



Functional Implementation
Statement of Work
08.05.2025



PaymentWorks

PaymentWorks Implementation services are outlined here in the Implementation Statement of Work (SOW) and includes the process of provisioning, configuring, certification, and testing the PaymentWorks platform.

Implementation services include up to 75 hours. If the County of Galveston requests additional service hours (beyond the initial 75 hours), they may be purchased at a rate of \$200/hour for a minimum of 10 hours and are subject to resource availability.

If the County of Galveston wishes to reschedule the target-start date for Implementation Services and notifies PaymentWorks at least two weeks in advance of the kick-off (as presented in the project plan), the parties will mutually agree upon a rescheduled start date, subject to the availability of PaymentWorks' resources. A Rescheduling Fee of \$5,000 will be charged.

Approval of this SOW indicates an understanding of the purpose and content described. By signing, approvers agree work should be initiated on this project and necessary resources will be committed as described herein.

Approver Name	Title	Signature	Date

I. Project Background

- A. To address the rising threats of fraud, such as data breaches, vendor impersonation, phishing, and email compromise, as well as the difficulties in verifying vendor information, the County of Galveston has partnered with PaymentWorks to help address these challenges. PaymentWorks is a digital onboarding platform for secure, compliant, and optimized business payments. Our platform is vendor driven, automates 3rd party checks, and creates a system of record of your compliance documents. With a single, controlled entry for vendor master file information, fraud protection, and an auditable workflow, you can rest assured that your inputs are true and correct.

II. Project Objectives

- A. Secure and streamline the intake of vendors' sensitive data and minimize exposure to this information
- B. Provide ongoing security of vendors' sensitive data
- C. Mitigate financial risk to the County of Galveston related to

PaymentWorks

potential fraud

- D. Automate the verification and validation of vendor information such as Tax IDs, bank account information, addresses and sanction monitoring.

III. Project Timeline and Deliverables

	Estimated Customer Hours	Prep 1	Prep 2	Prep 3	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Introduction	1													
Implementation Statement of Work and Project Pre-Work Review	1													
Environment Configuration <ul style="list-style-type: none"> • Technical Requirements • Invoice Status File (12-15 hrs) • Supplier File (8-12 hrs) • SSO (3-5 hrs) • SFTP (4 hrs) • Questionnaires (Payments, SSO and SFTP) 	37													
Kick Off	1													
Self Directed Certification & Functional Testing	30													
Move to Production	33													
Live Platform	3													
Hypercare	2													
		Key												
		PW/Customer								Customer				

Customer functional implementation estimated hours: 108 hours over 10 weeks

IV. Project Scope

A. In Scope

1. **Preparatory:** the County of Galveston will be responsible for completing the below preliminary tasks, prior to project kick off. If the County of Galveston fails to do so, PaymentWorks reserves the

PaymentWorks

right to reschedule the target-start date subject to the availability of PaymentWorks' resources.

- a) Submit Questionnaires
 - (1) [Payments](#)
(Payments will be managed as a separate project. Further details on the timeline and next steps will be shared separately.)
 - (2) [SSO](#)
 - (3) [SFTP](#)
 - b) Review [Technical Requirements Video](#)
 - c) File Preparation
 - (1) [Supplier File](#): Initial File (Sandbox) & Final File (Production)
 - (2) [Invoice File](#): Initial File (Sandbox) & Final File (Production)
 - d) Configure [SSO](#) and [SFTP](#) (Sandbox)
2. **Functional Go Live:** the County of Galveston and PaymentWorks will collaborate over an 8-10 week period to implement the PaymentWorks system. Once the system is live, the County of Galveston will start inviting vendors to register with PaymentWorks and manually input vendor information collected by PaymentWorks into their ERP system. Before sending invitations, the County of Galveston Administrator must complete the go-live checklist provided by the PaymentWorks Project Manager.
 3. **Hypercare:** PaymentWorks will provide additional support for two weeks post go live. the County of Galveston is expected to begin inviting vendors to register to PaymentWorks throughout this phase.
 4. **Optimization:** Enables the County of Galveston to adapt to the new system and refine roles, permissions, and approval processes before automation between PaymentWorks and the ERP is implemented. Optimization begins after the functional go-live and typically lasts 2-4 months. During this period, the County of Galveston will manually enter vendor information collected by PaymentWorks into the ERP, allowing for easy adjustments as needed.
 5. **Vendor Onboarding Best Practices**

