Council Business Meeting

December 15, 2020

Agenda Item	Approval of Purchase of a Payment Kiosk from Adcomp Systems, Inc.	
From	Melanie Purcell	Finance Director
Contact	Melanie.purcell@ashland.or.us	(541) 552-2003

SUMMARY

Approval is being requested to purchase a payment kiosk from AdComp Systems, Inc. to provide an alternative payment method for residents paying utility bills. This kiosk would be located at the City Civic Center, 1175 E. Main Street, near the Municipal Court and Police Department. The kiosk can accept cash, check, and credit card payments for utility bills.

POLICIES, PLANS & GOALS SUPPORTED

Section 2: E. Analyze various departments/programs with the goal of gaining efficiencies, reducing costs, and improving City services.
Recommendation of the Cost Review Ad-Hoc Committee to seek efficiencies.

PREVIOUS COUNCIL ACTION

N/A

BACKGROUND AND ADDITIONAL INFORMATION

As part of the City's continuous review of operations to find more efficient operating tools to provide optimal services to citizens and in response to the constrained physical capacity presented by the COVID-19 pandemic, staff identified the ability to purchase a payment kiosk and be reimbursed with federal CARES funds. This opportunity to provide direct services to citizens through the federal resources while ensuring resident and employee safety also provides a more efficient processing venue, utilizing technology to streamline payment processing and add a payment option for rate payers.

The AdComp Systems, Inc. kiosk, also known as JACK, is used frequently by municipalities throughout the state to supplement staff as a more cost-effective processing agent. It operates similarly to a bank's ATM, accepting cash, check, and credit card payments on utility bills and providing the customer with a printed receipt. Cash will not be dispensed to maintain greater security. The system uploads payments to the MUNIS utility billing module on command allowing the City to have timely updates to customer accounts while maintaining a secure transactional environment. At this time, this is the only kiosk staff was able to identify that provides this type of assistance and has proven capacity to interface with Tyler Technologies systems, the City's Enterprise Resource Planning software (ERP) used to manage the City's finances. Tyler Technologies confirmed that they do not currently provide such equipment, nor do they partner with any firms to do so.

FISCAL IMPACTS

The initial equipment including delivery cost is $26,363.60. The maintenance agreement is 20% of the purchase price ($5,272.72) annually on a year-to-year basis and is effective once the system becomes active, in approximately three months. The purchase and first year maintenance costs will be paid from the Central Services Fund operations and submitted for reimbursement through the CARES grant program. City staff will install the kiosk. Future annual maintenance costs will be included in the recommended Finance Department Utility Billing budget.

STAFF RECOMMENDATION

Staff recommends purchasing the JACK Kiosk and first year maintenance from AdComp Systems, Inc. for the first-year total cost of $31,636.32.

CITY OF ASHLAND

ACTIONS, OPTIONS & POTENTIAL MOTIONS

I move to approve the purchase of the JACK Kiosk with first year maintenance from AdComp Systems, Inc. for the first-year total cost of $31,636.32.

ATTACHMENTS

Attachment 1: JACK Kiosk Proposal from AdComp Systems, Inc.

2019 PRICING - JACK - Citation Smart - Web - Voice - Mobile - POS

Please complete & email or fax to us

Company:	INDOOR OR OUTDOOR
Contact:	
Title:	
PO#:	
Email:	
Date:	
Signature:	

outdoor: 60"Hx26"Wx21"D
500 lbs
Indoor: 77"Hx19"Wx14"D
200 lbs

AdComp Systems Group
We've got technology covered!

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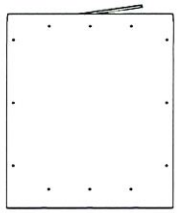
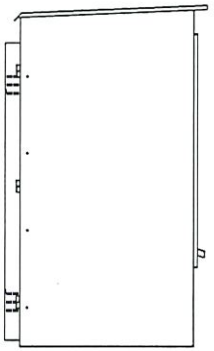
sales@adcompsystems.com

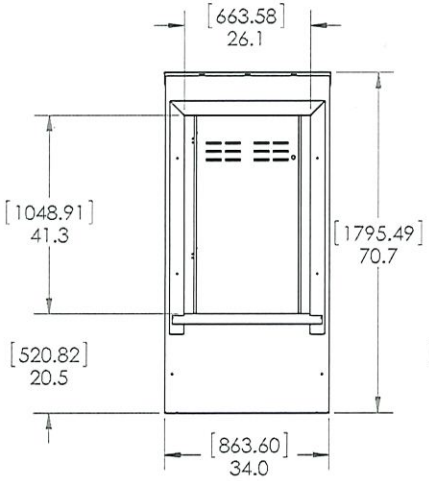
No.	Item	Qty	Unit $	Price $	Remarks
1	**JACK:** With touchscreen, Receipt Printer, Cabinet, Bill Acceptor, CC Reader. Base Payment Kiosk Software to accept cash, credit cards & check payments	1	16546	**16,545.60**	Kiosk cabinets have the ability to be bolted to the floor or wall for added security.
2	Additional Department - Base Software	0	2700	**0.00**	cost for additional department eg: utilitites / courts etc.
	Upgrade to JACK Senior				
3	Advanced Payment Kiosk Software to lookup balance and update payments using software API or lockbox file.	1	4300	**4,300.00**	Charged per department. eg: utilities / courts etc. Your software management company may charge additonal API or lockbox fees - we can't control that.
4	Check MICR Reader / Imager	1	2390	**2,390.00**	**Highly Recommended:** For utility payments only
4	Bill Dispenser/Recycler - 2 denomination	1	2800	**2,800.00**	**Not Recommended:** Only if bill change is to be given.
6	Barcode Reader	1	785	**785.00**	**Recommended:** If Barcode is on the bill stub.
7	Outside Enclosure (weatherizing).	0	3000	**0.00**	Still needs to be installed so its not directly in the weather
8	Security Cameras - in the safe and outfacing	1	1143	**1,143.00**	4 port DVR and 3 cameras included
9	Setup, configuration & training (upto 2 days).Does not include travel. Can be onsite or remote.	1	1200	**1,200.00**	Physical install of kiosk to be done by customer's contractor.
	Har Total			**29,163.60**	
	Enter additional numbers for the specs you would like.				
	Adcomp Gateway fee, 50 cents per credit card trasaction only				

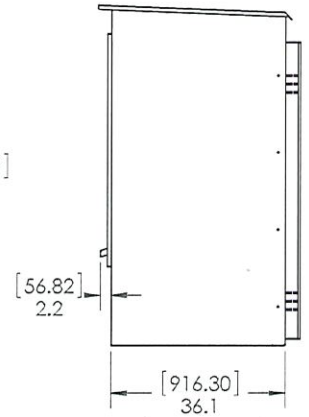
Annual maintenance contract (20%) of cost price is due & billed when kiosk goes live.

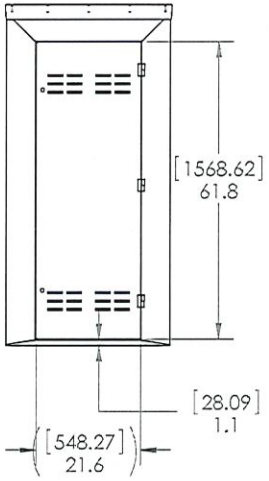
All orders are confirmed with a 100% advance payment.
Shipping and Handling is not included. Taxes if applicable are not included.

