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**AGENDA ITEM**

DATE: September 19, 2025  
MEETING DATE: October 7, 2025  
SUBJECT: Software Upgrade  
PRESENTED FOR: Decision:  Information:   
PRESENTER(S): Michael Eaton, Chief Financial Officer, Finance  
Joshua Williams, Procurement Manager, Finance

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**History/Facts and Issues:**

The City is currently utilizing Active Network software in the Treasury Division of the Finance Department. This purchase is for an upgrade to the existing software platform in the amount of \$86,648.00. The cost includes tech support and maintenance along with updated versions of the Active Net and Payment Manager software. The upgrade will be for the Payment Manager 2 software platform which will provide facilitation of payment methods such as tap to pay, Apple Pay and Google Pay, which many customers now request. The Payment Manager 2 software will also allow customers to pay online. The current system is not as robust and with the age and versatility of the system, it will present on-going reliability and software support challenges that will impact staff's efficiency in addition to the customers' experience.

**Options/Pros and Cons:**

**Pros:**

- System will provide flexibility for customer ease and payment.
- Allows for customers to pay online, reducing the need for mailed checks.
- Customers can create accounts to access and print receipts independently.

**Cons:**

- The City will incur ongoing maintenance cost; the annual maintenance fees for years 2 and 3 will be \$2,987.00.

**Recommended Action:**

Adopt authorizing resolution.

**Fiscal Impact/Funding Source:**

\$86,648.00/SPLOST VII