B. Out of Scope

PaymentWorks

1. Anything not included within this SOW or your contract is considered out of scope. This includes but is not limited to:
 - a) **Automated Integration** - Implementing and using PaymentWorks prior to integrating with your ERP is recommended to ensure the benefits of automation, security and compliance are in place as quickly as possible, with minimal IT resource involvement. If/when the customer chooses to automate the ERP integration PaymentWorks will provide integration documentation at no cost so the County of Galveston can manage the PaymentWorks/ ERP Integration in-house with the customers' own IT resource or their preferred partner. The coding or customization of any middleware or ERP import functionality is the Customer's or Partner's responsibility.
 - b) Vendor file cleanup
 - c) Technical / process change management and controls
 - d) Program Governance / Operating model & process
 - e) Performance, Operational, and Technology Assessments
 - f) Design Phase / Configuration
 - g) Procurement Best Practices
 - h) Communication / Change Management plans
 - i) Curriculum development / tailored training
 - j) PW Integration advisory
 - k) Excel support when formatting supplier, invoice, PIF files
 - l) System Enhancements
 - m) On-site or in person training
 - n) Re-Training post certification
 - o) Custom material development
 - p) Additional Attributes beyond PW provided upon implementation

V. Project Responsibilities

A. PaymentWorks Responsibility

1. PaymentWorks will assign the County of Galveston a Functional Project Manager to act as the Subject Matter Expert and primary point of contact throughout the project.
 - a) The Project Manager will coordinate and lead one hour weekly project meetings, via Zoom to ensure deliverables are

PaymentWorks

being accomplished according to the agreed upon project timeline.

2. PaymentWorks will provide the County of Galveston access to PaymentWorks Project Management Tool to communicate with the County of Galveston throughout the project.
3. PaymentWorks will enroll up to 6 participants in the PaymentWorks Academy and monitor participant progress throughout the certification and testing timeframe.
4. PaymentWorks will provide the County of Galveston supporting documentation throughout the project to assist the County of Galveston with the development of internal training materials, communications, and payee adoption best practices.

B. PaymentWorks Team

Name	Title	Email
Ashley Watson	VP of Customer Experience	ashley.watson@paymentworks.com
Janet Green	Manager of Implementation Services	janet.green@paymentworks.com
TBD	PaymentWorks Customer Success Manager	TBD
TBD	PaymentWorks Project Manager	TBD
TBD	PaymentWorks Technical Account Manager	TBD

C. Customer Responsibility

1. the County of Galveston to supply the following resources:
 - a) A Project Manager that understands the departmental processes and can serve as a subject matter expert as well as assign tasks to ensure adherence to the committed timeline
 - b) IT resource who will be available to coordinate configuration of SSO and SFTP

PaymentWorks

- c) Supplier and invoice file resource, often times an IT or business user
 - d) Administrator user who will be responsible for administering PaymentWorks to internal users, completing configuration tasks and ongoing maintenance.
 - e) Trainer who will be responsible for training all other users at your organization
 - f) Certification participants and platform testers
2. the County of Galveston to register and communicate with PaymentWorks via Monday.com