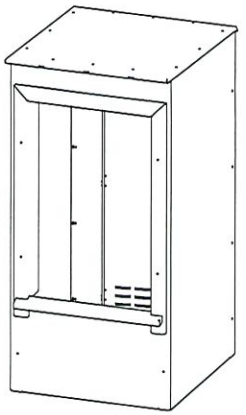


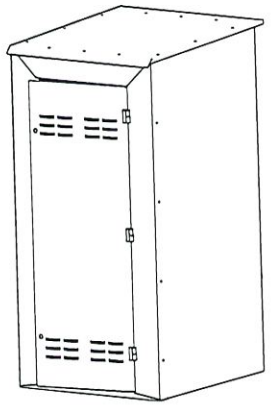


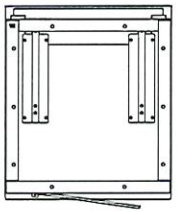












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			MFG APPR.		
		INTERPRET GEOMETRIC TOLERANCING PER:	Q.A.		
		MATERIAL CRS	COMMENTS:		
NEXT ASSY	USED ON	FINISH			
APPLICATION		DO NOT SCALE DRAWING			

TITLE:

SIZE	DWG. NO.	REV
B	15020901-01	01
SCALE: 1:48 WEIGHT:		SHEET 2 OF 2

PROPRIETARY AND CONFIDENTIAL

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Self Service Kiosk

Online Payment

IVR Payment

POS Payment

AdComp Systems Group

Payments & Technology Covered!

Utility Express

Citation Smart

Tickets On the Go

GovOnTrack

Self Service Kiosks
Online & Mobile Payments
Utilities - Courts - Taxes - Jails

AdComp Systems Group

Payments & Technology Covered!

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www.adcompsystems.com
sales@adcompsystems.com

Celebrating our 30th year

AdComp Systems Group

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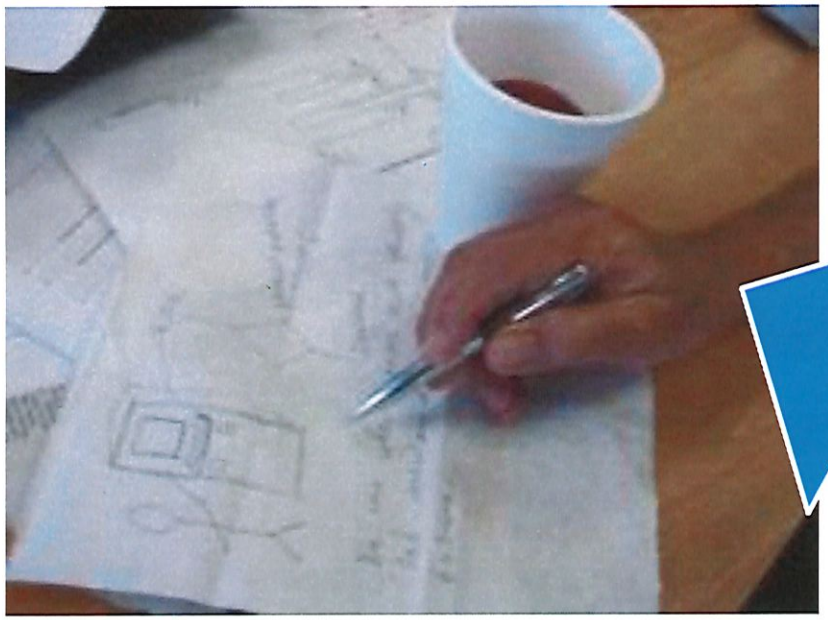
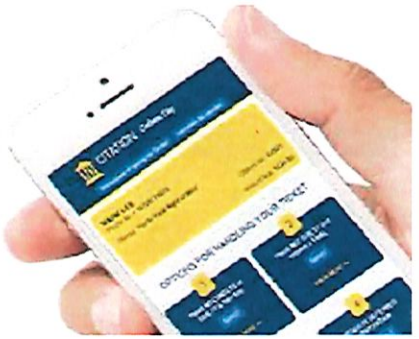


Concept to Completion



Unified Payments
Utilities - Taxes - Courts - Jails

AdComp Systems Group
Payments & Technologies Covered!

Convenience Fosters Compliance

Web & Mobile Payments

JACK Payment Kiosk Indoor / Outdoor

POS Payments

IVR Pay By Phone Bilingual

Efficient! Saves Time & Reduces Cost!

Notify & Remind via Email & Text messages Utility Express / Tax Express / Citation Smart

E-Billing

PayAllEasy
Unified Processing
Unified Reporting

JACK

Justified Automated Collections Kiosk

Optimizes Your

Budget
Workforce
Services

Anatomy of your custom kiosk

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Indoor

- Security Camera
- 19” touch LCD
- Barcode Reader
- Credit Card Reader
- Bill Acceptor
- Bill Dispenser
- Receipt Printer
- Secure Steel Powder Coated Cabinet with locks

Out-facing

24x7 Huge ROI

- Security Camera
- Magnetic Flap
- 19” touch LCD
- Barcode Reader
- Check Scanner
- Credit Card Reader
- Check Dropbox
- Bill Acceptor
- Secure Steel Powder Coated Cabinet with locks
- Receipt Printer

We can also dispense coins!

Cash

Bill acceptance
Bill dispensing
Coin Management
Fraud detection

Credit / Debit

PCI compliant
Integrate with any processor
Instant authorization

OPTIONS

Checks / Stubs

MICR – Account # & Routing #
OCR – Account # on stubs
Barcode on stubs
Scans front & back
Can keep or return check

Other

Advertising screen
Receipt printer
Barcode scanning
Security camera

Important Factors For
A Successful Kiosk Implementation

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★Customized turnkey development

★Software / Hardware / Installation / Support.

★Online real time reporting, monitoring and alerting.

★Integrates with Billing Application & Processing Companies

Harris Software - (Northstar / Cayenta)
Tyler Technologies (Incode / Munis / New World)
MSB / Gila
Infosol
Sungard Public Sector (HTE)
STW
UDS
USTI
Denison Software
Ventyx
Paymentus
EPX
PCI
.....and more

They may charge API fees.

tyler technologies
munis
a tyler erp solution
Paymentus
The Real-Time Bill Payment Company
sigma PAYMENT SOLUTIONS
NORTH|STAR UTILITIES SOLUTIONS
First Data.
ACHeck21
SUNGARD
FIS
TSYS
New World Systems

Use the manpower more effectively

24 x 7 Convenience at lowest cost !

