

Request:

1. What system do you use to take online payments from service users, and who supplies it?
2. When did you start using this system?
3. When does the contract end for this system?
4. What is the annual cost of the system?
5. Where is the system hosted? Please specify if it is hosted by the council in its own data centre, hosted by the council in its own cloud environment (such as AWS or Azure), hosted by the supplier as a discrete instance, or hosted by the supplier as a true software as a service
6. How does the system integrate with the other elements of your online service delivery platform?

Response:

1. Pay360 – Access Group
2. Contract commenced 01/04/2021
3. 31/03/2024
4. c£17k but this includes services/functionality other than just online payments.
5. Hosted by Supplier.
6. There are 2 types of online payments that we have.

The first is totally stand alone and other than a link from the Wigan Website there is no integration with Wigan systems at all:

Make a payment - Main Menu (e-paycapita.com) The link takes you to Pay360 site and handles everything there. This is for payments such as Rent, Council Tax, Parking Fines, Business Rates or Fixed Penalty Notices amongst other things.

The 2nd type of online payment system is called Secure Card Portal (SCP) and this is again hosted by Pay360 but as it is a Portal it allows systems to 'hand off' to the Pay360 payment portal to take the payment after collecting the relevant information (Name, reference etc.), this is used mainly by 3rd Party Vendors, like Idox, Zipporah, Stopford etc. where these systems do not handle payments.