D. Customer Team

Name	Title	Email	Project Role

VI. Platform Overview

The PaymentWorks Platform includes the following attributes:	
Business Legal Name* (shown only for entities) Business Name or DBA (shown only for entities) Legal First Name* (shown only for individuals) Legal Last Name* (shown only for individuals) Your Full Name or DBA (shown for only individuals) Main Telephone* Preferred Email* URL D-U-N-S or UEI Tax Country W9/W8 Tax Classification TIN	1099 Status Information Non US Tax Information for Individuals (Visa Type, Type of Visit etc.) Commodity/NAICS Codes Purchase Order Delivery and Term Acceptance Insurance Accounts Receivable Contact Information Sales Contact Information Diversity (Federal and State) Conflict of Interest Payment Method

PaymentWorks

TIN Type Primary Address Remittance Address Bank Name Name on Account Account Number Account Type Bank Address SWIFT Code (if applicable) Bank Account Validation Email Address for Payment Notification Bank Authorization	
*required to be provided by vendor	

The above attributes represent industry-agnostic best practices for vendor identity and payment.

Any additional attributes requested by the the County of Galveston that are not listed above must be submitted as an enhancement request via the PaymentWorks Aha! Ideas Portal. These requests will be reviewed by the product team and are considered beyond the current scope.

Self-Service configuration features include:	
Approval Workflow	Appropriate reviewers (AP, HR, compliance, for example) can approve vendor data before it is added to the ERP
Payment Method & Term Configuration	Allows customers to configure their payment method and term preferences, display conditions, and descriptions.
Roles and Permissions	Pre-configured Roles: <ul style="list-style-type: none"> • Initiator (Required) • Vendor Approver (Required) • Procurement • System Administrator (Required) • Payments Approver (Required)
Company Information and Logo	Include organization branding in app and on invitation email

PaymentWorks

Additional PaymentWorks functionality available:	
Early Pay	Benefit from the time value of money while being able to pay vendors early and earn a rebate

VII. **Certification and Testing**

A. Certification

1. During your implementation, users will be enrolled in the PaymentWorks Academy to complete a platform certification. The certification is a fully self-led learning through our online learning platform, the PaymentWorks Academy. PaymentWorks employs a “train-the-trainer” method of education and the certification is designed to educate the core users who have been enrolled.

a) **Certification Prerequisites**

- (1) SSO Configuration is required to be in place prior to the project kick off and enrollment into the PaymentWorks Academy.
- (2) the County of Galveston must provide a list of certification participants. A maximum of six users will be able to access the Academy.

b) **Certification Requirements**

- (1) Certification participants must have access to an Internet Browser, Zoom and Microsoft Excel.
- (2) Certification participants must complete all requirements for certification as indicated by the PaymentWorks Academy within the designated time frame based on the project plan.
- (3) A minimum of one user must certify as a PaymentWorks Administrator.
- (4) A minimum of two users must certify as a PaymentWorks Vendor Approver.

c) **Certification Support**

PaymentWorks

- (1) PaymentWorks Project Manager will assist with any questions or issues during the weekly project meetings.
- (2) PaymentWorks will provide additional supporting training and testing documentation via Monday.com.
- (3) PaymentWorks will provide recommended testing scenarios to assist with user acceptance testing.

VIII. System Administrator Requirements

- A. PaymentWorks configuration includes a default set of roles that are generally common across all PaymentWorks customers. The System Administrator role is the highest of these roles which enables most of the permissions within PaymentWorks. It is recommended a small number of account users are assigned to this role. Administrators are responsible for the following:
 1. [Updating Company Information and Logo](#)
 - a) Company logo appears in various places throughout the onboarding process (invitations, emails, and invoices)
 - b) Company address needs to be provided
 2. [Managing Roles and Permissions](#)
 3. Uploading Supplier and Invoice Files
 - a) Selecting Invoice File Processing Configuration
 4. [Configuring Vendor Registration Payment Method and Terms](#)
 5. [Sanctions and Watchlist Configuration](#)