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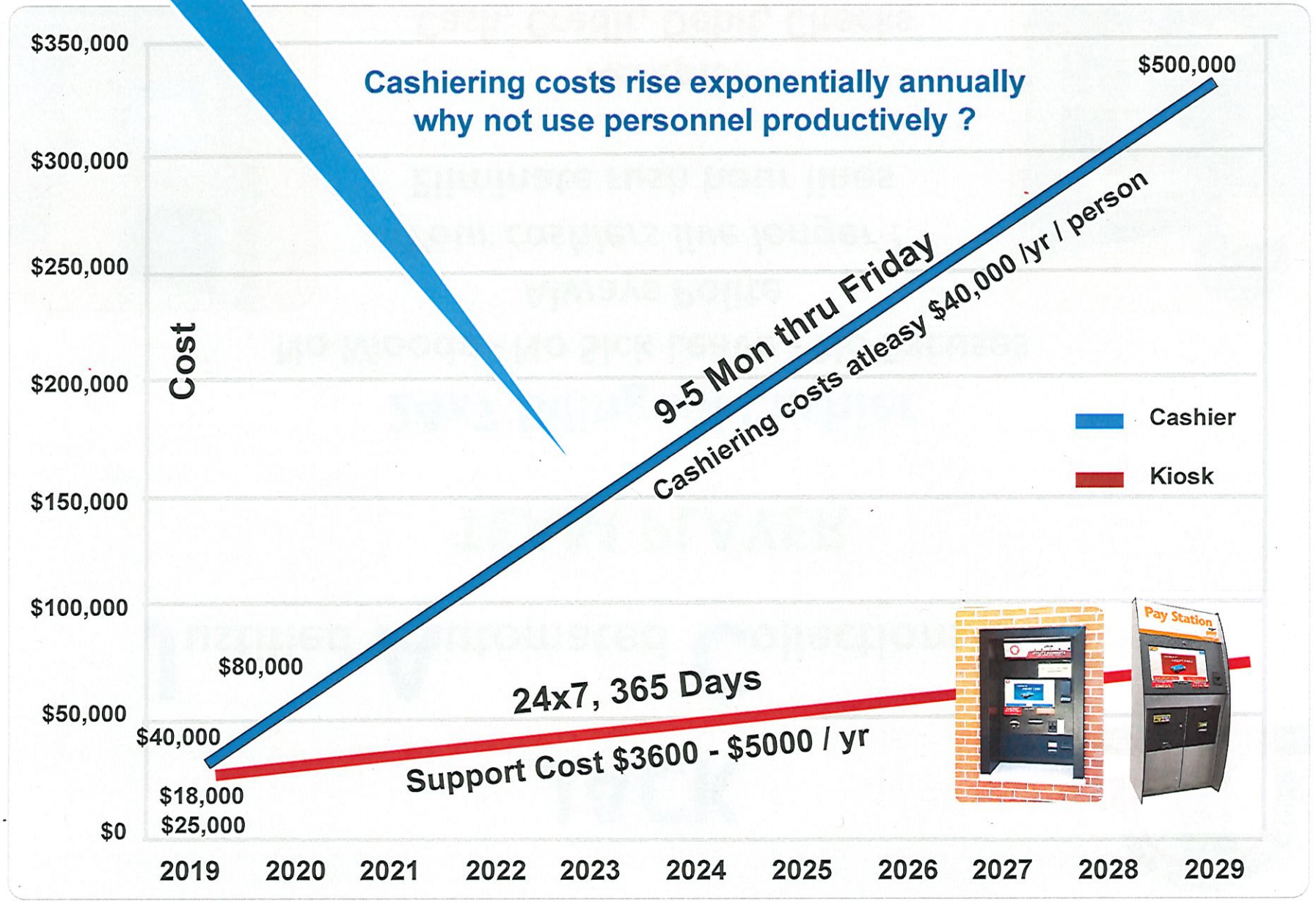

JACK

Justified Automated Collections Kiosk

AdComp Systems Group

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TEAM PLAYER

24x7 Bilingual Cashier

No Moods - No Sick Leave - No Excuses

Always Polite

Your cashiers live longer !

Eliminate rush hour lines

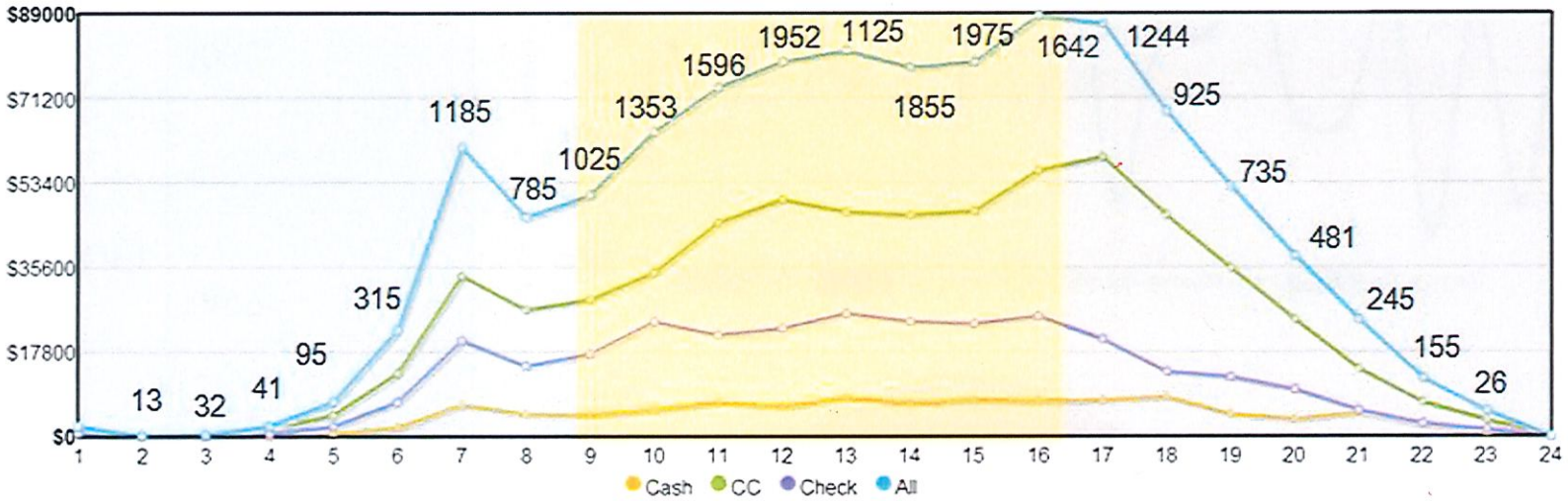
Accepts:

