

Autoagent Acquires Municipay

Autoagent Support <support@autoagent.com>

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To:Elizabeth Doherty <edoherty@tuxedopark-ny.gov>

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“With the acquisition of MunicipAY, we have expanded our citizen payment gateway allowing local government to consolidate their incoming revenue in one place.” -Niko Spyridonos, Autoagent CEO

January 25, 2024

Dear Valued Customer and Partner,

We are happy to announce that Autoagent has acquired MunicipAY, a citizen payment gateway.

You can read more about the acquisition here: [Autoagent Data Solutions Acquires MunicipAY, Expanding its Payment Processing Solutions for County and Local Governments](#)

Bringing MunicipAY under the Autoagent umbrella expands iPayments, providing customers an accurate, and complete solution across a wide range of incoming revenue:

1. mPay, which includes escrow and property tax revenue processing.
2. iPay, which includes citizen payment processing, such as: DMV fees, parking fees, concessions, utilities, court fees, etcetera, customized to your needs.

Consolidating incoming revenue processing in one place has many advantages. Here are just a few:

- Quickly access and manage incoming revenue on one screen without clicking back and forth between platforms saves time.
- One point of contact for customer service, training, and support.
- Autoagent streamlines your operations and protects you from potential disruptions with payer changes.

With our expanded service offering, local governments can remove payment barriers for citizens and create opportunities for a higher level of participation from the community.

If you currently have only one of our services and would like a demo on how our complete solution can bring everything together for you, please reach out: 1-877-932-8478 or reply to this email.

We understand that you may have some questions. We have put together a FAQs list below that we hope will answer your questions.

Our customer support team is standing by. Please do not hesitate to contact us.

Autoagent: 1-877-932-8478, support@autoagent.com

MuniciPAY: 1-877-590-5097, support@municipay.com

Thank you for trusting us with your revenue processing.

Sincerely,

Niko Spyridonos, Autoagent CEO

FAQs

A. What can I expect?

- MuniciPAY customers can expect a highly supported, organized, and thoroughly communicated transfer of their account onto the Autoagent platform before the end of June 2024.
- New names, new colors, same great products
 - In the coming months, the MuniciPAY name will replace the iPAYMENTS name and you will see it looking a little different and wearing some new colors.
 - New name, EscrowCloud, will replace the mPAY name in the coming months.

B. When will my account transfer over and what will I have to do?

- We anticipate that MuniciPAY accounts will be transferred onto the Autoagent platform by the end of June 2024. You will be notified

before your account is transferred. We will include all the relevant support information, opportunities for training on new features, and instructions, however, we anticipate the transfer will be seamless. As always, our customer service team is standing by to assist you.

- MuniPAY: 1-877-590-5097, support@municipay.com
- Autoagent: 1-877-932-8478, support@autoagent.com

C. What's the good news?

- Once your account is transferred over to the Autoagent platform you will experience several new features.
 - **The top 5 feature improvements are:**
 - Midnight Batching to Your Time Zone. Your deposits will match your daily reports.
 - Create a Secure Wallet. Citizens will not have to enter their payment information every time they visit the website. Citizens will be able to create and save a secure wallet for check-out, making the check-out process easier and faster.
 - Your Account Information and Collected Data in One Place. Instead of clicking between multiple screens to see all your account information and data collected from online payers, this data will now be available on one screen, in one place. It will be exportable with Excel or CSV.
 - Pick a Quantity. Choose a quantity in the shopping cart (5-yard waste bags, 3 concessions tickets...).
 - Billing Advantages. Reoccurring billing, text reminders and several more advantages.

D. Is customer support going to change?

- Customer support will not change. In the coming months, you may hear a new prompt, but you will be put through to the same great team you are accustomed to.
- There will continue to be a fast customer support response time. Autoagent is committed to free, 24/7/365 customer service.
- Autoagent and MuniPAY have always been service-driven. We continue to be committed to our core values.

E. Will the processors be changing? No

F. Will deposit times change? No

G. Do I need to fill out more paperwork?

- We do not anticipate that you will have to fill-out paperwork. We will make the transition as seamless and as easy as possible.

H. Will my banking info need to be changed? No

I. Will the people change? Can I still call and talk to the same person?

- The people are not changing; you can call and talk to the same person that you are accustomed to.

J. Is the technology going to change?

- Nothing will change immediately however, once your account has been transferred over to Autoagent, you will have immediate access to additional features and optional training.

K. Will service fees be changing? No

L. Will my data be secure during the transition?

- Security is our top priority. Your data will continue to always remain secure. Both Autoagent and MuniPAY are PCI DSS Level 1 Compliant and utilize practices that exceed security standards.

Autoagent Support
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