coupons for both the July and January collections are mailed in June. Coupons for the sewer use bills are mailed in October. (Sewer use is billed annually). Motor vehicle supplemental bills are mailed in December.

Question 60. Is there any information that needs to be manually captured off the coupon (entered by hand) that is not in the scan line? If yes, what type of information and how many characters per coupon need to be manually entered.

Answer No.

Question 61. What information do you need in the transmission file (columns of information) and is all this information in the scan line?

Answer All information is in the scan line.

Question 62. What documents received via lockbox should be imaged? i.e. coupon, check, correspondence?

Answer Coupons and checks should be imaged.

Question 63. Does the Town require a monthly CD ROM of images of Lockbox deposited items for research or is the online system of 6 months sufficient?

Answer Online images are sufficient, but the Town requests the images be available for one year.

Question 64. Does the Town utilize a Lockbox online system to view images of processed checks and coupons on a daily basis?

Answer Yes.

Question 65. Are there any documents that should be returned besides the unprocessables and correspondence? i.e. original coupons? Even if images are available?

Answer No.

Question 66. How many unprocessables do you receive back per month? What constitutes an unprocessable item that the Town wants back?

Answer The Town does not track the number of exceptions returned and the volume will vary depending on how many exceptions can be resolved online. The most common returns are partial payments, checks with no coupon or an incorrect coupon, and invalid checks.

Question 67. Does the Town currently utilize an online system to decision unprocessable items? Is online decisioning a requirement? Or, can unprocessables be sent back to the Town for posting/deposit?

Answer Online decisioning is a requirement and the Town currently uses this service.

Question 68. How many correspondence items per box (letters, notes, etc.) do you anticipate per month?

Answer The Town does not track this data but estimates about 60 items per month during collection periods.

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Question 69. Does the Town need reassociation of work or stapling in return package?

Answer Since only exceptions will be returned, they should be reassembled.

Question 70. Return packages are routinely sent back overnight mail for tracking purposes. Is this sufficient to the Town?

Answer Return packages are currently sent back by overnight mail, but the Town desires to make use of daily courier service during the lockbox periods to minimize delays in processing.

Question 71. Does the Town require the bank to sort payments into categories before processing? How many categories and for what purpose?

Answer No.

Question 72. Lockbox, item 6—Lockbox Total Payments Processed – 410 items – The annual items processed volume is 15,253. What do the 410 items represent?

Answer Wells Fargo defines “Lockbox Total Payments Processed” (410 items) as payments with OCR coupons and “Lockbox Standard Item Processing Non Scan” (15,253) as payments with no OCR coupon.

Question 73. Lockbox, item 9—Lockbox Excess Check Only Surcharge – 15,253 items – Is this a separate fee for processing checks?

Answer Lockbox Excess Check Only Surcharge – Per item charge when lockbox receives over 35% of work without an OCR scan line.

Question 74. Lockbox, item 13—Lockbox Rough Sorts <5 – 382 items – The 382 items match the Lockbox Checks category. What do the 382 items represent?

Answer “Lockbox Checks” represent the number of checks deposited through the lockbox.

Question 75. Lockbox, item 17—Lockbox Document Scanned Non Scan – 31,276 items – What do the 31,276 items represent?

Answer Item 16—“Lockbox Document Scanned” indicates documents with an OCR coupon.
Item 17—“Lockbox Document Scanned Non Scan” indicates documents with no OCR coupon.
Item 18—Lockbox B/W Image Archive is the total of items 16 and 17.

Question 76. What bank is currently used for Lockbox?

Answer The Town currently uses Wells Fargo for lockbox.

Question 77. What post office is currently used for tax remittances?

Answer Tax remittances are currently sent to a post office box in Stamford.

Question 78. Would you want the bank to provide images of envelopes for lockbox payments?

Answer No. Envelopes should be returned for any items that cannot be processed at the lockbox.

Question 79. What percentage of your lockbox exceptions are “check only” (payments without a

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coupon)?

Answer The Town does not track this data, but we estimate about 80% are check only.

Question 80. What percentage of your tax payments are made in person at the Town Hall? Are you looking to send those payments to the Lockbox?

Answer The Town does not track this data. Any tax payment received in person at the counter will be processed immediately on-site. Payments received in the dropbox or mail will be opened and all payments with valid checks and matching coupons will be sent to the lockbox for processing. Exceptions will remain at Town Hall. Our goal is to automate the process as much as is reasonably possible.