Cash, Credit, Debit, Checks

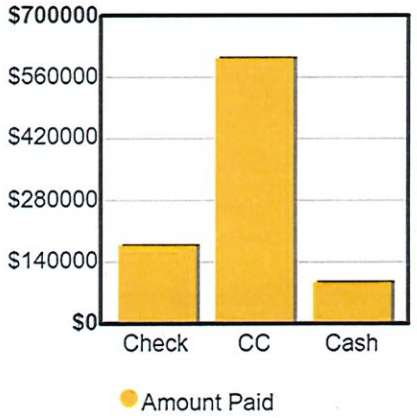
Indoor | Outdoor

Laporte TX
Population: 35,371
January 2018 to December 2018

Number of transactions by the hour

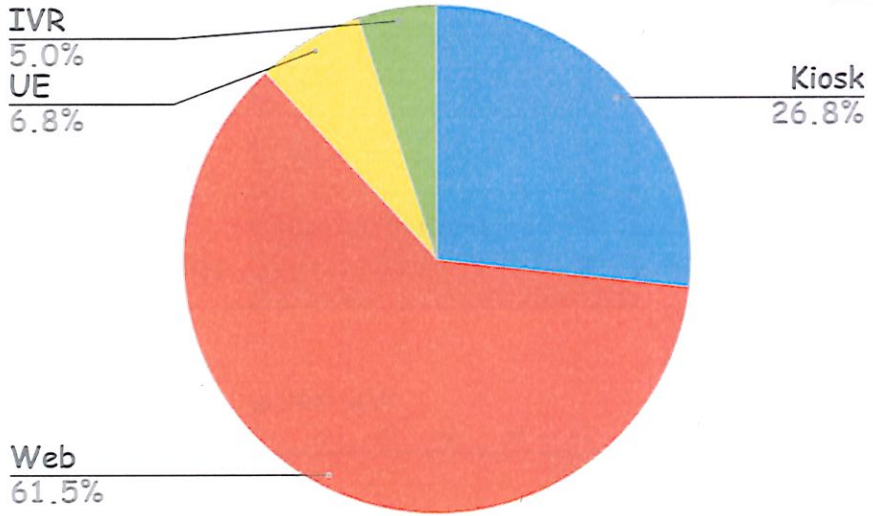


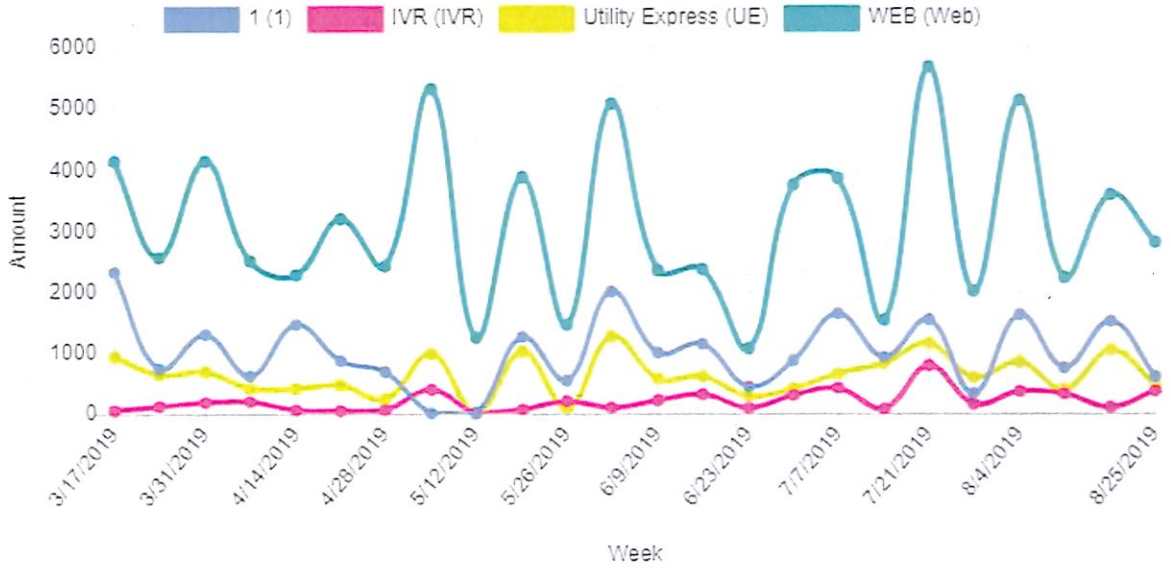
Payment Method	Transaction Amount	Number of Transactions
Cash	$45,007.00	589
Check	$86,477.96	1202
Credit Card (CC)	$1,664,105.73	20189
Total	$1,795,666.04	21981



Statistics by Payment Method

Payment Method	Number of Transactions
Kiosk	5880
Web Portal	13510
Utility Express (UE)	1499
IVR	1092
Total	21981





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Payments & Technology Covered!

Ferris, TX

Altus, OK

Fort Lauderdale, FL

Asheboro, NC

Ottawa, KS

Perry, GA

Albemarle, VA

St. Martinville, LA

What sets AdComp apart?

1. 24/7 Technical Support Number - Big & Bold on Top of payment page.
2. User Friendly (Lots of lookup options)
   a. Quick Pay
   b. Street / Lastname Lookup
   c. Citation No. / DL / FName LName DOB /
   d. Bilingual
3. Recurring Payments
4. Encourage customers to sign up for E-billing
5. Collect Cell and Emails to promote Utility Express - Text message notifications
6. Zero out-of-pocket option available by charging technology / convenience fees to the users.
7. Echecks are lower cost option for everyone.

AdComp Systems Group

JACK

Payments & Technology Covered!

Web Payments

Credit Card & ECheck

Utilities
Taxes
Courts
Facility Rentals
Permits & Licenses

IVR Payments & AdCompVoice

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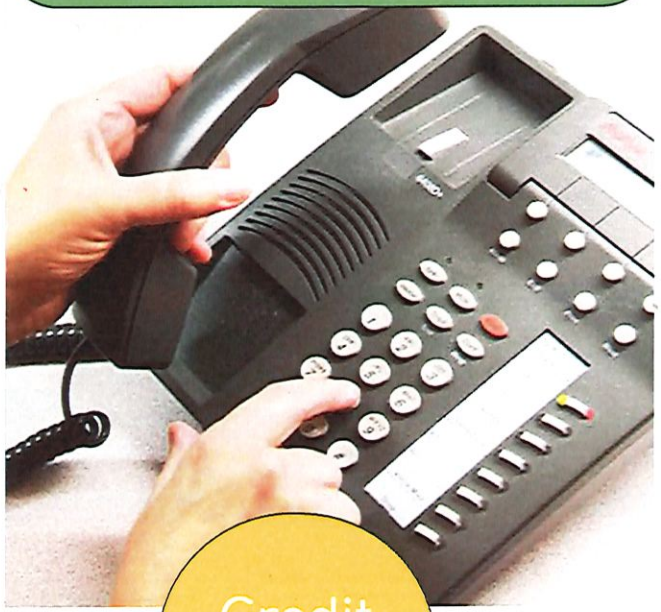
Payments & Technology Covered!

1. Bilingual
2. Reduce calls for balance inquiry
3. Customers can pay using any phone
4. User Friendly
5. We collect cell numbers so we can notify & remind using Utility Express.
6. AdCompVoice
   a. Fixed cost per extension
   b. Reduce Costs of Communications
   c. Voicemail to Email
   d. No long distance and per minute costs
   e. Unlimited number of simultaneous calls
   f. Cloud-based - no PBX equipment needed
   g. Phone System continues to work even if you building has lost power or internet by forwarding calls to cellphones.
   h. Flexible Auto attendant greeting

IVR Payments



Credit Card

Utilities
Taxes
Courts

POS (Point of Sale)

AdComp's POS (Point-Of-Sale) System is built to interface with your billing and financial modules.

It can handle accepting Cash, Check and Credit Card Payments for Utilities, Courts, Taxes and other departments.

With POS software we typically also provide EMV terminals to accept chip card payments.

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JACK
Payments & Technology Covered!

Utility Express

Convenient text based reminders increase collections & reduce defaults!

AdComp Systems Group — Payments & Technology Covered!

Smartphones are the Center of all Communications!

Bill Pay **Reminders**
Overwhelmingly Increase
Customer Satisfaction

Customer provides Cell Phone Number while paying a bill using JACK, Web or IVR

Benefits

Periodic Reminders are sent
Customer can always opt out
Reminders have links to pay via phone
Integrates with utility software

Citation Smart

Officer Collects Cell Phone Number When Issuing Citation, Cell Phone Number & Citation Details get Uploaded to Citation Smart

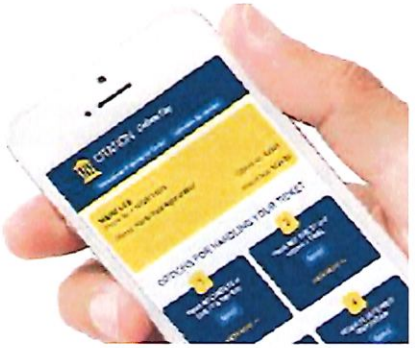
When Issuing Citations the Officer Collects <u>Cell Phone Number</u>

<u>Cell Phone Number</u> & Citation Details get Uploaded to Citation Smart

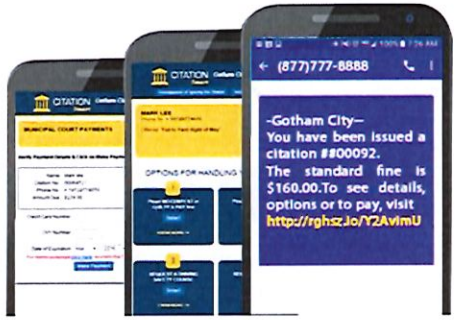
1) Sends Initial Text Notification
2) Sens Periodic Reminders
3) Offers Plea & Payment Options

<u>Benefits</u>

Notify & Remind every 10 days
Reduce Defaults & Warrants
Increase on time payments
Real time notification & reporting to court



Defendant's smart- phone receives text message of citation or warrant to facilitate payment



TICKETS ON THE GO

Tickets On The Go is mobile technologies solution that automates the citation process