IX. Launching PaymentWorks Internally

- A. A key factor in successfully implementing PaymentWorks is deciding how it will be introduced within your organization. While PaymentWorks offers resources and best practices to support this process, the responsibility for developing the launch plan ultimately lies with the customer.
- B. The following resources will be provided during your project:
 1. Initiator Training Resources (Email Template, [Handbook](#), Training Presentation & [Video](#))
 2. [Notification Template for Vendors](#)
 3. [Payee Job Aid Template](#)
 4. [Supplier Communication and Best Practices](#)
 5. [Conversion of Payees to PaymentWorks](#)
- C. Customers should consider the following for end users and payees:

PaymentWorks

1. Decide whether PaymentWorks will be launched centrally or decentralized within your organization
2. Develop a rollout plan
3. Create internal training materials and schedule training sessions
4. Develop a comprehensive communication strategy and materials for internal stakeholders and vendors. This includes notifying both internal and external users about the transition to PaymentWorks, outlining onboarding requirements, and providing follow-up communications to ensure Payee action.
5. Plan and strategize how to send payee invitations (e.g., new or existing payees, high-spend vendors, or those you work with most frequently)

X. Post Implementation

- A. PaymentWorks Customer Support is available Monday through Friday, 8 am to 8 pm EST, excluding holidays. The Customer Support team can be contacted by filling out a form and will respond to inquiries within 12 business hours. The Customer Support team, paired with the Knowledge Base, helps customers and payees with inquiries on how to use the platform or issues incurred on the platform. Below are links to help with interactions with the PaymentWorks Customer Support team.
 1. [How to Contact Support](#)
 2. [Accessing Knowledge Base](#)
 3. [Service Level Agreement \(SLA\)](#)
 4. [Platform Monitoring Status Page](#)
 5. [Should I Contact PW Support or My Customer?](#)
- B. The PaymentWorks Customer Success team serves as a strategic partner to ensure you maximize the value of our platform. Customer Success Managers will work closely with you to:
 1. Manage Stakeholder Relationships – Facilitate collaboration across key teams to drive alignment and engagement.
 2. Develop a Success Plan – Strategize on achieving your defined objectives and milestones.
 3. Monitor Usage & Adoption – Track customer benchmarks and ensure optimal platform utilization.
 4. Identify Best Practices – Provide recommendations for internal process improvements and payee success.
 5. Drive Goal Achievement – Align initiatives with your business goals to ensure long-term success.

Statement of Work

Payment Implementation Process



Prepared For: Galveston County, TX

Prepared By: PaymentWorks

Date: 08.05.2025



1. Introduction

This Statement of Work (SOW) outlines the tasks, deliverables, and responsibilities that guide the implementation of the PaymentWorks Payments solution to facilitate payment processing for the County of Galveston. This implementation enables the seamless transmission of domestic ACH files in NACHA or ISO 20022 format to the bank.

Upon completion of the implementation, the County of Galveston is eligible for indemnification. For all transactions meeting the below specified criteria, PaymentWorks provides B2B Fraud Indemnification. The coverage amount varies based on the County of Galveston's contract with PaymentWorks. Please refer to the corresponding documentation for specific details regarding indemnification coverage amounts.

The criteria will include:

- The vendor bank account is collected through the PaymentWorks platform and fully approved and connected by both the County of Galveston and PaymentWorks. In the event of a bank update, the update must be fully approved by both the County of Galveston and PaymentWorks.
- Your organization will send PaymentWorks the Payment Instruction File for domestic ACH payments.
- The transaction is approved by PaymentWorks and your organization.

2. Payment Implementation Objectives

- **Establish Reliable Connectivity**
Set up and verify secure, compliant connectivity between the County of Galveston, PaymentWorks, and the bank, including SFTP configurations or alternative agreed-upon file transfer protocols.
- **Support and Execute Rigorous Testing**
Conduct comprehensive testing to validate all aspects of the implementation, including payment file formats, bank connectivity, tokenization, and other critical payment processes.
- **Prepare for a Seamless Transition to Production**
Provide guidance and oversight during the transition to production, including successful live payment file transmission and resolution of any issues during the hypercare phase.
- **Mitigate Risk Through Fraud Indemnification**
Establish processes to ensure the County of Galveston qualifies for B2B Fraud Indemnification for transactions meeting above specified criteria.