Fee Proposal

Question 81A. For General Account Services (Section A) and Depository Services (Section B), does “Desktop Deposit mean a deposit by the Town through a scanning machine?”

Answer Yes.

Question 81B. For General ACH Services (Section E), what’s the difference between items 7 and 8 versus Items 18 and 19?

Answer Definitions are as follows:

ACH One-Day Item – An ACH item sent with a settlement date one day after the ACH file is sent to the bank through direct origination.

ACH Two-Day Item – An ACH item sent with a settlement date two or more days after the ACH file is sent to the bank through direct origination.

ACH Payments One-Day Item – An ACH item sent with a settlement date one day after the ACH file is sent using ACH Payments through online banking.

ACH Payments Two-Day Item – An ACH item sent with a settlement date two or more days after the ACH file is sent using ACH Payments through online banking.

Question 81C. For General ACH Services (Section E), please explain the meaning of “ACH Online Portal Subscription Account” (Item 1) and “ACH Online Portal Subscription Item” (Item 2)?

Answer Definitions are as follows:

ACH Online Portal Subscription Account – ACH report monthly base.

ACH Online Portal Subscription Item – Per item on the ACH report.

Question 81D. For Lockbox Services (Section H), please explain the difference between “Lockbox Standard Item Processing Non Scan” (Item 5) and “Lockbox Excess Check Only Surcharge” (Item 9)?

Answer Definitions are as follows:

Lockbox Standard Item Processing Non Scan – Per item sent to the lockbox without an OCR scan line.

Lockbox Excess Check Only Surcharge – Per item charge when lockbox receives over 35% of work without an OCR scan line.

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Question 82. Item 10—Cash Deposited in Branch/Store—please explain the annual volume of 1,420,159. Does that mean that an average of \$118,346 is deposited each month or \$5,635 is deposited each day?

Answer Volume ranges from \$345,000 in July to \$52,000 in May. Deposits are made weekly (biweekly during collection periods).

Question 83. Item 11—Per Change Order Fee in Branch/Store—please tell us what the annual volume of 13 represents.

Answer The Town cashed 13 petty cash checks at the bank from February 2016 through June 2016. Prior to February, petty cash was obtained from internal collections. External auditors commented that collections should be deposited intact, so the practice was discontinued.

Question 84. Item 12—Rolled Coin Ordered in Branch/Store—please tell us what the annual volume of 13 represents.

Answer Same as 83 above. The Town requested rolled coins for petty cash 13 times.

Question 85. Item 13—Cash ordered in Branch/Store—please tell us what the annual volume of 4,088 represents. Does it mean that you purchased roughly \$340 in cash each month?

Answer Represents the dollar amount ordered for petty cash. In fiscal year 2016, the Town cashed petty cash checks for five months for an average of \$817 per month or roughly \$200/week.

Service Enhancements

Question 86. Are you interested in Advance Daily Credit via SMART Safe technology for deposits? If yes, how many locations might require a SMART Safe?

Answer The Town will need more information about the technology, its advantages, and costs to determine interest.

Question 87. Keeping in line with your green initiative, would you like us to include ways to collect payments online that are being sent to the lockbox today?

Answer The Town welcomes all suggestions for improvement.

REAL ESTATE TAX BILL



Mail checks payable to:
TOWN OF GLASTONBURY
 PAYMENT PROCESSING CENTER
 PO BOX 120016
 STAMFORD, CT 06912-0016
 PHONE: (860) 652-7614
 FAX: (860) 652-7610

2524 NEW LONDON TPKE
 110 4760 S0071C
 2010 26

TAXPAYER'S COPY C
 (See reverse side for important information)
www.glastonbury-ct.gov

The 2016-2017 budget for the Town of Glastonbury estimates that \$8,807,118 will be received from the State of Connecticut for various state financed programs. Without this assistance the mill rate would be 38.85 mills. Questions concerning assessments or exemptions please call: (860) 652-7600.