Fast, Accurate and Secure Electronic Citations

Issue an e-Ticket or warning using Android smart device

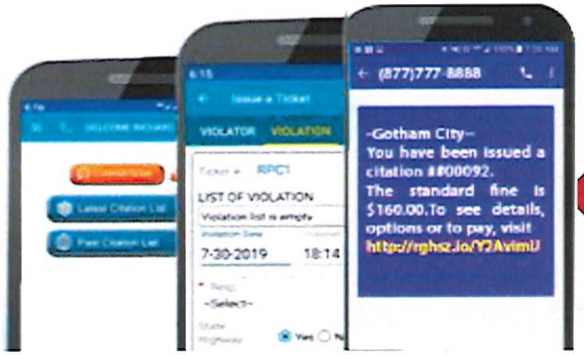
Built-in DL scanner populates fields automatically

Benefits

No more handwriting the same forms over and over.
Citations can be sent immediately
More time on patrol
Quicker processings

Data immediately flows to the cloud where it is now searchable

Issue violator copy using bluetooth printer



Defendant's smart- phone receives text message of citation to facilitate payment

Comprehensive Reports Alerts & Monitoring

https://app2.teleasy.com/adcomp/DashBoard.aspx

Secure – Detailed – Accurate – Real time

For All Platforms

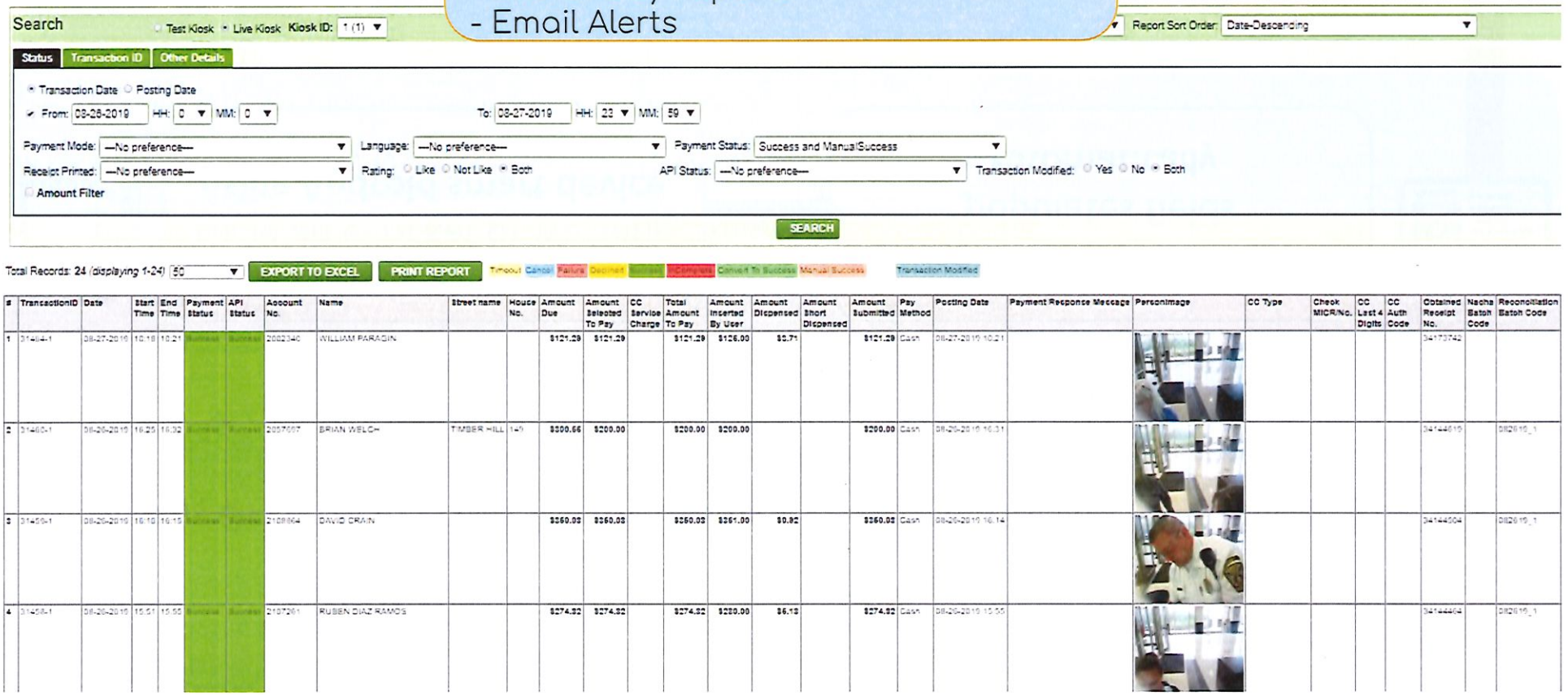
Web Portal-IVR-Kiosk-Pos-Utility Express

Checks- Cash - Credit Cards - Echecks

AdComp Systems Group — JACK — Payments & Technology Covered!

Detailed reports

- Filter by Cash, Checks, Credit Cards
- Reprint receipts
- View Check images
- End of Day Reports
- Email Alerts



A whole lotta JACKs!

- Anna, TX – LIVE
- Madison, TN – LIVE
- Freeport, TX – LIVE
- East Valley Water District, CA – LIVE
- Altus, OK – LIVE
- Nacogdoches, TX - LIVE
- Tecumseh, OK – LIVE
- Reno, TX – LIVE
- Kennedale, TX – LIVE
- BurkBurnett, TX – LIVE
- PRECASH – LIVE
- Keller City Jail – LIVE
- Brunswick Regional Water - LIVE
- Asheboro, NC – LIVE
- Zachary, LA – LIVE
- Norcross, GA – LIVE
- La Porte, TX – LIVE
- Sand Springs, OK – LIVE
- El Campo, TX – LIVE
- Lake Charles, LA – LIVE
- Abbeville, LA – LIVE
- Dickson County, TN – LIVE
- Carrollton Utilities, TX – LIVE
- South Padre Island, Birding Center - LIVE
- Wichita Falls, TX – LIVE
- Terrell, TX – LIVE
- Conroe Utilities, TX – LIVE
- Freeport, CA - LIVE
- Palmdale Water, CA – LIVE
- Winnsboro, TX – LIVE
- Odessa, TX – LIVE
- Brownfield, TX – LIVE
- Energy United, NC – LIVE
- Navajo Tribal Utility Authority (NTUA) - LIVE
- Tyler, TX - LIVE
- Dalton Utilities, GA – LIVE
- Eagle Pass, TX – LIVE
- Sealy, TX – LIVE
- Katy, TX – LIVE
- Boston, MA – LIVE
- Ferris, TX – LIVE
- Sweetwater, TX – LIVE
- Pecos, TX – LIVE
- Brownfield, TX – LIVE
- Baker, LA
- Westlake, LA – LIVE
- St. Gabriel, LA – LIVE
- Mohawk Valley Water Authority, NY – LIVE
- Long Beach Police Dept., NY – LIVE
- Brownsville Municipal Court, TX – LIVE
- Aurora, IL - LIVE
- Fort Hill Natural Gas, CA
- Harker Heights, TX – LIVE
- Carrollton Courts, TX – LIVE
- Carrollton Jail, TX - LIVE
- Conroe Courts, TX – LIVE
- Fairfield, CA - LIVE
- Grand Bahama Power Authority
- Stockton, CA – Coming Soon
- Post, TX - LIVE
- Ingleside, TX - LIVE
- Albemarle County, VA - LIVE
- Boston, MA - LIVE
- Fort Lauderdale, FL - LIVE
- Grand Bahama Port Authority - LIVE
- Bahama Power & Light - Coming Soon
- Brenham, TX - LIVE
- Webb County, TX - LIVE
- Hamilton, OH - LIVE

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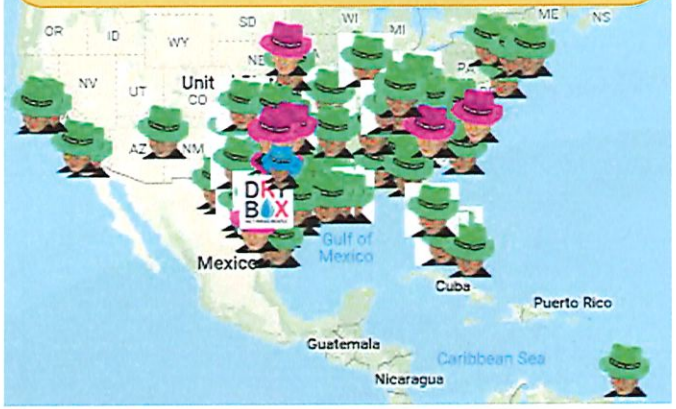
Utility Companies
Phone Companies
Jails
Courts
Cable Providers



E-BILLING / BILL PRESENTMENT

An eBill is an electronic version of a paper bill that you can view and pay online, containing all of the same information you're used to seeing on your paper bills.

