Holly Healy

From: Holly Healy
Sent: Wednesday, October 8, 2025 12:22 PM
To: Doug Hays
Subject: Re: Credit Card Processor

Happy Corn Day!

From: Doug Hays [redacted]
Sent: Wednesday, October 8, 2025 12:16 PM
To: Holly Healy <wedg@cityofcarmi.com>
Subject: Re: Credit Card Processor

You can hold up for now. I will talk with him when it is good for both of us. I know you all have done so much already, I'm just trying to catch up. It is going to be a crazy few days ahead. Thanks again.

On Wednesday, October 8, 2025 at 12:06:17 PM CDT, Holly Healy <wedg@cityofcarmi.com> wrote:

So Bill had me call several communities end of July about software. What I found was in Illinois, communities similar to us, mostly used Tyler because when you bill electric, plus water/sewer/trash, there are less options that can do all four services. Electric is the kicker.

When he is back from lunch, I'll have them pull all of 2025. Would that work?

From: Doug Hays [redacted]
Sent: Wednesday, October 8, 2025 11:48 AM
To: Holly Healy <wedg@cityofcarmi.com>
Subject: Re: Credit Card Processor

I don't know. I just want to compare choices other than Tyler , despite the recent upgrade. What I have understood so far is nothing much else works with them so we would need to change everything. I definitely do not want to step on toes because I know you guys have already asked the questions I am asking now, but after tabling the ordinance last night, I need clarity before we have to bring it back up.
Sent from my iPhone

> On Oct 8, 2025, at 11:42 AM, Holly Healy <wedg@cityofcarmi.com> wrote:
>
> We receive two bills monthly. What months do you want?
>
> Happy to help, no worries on work load.
>
> ---
>
> **From:** Doug Hays [redacted]
> **Sent:** Wednesday, October 8, 2025 11:39 AM
> **To:** Holly Healy <wedg@cityofcarmi.com>
> **Subject:** Re: Credit Card Processor

Can you look into our recurring charges from them. I remember signing huge bills from them, but I don't remember if it was monthly or quarterly or what. Sorry for the work load, I am just struggling with the information I have to make a good decision.
Sent from my iPhone

On Oct 8, 2025, at 11:01 AM, Holly Healy <wedg@cityofcarmi.com> wrote:

I don't believe we are still under a contract, but they did a $20000 upgrade right before Jeff left.

From: Doug Hays [redacted]
Sent: Wednesday, October 8, 2025 10:40 AM
To: Holly Healy <wedg@cityofcarmi.com>
Subject: Re: Credit Card Processor

Are we under contract with Tyler. They are terrible to work with

On Wednesday, October 8, 2025 at 10:00:56 AM CDT, Holly Healy <wedg@cityofcarmi.com> wrote:

Good morning,

The City of Carmi/ Carmi Light and Water is considering the possibility of a new credit card processor. The processor absolutely must be compatible with our billing software, Tyler Technologies. We would also prefer to have the checking account to hold the funds at the bank hosting the credit card processor. (Ordinance requires that the checking account have three signers and be on it's own bank statement.)

The City of Carmi is seeking written information about what your bank may be able to provide. Please note, we are unable to consider any processor not compatible with Tyler Technology. Additionally, the City will not entertain the use of Global Payments as the processor.

If you are able to provide us information, please do so by Thursday, October 16. Thank you.

Holly Healy
City of Carmi
City Administration/Economic Development
225 East Main Street
Carmi, IL 62821

Phone: 618 384 2001
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Holly Healy

From: Holly Healy
Sent: Thursday, October 9, 2025 8:47 AM
To: Bill Stendeback; Brad Attebury; Brooke Harrison; Cynthia Attebury; Doug Hays; [redacted]Lacey Bradshaw
Subject: Tyler

Brooke reached out to Tyler as requested. The only thing compatible with their software is their own payment processor, called Tyler, or Global Payments.

Holly Healy
City of Carmi
City Administration/Economic Development
225 East Main Street
Carmi, IL 62821

Phone: 618 384 2001
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