LIST NUMBER	DIST	BANK	ON GRAND LIST		TOTAL TAX DUE	PAYMENT DUE	PAYMENT DUE
2015 01 0102500			OCTOBER 1, 2015		\$3,043.04	July 1, 2016	January 1, 2017
MILL RATE	GROSS ASSESSMENT	EXEMPTION	NET ASSESSMENT			DELINQUENT AFTER AUG 1, 2016	DELINQUENT AFTER FEB 1, 2017
36.4000	83,600	0	83,600			\$1,521.52	\$1,521.52

47602524

BACK TAXES ALSO DUE



Tax Office Hours: Monday - Friday 8:00 AM - 4:30 PM. / THIS IS YOUR ONLY BILLING, NO JANUARY BILL WILL BE SENT.

REAL ESTATE TAX BILL



Mail checks payable to:
TOWN OF GLASTONBURY
 PAYMENT PROCESSING CENTER
 PO BOX 120016
 STAMFORD, CT 06912-0016
 PHONE: (860) 652-7614
 FAX: (860) 652-7610

2524 NEW LONDON TPKE
 110 4760 S0071C
 2010 26

RETURN WITH 2nd PAYMENT B
 (See reverse side for important information)
www.glastonbury-ct.gov

*** TO PAY BY CREDIT CARD: visit www.glastonbury-ct.gov/taxpmt ***
 Visa-Mastercard-Amex-Discover-eCheck are accepted. There is a fee for this service.
 If paying in person for your convenience a drive-up drop payment box is located in the circle by the flag pole.

LIST NUMBER	DIST	BANK	ON GRAND LIST		TOTAL TAX DUE	PAYMENT DUE	PAYMENT DUE
2015 01 0102500			OCTOBER 1, 2015		\$3,043.04	July 1, 2016	January 1, 2017
MILL RATE	GROSS ASSESSMENT	EXEMPTION	NET ASSESSMENT			DELINQUENT AFTER AUG 1, 2016	DELINQUENT AFTER FEB 1, 2017
36.4000	83,600	0	83,600			\$1,521.52	\$1,521.52

47602524

BACK TAXES ALSO DUE



05415110102500900152152000000000152152000000008000030430468

REAL ESTATE TAX BILL



Mail checks payable to:
TOWN OF GLASTONBURY
 PAYMENT PROCESSING CENTER
 PO BOX 120016
 STAMFORD, CT 06912-0016
 PHONE: (860) 652-7614
 FAX: (860) 652-7610

2524 NEW LONDON TPKE
 110 4760 S0071C
 2010 26

RETURN WITH 1st PAYMENT A
 (See reverse side for important information)
www.glastonbury-ct.gov

*** TO PAY BY CREDIT CARD: visit www.glastonbury-ct.gov/taxpmt ***
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 If paying in person for your convenience a drive-up drop payment box is located in the circle by the flag pole.

LIST NUMBER	DIST	BANK	ON GRAND LIST		TOTAL TAX DUE	PAYMENT DUE	PAYMENT DUE
2015 01 0102500			OCTOBER 1, 2015		\$3,043.04	July 1, 2016	January 1, 2017
MILL RATE	GROSS ASSESSMENT	EXEMPTION	NET ASSESSMENT			DELINQUENT AFTER AUG 1, 2016	DELINQUENT AFTER FEB 1, 2017
36.4000	83,600	0	83,600			\$1,521.52	\$1,521.52

47602524

BACK TAXES ALSO DUE



05415110102500900152152000000000152152000000008000030430468

PERSONAL PROPERTY TAX BILL

TAXPAYER'S COPY C
(See reverse side for important information)
www.glastonbury-ct.gov



Mail checks payable to:
TOWN OF GLASTONBURY
PAYMENT PROCESSING CENTER
PO BOX 120016
STAMFORD, CT 06912-0016
PHONE: (860) 652-7614
FAX: (860) 652-7610

875 MAIN ST

The 2016-2017 budget for the Town of Glastonbury estimates that \$8,807,118 will be received from the State of Connecticut for various state financed programs. Without this assistance the mill rate would be 38.85 mills. Questions concerning assessments or exemptions please call: (860) 652-7600.

LIST NUMBER	DIST	BANK	ON GRAND LIST		TOTAL TAX DUE	PAYMENT DUE	PAYMENT DUE
2015 02 0200000			OCTOBER 1, 2015		\$273.00	July 1, 2016	January 1, 2017
MILL RATE	GROSS ASSESSMENT	EXEMPTION	NET ASSESSMENT			\$136.50	\$136.50
36.4000	7,500	0	7,500			DELINQUENT AFTER AUG 1, 2016	DELINQUENT AFTER FEB 1, 2017

214001



Tax Office Hours: Monday - Friday 8:00 AM - 4:30 PM / THIS IS YOUR ONLY BILLING, NO JANUARY BILL WILL BE SENT.