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ebilling

Reduce cost of mailing
(stamps, paper, ink, labor).

Your customers would love to get the Bills by
Email or text message

EMAIL SMS

Poteet

St. Gabriel

Bahamas

User Benefits

Accessibility
Access your statement anytime,anywhere

Secure
Your statement will be only be accessed by you

Save time, cut clutter
We'll notify you by email or sms

Eco-Friendly
Less paper, more green

877-275-7694
www.adcompsystems.com

24/7 SERVICE

Take Any Payment
Any Time Any How

AdComp Systems Group
Payments & Technologies Covered!

Web Portal - IVR - Kiosk - POS - Utility Express

Checks - Cash - Credit Cards - Echecks

Utilities - Courts - Jails - Entrance Tickets - Parking
Parks & Recreation - Licensing

Cash - Checks - Credit Card

Kiosk - IVR - UE - CS - Web Portal - POS - WOTG - Remote Magistrate

Utilities - Courts - Taxes

Integrates with ease

No additional integration costs

Payments flow seamlessly through GovOnTrack

Financial Package
GL- AR - AP
Payroll

GovOnTrack

Advanced Cloud Software

AdComp Systems Group

Payments & Technologies Covered!

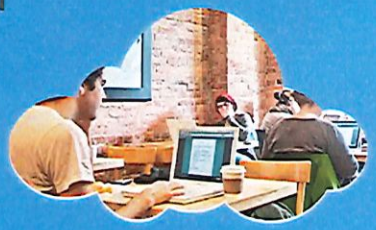
Manage Your City

Secure Servers that host your database and software also enable thousands of cities nationwide.