PaymentWorks

- **Deliver Onboarding and Knowledge Transfer**

Equip the County of Galveston's team with the tools, training, and resources needed to independently manage payment processes following implementation.

3. Scope of Work

3.1 Payment Implementation Prerequisites

- **Payments Questionnaire:** the County of Galveston must complete the Payments Questionnaire provided by PaymentWorks and provide a sample of their ACH file. The ACH File must be in NACHA or ISO 20022 format.
- **Payer SSO Setup:** the County of Galveston must complete the Single Sign-On (SSO) configuration.
- **Sandbox Delivery:** the County of Galveston must receive access to their sandbox.

3.2 Payment Implementation Process

Phase 1: Planning and Preparation

- Conduct a 1-hour call to review the Payment Implementation SOW, Payments Questionnaire, and sample NACHA or ISO 20022 file.
- Schedule a kickoff meeting with the County of Galveston and their bank(s) to discuss payment file transmission requirements.
- Configure SFTP with your technical account manager (if applicable) and set up file encryption if desired.

Phase 2: Establish Connectivity With Your Bank Partner

- PaymentWorks will collaborate with your bank to establish SFTP connectivity in both sandbox and production environments. Should SFTP connectivity be unavailable with your bank, PaymentWorks will work closely with the bank to explore alternative solutions. However, please note that, in accordance with your Master Service Agreement, an additional annual fee may apply for such alternatives. For further information, please consult your Master Service Agreement.
- PaymentWorks' preferred protocol for SFTP transfers is **SSH Authentication with PGP Encryption**. PaymentWorks will manage the key exchange process directly with your bank to ensure secure and seamless connectivity.

Phase 3: ERP File Configuration

PaymentWorks

- The bank will provide file specifications and required data elements for inclusion in your NACHA or ISO 20022 file.
- the County of Galveston will update their ERP to meet the bank's file specifications.
- Files generated from the County of Galveston's ERP will adhere to NACHA or ISO 20022 standards.
- Necessary changes to data elements will be made by the County of Galveston as required by the bank.
- Banking information or PaymentWorks' bank account tokens will be stored in the the County of Galveston ERP to produce compliant files.

Phase 4: Testing

- **Bank Connectivity Testing**
 - Verify successful connection between the County of Galveston, PaymentWorks, and the bank.
- **Payment File Format Testing**
 - the County of Galveston will transfer a test file to PaymentWorks via SFTP or the PaymentWorks platform. PaymentWorks will then transmit the file to the bank for validation.
- **Payment Notification Testing**
 - Verify that payment notifications are accurately triggered and delivered as intended.
- **Payment Rejection Testing**
 - Simulate and confirm proper handling of Paymentworks rejected payments.
- **Payment File Approval Flow Testing**
 - Ensure the approval flow for payment files operates seamlessly within the PaymentWorks platform and meets the County of Galveston's needs.
- **Tokenization Testing** (*if applicable*)
 - Ensure proper tokenization processes are in place and functioning as expected.
- **Response File Transmission Testing** (*if applicable*)
 - Validate the successful transmission of response files between the bank, PaymentWorks, and the County of Galveston.
- **File Encryption Testing** (*if applicable*)
 - Confirm that encryption protocols are properly configured and operational.

Phase 5: Move to Production

- the County of Galveston will provide sign-off to their bank for the move to production.
- PaymentWorks will confirm payment approval flows and notification requirements.
- A backfill tokenization report will be provided by PaymentWorks, and the County of Galveston will confirm tokens are loaded into their ERP (if applicable).

PaymentWorks

- PaymentWorks will provide a demo of the Payer UI and an overview of payments indemnification and payee bank account validation process.
- the County of Galveston will inform PaymentWorks and the bank of the date for their first low-dollar file (e.g., a \$1 file) in production.