PERSONAL PROPERTY TAX BILL

RETURN WITH 2nd PAYMENT B
(See reverse side for important information)
www.glastonbury-ct.gov



Mail checks payable to:
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MILL RATE	GROSS ASSESSMENT	EXEMPTION	NET ASSESSMENT			\$136.50	\$136.50
36.4000	7,500	0	7,500			DELINQUENT AFTER AUG 1, 2016	DELINQUENT AFTER FEB 1, 2017

214001



05415020200000300013650000000000001365000000000000002730000

PERSONAL PROPERTY TAX BILL

RETURN WITH 1st PAYMENT A
(See reverse side for important information)
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875 MAIN ST

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36.4000	7,500	0	7,500			DELINQUENT AFTER AUG 1, 2016	DELINQUENT AFTER FEB 1, 2017

214001



05415020200000300013650000000000001365000000000000002730000



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MOTOR VEHICLE TAX BILL
www.glastonbury-ct.gov

TAXPAYER'S COPY
 (See reverse side for important information)

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LIST NUMBER 2015 MV 0015698		LC	DIST	ON GRAND LIST OCTOBER 1, 2015	TOTAL TAX DUE July 1, 2016 \$468.43 DELINQUENT AFTER AUG 1, 2016
MILL RATE 34.6000	GROSS ASSESSMENT 42,440	EXEMPTION 0	NET ASSESSMENT 42,440		



TOWN BENEFIT 1000.00



Tax Office Hours: Monday - Friday 8:00 AM - 4:30 PM. / Last day for payment without penalty is Monday August 1, 2016.

BILL #	YEAR	MAKE	MODEL	VIN #	CC	REG #	COC #	VALUE	EXEMPT	TAX DUE
0531572	2005	NISSA	XTERRA	5N1AN08W95C615680	01	876WRL	64342M	5600	0	193.76
0526316	2015	FORD	F150	1FTEW1EP3FFA76138	03	8741DC	65055M	25760	0	0.00
0526317	2009	FORD	FLEX LIM	2FMEK63C29BA14353	01	875WRL	65708M	11080	0	274.67
TOTAL								42440	0	468.43

If you have received a tax bill from a town that you DID NOT RESIDE IN OR GARAGE YOUR VEHICLE IN as of October 1, 2015, contact the Assessor to request a transfer to the correct Town / City of residency as of October 1, 2015.

This motor vehicle tax bill covers the period of October 1, 2015 through September 30, 2016. If a vehicle was replaced after 10/1/15 and the registration was transferred to another vehicle, you must pay the bill on the old vehicle in July. You will receive a supplemental bill in January 2017 for the new vehicle with a credit applied for the old vehicle. For vehicles sold, stolen, totally destroyed and the plate was not transferred to another vehicle, or if you have moved out of state, contact the Assessor's Office at (860) 652-7600.

MOTOR VEHICLE TAX BILL
www.glastonbury-ct.gov

RETURN THIS COPY WITH YOUR PAYMENT
 (See reverse side for important information)



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 STAMFORD, CT 06912-0016
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MILL RATE 34.6000	GROSS ASSESSMENT 42,440	EXEMPTION 0	NET ASSESSMENT 42,440		



TOWN BENEFIT 1000.00



054150000156984000000000000000000000000046843000000001000004684350

Sewer Use Bill
TOWN OF GLASTONBURY
PAYMENT PROCESSING CENTER
PO BOX 120016
STAMFORD CT 06912-0016
860-652-7614

If payment is not made within one month of the due date, entire charge becomes delinquent and subject to interest of 1 1/2% per month from the due date. Minimum interest is \$2.
 (Above is subject to change by Connecticut General Statutes, Public Acts & Ordinances)

MAKE CHECK PAYABLE TO: TOWN OF GLASTONBURY

Return With Your Payment



Due Date
 11/01/2016

Pay By
 12/01/2016

List #
 2016 06 0807131

Total Due
\$930.54

Location 43 HARVEST LN
 Map 15-2900 -W0004 -
 Meter
 Route U2

T1 P30 *****AUTO**SCH 5-DIGIT 06033



054161608071319000000000000000000000093054000000001000009305476

Separate here and return upper portion with payment.