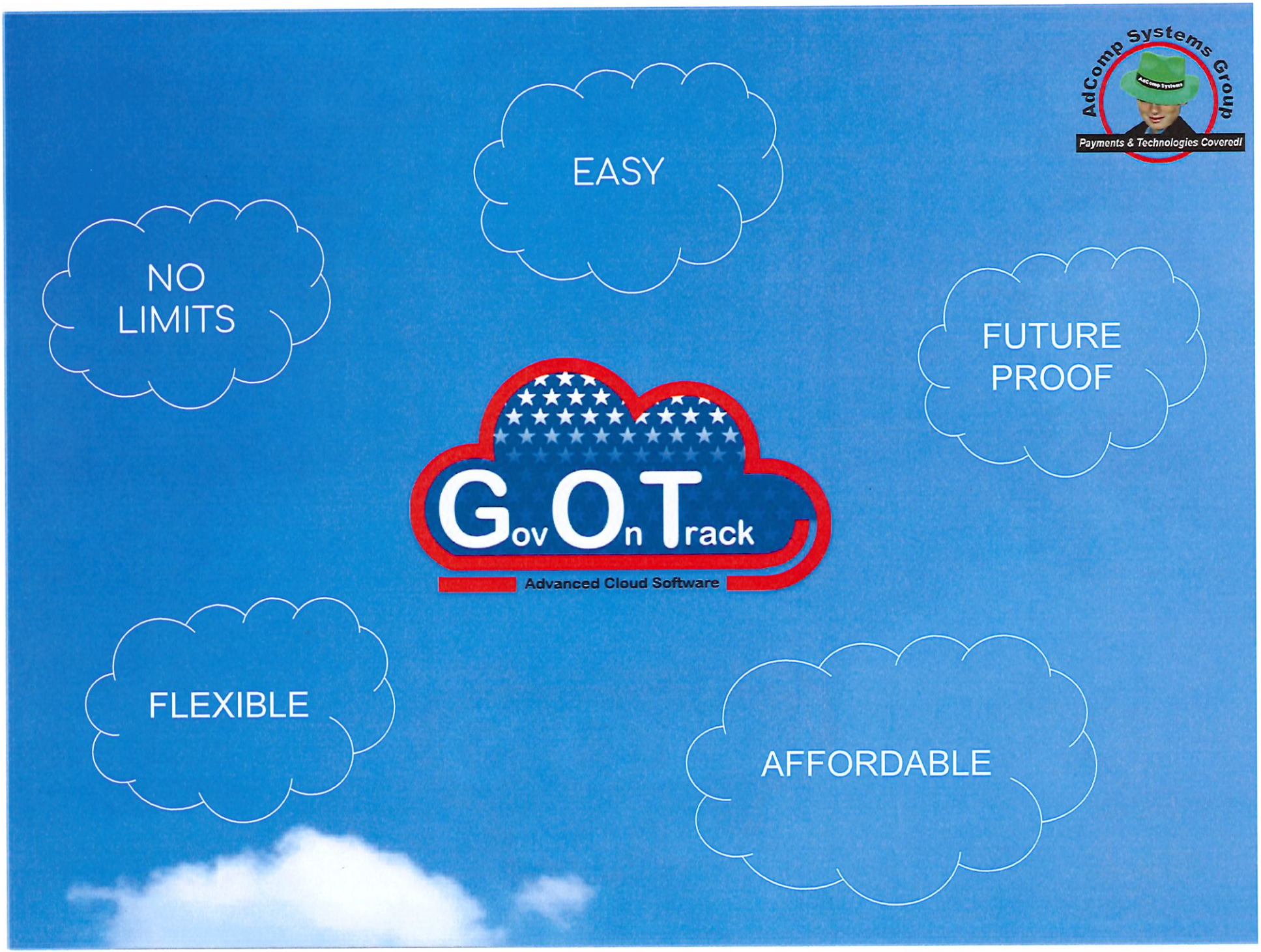
From City Hall

From the Beach

From the Park

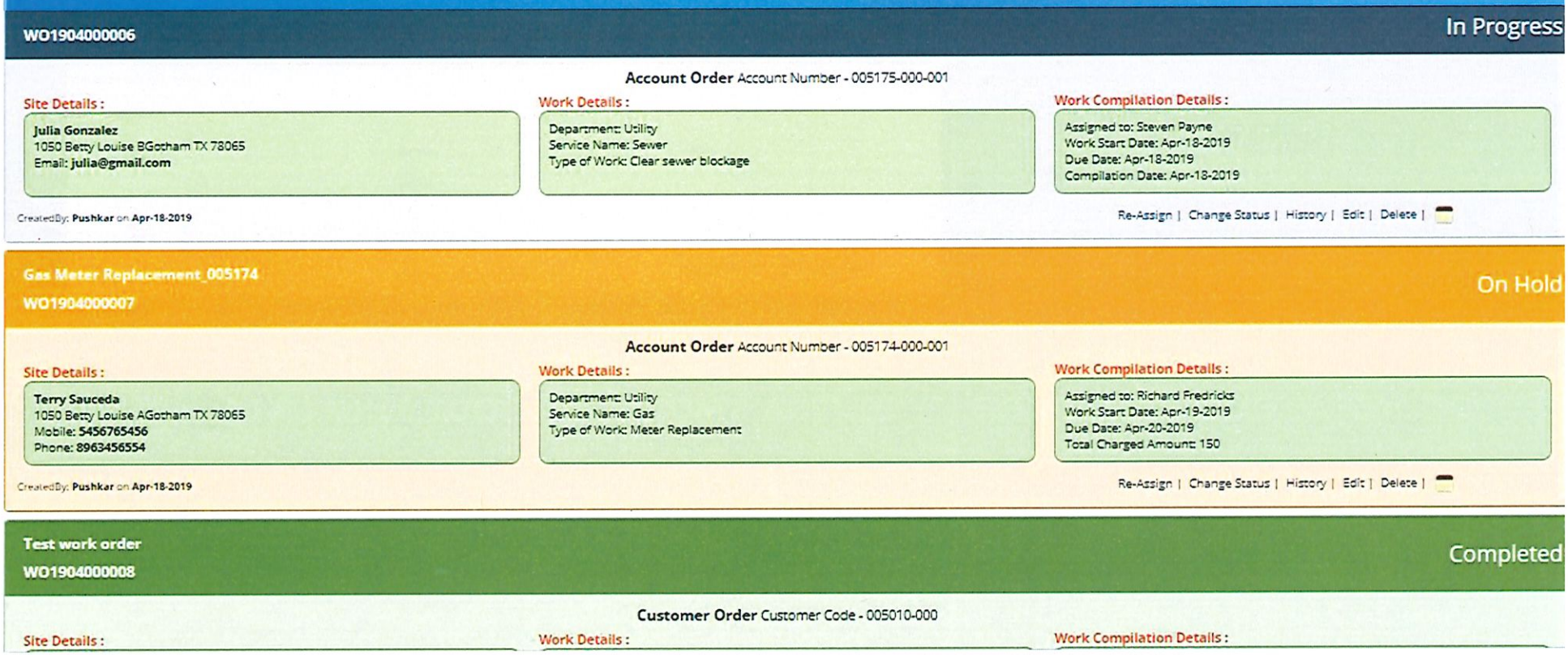


From a Coffee Shop


AdComp Systems Group
Payments & Technologies Covered!
EASY
NO LIMITS
FUTURE PROOF
GovOnTrack
Advanced Cloud Software
FLEXIBLE
AFFORDABLE

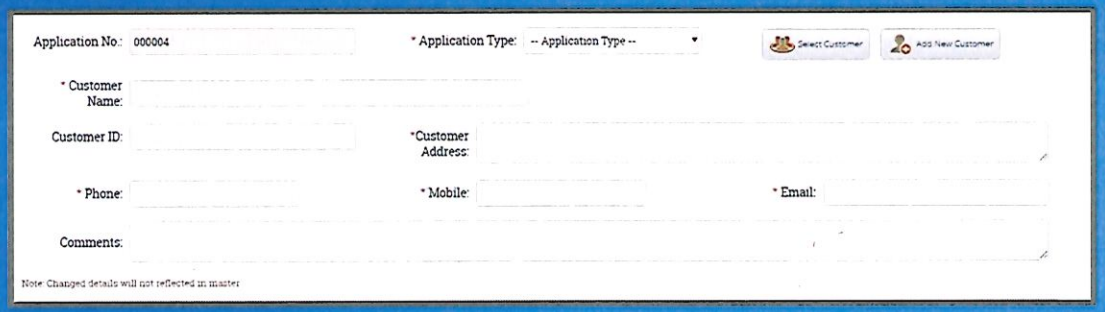
Work Orders

The City can assign multiple Work Orders to Customers, Companies or Contractors along with details such as :
a) Site Details
b) Work Details &
c) Work Completion Details
As well as assign Status updates to: In Progress, On Hold or Completed to keep a track of all your Work Orders.

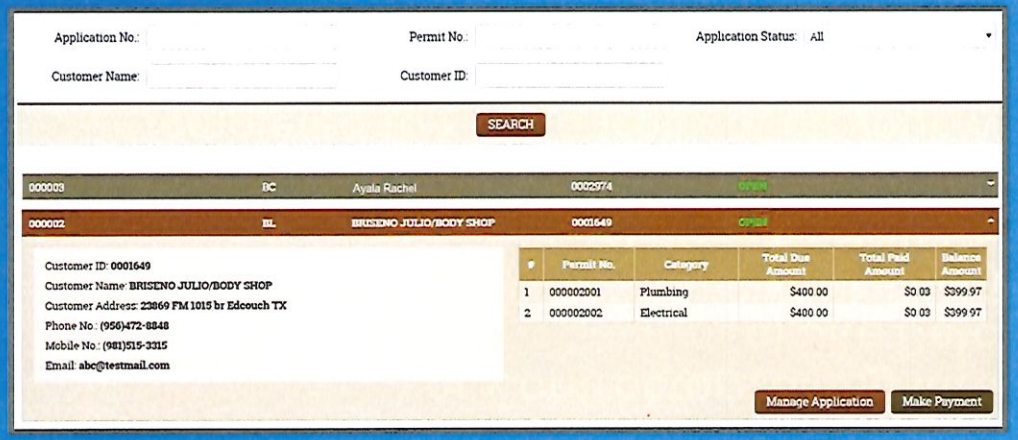


Permits & License

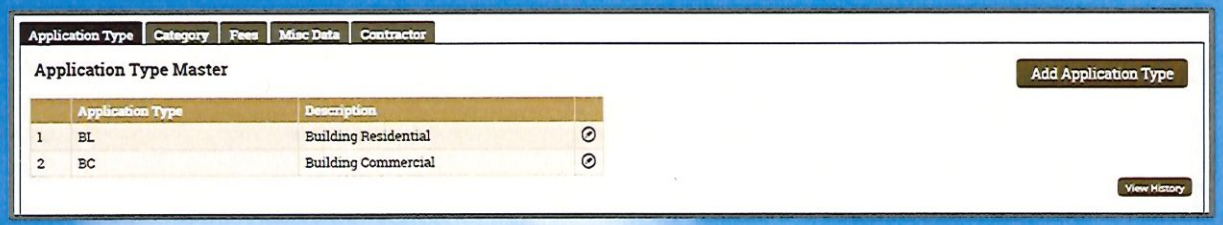
The Permits module allows you to Create, Manage, View all of your Permits & License at the same spot :



Create



Manage



View

JACK - Network and Electrical Requirements

v1.1

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Electrical

The JACK kiosk requires a single 125V/15A circuit with a standard 5-15R or 5-20R outlet, for both the indoor-kiosk and outfacing-kiosk configurations. We recommend that equipment other than the kiosk are not connected to the same circuit.

Network (Physical)

Up to 4 devices in JACK require a network connection. One drop per device will be required depending on the kiosk configuration, and can include:

-Kiosk Main Computer
-Credit Card Terminal
-Surveillance DVR
-Web Power Switch (Remote Power Controller)

Gigabit Ethernet is preferred, and the kiosk is provided with a Cat 6 pigtail of approximately 10 feet for each networked device equipped.

Network and Internet

We support many network configurations; however, the following is what is recommended:

-Access to billing software APIs through HTTPS.
or
-Access to a flat file with customer account information
    -accessible via SMB, FTP, or FTPS
    -a similarly configured location to drop payment information.

-Gateway to the public Internet (Proxy Servers are not supported).

-Optionally, traffic routed exclusive of your primary network on a separate subnet is supported for increased network security and simplified compliance.