Phase 6: Go-Live

- Connectivity will be finalized, and successful transmission of live payment files will be confirmed.
- PaymentWorks will provide ongoing support for two weeks following the go-live date. During this period, the Payments Project Manager will be available via email and will continue the weekly meeting cadence if needed to ensure a smooth transition.

Phase 7: Hypercare

- PaymentWorks will provide enhanced support for two weeks following the go-live date to ensure seamless payment processing. During this period, the Payment Project Manager will be readily available to address any questions or concerns related to payment file processing, either via email or through the continuation of the weekly meeting cadence.

4. Timeline

Payment Implementation Timeline and Deliverables				
Phase	Task	Responsible Party	Timeline	Estimated Customer Hours
Prerequisites	Payments Questionnaire Completion and Provide Sample Payment File	the County of Galveston	Prep Weeks 1-2	1
	Payer SSO Setup and Sandbox Delivery	the County of Galveston / PaymentWorks	Prep Weeks 1-2	5* (Part of functional implementation project)
Kickoff	Payments Statement of Work and Payments Questionnaire Review	the County of Galveston / PaymentWorks	Prep Weeks 2-3	1
	Bank Kickoff Call	the County of Galveston / PaymentWorks / the bank	Prep Weeks 2-3	1
Setup	SFTP/Bank Portal Credential Setup	the bank	Weeks 2-4	-
	File Specification and Data Element Gathering	the bank	Weeks 2-4	-
	Sandbox Connectivity Setup	PaymentWorks / the bank	Weeks 2-4	-
	Payment File Updates (If Applicable)	the County of Galveston	Weeks 2-4	1-5
Testing	Test File Upload to PaymentWorks Sandbox	the County of Galveston	Week 5-6	1
	Transmission of Payment File to the Bank	PaymentWorks	Week 5-6	-
	Payment File Format Testing	the bank	Week 5-6	-
	Payment Rejection Testing	the County of Galveston / PaymentWorks	Week 5-6	1
	Tokenization Testing (If Applicable)	the County of Galveston / PaymentWorks	Week 5-6	2
Go-Live Preparation	Production Connectivity	PaymentWorks / the bank	Week 7-8	-
	Final Review & Approval	the County of Galveston / PaymentWorks / the bank	Week 7-8	1
Go-Live	Low Dollar (\$1) Production File Upload to PaymentWorks	the County of Galveston	Week 8	1

PaymentWorks

	Transmission of Payment File to the Bank	PaymentWorks	Week 8	-
	Regular Production File Upload to PaymentWorks	the County of Galveston	Week 8	1
	Transmission of Payment File to the Bank	PaymentWorks	Week 8	-
Hypercare		PaymentWorks	Weeks 8-10	-

5. Responsibilities

PaymentWorks:

- Provide the Statement of Work (SOW), Payments Questionnaire, and Payments Implementation Guide to ensure clarity and alignment on project objectives.
- Assign a dedicated Payments Project Manager to oversee the implementation process and act as the primary point of contact.
- Schedule and lead a kickoff call involving the County of Galveston, the bank, and the PaymentWorks team to establish project expectations and timelines.
- Organize weekly progress calls to monitor the project's status, address challenges, and maintain alignment among all parties.
- Establish secure connectivity with the the bank and conduct thorough testing to validate the connection.
- Facilitate all necessary testing activities, offering expert guidance on payment file formatting and compliance with NACHA or ISO 20022 standards.
- Deliver a comprehensive demo of the PaymentWorks Payer UI and provide an overview of the payments indemnification and payee bank account validation process to ensure the County of Galveston understands the platform and processes.