Charges This Period	Category	Quantity	Rate	Charge
This bill is for the period 07/01/2015 to 06/30/2016	Well	140.00	2.95	413.00
Summary of Charges 07/01/2015 to 06/30/2016	New Charges This Billing			\$413.00
	Past Due Charges			\$413.00
	Past Due Interest			\$80.54
	Lien Due			\$24.00
	Total Now Due			\$930.54
Special Meter Reading	Reading quantity is shown in thousands of gallons or ccf's. Used this billing is shown in ccf's. Current Reading Prior Reading Used this Billing			
Message LIST # 2016 06 0807131	<p>APPEALS FOR ADJUSTMENT MUST BE SUBMITTED IN WRITING WITHIN 21 DAYS AFTER RECEIPT OF THE BILL AND SENT TO THE SUPERINTENDENT OF SANITATION - 2149 MAIN ST GLASTONBURY CT 06033. IF A BILL IS BEING CONSIDERED FOR ADJUSTMENT IT STILL REMAINS DUE AND PAYABLE BY DECEMBER 1, 2016 TO AVOID ANY DELINQUENT CHARGES.</p> <p>RATES: \$2.95 PER 100 CU FT (CCF) FOR 100% OF METERED FLOW. WELL USERS NON-METERED FLOW - 140CCF (\$413.00). SURCHARGE SPECIAL METERED ACCOUNTS - \$20.00. MINIMUM BILL / STANDBY CHARGE \$60.00.</p> <p>PLEASE SEE ENCLOSED INSERT OR WWW.GLASTONBURY-CT.GOV FOR ADDITIONAL INFORMATION</p> <p>QUESTIONS REGARDING PAYMENTS CONTACT THE TAX OFFICE AT 860-652-7614.</p> <p>QUESTIONS REGARDING YOUR BILL CONTACT THE WATER POLLUTION CONTROL DIVISION AT 860-652-7772.</p>			

TOWN OF GLASTONBURY
PAYMENT PROCESSING CENTER
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STAMFORD CT 06912-0016
860-652-7614

To Pay By Credit Card
 Visit www.glastonbury-ct.gov/taxpmt
 Visa ~ MasterCard ~ Amex ~ Discover ~ eCheck
 A fee will be charged for this service.

Keep For Your Records



MAKE CHECKS PAYABLE TO:
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SUPPLEMENTAL MOTOR VEHICLE
www.glastonbury-ct.gov

TAXPAYER'S COPY
(See reverse side for important information)

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LIST NUMBER 2015 MS 0000078		LC	DIST	ON GRAND LIST OCTOBER 1, 2015	TOTAL TAX DUE January 1, 2017 \$7.37 DELINQUENT AFTER FEB 1, 2017
MILL RATE 34.6000	GROSS ASSESSMENT 4,437	EXEMPTION 4,224C		NET ASSESSMENT 213	



Tax Office Hours: Monday - Friday 8:00 AM - 4:30 PM. / Last day for payment without penalty is Wednesday February 1, 2017.

BILL #	YEAR	MAKE	MODEL	VIN #	CC	REG #	CD	ASSESSED	%	PRORATED VAL	EXEMPT	NET	TAX DUE
0400129	2003	GMC	SIERRA K	1GTHK29163E252394	03	9272CU	U	10,640	X .417 =	4,437	0	213	7.37
REPLACES	2009	CHEVR	COLORADO	1GCDT19E39H129152	03		U	10,130	REPLACEMENT CREDIT	4,224			
TOTAL								10,640		4,437	0	213	7.37

This bill is for any vehicle newly registered after October 1, 2015. Vehicles are assessed based on the month they were first registered through September 30, 2016. Check your bill for the applicable code. If this vehicle replaces a vehicle on the regular October 1st Grand List, a credit for that vehicle will show on this bill. Please pay total tax due. If this vehicle has been sold, destroyed, stolen or registered in another state, please contact the Assessor's Office at (860) 652-7600.



MAKE CHECKS PAYABLE TO:
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SUPPLEMENTAL MOTOR VEHICLE
www.glastonbury-ct.gov

RETURN THIS COPY
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MILL RATE 34.6000	GROSS ASSESSMENT 4,437	EXEMPTION 4,224C		NET ASSESSMENT 213	



05415090000078300000737000000000000000000000000000001000000073776