-Ports forwarded from your connection to the public Internet are generally not required for most installations. All services (remote access, antivirus, security updates, JACK Reporting, Credit Card Payments, API connections, Database connections) all originate from the kiosk.

-General access to the internet from the kiosk is recommended.

-Local NTP server access is highly recommended, and is required for integration with some billing software systems.

-Active Directory participation is not recommended. If mandatory per your security policy, JACK must be maintained on a separate Group Policy Object from your desktop systems, since the kiosk does not have a typical local user who can interact with Windows directly. Group Policy should not enforce any action that requires manual intervention from a desktop user, such as clicking OK to accept an acceptable use policy, for example.

Points of Contact

Network Administrator/Systems Integrator:
Steven Pangilinan
steven@adcompsystems.com
972-436-3900 x274

Chief Product Architect/CEO:
Mansur Plumber
Mansur@adcompsystems.com
972-436-3900 x201

JACK Kiosk Dimensions

ADA Constraints for Walk-Up Service

|<--Bill Acceptor 22 3/4"---------->|
|<--Credit Card Reader 30"---------->|
|<--Receipt Printer Slot 31 1/2"---------->|
|<--Check Slot 33 1/2"---------->|
|<--Barcode Reading Platform 34 1/4"---------->|
|<--Bottom of LCD Touch Display 38 1/4"---------->|
|<--Top of LCD Touch Display 47 3/4"---------->|

|<--Full Kiosk Height (not including shroud, includes backlight box for sign) 60 1/8"---------->|
|<--Full Kiosk Height (with shroud) 63 1/8"---------->|

|<--Kiosk Width (Including Shroud) 32 1/8"---------->|
|<--Kiosk Width 26"---------->|

JACK Outer Dimensions

|<--Kiosk Height at front (incl. Light Box) 60 1/8"---------->|
|<--Kiosk Height (Cabinet w/o Light Box) 59 7/8"---------->|

|<----------->|
Ground to Wall Cutout Maximum 17"

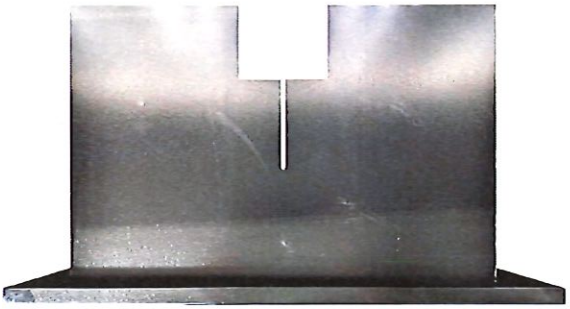
<-- Power/Ethernet Access

|<--Max Depth 25 3/4"---->|
|<--Depth 21"-------->|
|<Door Clearance 26">|

|<--Safe Height 29 1/8"----->|
|<-Top Cabinet Height 30 3/4->|

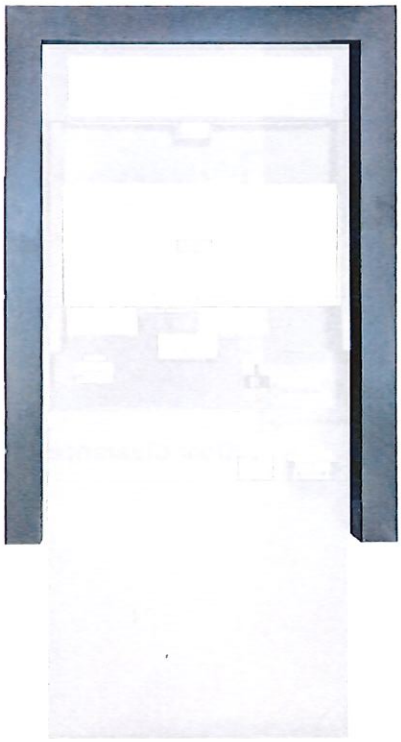
<-- Power/Ethernet Access

JACK Shroud Dimensions



|<--Shroud Width at Front 32 1/8"---------->|
|<--Shroud Width at Kiosk 26 1/8"->|
|<---->|
Fan Gap Width 5 3/8"
||
Flex Split Width 1/4"

|< --Shroud Depth 18"->|
|-| Facia Depth 1"
|--In Wall Depth 17"->|
|<---------->|
Flex split to Edge
|<--->|
Fan Gap Depth



|<--Shroud Width at Front 32 1/8"---------->|
|<--Shroud Width at Kiosk 26 1/8"--->|

|<--Shroud Height 45"---------->|
|<--Shroud Outside Height 42"---------->|
|<--Shroud Inside Height 41 7/8"---------->|

Reno, TX – Water & Court Payments

Accepts Cash, Checks, Credit Cards.
Gives back change.

Back of the kiosk

ADCOMP SYSTEMS, INC

1720 S EDMONDS LN.
STE 201
LEWISVILLE,TX 75067

Invoice

DATE	INVOICE #
11/25/2020	18749

BILL TO	SHIP TO
City of Ashland 20 East Main Street Ashland, OR 97520	City of Ashland Melanie Purcell 20 East Main Street Ashland, OR 97520

P.O. NO.	TERMS	DUE DATE	REP	SHIP DATE	SHIP VIA	AABS #
	100% ADVANCE	11/25/2020	DF&GD	11/25/2020		

DESCRIPTION	QTY	RATE	AMOUNT
ACH/Wire Instructions: Company name: Adcomp Systems Inc Company Address: 1720 S Edmonds Ln., Suite 201 Lewisville, TX 75067 Bank Name: JP Morgan Chase Bank Bank Address: 925 West Main Street Lewisville, TX 75067 Account # : 846005384365 ABA# 111000614			

Sales Tax (0.00)	$0.00
Total	$26,363.60
Payments/Credits	$0.00
Balance Due	$26,363.60

TERMS AND CONDITIONS:
1.Interest will be charged at 2% per month on past due invoices. Returned checks are subject to $30.00 fee. Customer will be responsible for all collection costs and attorney fees, whether suit is filed or not, in order to collect any delinquent amount. Shipping and Taxes are extra, if not included.
2.Returns are subject to 25% restocking fee and will not be accepted without authorization, plus original Invoice and packaging. No returns of cables, connectors, softwares and special orders. No refunds only credit for future purchases. No cash refunds. Deposits are non-refundable.
5.Warranty on all items limited to those provided by the manufacturer.
6. Service charges are non-refundable.
For Billing Inquiries Call (972) 436 3900

ADCOMP SYSTEMS, INC

1720 S EDMONDS LN.
STE 201
LEWISVILLE,TX 75067

Invoice

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	100% ADVANCE	11/25/2020	DF&GD	11/25/2020		

DESCRIPTION	QTY	RATE	AMOUNT
Special Order Outdoor Kiosk JACK: With touchscreen, Receipt Printer, Cabinet,, CC Reader. Base Payment Kiosk Software to accept credit cards & check payments	1	16,545.60	16,545.60T
Advanced Payment Kiosk Software to lookup balance and update payments using software API or lockbox file.	1	4,300.00	4,300.00T
Check Imager/reader	1	2,390.00	2,390.00T
Barcode Reader	1	785.00	785.00T
Security Cameras	1	1,143.00	1,143.00T
Setup, configuration & training (upto 2 days).Does not include travel. Can be onsite or remote	1	1,200.00	1,200.00T
Annual maintenance contract (20%=$5,272.72) of cost price is due & billed when kiosk goes live. NOTE: Munis/Open Edge is used for Utilities Terms: Payment: Terms: 100% Advance Payment Delivery: F. O. B. Lewisville, TX Shipping and handling not included. Shipping approx. **Cares Act Kiosk** Delivery required prior to 12/30/2020 On site installation not included. Delivery schedule is dependant on receiving all required information from the customer and it's software vendors.			