PaymentWorks Team

Name	Title	Email
	Payments Project Manager	
	Functional Project Manager	
	Customer Success Manager	
Kathleen Genova	Director of Payment Operations	Kathleen.Genova@paymentworks.com
Haley Holden	Vice President of Operations	Haley.Holden@paymentworks.com

PaymentWorks

the County of Galveston:

- Assign a Project Manager to coordinate efforts with PaymentWorks and the bank.
- Designate an IT resource to manage updates to payment file formats and oversee transmission processes.
- Identify an application tester (Payments Approver) within the PaymentWorks Admin system to validate and approve payment files.
- Accurately complete the Payments Questionnaire and provide any requested details in a timely manner.
- If multiple bank implementations are required, an additional charge may apply per the terms outlined in the Master Service Agreement.
- Share the number of accounts in scope with PaymentWorks and the bank.
- Update ERP configurations to generate payment files compliant with NACHA or ISO 20022 standards, as required by the bank's specifications.
- Generate and upload test files to the PaymentWorks platform for validation and testing.
- Actively participate in all scheduled calls, meetings, and project activities.
- Complete any payment-related PaymentWorks certification courses to ensure proper understanding of the platform and processes.

the County of Galveston Team

Name	Title	Email	Role

Bank:

- Provide the necessary credentials to PaymentWorks to establish secure connectivity.
- Supply NACHA or ISO 20022 file specifications to both the County of Galveston and PaymentWorks to ensure proper formatting.
- Share all required data elements that must be included in the NACHA or ISO 20022 files.
- Conduct format testing to validate the payment files and communicate results to the County of Galveston and PaymentWorks.
- Provide the County of Galveston and PaymentWorks with go-live support for the first production file.

Bank Team

Name	Title	Email	Role

6. Assumptions and Constraints

- All necessary information and access will be provided by the County of Galveston and the bank in a timely manner.
- the County of Galveston must be able to store banking information or PaymentWorks tokenized banking information in their ERP to generate a NACHA or ISO 20022 file.
- Delays in file provision, ERP adjustments, or credential setup may impact the payment implementation timeline.

7. Acceptance Criteria

- **Secure and Verified Connectivity:** SFTP or other approved protocols have been successfully established and tested between the County of Galveston, PaymentWorks, and the bank.
- **Successful Completion of Testing:** All test files (e.g., NACHA or ISO 20022) have been uploaded, transmitted, and validated without critical errors. Testing includes the following key scenarios:
 - Payment file format validation
 - Bank connectivity tests
 - Tokenization processes (if applicable)
 - Payment rejection and error handling scenarios
 - Encryption and response file transmission
 - Payment file approval flows
 - Notifications and alerts
- **ERP Compliance with Bank Specifications:** the County of Galveston's ERP generates payment files adhering to NACHA or ISO 20022 standards, as defined by the bank's file specifications including tokenized or encrypted banking data is successfully integrated into the ERP, where applicable.
- **Production Readiness Approval:** the County of Galveston has signed off on production readiness following successful testing. The bank has approved the County of Galveston to proceed with live payments.

PaymentWorks

- **Successful Go-Live and Initial Transactions:** Live payment file transmission is successfully completed for the initial low-dollar (\$1) file. Regular payment files are transmitted and processed without errors.
- **Knowledge Transfer and System Familiarity:** the County of Galveston's team has completed certification on the PaymentWorks platform, including the Payer UI and an overview of payments indemnification and payee bank account validation process overview. the County of Galveston demonstrates the ability to independently generate and transmit compliant payment files.
- **Post-Implementation Support:** Hypercare support is successfully provided for two weeks post-go-live, addressing any questions or concerns. All reported issues during hypercare are resolved or appropriately escalated.

8. Out of Scope

- Non-domestic ACH payments, including but not limited to: Wire, Check and International ACH
- Verifying control totals with your bank(s).
- Actioning returns and NOCs that are received from your bank.
- Generating payment files on behalf of the County of Galveston.

9. Terms and Conditions

Please refer to the Master Services Agreement between PaymentWorks and the County of Galveston for detailed terms and conditions.

10. Signatures

By signing below, both parties agree to the terms outlined in this Statement of Work.

PaymentWorks

Name: _____

Title: _____

Signature: _____

Date: _____

the County of Galveston

Name: _____

Title: _____

Signature: _____

Date: _____